

The State of Delaware

Dental Request for Proposals (RFP)

State Employee Benefits Committee Meeting

May 11, 2026

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Context for today's discussion

- During the March 23rd SEBC meeting, WTW presented the Dental RFP Scope of Services and high level RFP overview materials to the SEBC, and the SEBC provided initial feedback
- In preparation for the April 20th SEBC meeting, the SEBC were provided the initial draft of the Dental RFP for their initial review and input
- During the April 20th SEBC meeting, WTW presented information related to the employee and pensioner dental survey results from 2021, reviewed the proposed DPPO High/Low Plan options being proposed, reviewed the proposed scoring criteria, the SEBC voted to approve moving the Dental RFP forward with these DPPO High/Low Plan options, and there were a few follow up questions
- In preparation for today's discussion, the SEBC were provided the final draft of the Dental RFP for their review and any additional feedback was requested by April 24th
- Today, we will review answers to the follow-up questions and the agreed upon updates to the Dental RFP provided in advance of this meeting, and the SEBC will vote on the approval of the Dental RFP

Summary of SEBC Follow-Up Questions and Answers from April 20th Meeting

Follow-up	Response
SEBC voted to approve shifting from a DHMO and DPPO plan to a DPPO High and Low Plan option	The final draft of the Dental RFP provided to the SEBC for approval was updated throughout to remove references to the DHMO plan and include the DPPO plans
SEBC voted to remove the Responsiveness category from the Criteria because it typically is consistent across all vendors and does not impact the overall score	This was updated on pages 23-24 of the RFP and is also included in the Appendix of this presentation
An SEBC member asked for further details on the providers who have left Delta Dental and Dominion in FY26 from July 2025 to current	<p>Dominion – 1 Provider terminated their contract with Dominion National</p> <ul style="list-style-type: none"> • Their reason was that the fees were too low to sustain the business. <p>Delta – 165 Providers terminated their contract with Delta Dental</p> <ul style="list-style-type: none"> • Delta shared that most terms are out of the area and/or had only one patient which may indicate the provider was seen as a one off or during a vacation not as a primary dentist (making the term less impactful) • 6 termed due to attrition, meaning the dentist is no longer practicing and/or the practice is closed. This includes the death of the provider. • 7 have an involuntary term • 48 termed but did not provide a reason. These instances are for provider terminations outside our Enterprise. Other Delta plans do not currently track/report termination reasons. • 64 have a voluntary term, meaning the provider initiated the termination. Voluntary termination could be for a variety of reasons such as being unhappy with compensation or treatment oversight/processing guidelines, or the practice has decided to not participate in networks at all

Next steps

- SEBC will vote on the approval of the Dental RFP
- RFP to be released on May 28, 2026

Appendix

Updated for SEBC feedback on April 20th:

Draft Scoring Criteria and Weighting

Topic	DPPO High Plan Weighting	DPPO Low Plan Weighting	Description/Examples
Financial Proposal	35 points	35 points	<ul style="list-style-type: none"> • Offer competitive financial proposal • Willingness to offer credits to offset the costs associated with communications, marketing, IT/technology, future file feeds/changes, reporting and implementation (if applicable). • Guarantee performance of the requested scope of services, offering comparable performance guarantees and premium at risk to current as outlined in Attachment 16
Network	30 points	30 points	<ul style="list-style-type: none"> • Has a robust dental provider network that meets industry-standard access parameters which is periodically reviewed on a provider-specific, ongoing basis. • For Sussex County, Delaware, has a robust network or provides a provider recruitment guarantee.
Program Design and Offerings	10 points	10 points	<ul style="list-style-type: none"> • Ability to administer the current and proposed group dental insurance plan designs. • Offer member services and solutions that aid plan participants in navigating the dental system to efficiently meet their needs. • Integrate dental solutions with other benefit programs and vendors supporting members. • Partner with other community health resources (e.g., in partnership with the Delaware Department of Health and Social Services, the Department of Public Health) to coordinate care for members.
Plan Administration	10 points	10 points	<ul style="list-style-type: none"> • Deliver all enrollment processing and claim administration functions of a typical group dental insurer. • Possess qualified and experienced personnel to provide excellent customer service to members. • Provide experienced resources (e.g., account executive, account manager, implementation manager, eligibility/enrollment manager) to the State's account for implementation, contract development and ongoing account management. • Support the communication of group dental insurance benefits (including any changes) to participants during Open Enrollment. • Possess the ability to execute a comprehensive implementation project plan (communications, file transitions, testing, etc.) to ensure a smooth transition to new group dental insurer or (for incumbent) to support implementation of new communications or benefits if awarded a new contract.

Updated for SEBC feedback on April 20th (continued):

Draft Scoring Criteria and Weighting

Topic	DPPO High Plan Weighting	DPPO Low Plan Weighting	Description/Examples
Experience and References	10 points	10 points	<ul style="list-style-type: none"> • Have at least five (5) years' experience as an organization administering the requested scope of services with clients of similar size (number or covered employee lives) and complexity. • Has extensive experience administering the requested scope of services with public sector clients. • Experienced designated resources (e.g., account manager, implementation manager, customer support staff) to the State's account implementation, contract development and ongoing account management. • Has outstanding references from both current and terminated customers of comparable size and complexity to the State.
Tools and Technology	5 points	5 points	<ul style="list-style-type: none"> • Excellent member-facing on-line tools. • Availability and superior functionality of plan sponsor facing online self-service account management tools.

Dental RFP Process

- Subject to approval of the SEBC at the May SEBC meeting, Dental RFP will be released on May 28, 2026
- Minimum requirements are reviewed first and any bidders not meeting minimum requirements will not move forward in the evaluation process
- Bidders passing minimum requirements will move forward to interview, evaluation and scoring of their full proposal response

Event	Target (Local ET Time) <i>(timeline is subject to change)</i>
RFP Released	Thursday, May 28, 2026
Intent to Submit Proposal Deadline	Thursday, June 11, 2026, 11:00 a.m.
Mandatory Pre-Proposal Meeting (Conference Call)	Friday, June 12, 2026, 11:00 a.m.
Questions due to SBO from Confirmed Vendors	Monday, June 15, 2026, 9:00 a.m.
Responses to Questions to Confirmed Vendors	Monday, June 29, 2026
Deadline for Receipt of Proposal	Monday, July 13, 2026, 1:00 p.m.
Notification of Finalists – Invitation to Interview	August 2026
Finalist Interviews	October 2026
Recommendation of Finalist(s) to SEBC	December 2026