



November 14, 2018

*** via email ***

Ms. Karen Reid, Senior National Account Manager
The Hartford
6011 University Blvd., Suite 330
Ellicott city, MD 21043

Re: Request for Proposal – Short-Term and Long-Term Disability Insurance

Dear Ms. Reid:

Based on the recommendation of the Proposal Review Committee on November 13, 2018, the State Employee Benefits Committee (SEBC) voted in favor of awarding the disability insurance contract to The Hartford effective on 07/01/19 for an initial term of three years with two optional one year periods with the following terms:

1. Award to The Hartford for three years with two optional one-year periods.
2. Include a dedicated on-site resource at a three year cost of \$404,000.
3. Review The Hartford account management and claim analyst support, administration of the disability benefit and conduct an audit and assessment of the new technology platform for use in considering if a re-procurement and new contract for disability administration is appropriate in three years rather than five.
4. Negotiate in the contract and performance guarantees, a commitment to continuous review and process improvement in the areas of STD to LTD transition, timely notification of retroactive social security disability awards resulting in benefit offsets, and return to work services.

We will begin working promptly with your team on the implementation of the terms in the RFP and the draft of the new contract.

Please allow me to extend congratulations to The Hartford's team!

Respectfully,
Signature on File

Faith L. Rentz, Director

cc: file

STATE OF DELAWARE STATEWIDE BENEFITS OFFICE

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