



State of Delaware
Department of Human Resources
Statewide Benefits Office

STATE EMPLOYEE BENEFITS COMMITTEE

Request for Proposal for a Fertility Benefits Third-Party Administrator

ADDENDUM #2

August 21, 2019

DHR2001-Fertility

1. The second sentence of the first paragraph on Page 5 is revised to replace the word “including” with “plus” to read as follows:

“. . . approximately 86,000 members, plus approximately 13,500 members . . .”

2. The first row of the chart at the bottom of Page 9 is revised to replace “employees” with “members” to read as follows:

“Total number of enrolled members”

3. The Standard and Performance Measure criteria of the performance guarantee Account Management Satisfaction at the bottom of page 89 is revised by replacing the following language:

Standard: Average score of Strongly Agree (5), Agree (4), or Somewhat Agree (3) with SBO’s account management team based upon the Account Management Survey, Attachment 7. The annual performance determination will be based on the arithmetic mean of the quarterly measurements.

Performance Measure: Self-Explanatory.

Please replace this language in your bid response.