



State of Delaware
Office of Management & Budget
Statewide Benefits Office

STATE EMPLOYEE BENEFITS COMMITTEE

**State of Delaware's Request for Proposal for
Pharmacy Benefit Management Services**

Addendum #1

August 7, 2015

OMB15003–PharmBenft

General Directions for All Addenda:

Please make the changes to the Request for Proposal document for your bid response by using a strikethrough font and insertions. If a term is deleted in its entirety without replacement language, please do not renumber the remaining items. So that there will be no confusion as to which version contains the correct terms, a revised RFP document with the changes will not be issued. Thank you.

1. If a report is more than fifty pages, such as a geo-access or disruption report, do not include a hard copy in your response. Please reference the document and its electronic file name on a placeholder page as an attachment or an exhibit.
2. Referencing Minimum Requirement #72, please **add** the following requirement as #72.a:

Please confirm your understanding that if the State does not respond to your suggested changes to any of the Performance Guarantees, it does not infer or imply acceptance by the State. As stated in the introductory paragraph on Appendix F, the State reserves the right to negotiate both financial and non-financial performance guarantees with the selected vendor.

Technical Standards and Security Requirements:

3. Regarding #2 on Page 71 – Subcontractors. In the second sentence, **delete** the phrase “and respond to the requirements in this section in a separate document” so that the sentence reads: Therefore, the company must sign a Subcontractor form.
4. Regarding #5.a. on Page 72, a response that security threats are always changing is not acceptable.
5. Regarding #5.c.i. on Page 72, the ten (10) character password requirement is applicable only for external access to the vendor’s secure website by members and the Statewide Benefits Office personnel. It is not a requirement for the vendor’s internal data access systems.
6. Referencing offshore data location and the encryption of data in transit, Terms & Conditions #3 and #4.b.: The servers that store Delaware data cannot be located offshore. If a call center or claims processing office, for example, is located offshore, the transmission of data via secured means is acceptable if the secure transit mechanism that you are asked to describe is approved by the State.
7. Referencing the encryption of data in transit, Terms & Conditions #4.b.: Please note that the requirement has two parts – 1) The data must be encrypted at rest in compliance with the referenced policy, **or**, 2) if the data is not encrypted at rest, the vendor must describe “existing security measures that provide a similar level of protection” **and** provide “proof of cyber security liability insurance coverage that meets the requirements in the referenced policy”. If Delaware’s data would be encrypted at rest and your organization carries cyber security liability insurance, though not required, you are welcome to provide a copy in your response.