

APPROVED



E-MAILED  
7/16/10

**FULLY EXECUTED - CHANGE 2**

**Contract Number: 4400002278**

Contract Change Effective Date: 07/15/2010

Valid From: 07/01/2008 To: 06/30/2011

All using Agencies of the Commonwealth, Participating Political  
Subdivision, Authorities, Private Colleges and Universities

**Purchasing Agent**

Name: OA Central

Phone: 717-787-8191

Fax: 717-783-4429

Your SAP Vendor Number with us: 114714

**Supplier Name/Address:**

PRUDENTIAL INSURANCE COMPANY OF  
AMERICA

751 BROAD ST

NEWARK NJ 07102-3714 US

**Please Deliver To:**

To be determined at  
the time of the Purchase Order  
unless specified below.

**Contract Name:**

8100 Prudential Long Term Care

**Payment Terms**

NET 30

Solicitation No.:

Issuance Date:

Supplier Bid or Proposal No. (if applicable):

Solicitation Submission Date:

This contract is comprised of: The above referenced Solicitation, the Supplier's Bid or Proposal, and any documents  
attached to this Contract or incorporated by reference.

| Item | Material/Service<br>Desc | Qty   | UOM | Price | Per<br>Unit | Total |
|------|--------------------------|-------|-----|-------|-------------|-------|
| 1    | Long Term Care           | 0.000 |     | 0.00  | 1           | 0.00  |

**General Requirements for all Items:**

**Information:**

**Total Amount:**

SEE LAST PAGE FOR TOTAL OF  
ALL ITEMS

Currency: USD

Supplier's Signature \_\_\_\_\_

Title \_\_\_\_\_

Printed Name \_\_\_\_\_

Date \_\_\_\_\_



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**Supplier Name:**  
PRUDENTIAL INSURANCE COMPANY OF  
AMERICA

**Header Text**

Agency Contact: Tara Long  
OA-Executive Offices  
Employee Benefits  
Room 513 Finance Building  
Harrisburg, PA 17120  
ph: (717) 787-9872  
email: talong@state.pa.us

Vendor Contact: John Hafner  
Account Executive  
The Prudential Insurance Company of America  
2101 Welsh Road  
Dresher, PA 19025

3 year contract, with either 2 1 yr. renewals or 1 2 yr. renewal.

11/07/2008: Amendment #1 added to incorporate a Group Insurance Contract LT-91475-PA (Attachement E.

06/22/2010: Amendment #2 added to alter the way in which liquidated damages are measured. Performance will be reported on a quarterly basis and damage will be assessed on a yearly basis.

No further information for this Contract

**Information:**

**Total Amount:**

0.01

Currency: USD

**AMENDMENT NUMBER 2 TO  
GROUP CONTRACT LT-91475-PA  
COMMONWEALTH CONTRACT NUMBER 4400002278**

**COMMONWEALTH OF PENNSYLVANIA  
GOVERNOR'S OFFICE OF ADMINISTRATION  
AND  
THE PRUDENTIAL INSURANCE COMPANY OF AMERICA**

This Amendment between Prudential Insurance Company of America, Federal Identification Number 22-1211670 and the Commonwealth of Pennsylvania, entered into this first day of July, 2009, amends Group Contract LT-91475-PA, Commonwealth Contract Number 4400002278, which was executed between the parties effective January 1, 2009.

WITNESSETH:

WHEREAS, the current method used to calculate performance standards results in a margin of error of approximately 15% due to the limited call volume that occurs within a single quarter

WHEREAS, Prudential is increasing its use of internet technology for transactions employees currently would conduct via telephone.

WHEREAS, Prudential and the Commonwealth of Pennsylvania wish to change the method by which liquidated damages are measured and assessed for Customer Satisfaction with respect to Item #1 of Attachment C-4 to the Contract, as described below.

NOW THEREFORE, in consideration of the covenants contained herein, and agreeing to be legally bound, the parties do hereby agree as follows:

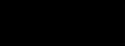
Item #1 under the Customer/Commonwealth Satisfaction section of Attachment C-4 to the Contract is replaced by the following

| QUALITY INDICATOR                               | GUARANTEE  | LIQUIDATED DAMAGE | REPORT NAME                          |
|---|--|-------------------|--------------------------------------|
| Customer/<br>Commonwealth<br>Satisfaction<br>#1 | Annually contractor will administer or provide funds for the administration of a telephone based customer satisfaction survey. | \$6,668 per year. | Customer Satisfaction Survey Results |

IN WITNESS WHEREOF, the parties have entered into this Amendment as of the date first stated above.

FOR PRUDENTIAL INSURANCE COMPANY OF AMERICA, Inc:  
Federal ID Number 22-1211670

May 20, 2010

By:   
 Vice President, Contract 

FOR THE COMMONWEALTH OF PENNSYLVANIA:

Approved:  
By \_\_\_\_\_  
Office of Administration (Date)

Approved as to Form and Legality:  
By \_\_\_\_\_  
Deputy Attorney General (Date)

Approved as to Form and Legality:  
By \_\_\_\_\_  
Office of General Counsel (Date)

Approved as to Form and Legality:  
By \_\_\_\_\_  
Chief Counsel (Date)  
Office of Administration

Certification as to Availability of Funds:  
By \_\_\_\_\_  
Governor's Office Comptroller (Date)