

State of Wisconsin
 Department of Employee Trust Funds
 DOA-3049 (R01/2000)
 S. 51.01(5) Wis. Stats.; s. 111.32(13m) Wis. Stats.



Department of Employee Trust Funds
 801 W. Badger Road
 P. O. Box 7931
 Madison, WI 53707-7931

Contract

Commodity or Service: Request for Bid for the State of Wisconsin Department of Employee Trust Funds development, maintenance and support for the Wisconsin Retirement (WRS) Benefit Payment System (BPS) **Request for Bid/Proposal No:** ETJ0018 by NVISIA, LLC as modified or clarified in Change Order #1

Contract Period: February 8th, 2010 through June 30th, 2014 plus three 2-year periods Change Order #13

1. This contract is entered into by and between the State of Wisconsin, Department of Employee Trust Funds, and the contractor whose name, address, and principal officer appears below;
2. Whereby the Department of Employee Trust Funds, agrees to direct the purchase and the contractor agrees to supply the contract requirements cited above in accordance with the terms and conditions of the request for bid cited above, and in accordance with the contractor's bid submitted on this request for bid; which request for bid is hereby made a part of this contract and as modified or clarified in Change Order #1;
3. In connection with the performance of work under this contract, the contractor agrees not to discriminate against any employees or applicant for employment because of age, race, religion, color, handicap, sex, physical condition, developmental disability as defined in s.51.01(5), Wis. Stats., sexual orientation as defined in s.111.32(13m), Wis. Stats., or national origin. This provision shall include, but not be limited to, the following: employment, upgrading, demotion or transfer; recruitment or recruitment advertising; layoff or termination; rates of pay or other forms of compensation; and selection for training, including apprenticeship. Except with respect to sexual orientation, the contractor further agrees to take affirmative action to ensure equal employment opportunities. The contractor agrees to post in conspicuous places, available for employees and applicants for employment, notices to be provided by the contracting officer setting forth the provisions of the nondiscrimination clause.
4. Contracts estimated to be over twenty-five thousand dollars (\$25,000) require the submission of a written affirmative action plan. Contractors with an annual work force of less than twenty-five (25) employees are exempted from this requirement.

Within fifteen (15) working days after the award of the contract, the plan shall be submitted for approval to the contracting agency. Technical assistance regarding this clause is provided by the Wisconsin Office of Contract Compliance, Department of Administration, P.O. Box 7867, Madison, WI 53707-7867, (608) 266-5462.

5. The Change Order #1 and five exhibits to this Change Order, modify the RFB mentioned above. Change Order #1 includes Exhibit 1 – NVISIA Response to RFB ETJ0018 for Wisconsin Department of Employee Trust Funds dated January 31, 2010, Exhibit 2 – BPS Billing Schedule dated January 31, 2010, Exhibit 3 – BPS Support and Lump Sum Acceptance Staffing dated January 31st, 2010, Exhibit 4 – BPS Consultant Rate Card, Effective January 31, 2010 – June 30, 2011 dated January 31, 2010, and Exhibit 5 – BPS Software Support Contract dated January 29, 2010. All other provisions of this contract unrelated to this Change Order remain in effect.
6. The Change Order #2 and four exhibits to this Change Order, modify Change Order #1. Change Order #2 includes Exhibit 1 – Benefit Payment System Contract ETJ0018 dated February 23, 2010, Exhibit 2 – Lump Sum Payment System Transition 2 – Acceptance Plan dated January 27, 2010, Exhibit 3 - BPS Billing Schedule dated February 17, 2010, and Exhibit 4 – BPS Support and Lump Sum Acceptance Staffing dated February 17, 2010. All other provisions of this contract unrelated to this Change Order remain in effect.
7. The Change Order #3 and two exhibits to this Change Order, modify Change Order #2. Change Order #3 includes Exhibit 1 – Benefit Payment System Contract ETJ0018 dated March 3, 2010, and Exhibit 2 – Lump Sum Payment System Transition 3 – Acceptance Plan dated February 24, 2010. All other provisions of this contract unrelated to this Change Order remain in effect.
8. The Change Order #4 and one exhibit to this Change Order, modify Change Order #3. Change Order #4 includes Exhibit 1 – Benefit Payment System Contract ETJ0018 dated May 5, 2010. All other provisions of this contract unrelated to this Change Order remain in effect.
9. The Change Order #5 and three exhibits to this Change Order modify Change Order #4. Change Order #5 includes Exhibit 1 – Benefit Payment System Contract ETJ0018 BPS Change Order dated September 13, 2010, Exhibit 2 - BPS/Lump Sum Additional Development Support dated September 13, 2010, and Exhibit 3 – BPS Billing Schedule dated September 13, 2010. All other provisions of this contract unrelated to this Change Order remain in effect.

10. The Change Order #6 and one exhibit to this Change Order, modify Change Order #5. Change Order #6 includes Exhibit 1 – Contract Amendment – BPS/Lump Sum Additional Development Support dated September 27, 2010. All other provisions of this contract unrelated to this Change Order remain in effect.
11. The Change Order #7 and three exhibits to this Change Order modify Change Order #6. Change Order #7 includes Exhibit 1 – Data Governance and Privacy Program Initiative Statement of Work PR-116, dated May 2, 2011, Exhibit 2 – Project Outline PR-116 dated May 9, 2011, and Exhibit Three Data Governance and Data Privacy Program Billing Schedule dated May 16, 2011. All other provisions of this contract unrelated to this Change Order remain in effect.
12. The Change Order #8 and three exhibits to this Change Order modify Change Order #7. Change Order #8 includes Exhibit 1 – BPS Software Support Contract, dated June 8, 2011, Exhibit 2 – BPS Billing Schedule, dated June 8, 2011, and Exhibit 3 - BPS and Lump Sum Support Staffing, dated June 8, 2011. All other provisions of this contract unrelated to this Change Order remain in effect.
13. The Change Order #9 and two exhibits to this Change Order modify Change Order #7. Change Order #9 includes Exhibit 1 – Data Governance and Privacy Program Initiative, Phase 2 Statement of Work PR-116, dated July 18, 2011, Exhibit 2 – BPS Billing Schedule, dated July 18, 2011. All other provisions of this contract unrelated to this Change Order remain in effect.
14. The Change Order #10 and two exhibits to this Change Order modify Change Order #7. Change Order #10 includes Exhibit 1_ Quality Assurance Framework Statement of Work PR-116, dated August 17, 2011, Exhibit 2 – Quality Assurance Project Billing Schedule, dated August 17, 2011. All other provisions of this contract unrelated to this Change Order remain in effect.
15. The Change Order #11 includes Exhibit 1- Statement of Work, dated October 5, 2011, and Exhibit 2 – Core Team Billing Schedule, dated October 13, 2011. All other provisions of this contract unrelated to this Change Order remain in effect.
16. Change Order #12 includes Exhibit 1 – Data Governance and Privacy Program Initiative, Phase 3 Statement of Work PR-116, dated November 14, 2011, Exhibits 2 and 3 – BPS Billing Schedule, dated November 18, 2011. All other provisions of this contract unrelated to this Change Order remain in effect.
17. The Change Order # 13 includes Exhibit 1- Quality Assurance Framework, dated December 20, 2011, and Exhibit 2 – Quality Assurance Billing Schedule, dated December 20, 2011. All other provisions of this contract unrelated to this Change Order remain in effect.

State of Wisconsin Department of Employee Trust Funds	
By (Name)	Robert J. Conlin
Signature	
Title	Deputy Secretary
Phone	608/261-7940
Date (MM/DD/YYYY)	12/20/2011

To be Completed by Contractor	
Company Name	NVISIA LLC
Company Address (City, State, Zip)	200 South Wacker Drive 36 th Floor, Chicago, IL 60606
By (Name)	Shaun Lovick
Signature	
Title	Senior Vice President

This document can be made available in accessible formats to qualified individuals with disabilities.



State of Wisconsin
Department of Employee Trust Fund

Exhibit 1 – Quality Assurance Framework
Statement of Work PR-116

Prepared for: Bob Conlin
Joanne Cullen
Pam Henning

Department of Employee Trust Funds
Madison, Wisconsin

Presented: December 20, 2011

By: Shaun Lovick Senior Vice President
Mark Daniels Vice President – Business Development

NVISIA L.L.C.
200 South Wacker Drive, 36th floor
Chicago, Illinois 60606

The NVISIA logo, consisting of the word "NVISIA" in a bold, sans-serif font with a trademark symbol.

Background:

There are a number of initiatives taking place within the ETF Department currently and most likely more within the next six (6) to twelve (12) months. As part of these initiatives, ETF needs to make sure that all of the appropriate Quality Assurance activities are taking place. This includes Quality Engineering (insuring that the software meets the business requirements, performs as required, etc.), but it also includes additional areas such as Audit, Financial, PMO, etc. that need to fit into the overall picture to measure the success of a solution.

This project will help to jump start that organization within ETF and make sure that the necessary guidelines and organizational processes and people are in place.

Approach

There will be a number of areas where this engagement will focus. These areas are described below.

Area	Deliverables	Description
Establish Quality Foundation	Quality Assurance Document	<ul style="list-style-type: none"> Implement pragmatic quality systems, processes, and procedures appropriate for ETF and which ensure compliance with all applicable regulations per and state laws, and to meet ISO standards for business services (retirement & insurance), functional processes and engineering functions. Provide internal training and provide a roadmap for achieving desired capabilities around Quality Assurance which are appropriate and relevant for the organization. Establish core capabilities within QA & QE
Monitor Quality for Change Management	QA Performance Metrics and Measurement	<ul style="list-style-type: none"> Measure and report on product consistency throughout product cycle, to include the design, define and build phases through quality checkpoints and testing Develop and manage quality assurance metrics for performance improvement of all teams
Improve Quality for Change Management	QA Operational Model – Cross Functional team engagement	<ul style="list-style-type: none"> Establish formal planning between QA, QE, PMO, and the Data Governance Operations Teams. Oversee and contribute to building and maintaining appropriate documentation regarding all aspects of the change management lifecycle as they are relevant for the organization.
Improve Quality for Engineering	Quality Test Standards and Automation	<ul style="list-style-type: none"> Define QA test standards and measurements, driving adoption of operational metrics to track system quality, system performance, and value delivery

		<ul style="list-style-type: none"> • Create, drive, and successfully implement comprehensive strategy for test automation, build unit and guide test planning
Improve Problem Management and Enable Policy	DG Operations Integration and assist in Policy Updates	<ul style="list-style-type: none"> • Ensure the QA Team participates in the Data Governance Operations Team by participating in research, and generating options and recommendations for driving continuous improvement with Data Quality and ensuring Security and Privacy are maintained for data, information, and knowledge
Drive Continuous Improvement	Quality Remediation Plan	<ul style="list-style-type: none"> • Coordinates, evaluates and assist in developing preventative and corrective action plans. • Establish alignment between QA, QE, and Internal Audit to ensure continuity between all 3 areas and drive continuous improvement in a cohesive manner.

These areas will be managed and an update provided weekly to the project sponsors and management at ETF. A high level schedule is shown below.

Category	Deliverables	Months					
		1	2	3	4	5	6
Establish Quality Foundation	1. Quality Assurance Charter Document: <ul style="list-style-type: none"> ▪ Including goals, objectives, milestones, regulatory requirements and Identify all core and enhanced capabilities 						
Monitor Quality for Change Mgmt	2. QA Performance Metrics and Measurement						
Improve Quality for Change Mgmt	3. QA Operational Model – Cross-Functional team engagement including DGSC and DG Operations						
Improve Quality For Engineering	4. Quality Test Standards and Automation						
Improve Problem Mgmt & Enable Policy	5. DG Operations Integration and assist in Policy Updates						
Drive Continuous Improvement	6. Quality Remediation Plan						

Project Management

This project will be managed by an ETF Project Manager and the Quality Assurance Architect from NVISIA. The Quality Assurance Architect will be responsible for coordinating the efforts to produce the Project Deliverables, leading the NVISIA team and communicating project status with the ETF Project Manager.

NVISIA will communicate project status with weekly written status reports and meetings, in order to identify and resolve any issues and coordinate ETF involvement during the project.

NVISIA will be onsite at ETF as required in order to gain direct access to systems, applications and ETF Staff. NVISIA will also dedicate workspace in its offices located in Chicago and/or Milwaukee for NVISIA's Team.

Assumptions

The following assumptions have been made in preparing this estimate:

1. ETF will provide ready access to appropriate personnel on their staff to answer questions and provide feedback.
2. ETF will provide NVISIA with access to appropriate IT systems, data and processes that are in scope for the data governance program.
3. ETF will facilitate introduction to key Leadership Team. ETF staff will participate and respond to requests in a timely fashion. A delay of more than 3 business-days may delay the project.
4. ETF Personnel will participate and be fully available during phone and on-site interviews.
5. ETF will participate in management reviews of intermediate checkpoint meetings during current state assessment and future state summary.
6. ETF will provide access to the Enterprise Information Model as available.
7. ETF will provide access to the IT Transformation and Planning Project.

Staffing

NVISIA proposes to staff this project with an experienced Quality Assurance Architect who has past experience in establishing and forming a Quality Assurance team and the associated processes.

ETF reserves the right to cancel this project with a minimum two-week notice. This notice will be communicated to the NVISIA Project Director or Account Manager.

Estimated Schedule

This SOW includes services for a thirteen (13) month effort. It is envisioned that the project will start the week of March 1, 2012 and will complete March 31, 2013.

Project Costs

Please see Exhibit #2 – Payment Schedule.

Agreed to and accepted by:

ETF

Date 12/20/2011



Signature

ROBERT J. CONLIN
Name

NVISIA

Date



Signature – Shaun Lovick

Shaun Lovick
Name

ETJ0018 Change Order #13
Exhibit 2

State of Wisconsin
Department of Employee Trust Funds



State of Wisconsin - Employee Trust Funds

Benefit Payment System (BPS)

Change Order #13 - Exhibit #2 - Quality Assurance Project Billing Schedule 12/20/2011

Date	Quality Assurance		Total Monthly
March 30, 2012	\$ 31,400.00	1	\$ 31,400.00
April 30, 2012	\$ 30,000.00	1	\$ 30,000.00
May 31, 2012	\$ 31,400.00	1	\$ 31,400.00
June 28, 2012	\$ 30,000.00	1	\$ 30,000.00
July 31, 2012	\$ 30,000.00	1	\$ 30,000.00
August 31, 2012	\$ 32,900.00	1	\$ 32,900.00
September 28, 2012	\$ 27,100.00	1	\$ 27,100.00
October 31, 2012	\$ 32,900.00	1	\$ 32,900.00
November 30, 2012	\$ 28,600.00	1	\$ 28,600.00
December 31, 2012	\$ 27,100.00	1	\$ 27,100.00
January 31, 2013	\$ 31,400.00	1	\$ 31,400.00
February 28, 2013	\$ 28,600.00	1	\$ 28,600.00
March 29, 2013	\$ 30,000.00	1	\$ 30,000.00
Totals	\$ 391,400.00	\$ -	\$ 391,400.00

1H 2012
\$ 122,800.00

2H 2012
\$ 178,600.00

1H 2013
\$ 90,000.00

This billing schedule is for all work on the Quality Assurance Project to be completed from March 1, 2012 through March 31, 2013.

State of Wisconsin, Employee Trust Funds	NVISIA, LLC
 DATE 12/20/11	 DATE 12/20/2011
Robert J. Conlin Deputy Secretary	Shaun Lovick Senior VP Consulting

Footnote Index	
Footnote	Description
1	Tied to BPS ETJ0018 Change Order #13