



## Contract

**Commodity or Service:** Health Insurance Satisfaction Survey

Request for Bid/Proposal No: ETI0006 by  
Synovate

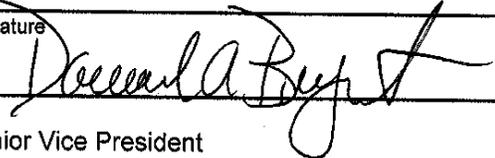
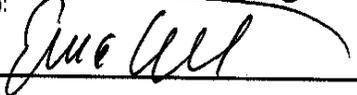
**Contract Period:** January 13, 2009 thru December 31, 2009 with option to renew for two (2) additional one-year periods

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;
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 Purchasing Agent, Department of Employee Trust Funds, P. O. Box 7931, Madison, WI 5303-7931, (608) 266-8989, mark.blank@etf.state.wi.us.
5. The Order of Precedence is the official purchase order; this contract; Amendment -1 dated January 13, 2009 with Synovate; State's revisions, addendum, and supplements to RFB; State's request for Bid (RFB) ETI0006 Dated November 6, 2008; Synovate response to RFB dated December 3, 2008

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

**Contract Number: ETI0006 Health Insurance Satisfaction Survey: CAHPS Survey Vendor to the Department of Employee Trust Funds Board for the Group Insurance Programs Offered by the State of Wisconsin Group Insurance Board. Issued by the Department of Employee Trust Funds for the Benefit of the Group Insurance Board**

<b>State of Wisconsin Department of Administration Department of Employee Trust Funds</b>	
By (Name)	Robert J. Conlin
Signature	
Title	Deputy Secretary
Phone	608-261-7940 bob.conlin@etf.state.wi.us
Date (MM/DD/CCYY)	1/21/09
Witness (1):	
Witness (2):	

<b>To be Completed by Contractor</b>	
Company Name	Synovate
Company Address (City, State, Zip)	7600 Leesburg Pike East Building, STE 110 Falls Church, VA 22043-2004
By (Name)	David A. Bryant
Signature	
Title	Senior Vice President
Phone	703-663-7280
Date (MM/DD/CCYY)	01/15/2009
Witness (1):	
Witness (2):	

January 13, 2009

**Amendment #1: ETI0006 ETF CAHPS Survey contract with Synovate**

1) Per Section C; Part 1; i Synovate will use envelopes per the Department's specifications for the survey invitation mailings and the printed survey mailings. Synovate will make the respondent ID code visible through the window envelope so that the Department can easily report returned mail to Synovate. The Department and Synovate further agree that Synovate will print the envelopes per the specifications and approval of the Department, in lieu of the Department sending the envelopes to Synovate at Synovate's expense.

2) Per Section B; Part 2; b, Synovate will use a version of InDesign that is compatible to the version used by the Department. Currently the Department uses CS3 and Synovate uses CS4. Should ETF decide not to upgrade, Synovate will either confirm that the two versions of InDesign are backwards and forward compatible to the satisfaction of the Department or Synovate will work with CS3 for this project. This determination will be made no later than June 1 2009.