



## Contract

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

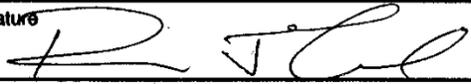
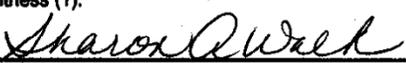
Request for Bid/Proposal No: ETI0006 by  
Synovate

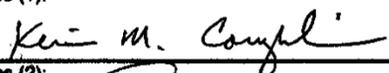
**Contract Period:** January 11, 2010 thru December 31, 2010 with option to renew for one (1) additional one-year period

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 12, 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
7. Contract extended into second year per Amendment 2 dated January 11, 2010 and Exhibit # 1, Katherine Nicholls resume.

*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/YYYY)	01/20/2010
Witness (1):	
Witness (2):	Cindy D. Gilles

<b>To be Completed by Contractor</b>	
Company Name	Synovate
Company Address (City, State, Zip)	222 S RIVERSIDE PLZ CHICAGO IL 60606
By (Name)	John P Vidmar, Ph.D.
Signature	
Title	Senior Vice President
Phone	312-526-4010
Date (MM/DD/YYYY)	01/15/2010
Witness (1):	
Witness (2):	

January 11, 2010

**Amendment #2: ETI0006 ETF CAHPS Survey contract with Synovate**

An amendment is being made to Section B; Part 1.0.

1. The project team will now be based out of the Synovate Headquarter office in Chicago in order to streamline processes ~~and replace staff that is no longer with Synovate~~. John P. Vidmar, Senior Vice President will be the authorized company representative and project director. David Bryant, Senior Vice President from the Washington DC office will continue to be part of the project team.
2. Jeff Samulowitz from the Chicago office will replace Galina Kho ~~(no longer working for Synovate)~~ as the project manager.
3. Katherine Nicholls (her resume is exhibit #1) will be joining the team and will be responsible for working with InDesign documents. Ms Nicholls will attend InDesign training and practice using the software for this project by May of 2010.