



Contract

Commodity or Service: Request for Bid for Health Insurance Plan Satisfaction Survey and Ranking Reports

Request for Bid/Proposal No: ETB0011
Amendment 2

Morpace Inc

Contract Period: January 1, 2013 through December 31, 2013 with an option of Three (3) one year renewals

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 Fifty thousand dollars (\$50,000) 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.

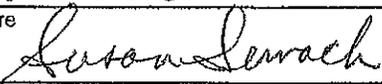
Within fifteen (15) working days after the award of the contract, the plan shall be submitted for approval to the contracting agency. Technical assistance regarding this clause is provided by the Wisconsin Office of Contract Compliance, Department of Administration, P.O. Box 7867, Madison, WI 53707-7867, (608) 266-5462.
5. The order of precedence is: the official purchase order; this contract / Amendment 1 dated January 30, 2012; Request for Bid (RFB) ETB0011 November 28, 2011 (including all appendices and amendments); Business Associate Agreement; and Morpace Inc's response to RFB dated January 6, 2012.
6. Extend contract for additional year January 1, 2013 through December 31, 2013. Contract Amendment 2 dated December 12, 2012, and Exhibit 2 "2013 Health Insurance Plan Satisfaction Survey and Plan Ranking Reports Timeline" updated December 5, 2012. All other provisions of this contract unrelated to this Amendment remain in effect.

**Contract Number: ETB0011 Request for Bid for Health Insurance
Plan Satisfaction Survey and Ranking Reports**

Request for Bid/Proposal: ETB0011 Amendment 2

Morpace, Inc

State of Wisconsin Department of Employee Trust Funds	
Department of Employee Trust Funds	
By (Name)	Robert J. Marchant
Signature	
Title	Deputy Secretary, Department of Employee Trust Funds
Phone	(608) 266-9854
Date (MM/DD/CCYY)	12-18-12

To be Completed by Contractor	
Legal Company Name	Morpace Inc
Trade Name	Morpace
Taxpayer Identification Number	38-2953319
Company Address (City, State, Zip)	31700 Middlebelt RD STE 200 Farmington Hills MI 48334-2375
By (Name)	Susan Semach
Signature	
Title	Vice President
Phone	248-737-3215
Date (MM/DD/CCYY)	12-17-12

December 12, 2012

Amendment #2: ETB0011 ETF Health Insurance Plan Satisfaction Survey and Plan Ranking Reports contract with Morpace Inc

1. Section C. Part 2.0 Implementation Timeline. Timeframes and deliverables as stated in Exhibit 2 updated December 5, 2012 "2013 Health Insurance Plan Satisfaction Survey and Plan Ranking Reports Timeline". Cost increased to \$60,160.00 under the terms of the contract. New exhibits will be issued as needed by mutual agreement.



Exhibit 2 – ETB0011 Amendment 2

**2013 Health Insurance Plan Satisfaction Survey
and Plan Ranking Reports Timeline**

Below are targeted dates for the planning, execution, data processing, and reporting of the 2013 Health Insurance Plan Satisfaction Survey and Plan Ranking Reports.

Updated 12/5/2012

Planning and Data Collection Activity	Targeted Completion Dates	Responsibility
Weekly Meetings	Ongoing: mutually agreed time	Morpace & ETF
Estimated Sample Counts and # of Plans	Week of Jan 7	ETF
Recommend revisions (if any) to 2013 CAHPS survey (add/subtract (supplemental) questions)	Jan 7	Morpace
Sample Delivery	Jan 21: subscriber database and Email addresses	ETF
Finalize and format 2013 CAHPS survey (content, question order, overview, layout, mail materials and Internet format in review at ETF)	Jan 11	ETF
Draft of Pre-notification letter	Jan 14	Morpace
Preparation of Sample	Week of Jan 14	Morpace
Finalize & approve Pre-notification letter	Jan 15	ETF
Finalize Internet and Mail survey	Jan 17	ETF
Program Internet Survey	Jan 18 - 25	Morpace
Send finalized internet and mail survey to ETF in Microsoft word	Jan 21	Morpace
Draw Sample	Jan 21 - 22	Morpace
Approval of Sample Selection (e.g., counts by plan for Replicate 1)	Jan 24	ETF
Internal testing of Internet survey	Jan 28 - 29	Morpace lead, ETF assistance & cooperation as needed
Testing of Internet Survey and SPAM filters (Buddy Test)	Jan 30 - 31	Morpace lead, ETF assistance & cooperation as needed
Complete Validity test on test completes	After test data & before going live	Morpace lead, ETF assistance & cooperation as needed
Send out email to Replicate 1	Feb 4	Morpace (sample A)
Soft launch (send in small batches throughout day, stop and check live data)	Feb 5	Morpace lead, ETF assistance & cooperation as needed
Send out Pre-notification letters to Replicate 1	Feb 6	Morpace (sample B)
Send email reminder #1	Feb 6	Morpace (sample A)
Finalize mail survey amount / Prepare mailing database for Replicate 1. Create eligible sample file for all non completes from sample A and B	Feb 7	Morpace
Send email reminder #2	Feb 11	Morpace (sample A)
Preliminary Data File	Feb 12	Morpace
Production of Mail Surveys	Feb 7 - 21	Morpace
Send Mail surveys to non-responders of Replicate 1	Feb 21	Morpace
Monitor returns and completes	Continuous through data collection	Morpace lead, ETF assistance & cooperation as needed



Exhibit 2 – ETB0011 Amendment 2

Planning and Data Collection Activity	Targeted Completion Dates	Responsibility
Determine need for Replicate 2	Mar 8	Morpace: present results from Replicate 1 & make recommendation, ETF: Decision
Send Email Invitation to Replicate 2	Mar 11	Morpace
Send email reminder #1	Mar 13	Morpace
Send email reminder #2	Mar 18	Morpace
Send out Pre-notification letters to Replicate 2	Mar 18	Morpace (sample B)
Send Mail surveys to non-responders of Replicate 2	Mar 28	Morpace
Reorder cells that capture Health Plan results in calculator Excel file used for creating composite/chart ratings to increase efficiency in compiling results	Apl 15 - 30	ETF: Provide draft to Morpace. Morpace: reorder cells & return to ETF
Determine need for Replicate 3, which would be email survey only	Apl 18	Morpace: present results from Replicate 2 & make recommendation, ETF: Decision
Survey Cut-off	May 1	Morpace
First Draft updating "It's Your Choice (IYC) Booklet" (report shell only)	May 31	ETF
Data Processing Begins	June 4	Morpace
Deliver final data files in Excel (e.g. raw data of each CAHPS survey response from each respondent)	June 12	Morpace
Open-end Final Verbatim File –Compiled (if use open ended question(s))	June 14	Morpace
Send to Morpace: a) HEDIS results received / compiled from plans for composite chart/rating appearing in IYC Report Card & b) revised calculator Excel file used for creating composite/chart ratings (e.g. metrics, weights) in IYC Report Card	June 18	ETF
First Draft of IYC Report Card populated with results (i.e. Excel files with Health Plans' results calculated)	June 25	Morpace
Finalize & approve IYC Report Card (pending any needed revisions)	July 9	ETF
Delivery of final IYC Report Card	July 30	Morpace
Delivery of detailed SAS output with star ratings used for IYC Report Card and quality composites	July 30	Morpace
Determination of any plans being eliminated	Aug 28	ETF lead. If plans removed, Morpace makes necessary revisions to IYC Report Card within one week of notification
Draft shell for individual Health Plan Level At-A-Glance CAHPS summary (e.g. identify composites, measures and benchmarks to be used in the summary)	Aug 30	Morpace
Finalize shell for individual Health Plan Level At-A-Glance CAHPS summary	Sept 6	ETF
Delivery of final individual Health Plan Level At-A-Glance CAHPS summary	Sept 27	Morpace