



Contract

Commodity or Service: Request for Bid for the State of Wisconsin Department of Employee Trust Funds Project Management and Associated Services for the Wisconsin Retirement System (WRS) Request for Bid/Proposal No: ETA0017 Amendment 9
GL Insight LLC

Contract Period: January 1, 2012 through December 31, 2013

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 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; Request for Bid (RFB) ETA0017 November 19, 2010 (including all appendices and amendments); and GL Insights LLC's response to RFB dated December 3, 2010.
6. The Amendment # 2 and one exhibit to this Amendment, modify Amendment # 1. Amendment # 2 Exhibit 1 Business Analyst Position Contract ETA0017 dated 02/28/2011. All other provisions of this contract unrelated to this Amendment remain in effect.
7. The Amendment #3 is for one full-time business analyst contact position beginning April 25, 2011 at the rate of \$85.00 an hour for up to 870 hours. All other provisions of this contract unrelated to this Amendment remain in effect.
8. The Amendment #4 includes one full-time project manager, effective August 8, 2011, at the rate of \$110.00 a hour not to exceed 2000 hours. In addition, Amendment #4 includes one full-time business analyst position to work on the Enterprise Information Model: Phase 2 use Case Models. The business analyst is effective September 1, 2011, at the rate of \$110.00 a hour not to exceed 1,000 hours. All other provisions of this contract unrelated to this Amendment remain in effect.
9. The Amendment # 5 extends the contract for two years, January 1, 2012 through December 31, 2013, Attachment 1-3 dated October 6, 2011 Cost Proposal Worksheet – ETA0017-REVISION 2, and Attachment 2 Summary of Services dated October 25, 2011. All other provisions of this contract unrelated to this Amendment remain in effect.
10. The business analyst identified in Amendment 3, has ended effective September 2, 2011.

11. The Amendment 6 includes one full-time project manager, effective November 21, 2011, at the rate of \$110.00 per hour not to exceed 2000 hours. The project manager identified in Amendment 4, has an end date of November 30, 2011. All other provisions of this contract unrelated to this Amendment remain in effect.
12. Amendment 7 includes one full-time project manager, effective January 9, 2012, at the rate of \$115.00 per hour not to exceed 2000 hours. All other provisions of this contract unrelated to this Amendment remain in effect.
13. Amendment 8 extends Amendment #4 per Attachment 1: PR-117 Enterprise Business Model (EBM/EIM) Business Analyst Services Revised Statement of Work dated February 6, 2012) at a rate of \$115.00 per hour not to exceed 3500 hours. All other provisions of this contract unrelated to this Amendment remain in effect.
14. Effective 4/16/2012, Amendment 9 modifies: Amendment 1 rate to \$130 per hour and end date to June 30, 2013; Amendment 6 rate to \$156.48 per hour and end date to June 30, 2013; and Amendment 7 end date to June 30, 2013. Amendment 9 also includes 2 full-time 2000 hours per year business analyst positions effective April 16, 2012 through June 30, 2013 at a rate of \$115 per hour, and one full-time 2000 hours per year project manager effective April 16, 2012 through June 30, 2013 at a rate of \$120 per hour. Amendment 9 includes Exhibit 1 "Statement of Work" dated April 17, 2012. All other provisions of this contract unrelated to this Amendment remain in effect.

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

Contract Number: ETA0017 Request for Bid for the State of Wisconsin Department of Employee Trust Funds Project Management and Associated Services for the Wisconsin Retirement System (WRS)

Request for Bid/Proposal: ETA0017 Amendment 9.

GL Insight LLC

| State of Wisconsin Department of Administration Department of Employee Trust Funds | |
|--|---|
| By (Name) | Robert J. Marchant |
| Signature |  |
| Title | Deputy Secretary |
| Phone | 608/266-9854 robert.marchant@etf.state.wi.us |
| Date (MM/DD/CCYY) | 4-25-12 |

| To be Completed by Contractor | |
|------------------------------------|--|
| Company Name | GL Insight LLC |
| Company Address (City, State, Zip) | 23 Hidden Trl. Jackson, MI 49203 |
| By (Name) | Linda H. Hall |
| Signature |  |
| Title | Chief Executive Officer |

EXHIBIT 1: STATEMENTS OF WORK

BUSINESS ANALYST

The Wisconsin Department of Employee Trust Funds is undertaking the Enterprise Business Model (EBM) Project in support of its overall Data Governance and Data Privacy Policy Program.

General Statement of Responsibilities

Document the current state organization's enterprise business process flows using a specified modeling process. Create supporting documentation of business process/data flows and diagrams as needed.

Functional Duties

- a. **Tasks, under the guidance of the DG BPM Project Manager**
 1. Review, analyze, and evaluate business processes and user needs.
 2. Apply industry standards and ETF approved techniques to the business process mapping tasks.
 3. Analyze existing (as-is) systems and procedures by examining business functions and processes, information flow, and business systems as they relate to the use of data in the organization.
 4. Gather data through interview, survey, and on-site observation, working within the organization and with external customer and third-party administrators if needed.
 5. Facilitate sessions to define, document, and validate the business model.
 6. Assist in other activities as assigned to support the overall Data Governance and Data Privacy Program
- b. **Deliverable**
 1. As-Is ETF approved model detailing use case, scenario, activity diagrams, and other information for specified business processes.
- c. **Communications**
 1. Communicate daily with the BPM Lead Business Analyst and discuss all concern areas with that individual.
 2. Ensure effective and efficient interactions with staff and management from all organization levels and areas of the Department.
 3. Communicate and build business partner relationships with business unit and information technology staff.
2. **Administrative Duties (in re: GL Insight)**
 1. Capture time expended on a daily basis and electronically submit the GL Insight (GLI) Weekly Timesheet by COB each Saturday (earlier if no work is planned for Saturday) during the contract period.

2. Track hours expended against the total time allocated for this project. Total time allocated for this SOW is 2000 hours per calendar year. This total is not to be exceeded without ETF/GLI authorization.
3. Communicate with the GLI manager as needed.
4. Ensure that only the activities identified in this SOW are conducted. Any other activities to be conducted must be authorized by ETF/GLI.

PROJECT MANAGER

1. General Responsibilities

For projects as assigned:

- Have direct responsibility for successful implementation of deliverables, contributing substantially to internal and external customer satisfaction through competent project and enterprise portfolio management.
- Ensure projects meet specifications, timelines, budgets, and quality standards. The client's Project Management is comprised of six processes, concept, initiating, planning, executing, controlling and monitoring, and closing.
- Assist with the training of new project managers, business analysts, quality assurance/testing, and risk mitigation, and advice on best practices.
- Assist in definition, alignment, governance, reporting and refinement of an enterprise Project Management Office (PMO) policies and processes.

Essential Duties include:

Project Planning

- Proactively manage all steps of initiation of projects, lead effort in determining and refining project specifications, and lead the planning, monitoring, and closing of projects.
- Determine, and make adjustments in schedule, costs and timeline based on project specifications.
- Establish project scope and collaborate in budget development and monitoring.
- Document project and business requirements and work breakdown structures (tasks), and timelines; develop kick-off communications to establish project, task numbers, and communicate budget breakdowns.
- Ensure authorization of project by PMO and ultimately executive management.
- Determine and recommend resource allocation.
- Participate in establishing the creative vision for each assigned project by working with the appropriate management and applications, network, database, and/or security teams as appropriate in development, revision or redesign.
- Collaborate with team members and provide ongoing guidance to the project team regarding structure, scope of content, design of the project to ensure that team members are meeting the project's goals.

Project Tracking

- Identify and document the specific activities that must be performed to produce the project deliverables.
- Assume overall management responsibility to track and maintain status of all projects concerning specifications, time lines, budgets, and deliverables.
- Establish project baselines and tracking to those baselines.
- Assume lead responsibility for project recovery by meeting established specifications, time lines, and budget (excluding performance issues). Initiate and assign project work.
- Schedule and lead project team meetings to update project status on a weekly or as-needed basis.
- Fulfill lead role in staff allocation, scheduling, and prioritizing based on business unit objectives.
- Effectively manage colleagues and build successful relationships.

- Coordinate and delegate fulfillment of deliverables.
- Identify and document project phase timelines and facilitate on-time delivery.
- Establish and maintain business unit procedures and evaluate process improvements. Recognize and evaluate requests for out-of-specification work and develop timely notifications to the appropriate PMO resource.
- Forecast cost-to-complete estimates for active projects.
- Track active and completed tasks, budget, etc.
- Monitor project status and request changes as appropriate.
- Identify and analyze budget and timeline risks in preparation for business unit meetings.
- Resource projects effectively to ensure maximum project time for unit.

Communications

- Initiate kick-off meetings as appropriate to establish course of project and communication channels.
- Communicate with team on a regular basis to ensure project quality and adherence to specifications and timelines.
- Update the business unit on a regular basis on status of all projects.
- Be highly responsive and anticipate possible solutions to project-related problems/challenges.
- Assist in anticipating and fulfilling business needs, and take a leadership role in fostering team communications.

Quality and Risk Control

- Ensure all internal processes associated with a project are adhered to inclusive of paperwork, communication, quality control measures and scheduling.
- Mitigate risks that could impact project.
- Ensure that all specifications of projects are delivered, as needed, and evaluate overall project performance on a regular basis to ensure quality, timelines and budget specifications are accurate.
- If necessary, develop contingency plans, alternative courses of action to satisfy project needs.
- Execute risk reduction plans and evaluate their effectiveness throughout the project.
- Analyze out-of-specification requests and suggest and implement corrective recommendations.

Project Management Training/Development/Operational Oversight

- Responsible for training of new project managers and others as needed.
- Maintain consistent adherence to operational processes within group.
- Act as mentor to facilitate high performance standards and best practices.

2. Administrative Duties (in re: GL Insight)

1. Capture time expended on a daily basis and electronically submit the GL Insight (GLI) Weekly Timesheet by COB each Saturday (earlier if no work is planned for Saturday) during the contract period.

2. Track hours expended against the total time allocated for this project. Total time allocated for this SOW is 2,000 hours per calendar year. This total is not to be exceeded without ETF/GLI authorization.
3. Communicate with the GLI manager as needed.
4. Ensure that only the activities identified in the SOW are conducted. Any other activities to be conducted must be authorized by ETF/GLI.

PROJECT DIRECTOR

1. Project Director Responsibilities

Full oversight responsibility for:

- a. Successful delivery of all GLI staff contract deliverables
- b. Preparation and delivery of all new GLI staff 30-, 60- and 90-day reviews
- c. Communication with Client regarding project, staffing, and skill needs.
- d. Communication with GLI Executive Management as needed
- e. Monitor and control all contract activities, mitigate contract risks and resolve contract issues.
- f. Ensure that the scope of all GLI projects is managed and controlled.

2. Project Manager Responsibilities

All responsibilities as described in Project Manager above.

SENIOR PROJECT MANAGEMENT TRAINER

1. Deliver Foundational Project Management Training Series

Per the ETF schedule published on Eventbrite:

Project Management (PM) Training Series for ETF Staff

The ETF Project Management Office (PMO) has created a series of short training programs on project management (PM), to familiarize ETF staff with the terminology, concepts, and processes of PM at ETF.

These PM training programs are foundational and informational, and can help prepare ETF staff and managers who serve on project teams, to understand the “language” of project management, and so project team members can be on the same page as the project manager.

All ETF staff and managers are welcome to participate in the entire 8-part PM series, which should be taken in sequential order. Each part is 1½ to 2 hours in length.

| | |
|------|---|
| PM01 | How To Speak Project: Project Management Overview |
| PM02 | Concept Phase: How to Successfully Launch a Project |
| PM03 | Initiate Phase: Preparing the Project Charter |
| PM04 | Plan Phase, Part 1: Project Management Plan |
| PM05 | Plan Phase, Part 2: Work Breakdown Structure |
| PM06 | Plan Phase, Part 3: Project Schedule |
| PM07 | Project Execute and Monitor & Control Phases |
| PM08 | Project Close Phase |

2. Deliver the Department Project Manager Certification Program Training

STATEMENT OF PURPOSE

The Department of Employee Trust Funds (ETF) has identified internal staff training as one of its three strategic priorities as part of the Department's 2010-2015 strategic business plan. The Departmental Project Manager (DPM) Program offers ETF staff the opportunity to learn foundational skills in project management. After successful completion of the program, candidates will understand project management theory, possess basic project management skills, and have put those skills into action on a project. Candidates for the program will be selected via a nomination process.

WHAT IS THE DPM PROGRAM?

The DPM is a two-stage development program for ETF employees with an interest in building basic project management skills. The program provides foundational training on project management processes and project management knowledge areas.

WHO IS ELIGIBLE TO APPLY FOR THIS PROGRAM?

- Any ETF employee can participate in the program.

- At the time of application to the DPM Program, employees should have completed their probationary period.
- Employees must have received a satisfactory rating on their last performance evaluation.
- An employee who is willing to make the commitment to complete the DPM training.

BENEFITS OF PARTICIPATING IN THE DPM PROGRAM.

- Enhance participant's project management skills and knowledge.
- Provide the participant and the agency with structured training that has the broad perspective necessary for basic project management.
- Earn a Certificate of Training Completion or a DPM Certification that will support your career goals.

CLASS SCHEDULE

Class sessions begin on March 1, 2012. Participants will attend class one day every four weeks from March through September 2012. Barring unforeseen and unavoidable circumstances, the selected participant must attend all classes as scheduled.

Class Schedule: All class sessions meet from 8:30-3:15 p.m. with a 45-minute lunch break. Participants attend classes on work time. The 2012 program dates are:

- Thursday, March 1, 2012
- Thursday, March 29, 2012
- Thursday, April 26, 2012
- Thursday, May 24, 2012
- Monday, June 25, 2012
- Thursday, July 19, 2012
- Thursday, August 16, 2012
- Thursday, September 13, 2012

Thursday, September 27, 2012 will be used as a back-up date in the event that one of the dates above creates a hardship for the agency. Participants should hold this date on their calendar along with the dates listed above.

WHAT ARE THE REQUIREMENTS FOR DPM CERTIFICATION?

The DPM is a two-stage program.

Stage 1 consists of eight 8-hour sessions held every four weeks for a total of 64 hours of training. Outside reading in preparation for each class is required and two of the 8-hour sessions require project work outside of the classroom as well. Total outside classroom time is estimated at 40 hours total. Attendance in stage 1 classes and outside work is on work time. Upon completion of stage 1, candidates will be presented with a certificate of completion. Candidates who successfully complete stage 1 may proceed to stage 2.

After completing stage 1, candidates may opt-out of stage 2 participation or may participate in stage 2 at a later time.

In stage 2 candidates will select a business unit level project to manage that has an expected completion timeframe of less than six months. The stage 2 candidate will be paired with a PMO project manager as a mentor to guide and assist them as they manage their project. The commitment of the candidate's time in Stage 2 will be dependent upon the project selected. The stage 2 project is to be integrated into the candidate's regular work. An assessment of the stage 2 project will be conducted at closure, and if the project is completed successfully a Department Project Manager Certificate will be presented. Successful stage 2 DPM's may manage other departmental projects consistent with their skills and abilities.