



State of Wisconsin
Department of Employee Trust Funds
 4822 Madison Yards Way
 Madison, WI 53705-9100
 P. O. Box 7931
 Madison, WI 53707-7931

Contract by Authorized Board

Commodity or Service:

Third Party Administration of the State of Wisconsin
 Income Continuation Insurance (ICI) Program

Contract No./Request for Proposal No:


ETJ0043

Authorized Board: Group Insurance Board

Contract Period: January 1, 2022 – December 31, 2026 with the option for renewal for one 2-year period.

1. This Contract is entered into by the State of Wisconsin Department of Employee Trust Funds (Department) on behalf of the State of Wisconsin Group Insurance Board (Board), and Hartford Life and Accident Insurance Company (Contractor), whose address and principal officer appear below. The Department is the sole point of contact for this Contract.
2. Whereby the Department agrees to direct the purchase and Contractor agrees to supply the Contract requirements in accordance with the documents specified in the order of precedence below, which are hereby made a part of this Contract by reference.
3. For purposes of administering this Contract, the order of precedence is:
 - (a) This Contract;
 - (b) Exhibit A, Contract Clarifications dated August 19, 2021 including the following documents:
 - i. Appendix 2 – Department Terms and Conditions dated April 21, 2021;
 - ii. Appendix 3 – Performance Standards and Guarantees dated August 19, 2021);
 - (c) The Department's Request for Proposal (RFP) ETJ0043 dated June 19, 2020, and Addendum #1 thereto;
 - (d) Contractor's revised FORM I – ICI RFP ETJ0043 Cost Proposal Workbook received by the Department on September 21, 2020; and,
 - (e) Contractor's Proposal in response to RFP ETJ0043 dated September 2, 2020.

This Contract shall become effective upon the date of last signature below (the "Effective Date") for the Contract period stated above.

State of Wisconsin Department of Employee Trust Funds
Authorized Board: State of Wisconsin Group Insurance Board
By (Name): Herschel Day, Chair, State of Wisconsin Group Insurance Board
Signature: <small>DocuSigned by:</small> 
Date of Signature: <small>A3F7C939CDEE401...</small> 8/26/2021
Contact ETFsmbProcurement@etf.wi.gov if questions arise.

Contractor
Legal Company Name: Hartford Life and Accident Insurance Company
Trade Name or dba: The Hartford
Taxpayer Identification Number: 06-0838648
Contractor Address (Street Address, City, State, Zip): One Hartford Plaza Hartford, CT 06155
Name & Title (print name and title of person authorized to legally sign for and bind Contractor): <small>DocuSigned by:</small> Melissa Wrinn
Signature: <small>0606F4E1...</small> 
Date of Signature: 8/24/2021
Date of Signature:
Email: melissa.wrinn@thehartford.com
Phone: 860-624-1415

Contract ETJ0043
Third Party Administration of the State of Wisconsin
Income Continuation Insurance (ICI) Program

Exhibit A - Contract Clarifications
August 19, 2021

1. The Department agrees to the Retainer Fee price model included in Contractor's Form I-Cost Proposal Workbook submitted to the Department on September 21, 2020. The annual Retainer Fee is \$2,658,000, and payable by the Department to the Contractor in monthly increments of \$221,500. Pricing is firm through December 31, 2024. Pricing beyond December 31, 2024 shall be negotiated by the Department and Contractor in good faith prior to December 31, 2024.
2. Contractor's Assumptions and Exceptions document submitted with Contractor's Proposal regarding Appendix 2 – Department Terms and Conditions, is deleted from Contractor's Proposal. The parties agree that all issues included in Contractor's Assumptions and Exception document regarding Appendix 2 have been resolved and all changes agreed to by the parties are reflected in the attached Appendix 2 dated April 21, 2021, which is made a part of the Contract.
3. Contractor's Assumptions and Exceptions document submitted with Contractor's Proposal regarding Appendix 3 – Performance Standards and Guarantees, is deleted from Contractor's Proposal. The parties agree that the attached Appendix 3 dated August 19, 2021, is made part of the Contract and replaces the version of Appendix 3 that was included with the RFP.
4. The following Contractor comments, assumptions and exceptions, submitted with Contractor's Proposal were discussed by the parties and are hereby resolved as indicated below:
 - a. **RFP Section 1.15:** The Contractor's "Explanation" and additional text included for RFP Section 1.15 are hereby deleted. The parties agree:
 - Materials provided to the Department by The Hartford in the RFP process become property of the Department;
 - During the life of the Contract, The Hartford will give the Department license to use any intellectual property necessary to administer the benefits under the Program; and
 - The Program is self-funded, therefore, there is no Hartford policy for the Program. The Program is described in the RFP and the Income Continuation Insurance Plan Language documents.
 - b. **Form B – Mandatory Proposer Qualifications:**
 - i. Item 4.1: The Contractor's "Explanation" included for Form B, Item 4.1 is hereby deleted. The parties agree materials provided to the Department by The Hartford will become property of the Department.
 - ii. Item 4.4: the following language is hereby added to the Contractor's Proposal for Form B, Item 4.4: "Regarding ASO coverage, The Hartford has had no disciplinary action or inquiry in the past five years."
 - c. **Contractor's responses to RFP Sections 7.2.2, 7.2.14 and 7.2.16, 7.2.18:** After the Contractor and the Department executed Contractor's Security Audit Non-Disclosure Agreement on December 16, 2020, the Contractor provided the documents listed below to the Department. These documents are hereby added to the Contract as part of Contractor's Proposal:
 - Audit and Compliance Overview (confidential)
 - SOC I Type II Independent Service Auditor's Report (Nov. 1, 2017 to Oct. 31, 2018) (confidential)

- SOC I Type II Independent Service Auditor's Report (June 1, 2019 to December 31, 2019) (confidential)
- Incident Response Policy (confidential)
- SOC I memo dated March 30, 2020 (confidential)
- SOC I Management Response memo dated April 14, 2020 (confidential)
- The Hartford Information Protection Organization and Governance Model (confidential)

d. Contractor's responses to RFP Section 7.3.7:

- i. The Contractor provided to the Department a turnover plan on November 9, 2020, and standard de-implementation plan documents on March 9, 2021, which are hereby added to the Contract as part of Contractor's Proposal. The parties agree to discuss a more detailed turnover plan sometime in 2022. Per RFP Section 7.3.7, "An updated turnover plan (including a schedule for turning over any Program documentation and files) must be provided to the Department on an annual basis during the Contract term. An updated turnover plan must be provided to the Department within thirty (30) Calendar Days of the date that either party terminates the Contract."
- ii. All comments the Contractor included in its Proposal related to RFP Section 7.3.7 regarding ownership of records and customer information derived from transactions are hereby deleted from Contractor's Proposal.

e. Contractor's response to RFP 7.4.2.a: the following language is hereby added to the Contractor's Proposal for RFP section 7.4.2.a: "Confirmed. The Hartford will receive/store printed/paper materials and send those out to members upon member claim request. Currently, The Hartford has a 50% dedicated administrator in its South Portland Maine office who maintains program materials and distributes them as needed."

f. RFP Section 7.5.1.b: Contractor submitted the documents below to the Department to satisfy RFP Section 7.5.1.b. These documents are hereby added to the Contract as part of Contractor's Proposal:

- Underwriting Guidelines 2021, received by the Department on April 14, 2021 (Confidential)
- Munich Re's EDGE Underwriting Manual, received by the Department on June 4, 2021 (Trade Secret)

g. RFP Section 7.5.1.d: the following language is hereby added to the Contractor's Proposal for RFP section 7.5.1.d: "Confirmed. The Hartford is responsible for costs related to The Hartford staff participation and involvement in legal appeals and administrative hearings."

h. Section 7.6.1.I: the following language is hereby added to the Contractor's Proposal for RFP section 7.6.1.I: "Any past complaints directed to the Office of the Commissioner of Insurance have been brought to The Hartford's attention by the Department. Should any complaints come to The Hartford first, The Hartford would notify the Department as soon as possible."

i. RFP Section 7.10.3.e.2.v: The parties agree that the attached Appendix 3 – Performance Standards and Guarantees dated August 19, 2021 is made part of the Contract and replaces the version of Appendix 3 that was included with the RFP.

j. RFP Section 7.11.2: The Contractor provided the document listed below to the Department. This document is hereby added to the Contract as part of Contractor's Proposal.

- Grievance Procedure received by the Department on November 9, 2020.

Contract ETJ0043
Third Party Administration of the State of Wisconsin
Income Continuation Insurance (ICI) Program

Appendix 2
Department Terms and Conditions
Rev. Date 4.21.2021

- 1.0 ENTIRE AGREEMENT:** The following terms and conditions are hereby made a part of the underlying contract. These Department Terms and Conditions, the underlying contract, its exhibits, subsequent amendments and other documents incorporated by order of precedence in the contract encompass the entire contract ("Contract") and contain the entire understanding between the Wisconsin Department of Employee Trust Funds ("Department") and the contractor named in the Contract ("Contractor") on the subject matter hereof, and no representations, inducements, promises, or agreements, oral or otherwise, not embodied herein shall be of any force or effect. The Contract supersedes any other oral or written agreement entered into between the Department and the Contractor on the subject matter hereof. The terms "State" and "Department" may be used interchangeably herein.

The Contract may be amended at any time by written mutual agreement of the Department and Contractor, but any such amendment shall be without prejudice to any claim arising prior to the date of the change. No one, except duly authorized officers or agents of the Contractor and the Department, shall alter or amend the Contract. No change in the Contract shall be valid unless evidenced by an amendment that is signed by such officers of the Contractor and the Department.

- 2.0 COMPLIANCE WITH THE CONTRACT AND APPLICABLE LAW:** In the event of a conflict between the Contract and any applicable federal or state statute, administrative rule, or regulation; the statute, rule, or regulation will control.

In connection with the performance of work under the Contract, the Contractor agrees not to discriminate against employees or applicants for employment because of age, race, religion, color, handicap, sex, physical condition, developmental disability as defined in Wis. Stat. § 51.01(5); sexual orientation as defined in Wis. Stat. § 111.32(13m), 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.

Pursuant to 2019 Wisconsin Executive Order 1, the Contractor agrees it will hire only on the basis of merit and will not discriminate against any persons performing a contract, subcontract or grant because of military or veteran status, gender identity or expression, marital or familial status, genetic information or political affiliation.

Contracts estimated to be over fifty thousand dollars (\$50,000) require the submission of a written affirmative action plan by the Contractor. Contractors with an annual work force of less than fifty (50) employees are exempt from this requirement. Contractor shall provide the plan to the Department within fifteen (15) business days of the Department's request for such plan after the award of the Contract.

The Contractor shall comply with all applicable requirements and provisions of the Americans with Disabilities Act (ADA) of 1990. Evidence of compliance with ADA shall be made available to the Department upon request.

The Contractor acknowledges that Wis. Stat. § 40.07 specifically exempts information related to individuals in the records of the Department of Employee Trust Funds from the Wisconsin Public Records Law. Contractor shall treat any such records provided to or accessed by Contractor as non-public records as set forth in Wis. Stat. § 40.07.

Contractor will comply with the provisions of Wis. Stat. § 134.98 Notice of Unauthorized Acquisition of Personal Information.

- 3.0 LEGAL RELATIONS:** The Contractor shall at all times comply with and observe all federal and State laws, local laws, ordinances, and regulations which are in effect during the period of the Contract and which in any manner affect the work or its conduct. This includes but is not limited to laws regarding compensation, hours of work, conditions of employment and equal opportunities for employment.

In carrying out any provisions of the Contract or in exercising any power or authority granted to the Contractor thereby, there shall be no liability upon the Department, it being understood that in such matters the Department acts as an agent of the State.

The Contractor accepts full liability and agrees to hold harmless the State, the Department's governing boards, the Department, its employees, agents and contractors for any act or omission of the Contractor, or any of its employees, in connection with the Contract.

No employee of the Contractor may represent himself or herself as an employee of the Department or the State.

- 4.0 CONTRACTOR:** The Contractor will be the sole point of contact with regard to contractual matters, including the performance of services specified in the Contract (the "Services") and the payment of any and all charges resulting from contractual obligations.

None of the Services to be provided by the Contractor shall be subcontracted or delegated to any other organization, subdivision, association, individual, corporation, partnership or group of individuals, or other such entity without prior written notification to, and acknowledgement of, the Department. If the Department has concerns regarding the subcontractors a meeting will be scheduled to discuss a resolution.

After execution of the Contract, the Department and the Contractor will provide each other with the name of their designated contact persons.

The Contractor shall be solely responsible for its actions and those of its agents, employees or subcontractors under the Contract. The Contractor will be responsible for Contract performance when subcontractors are used. Subcontractors must abide by all terms and conditions of the Contract.

Neither the Contractor nor any of the foregoing parties has the authority to act or speak on behalf of the State.

The Contractor will be responsible for payment of any losses by its subcontractors or agents.

Any notice required or permitted to be given shall be deemed to have been given on the date of delivery or three (3) business days after mailing by the United States Postal Service, certified or registered mail-receipt requested. In the event the Contractor moves or updates contact information, the Contractor shall inform the Department of such changes in writing within ten (10) business days. The Department shall not be held responsible for payments delayed due to the Contractor's failure to provide such notice.

5.0 CONTRACTOR PERFORMANCE: Work under the Contract shall be performed in a timely, professional and diligent matter by qualified and efficient personnel and in conformity with the strictest quality standards mandated or recommended by all generally-recognized organizations establishing quality standards for the work of the type specified in the Contract. The Contractor shall be solely responsible for controlling the manner and means by which it and its employees or its subcontractors perform the Services, and the Contractor shall observe, abide by, and perform all of its obligations in accordance with all legal and Contract requirements.

Without limiting the foregoing, the Contractor shall control the manner and means of the Services so as to perform the work in a reasonably safe manner and comply fully with all applicable codes, regulations and requirements imposed or enforced by any government agencies. Notwithstanding the foregoing, any stricter standard provided in plans, specifications or other documents incorporated as part of the Contract shall govern.

The Contractor shall provide the Services with all due skill, care, and diligence, in accordance with accepted industry practices and legal requirements, and to the Department's satisfaction; the Department's decision in that regard shall be final and conclusive.

All Contractor's Services under the Contract shall be performed in material compliance with the applicable federal and state laws and regulations in effect at the time of performance, except when imposition of a newly enacted or revised law or regulation would result in an unconstitutional impairment of the Contract.

The Contractor will make commercially reasonable efforts to ensure that Contractor's professional and managerial staff maintain a working knowledge and understanding of all federal and state laws, regulations, and administrative code appropriate for the performance of their respective duties, as well as contemplated changes in such law which affect or may affect the Services delivered under the Contract.

The Contractor shall maintain a written contingency plan describing in detail how it will continue operations and Services under the Contract in certain events including, but not limited to, strike and disaster, and shall submit it to the Department upon request.

6.0 AUDIT PROVISION: The Contractor and its authorized subcontractors are subject to audits by the State, the Legislative Audit Bureau (LAB), an independent Certified Public Accountant (CPA), or other representatives as authorized by the State. The Contractor will cooperate with such efforts and provide all requested information permitted under the law.

6.1 SOC 1/Type 2 Report: If the Department requires Contractor to provide a Service Organization Control (SOC) audit report, Contractor will furnish the Department with a copy of Contractor's annual independent service auditor's report on management's description of Contractor's system and the suitability of the design and operating effectiveness of controls (SOC 1, Type 2). This independent audit of the Contractor's controls must be completed in accordance with the American Institute of Certified Public Accountants' (AICPA) Statements on Standards for Attestation Engagements (SSAE) No. 18 (SOC 1, Type 2). The SSAE 18 (SOC 1, Type 2) annual audit will include all programs under the Contract and will be conducted at the Contractor's expense. If the Contractor's SSAE 18 (SOC 1, Type 2) audit covers less than twelve (12) months of a calendar year, the Contractor will provide a bridge letter to the Department, stating whether processes and controls have changed since the SSAE 18 (SOC 1, Type 2) audit. In addition, the Department requires Contractor to submit a letter of attestation indicating Contractor's receipt of management's assertion of control compliance from Contractor's subcontractors, when applicable.

6.2 SOC 2/Type 2 Report: If the Department requires Contractor to provide a SOC audit report, Contractor will furnish the Department with a copy of Contractor's annual independent service auditor's report on Contractor's controls relevant to security, availability, processing integrity, confidentiality, and privacy. The SOC audit report must be a type 2 report that includes management's description of Contractor's system and the suitability of the design controls set forth in AICPA Trust Services Criteria Section 100 (2017). This independent audit of the Contractor's controls must be completed in accordance with the AICPA SSAE No. 18 (SOC 2, Type 2). The SSAE 18 (SOC 2, Type 2) annual audit will include all programs under the Contract and will be conducted at the Contractor's expense. If the Contractor's SSAE 18 (SOC 2, Type 2) audit covers less than twelve (12) months of a calendar year, the Contractor will provide a bridge letter to the Department, stating whether processes and controls have changed since the SSAE 18 (SOC 2, Type 2) audit. In addition, the Department requires Contractor to submit a letter of attestation indicating Contractor's receipt of management's assertion of control compliance from Contractor's subcontractors.

- 6.3 Contract Compliance Audit:** The Department may schedule and arrange for an independent certified public accountant to perform agreed upon procedures or consulting work related to the Contractor's compliance with the Contract on a periodic basis, as determined by the Department, but no more frequently than annually. The audit scope will be determined by the Department and may include recordkeeping, participant account activity, claims processing, administrative performance standards, and any other relevant areas to the programs under the Contract. The timeline of the audit will be mutually agreed upon by the Department and the Contractor. A minimum ten (10) business day notice is required.
- 6.4 Open Access:** Relevant Contractor books, records, ledgers, data, and journals relating to the programs under the Contract will be open for inspection and audit by the Department, its designees, or the State of Wisconsin Legislative Audit Bureau, at any time during normal working hours. A minimum ten (10) business day notice will be provided. Records or data requested shall be provided electronically in a format mutually agreed upon by the Department and Contractor. The Department shall have access to interview any employee and authorized agent of the Contractor involved with the Contract in conjunction with any audit, review, or investigation deemed necessary by the Department or the State.
- 6.5 LAB Audit:** The Department is audited by the State of Wisconsin Legislative Audit Bureau annually, as required by Wis. Stat. § 13.94(1)(dd). The Contractor agrees to provide necessary information related to any such audit for all programs under the Contract, as requested by the Department or auditor. Contractor may identify in writing any information it considers to be private and confidential. The Department will provide such written statement to the Legislative Audit Bureau (LAB). Contractor will expect LAB to treat any such information as private and confidential, however both Contractor and Department agree that the Department has no responsibility for LAB's handling of the confidential information and the Department is in no way liable for LAB's use of any information, nor is LAB a party to the Contract.

7.0 CRIMINAL BACKGROUND VERIFICATION: The Department follows the provisions in the Wisconsin Human Resources Handbook Chapter 246, Securing Applicant Background Checks (see: https://dpm.wi.gov/Hand%20Book%20Chapters/WHRH_Ch_246.pdf). The Contractor is expected to perform background checks that, at a minimum, adhere to those standards. This includes the criminal history record from the Wisconsin Department of Justice (DOJ), Wisconsin Circuit Court Automation Programs (CCAP), and other state justice departments for persons who have lived in a state(s) other than Wisconsin. More stringent background checks are permitted. Details regarding the Contractor's background check procedures should be provided to the Department regarding the measures used by the Contractor to protect the security and privacy of program data and participant information. A copy of the results of the criminal background checks the Contractor conducted must be made available to the Department upon request. The Department reserves the right to conduct its own criminal background checks on any or all employees or subcontractors of and referred by the Contractor for the delivery or provision of Services.

8.0 COMPLIANCE WITH ON-SITE PARTY RULES AND REGULATIONS: Contractor and the Department agree that their employees, while working at or visiting the premises of the other party, shall comply with all internal rules and regulations of the other party, including security procedures, and all applicable federal, state, and local laws and regulations applicable to the location where said employees are working or visiting.

The Department is responsible for allocating building and equipment access, as well as any other necessary services available from the Department that may be used by the Contractor. Any use of the Department facilities, equipment, internet access, and/or services shall only be to assist Contractor in providing the Services, as authorized by the Department. The Contractor will provide its own personal computers, which must comply with the Department security policies before connection to the Department's local computer network.

9.0 SECURITY OF PREMISES, EQUIPMENT, DATA AND PERSONNEL: The Department shall have the right, acting by itself or through its authorized representatives, to enter the premises of the Contractor at mutually agreeable times to inspect and copy the records of the Contractor and the Contractor's compliance with this Section. In the course of performing Services under the Contract, the Contractor may have access to the personnel, premises, equipment, and other property, including data files, information, or materials (collectively referred to as "data") belonging to the Department.

The Contractor shall be responsible for damage to the Department's equipment, workplace, and its contents, or for the loss of data, when such damage or loss is caused by the Contractor, contracted personnel, or subcontractors, and shall reimburse the Department accordingly upon demand. This remedy shall be in addition to any other remedies available to the Department by law or in equity.

10.0 BREACH NOT WAIVER: A failure to exercise any right, or a delay in exercising any right, power or remedy hereunder on the part of either party shall not operate as a waiver thereof. Any express waiver shall be in writing and shall not affect any event or default other than the event or default specified in such waiver. A waiver of any covenant, term or condition contained herein or in the Contract shall not be construed as a waiver of any subsequent breach of the same covenant, term or condition. The making of any payment to the Contractor under the Contract shall not constitute a waiver of default, evidence of proper Contractor performance, or acceptance of any defective item or Services furnished by the Contractor.

11.0 SEVERABILITY: The provisions of the Contract shall be deemed severable and the unenforceability of any one or more provisions shall not affect the enforceability of any of the other provisions. If any provision of the Contract, for any reason, is declared to be invalid, unenforceable, or illegal, the parties shall substitute an enforceable provision that, to the maximum extent possible in accordance with applicable law, preserves the original intentions and economic positions of the parties.

12.0 Intentionally left blank.

- 13.0 CONTRACT DISPUTE RESOLUTION:** In the event of a dispute between the parties under the Contract, whether with respect to the interpretation of any provision of the Contract, or with respect to the performance of either party thereto, except for breach of Contractor's intellectual property rights, each party shall reserve the right to appoint a representative to meet for the purpose of endeavoring to resolve such dispute or negotiate for an adjustment to such provision.

Contractor shall continue without delay to carry out all its responsibilities under the Contract, which are not affected by the dispute. Should Contractor fail to perform its responsibilities under the Contract that are not affected by the dispute without delay, the Department reserves the right to pursue recovery of any and all additional costs incurred by the Department as a result of such failure to proceed. Any costs incurred by the Contractor shall be borne by the Contractor and the Contractor shall not make any claim against the Department for such costs. The Department's non-payment of fees in breach of the Contract that are overdue by sixty (60) calendar days is a dispute that will always be considered to affect Contractor's responsibilities.

No legal action of any kind, except for the seeking of equitable relief in the case of the public's health, safety or welfare, may begin in regard to the dispute until this dispute resolution procedure has been elevated to the Contractor's highest executive authority and the equivalent executive authority within the Department, and either of the representatives in good faith concludes, after a good faith attempt to resolve the dispute, that amicable resolution through continued negotiation of the matter at issue does not appear likely.

The party believing itself aggrieved (the "Invoking Party") shall call for progressive management involvement in the dispute negotiation by delivering written notice to the other party. Such notice shall be without prejudice to the Invoking Party's right to any other remedy permitted by the Contract. After such notice, the parties shall use all reasonable efforts to arrange personal meetings and/or telephone conferences as needed, at mutually convenient times and places, between authorized negotiators for the parties at the following successive management levels, each of which shall have a period of allotted time as specified below in which to attempt to resolve the dispute:

Level	Contractor	The Department	Allotted Time
First	Level 1 entity	Level 1 entity	20 business days
Second	Level 2 entity	Level 2 entity	30 business days

The allotted time for the First Level negotiations shall begin on the date the Invoking Party's notice is received by the other party. Subsequent allotted time is the number of days from the date that the Invoking Party's notice was originally received by the other party. If the Second Level parties cannot resolve the issue within thirty (30) business days of the Invoking Party's original notice, then the issue shall be designated as a dispute at the discretion of the Invoking Party and, if so, shall be resolved in accordance with the appropriate Sections herein. The allotted time periods above are in addition to those periods for a party to cure provided elsewhere herein or in the Contract, and do not apply to claims for equitable relief (e.g., injunction to prevent disclosure of Confidential Information). The Department may withhold payments on disputed items pending resolution of the dispute. Nothing herein prohibits the parties from removing the dispute to a court of competent jurisdiction.

- 14.0 CONTROLLING LAW:** All questions as to the execution, validity, interpretation, construction and performance of the Contract shall be construed in accordance with the laws of the State of Wisconsin, without regard to any conflicts of laws or choice of law principles. Any court proceeding arising or related to the Contract or a party's obligations under the Contract shall be exclusively brought and exclusively maintained in the State of Wisconsin, Dane County Circuit Court, or in the District Court of the United States Western District (if jurisdiction is proper in federal court), or upon appeal to the appellate courts of corresponding jurisdiction, and Contractor hereby consents to the exclusive jurisdiction and exclusive venue therein and waives any right to object to such jurisdiction or venue. To the extent that in any jurisdiction Contractor may now or hereafter be entitled to claim for itself or its assets immunity from suit, execution, attachment (before or after judgment) or other legal process, Contractor, to the extent it may effectively do so, irrevocably agrees not to claim, and it hereby waives, the same.
- 15.0 RIGHT TO SUSPEND OPERATIONS:** If, at any time during the period of the Contract, the Department determines that the best interest of the Department or its governing boards would be best served by the Contractor temporarily suspending all Services, the Department will promptly notify the Contractor. Upon receipt of such notice, the Contractor shall suspend all Services.
- 16.0 TERMINATION OF THE CONTRACT:** The Department may terminate the Contract at any time at its sole discretion by delivering one-hundred eighty (180) calendar days written notice to the Contractor.

Upon termination, the Department's liability shall be limited to the prorated cost of the Services performed as of the date of termination plus expenses incurred with the prior written approval of the Department.

If the Contractor terminates the Contract, the Contractor shall refund all payments made under the Contract by the Department to the Contractor for work not completed or not accepted by the Department. Such termination shall require written notice to that effect to be delivered by the Contractor to the Department not less than one-hundred eighty (180) calendar days prior to said termination.

Upon any termination of the Contract, the Contractor shall perform the Services specified in a transition plan if so requested by the Department; provided, however, that except as expressly set forth otherwise herein, the Contractor shall not be obligated to perform such Services unless all amounts due to the Contractor under the Contract, including payment for the transition Services, have been paid. Failure of the Contractor to comply with a transition plan upon the Department's request and upon payment shall constitute a separate breach for which the Contractor shall be liable.

Upon the expiration or termination of the Contract for any reason, each party shall be released from all obligations to the other arising after the expiration date or termination date, except for those that by their terms survive such termination or expiration.

17.0 TERMINATION FOR CAUSE: If the Contractor fails to perform any material requirement of the Contract, breaches any material requirement of the Contract, or if the Contractor's full and satisfactory performance of the Contract is substantially endangered, the Department may terminate the Contract. Before terminating the Contract, the Department shall give written notice of its intent to terminate to Contractor after a thirty (30) calendar day written notice and cure period.

The Department reserves the right to cancel the Contract in whole or in part without penalty in the event one (1) or more of the following occurs:

- (a) If the Contractor intentionally furnished any statement, representation, warranty, or certification, in connection with the Contract which is materially false, incorrect, or incomplete;
- (b) If applicable, if the Contractor fails to follow the sales and use tax certification requirements of Wis. Stat. § 77.66;
- (c) If the Contractor incurs a delinquent Wisconsin tax liability;
- (d) If the Contractor fails to submit a non-discrimination or affirmative action plan per the requirements of Wis. Stat. § 16.765 and Wis. Stat. § 111 Subchapter II, Wisconsin's Fair Employment Law, as required herein;
- (e) If the Contractor is presently identified on the list of parties excluded from State of Wisconsin procurement and non-procurement contracts;
- (f) If the Contractor becomes a state or federal debarred Contractor, or becomes excluded from State contracts;
- (g) If the Contractor fails to maintain and keep in force all required insurance, permits and licenses as required per the Contract;
- (h) If the Contractor fails to maintain the confidentiality of the Department's information that is considered to be Confidential Information or Protected Health Information;
- (i) If the Contractor files a petition in bankruptcy, becomes insolvent, or otherwise takes action to dissolve as a legal entity;
- (j) If at any time the Contractor's performance threatens the health or safety of a State employee, citizen, or customer;
- (k) If the Contractor violates any requirements in Section 22.0 below regarding Confidential Information; or
- (l) If the Department or State fails to appropriate funds for the project described in the Contract.

In the event of a termination for cause by the Department, the Department shall be liable for payments for any work accepted by the Department prior to the date of termination.

17.1 BREACH BY PATTERN OR PRACTICE: The Department has the right to terminate the Contract and/or pursue all available legal and equitable remedies if the Contractor, by pattern or practice, materially breaches any provision of the Contract. Actions that shall constitute a material breach include, but are not limited to, neglect, failure, or refusal to perform in accordance with any of the terms of the Contract. The Department may provide the Contractor with an opportunity to cure the material breach. Such cure period would be thirty (30) calendar days after the Contractor's receipt of the Department's written notice, as noted above. If Contractor's efforts to cure are unsuccessful, as determined by the Department in its sole discretion, the Department may terminate the Contract as soon as administratively feasible and/or pursue all available legal and equitable remedies.

18.0 REMEDIES OF THE DEPARTMENT: The Department shall be free to invoke any and all remedies permitted under Wisconsin law. In particular, if the Contractor fails to perform as specified in the Contract, the Department may issue a written notice of default providing for at least a thirty (30) business day period in which the Contractor shall have an opportunity to cure, provided that cure is possible, feasible, and approved in writing by the Department. Time allowed for cure of a default shall not diminish or eliminate the Contractor's liability. If the default remains, after opportunity to cure, then the Department may: (1) exercise any remedy provided in law or in equity and/or (2) terminate Contractor's Services.

If the Contractor fails to remedy any delay or other problem in its performance of the Contract after receiving reasonable notice from the Department to do so, the Contractor shall reimburse the Department for all reasonable costs incurred as a direct consequence of the Contractor's delay, action, or inaction.

In case of failure to deliver Services in accordance with the Contract, or services from other sources as necessary to fulfill the Contract, the Contractor shall be responsible for the additional cost of such services, including purchase price and administrative fees. This remedy shall be in addition to any other legal remedies available to the Department.

19.0 TRANSITIONAL SERVICES: Upon cancellation, termination, or expiration of the Contract for any reason, the Contractor shall provide reasonable cooperation, assistance and Services, and shall assist the Department to facilitate the orderly transition of the work under the Contract to the Department and/or to an alternative contractor selected for the transition upon written notice to the Contractor at least thirty (30) business days prior to termination or cancellation, and subject to the terms and conditions set forth in the Contract.

20.0 ADDITIONAL INSURANCE RESPONSIBILITY: The Contractor shall exercise due diligence in providing the Services under the Contract. In order to protect the Department's governing boards and any Department employee against liability, cost, or expenses (including reasonable attorney fees), which may be incurred or sustained as a result of Contractor's errors or other failure to comply with the terms of the Contract, the Contractor shall maintain errors and omissions insurance including coverage for network and privacy risks, breach of privacy and wrongful disclosure of information in an amount acceptable to the Department with a minimum of **\$1,000,000** per claim and **\$5,000,000** aggregate in force during the Contract period and for a period of three (3) years thereafter for Services completed. Contractor shall furnish the Department with a certificate of insurance for such amount. Further, this certificate shall designate the State of Wisconsin Department of Employee Trust Funds and its affiliated boards as additional insured parties. The Department reserves the right to require higher or lower limits where warranted.

21.0 OWNERSHIP OF MATERIALS. Except as otherwise provided in Section 22 Subsection (v) all information, data, reports and other materials as are existing and available from the Department and which the Department determines to be necessary to carry out the scope of Services under the Contract shall be furnished to the Contractor and shall be returned to the Department upon completion of the Contract. The Contractor may retain a copy of confidential data as required by auditors, reinsurers or regulators or to comply with any federal, state or local requirements governing the retention of records and materials. Confidential information that was transmitted, read, or stored electronically cannot be deleted from the Contractor's computer systems or equipment. The confidentiality terms in Section 22 will survive the end of this Contract and Contractor will continue to protect Confidential Information in accordance with the requirements of Section 22. The Contractor shall not use such materials for any purpose other than carrying out the work described in the Contract.

The Department will be furnished without additional charge all data, models, information reports, and other materials associated with and generated under the Contract by the Contractor. The Department shall solely own all documents and other materials developed under the Contract. Use of such documents and materials by the Contractor shall only be with prior written approval of the Department. Contractor provides group benefit insurance services to many customers and cannot assign ownership of its software to the Department. No unique computer program will be created specifically for the Department under the Contract.

All files (paper and electronic) containing any Wisconsin plan member, claimant or employee information and all records created and maintained in the course of the work specified by the Contract are the sole and exclusive property of the Department. Contractor may maintain copies of such files during the term of the Contract as may be necessary or appropriate for its performance of the Contract. Moreover, Contractor may maintain copies of such files after the term of the Contract (i) for one hundred twenty (120) days after termination, after which all such files shall be transferred to the Department or destroyed by Contractor, except any files as to which a claim has been made, and (ii) for an unlimited period of time after termination for Contractor's use for statistical purposes if Contractor first deletes all information in the records from which the identity of a claimant or employee could be determined and certifies to the Department that all personal identifiers have been removed from the retained files. Upon termination of the Contract and to the extent permitted by applicable law, Contractor will transfer to the new insurance carrier necessary records and information not proprietary to Contractor.

22.0 CONFIDENTIAL INFORMATION, PRIVACY AND HIPAA BUSINESS ASSOCIATE AGREEMENT: This Section is intended to cover handling of Confidential Information under State and federal law, including, where applicable, the requirements of the Health Insurance Portability and Accountability Act (HIPAA), Health Information Technology for Economic and Clinical Health Act (HITECH), the Genetic Information Nondiscrimination Act (GINA), and the federal implementing regulations for those statutes requiring a written agreement with business associates.

(a) **DEFINITIONS:** As used herein, unless the context otherwise requires:

- (1) Business Associate. "Business Associate" has the meaning ascribed to it at 45 CFR 160.103 and refers to the Contractor.
- (2) Confidential Information. "Confidential Information" means all tangible and intangible information and materials being disclosed in connection with the Contract, in any form or medium without regard to whether the information is owned by the State of Wisconsin, by the Contractor, or by a third party, which satisfies at least one of the following criteria where applicable: (i) Individual Personal Information; (ii) Personally Identifiable Information under Wis. Stat. § 19.62(5); (iii) Protected Health Information under HIPAA, 45 CFR 160.103; (iv); proprietary information; (v) non-public information related to the State of Wisconsin's employees, customers, technology (including databases, data processing and communications networking systems), schematics, specifications, and all information or materials derived therefrom or based thereon; (vi) information expressly designated as confidential in writing by the State of Wisconsin; (vii) all information that is restricted or prohibited from disclosure by state or federal law, including Individual Personal Information and Medical Records as governed by Wis. Stat. §§ 40.07, ETF 10.70(1) and ETF 10.01(3m); or (viii) any material submitted by the Contractor in response to a Department solicitation that the Contractor designates confidential and proprietary information and which qualifies as a trade secret, as provided in Wis. Stat. § 19.36(5) or material which can be kept confidential under the Wisconsin public records law.
- (3) Covered Entity. "Covered Entity" has the meaning ascribed to it at 45 CFR 160.103 and refers to the Department of Employee Trust Funds.

- (4) HIPAA Rules. "HIPAA Rules" mean the Privacy, Security, Breach Notification, and Enforcement Rules at 45 CFR Part 160 and Part 164.
 - (5) Individual Personal Information. "Individual Personal Information" has the meaning ascribed to it at Wis. Admin. Code ETF § 10.70 (1).
 - (6) Medical Record. "Medical Record" has the meaning ascribed to it at Wis. Admin. Code ETF § 10.01(3m).
 - (7) Protected Health Information. "Protected Health Information" has the meaning ascribed to it under 45 CFR 160.103.
- (b) **PROVISION OF CONFIDENTIAL INFORMATION FOR CONTRACTED SERVICES:** The Department, a different business associate of the Department or a contractor performing services for the Department may provide Confidential Information to the Contractor under the Contract as the Department determines is necessary for the proper administration of the Contract, as provided by Wis. Stat. § 40.07 (1m) (d) and (3).
- (c) **DUTY TO SAFEGUARD CONFIDENTIAL INFORMATION:** The Contractor shall safeguard Confidential Information supplied to the Contractor or its employees under the Contract. In addition, the Contractor will only share Confidential Information with its employees on a need-to-know basis. Should the Contractor fail to properly protect Confidential Information, any cost the Department pays that was required by applicable privacy law and directly related to Contractor's actions or inaction to mitigate the failure will be subtracted from the Contractor's invoice(s) or reimbursed by the Contractor.
- (d) **USE AND DISCLOSURE OF CONFIDENTIAL INFORMATION:** Contractor shall:
- (1) Not use or disclose Confidential Information for any purpose other than as permitted or required by the Contract or as permitted or required by applicable law, in connection with business operations. Contractor shall not use or disclose member or employee names, addresses, or other information for any purpose other than specifically provided for in the Contract;
 - (2) Access, use and disclose the minimum necessary Confidential Information obtained from the Department's IT systems in accordance the Contract;
 - (3) Use appropriate safeguards to prevent use or disclosure of Confidential Information other than as provided for by the Contract;
 - (4) Not use or disclose Confidential Information in a manner that would violate Wis. Stat. § 40.07;
 - (5) If applicable, be allowed to use or disclose Confidential Information for the proper management and administration of the Contractor or to carry out the legal responsibilities of the Contractor, provided the disclosures are permitted or required by law, or Contractor obtains reasonable assurances from the person to whom the information is disclosed that the information will remain confidential and used or further disclosed only as required by law or for the purposes for which it was disclosed to the person, and the person notifies Contractor of any instances of which it is aware the confidentiality of the information has been or is suspected of being breached;
 - (6) Not use for its own benefit Confidential Information or any information derived from such information; and
 - (7) If required by a court of competent jurisdiction or an administrative body to disclose Confidential Information, Contractor will notify the Department in writing immediately upon receiving notice of such requirement and prior to any such disclosure, to give the Department an opportunity to oppose or otherwise respond to such disclosure (unless prohibited by law from doing so).
- (e) **REQUIREMENT TO KEEP CONFIDENTIAL INFORMATION WITHIN THE UNITED STATES:** The Contractor's transmission, transportation or storage of Confidential Information outside the United States, or access of Confidential Information from outside the United States, is prohibited except on prior written authorization by the Department.
- (f) **MANDATORY REPORTING:** Contractor shall report to the Department in the manner set forth in Subsection 22(m) any use or disclosure or suspected use or disclosure of Confidential Information not provided for by the Contract, of which it becomes aware.

(g) **DESIGNATED RECORD SET:** Contractor shall make available Confidential Information in a designated record set to the necessary individuals.

(h) **CONTRACTOR REPORTING OF BREACH OR SUSPECTED BREACH OR DISCLOSURE TO THE DEPARTMENT:**

(1) Within seventy-two (72) hours after Contractor becomes aware of a suspected breach, impermissible use, or impermissible disclosure, Contractor shall notify in writing the Department Privacy Officer at ETF SMBPrivacyOfficer@etf.wi.gov, and the Department Program Manager. A suspected breach, impermissible use, or impermissible disclosure is considered to be discovered as of the first day on which such occurrence is known to Contractor. The notification must contain details sufficient for the Department Program Manager and Privacy Officer to determine the Department's response. Sufficient details include, without limitation, to the extent known:

- a. The nature of the unauthorized access, use or disclosure;
- b. A list of any persons affected (if available);
- c. A description of the information included in the breach, impermissible use, or impermissible disclosure;
- d. The date or dates of the suspected breach, impermissible use, or impermissible disclosure;
- e. The date of the discovery by Contractor;
- f. A list of the proactive steps taken by Contractor and being taken to correct the breach, impermissible use or impermissible disclosure; and
- g. Contact information at Contractor for affected persons who contact the Department regarding the issue.

(2) Not less than one (1) business day before Contractor makes any external communications to the public, media, federal Office for Civil Rights (OCR), other governmental entity, or persons potentially affected by the breach, impermissible use, or impermissible disclosure, provide a copy of the planned communication to the Department Program Manager and Privacy Officer.

(3) Within thirty (30) business days after Contractor makes the initial report under this Section, Contractor shall research the confirmed breach, impermissible use, or impermissible disclosure of Confidential Information and provide a report in writing to the Department Program Manager. The report must contain, at a minimum, to the extent known:

- a. A complete list of any persons affected (whose Confidential Information was supplied to Contractor by the Department) and their contact information;
- b. Copies of correspondence or notifications provided to the public, media, OCR, other governmental entity, or persons potentially affected;
- c. Whether Contractor's Privacy Officer has determined there has been a reportable breach under HIPAA, or an unauthorized acquisition under Wis. Stat. §134.98 and the reasoning for such determination;
- d. If Contractor determines there has been a breach, impermissible use, or impermissible disclosure, an explanation of the root cause of the breach, impermissible use, or impermissible disclosure;
- e. A list of the corrective actions taken to mitigate the suspected breach, impermissible use, or impermissible disclosure; and
- f. A list of the corrective actions taken to prevent a similar future breach, impermissible use, or impermissible disclosure.

(i) **COORDINATION OF BREACH RESPONSE ACTIVITIES:**

(1) Contractor will fully cooperate with the Department's investigation of any breach of Confidential Information involving Contractor by responding to the Department's reasonable requests including making witnesses, documents, video recordings, or other pertinent or useful information available upon Contractor's reporting of the breach and throughout the investigation. Contractor's full cooperation will include but not be limited to Contractor:

- a. Immediately preserving any potential forensic evidence relating to the breach, and remedying the breach as quickly as circumstances permit;
- b. Within five days designating a contact person to whom the Department will direct inquiries, and who will communicate Contractor responses to Department inquiries; Contractor will designate a Privacy Officer and Security Officer to serve as contacts for the Department;
- c. As rapidly as circumstances permit, applying appropriate resources to remedy the breach condition, investigate, document, restore the Department service(s) as directed by the Department in accordance with the Agreement,

- and undertake appropriate response activities such as working with the Department, its representative, and law enforcement to identify the breach, identify the perpetrator(s), and take appropriate actions to remediate the security vulnerability;
- d. Once the root cause of the breach is identified and a plan is devised to fully remediate the breach, providing status reports to the Department upon the Department's reasonable written request, on breach response activities, findings, analyses, and conclusions;
 - e. Coordinating all media, law enforcement, or other breach notifications with the Department in advance of such notification(s), unless expressly prohibited by law; and
 - f. Ensuring that knowledgeable Contractor staff is available on short notice as practical, if needed, to participate in Department-initiated meetings and/or conference calls regarding the breach.
- (j) **CLASSIFICATION LABELS:** Contractor shall ensure that all data classification labels contained on or included in any item of Confidential Information shall be reproduced by Contractor on any reproduction, modification, or translation of such Confidential Information. Contractor shall make a reasonable effort to add a proprietary notice or indication of confidentiality to any tangible materials within its possession that contain Confidential Information of the Department, as directed by the Department.
- (k) **SUBCONTRACTORS:** If applicable, Contractor shall ensure that any subcontractors that create, receive, maintain, or transmit Confidential Information on behalf of Contractor agree to the substantially similar restrictions, conditions, and requirements that apply to Contractor with respect to such information.
- (l) **NOTICE OF LEGAL PROCEEDINGS:** If Contractor or any of its employees, agents, or subcontractors is legally required in any administrative, regulatory or judicial proceeding to disclose any Confidential Information, Contractor shall give the Department prompt notice (unless it has a legal obligation to the contrary) so that the Department may seek a protective order or other appropriate remedy. In the event that such protective order is not obtained, Contractor shall furnish only that portion of the information that is legally required and shall disclose the Confidential Information in a manner reasonably designed to preserve its confidential nature.
- (m) **MITIGATION:** The Contractor shall take immediate steps to mitigate any harmful effects of the actual unauthorized use, disclosure, or loss of any Confidential Information provided to Contractor under the Contract. The Contractor shall reasonably cooperate with the Department's efforts to comply with the breach notification requirements, to seek appropriate injunctive relief or otherwise prevent or curtail such suspected or actual unauthorized use, disclosure or loss, or to recover its Confidential Information, including complying with a reasonable corrective action plan, in consultation with the Department.
- (n) **COMPLIANCE REVIEWS:** The Department may conduct a compliance review of the Contractor's security procedures before and during the Contract term to protect Confidential Information.
- (o) **AMENDMENT:** The parties agree to take such action as is necessary to amend the Contract as necessary for compliance with applicable law.
- (p) **SURVIVAL:** The obligations of Contractor under this Section shall survive the termination of the Contract.
- (q) **RETURN OR DESTRUCTION OF CONFIDENTIAL INFORMATION:** Upon termination of the Contract for any reason, Contractor, with respect to Confidential Information received from the Department, another contractor of the Department, or created, maintained, or received by Contractor on behalf of the Department, shall:
- (1) Retain only that Confidential Information which is necessary for Contractor to continue its proper management and administration or to carry out its legal responsibilities;
 - (2) Return to the Department or, if agreed to by the Department, destroy the remaining Confidential Information that Contractor still maintains in any form;
 - (3) Continue to use appropriate safeguards with respect to Confidential Information to prevent use or disclosure of the Confidential, other than as provided for in this Subsection, for as long as Contractor retains the Confidential Information;
 - (4) Not use or disclose the Confidential Information retained by Contractor other than for the purposes for which such Confidential Information was retained and subject to the same conditions set out under Subsection 22(d) which applied prior to termination;

- (5) Return to the Department or, if agreed to by the Department, destroy the Confidential Information retained by Contractor when it is no longer needed by Contractor for its proper management and administration or to carry out its legal responsibilities; and
- (6) If required by the Department, transmit the Confidential Information to another contractor of the Department in accordance with applicable law.

(r) **ASSISTANCE IN LITIGATION OR ADMINISTRATIVE PROCEEDINGS:** Contractor will provide for the defense of any litigation involving policies of insurance issued by Contractor. Contractor will cooperate with the Department's counsel in defense of any action against the self-funded plan by providing copies of all claim documents and by providing expert testimony.

23.0 INDEMNIFICATION:

23.1 SCOPE OF INDEMNIFICATION FOR INTELLECTUAL PROPERTY RIGHTS INFRINGEMENT: In the event of a claim against the parties for Intellectual Property Rights Infringement associated with a claim for benefits, Contractor agrees to defend, indemnify and hold harmless the Department and its governing boards ("Indemnified Parties") from and against any and all claims, actions, loss, damage, expenses, costs (including reasonable fees for Department's staff attorneys and/or attorneys from the Wisconsin Attorney General's Office) reasonable attorneys' fees otherwise incurred by the Department, its governing boards, and/or the Wisconsin Attorney General's Office, court costs, and related reasonable legal expenses whether incurred in defending against such claims or enforcing this Section.

23.2 SCOPE OF OTHER INDEMNIFICATION: In addition to the foregoing Section, Contractor shall defend, indemnify and hold harmless the Indemnified Parties from and against any and all claims, actions, loss, damage, expenses, costs (including reasonable fees for the Department's staff attorneys and/or attorneys from the Wisconsin Attorney General's Office), court costs, and related reasonable legal expenses whether incurred in defending against such claims or enforcing this Section, or liability arising from or in connection with the following: (a) Contractor's performance of or failure to perform any duties or obligations, including negligent performance, under any agreement between Contractor and any third party; (b) injury to persons (including death or illness) or damage to property caused by the act or omission of Contractor, Contractor employees or subcontractors; (c) any claims or losses for Services rendered by any subcontractor, person, or firm performing or supplying Services, materials, or supplies in connection with the Contractor's performance of the Contract, including negligent performance; (d) any claims or losses resulting to any person or third party entity injured or damaged by the Contractor, its officers, employees, or subcontractors by the publication, translation, reproduction, delivery, performance, use, or disposition of any data used under the Contract in a manner not authorized by the Contract, or by federal or State statutes or regulations; and (e) any failure of the Contractor, its officers, employees, or subcontractors to observe State and federal laws including, but not limited to, labor and wage and hour laws.

23.3 INDEMNIFICATION NOTICE: The Department shall give the Contractor prompt written notice of such claim, suit, demand, or action (provided that a failure to give such prompt notice will not relieve the Contractor of its indemnification obligations hereunder except to the extent Contractor can demonstrate actual, material prejudice to its ability to mount a defense as a result of such failure). The Department will cooperate, assist, and consult with the Contractor in the defense or investigation of any claim made or suit filed against the Department resulting from Contractor's performance under the Contract.

23.4 NO INDEMNIFICATION OBLIGATIONS: Contractor shall, as soon as practicable, notify the Department of any claim made or suit filed against Contractor resulting from Contractor's obligations under the Contract if such claim may involve the Department. The Department has no obligation to provide legal counsel or defense to Contractor if a suit, claim, or action is brought against Contractor or its subcontractors as a result of Contractor's performance of its obligations under the Contract. In addition, Department has no obligation for the payment of any judgments or the settlement of any claims against Contractor arising from or related to the Contract. Department has not waived any right or entitlement to claim sovereign immunity under the Contract.

23.5 CONTRACTOR'S DUTY TO INDEMNIFY: The Contractor shall comply with its obligations to indemnify, defend and hold the Indemnified Parties harmless with regard to claims, damages, losses and/or expenses arising from a claim. The Contractor shall be entitled to control the defense of any such claim and to defend or settle any such claim, in its sole discretion, with counsel of its own choosing; however, the Contractor shall consult with the Department regarding its defense of any claim and not settle or compromise any claim or action in a manner that imposes restrictions or obligations on Department, requires any financial payment by the Department, or grants rights or concessions to a third party without first obtaining the Department's prior written consent. Contractor shall have the right to assert any and all defenses on behalf of the Indemnified Parties, including sovereign immunity.

In carrying out any provision of the Contract or in exercising any power or authority granted to the Contractor thereby, there shall be no liability upon the Department, it being understood that in such matters the Department acts as an agent of the State.

The Contractor shall at all times comply with and observe all federal and State laws and regulations which are in effect during the period of the Contract and which in any manner affect the work or its conduct.

24.0 EQUITABLE RELIEF: The Contractor acknowledges and agrees that the unauthorized use, disclosure, or loss of Confidential Information may cause immediate and irreparable injury to the individuals whose information is disclosed and to the State, which

injury shall not be compensable by money damages and for which there is not an adequate remedy available at law. Accordingly, the Department and the Contractor specifically agree that the Department, on its own behalf or on behalf of the affected individuals, shall be entitled to obtain injunctive or other equitable relief to prevent or curtail any such breach, threatened or actual, without posting security and without prejudice to such other rights as may be available under the Contract or under applicable law.

25.0 RIGHT TO PUBLISH OR DISCLOSE: Throughout the term of the Contract, the Contractor must secure the Department's written approval prior to the release of any information which pertains to work or activities covered by the Contract.

The Department and the Contractor agree that it is a breach of the Contract to disclose any information to any person that the Department or its governing boards may not disclose under Wis. Stat. § 40.07. Contractor acknowledges that it will be liable for damage or injury to persons whose Confidential Information is disclosed by any officer, employee, agent, or subcontractor of the Contractor without proper authorization.

26.0 TIME IS OF THE ESSENCE: Timely provision of the Services required under the Contract shall be of the essence of the Contract, including the provision of the Services within the time agreed or on a date specified in the Contract.

27.0 IDENTIFICATION OF KEY PERSONNEL AND PERSONNEL CHANGES: The Department will designate a contract administrator, who shall have oversight for performance of the Department's obligations under the Contract. The Department shall not change the person designated without prior written notification to the Contractor, if possible.

The State of Wisconsin reserves the right to approve all key personnel assigned to the project described in the Contract. The Contractor agrees to use its best efforts to minimize personnel changes during the Contract term.

At the time of Contract negotiations, the Contractor shall furnish the Department with names of all key personnel assigned to perform work under the Contract. Within thirty (30) days of the Contract start date Contractor will provide an attestation to the Department that a background check was completed for all such personnel and such checks passed; thereafter, annual attestations are required.

The Contractor will designate a contract administrator who shall have executive and administrative oversight for performance of the Contractor's obligations under the Contract. The Contractor shall not change this designation without prior written notice to the Department. For purposes of this written notice requirement, email notification will be sufficient.

The Contractor may not divert key personnel for any period of time except in accordance with the procedure identified in this Section. The Contractor shall provide a notice of proposed diversion or replacement to the Department Program Manager and Contract Manager at least sixty (60) calendar days in advance, together with the name and qualifications of the person(s) who will take the place of the diverted or replaced staff. At least thirty (30) calendar days before the proposed diversion or replacement, the Department shall notify the Contractor whether the proposed diversion or replacement is approved or rejected, and if rejected shall provide reasons for the rejection. Such approval by the Department shall not be unreasonably withheld or delayed.

Replacement staff shall be on-site within two (2) weeks of the departure date of the person being replaced. The Contractor shall provide the Department with reasonable access to any staff diverted by the Contractor.

Replacement of key personnel shall be with persons of equal ability and qualifications. The Department has the right to conduct separate interviews of proposed replacements for key personnel. The Department shall have the right to approve, in writing, the replacement of key personnel. Such approval shall not be unreasonably withheld. Failure of the Contractor to promptly replace key personnel within thirty (30) calendar days after departure shall entitle the Department to terminate the Contract. The Contractor's notice and justification of a change in key personnel must include identification of proposed substitute key personnel and must provide sufficient detail to permit the Department to evaluate the impact of the change on the project and/or maintenance.

Any of the Contractor's staff that the Department deems unacceptable shall be removed from the project by the Contractor and replaced by the Contractor within thirty (30) calendar days by another employee with acceptable experience and skills subject to the prior approval of the Department. Such approval by the Department will not be unreasonably withheld or delayed.

For any unauthorized change by the Contractor of any contracted personnel designated as key personnel, the Contractor will pay the Department a replacement fee of ten thousand dollars (\$10,000). This fee will not be imposed more than once annually.

28.0 INFORMATION SECURITY AGREEMENT

(a) **PURPOSE AND SCOPE OF APPLICATION:** This Information Security Agreement ("Agreement") is designed to protect the Department's Confidential Information (defined above in Section 22.0) and Department Information Resources (defined below). This Agreement describes the information security obligations of Contractor, its employees, contractors and third-party users that connect to Department Information Resources and/or gain access to Confidential Information.

(b) DEFINED TERMS:

(1) **Department Information Resources.** "Department Information Resources" means those devices, networks and related infrastructure that the Department has obtained for use to conduct Department business. Devices include but are not limited to, Department-owned devices; devices managed or used through service agreements; storage, processing, and communications devices and related infrastructure on which Department data is accessed, processed, stored, or communicated; and may include personally owned devices. Data includes, but is not limited to, Confidential

Information, other Department-created or managed business and research data, metadata, and credentials created by or issued on behalf of the Department.

- (c) **ACCESS TO DEPARTMENT INFORMATION RESOURCES:** In any circumstance when Contractor is provided access to Department Information Resources, it is solely Contractor's responsibility to ensure that its access does not result in any access by unauthorized individuals to Department Information Resources. Contractors who access the Department's Information Resources from any Department location must at a minimum conform with Department security standards that are in effect at the Department location(s) where the access is provided. Any Contractor technology and/or systems that gain access to Department Information Resources must comply with, at a minimum, the elements in the Information Security Plan Requirements set forth in this Agreement.
- (d) **COMPLIANCE WITH APPLICABLE LAWS:** Contractor agrees to comply with all applicable state and federal laws, as well as industry best practices, governing the collection, access, use, disclosure, safeguarding and destruction of Confidential Information.
- (e) **SAFEGUARD STANDARD:** Contractor agrees to protect the security of Confidential Information according to all applicable laws and regulations by generally accepted information risk management security control frameworks, standards or guidelines such as the ISO/IEC 27000-series, NIST800-53, CIS Critical Security Controls for Effective Cyber Defense or HIPAA Security Rule – 45 CFR Part 160 and Subparts A and C of Part 164 and no less rigorously than it protects its own confidential information, but in no case less than reasonable care. Contractor will implement, maintain and use appropriate administrative, technical and physical security measures to preserve the confidentiality, integrity and availability of the Confidential Information. Contractor will ensure that all security measures are regularly reviewed including ongoing monitoring, monthly vulnerability testing and annual penetration and security incident response tests, revised, no less than annually, to address evolving threats and vulnerabilities while Contractor has responsibility for the Confidential Information under the terms of this Agreement.
- (f) **INFORMATION SECURITY PLAN:**
- (1) Contractor acknowledges that the Department is required to comply with information security standards for the protection of Confidential Information as required by law, regulation and regulatory guidance, as well as the Department's internal security program for information and systems protection.
 - (2) Contractor shall develop, implement, and maintain a comprehensive Information Security Plan that contains administrative, technical, and physical safeguards designed to ensure the privacy, security, integrity, availability, and confidentiality of the Confidential Information. Contractor must provide evidence to the Department of one or more of the following for the plan:
 - a. Certification in, or compliance with, generally accepted information risk management security control frameworks, standards or guidelines such as:
 - i. ISO/IEC 27000-series;
 - ii. NIST800-53;
 - iii. CIS Critical Security Controls for Effective Cyber Defense; or
 - iv. HIPAA Security Rule - 45 CFR Part 160 and Subparts A and C of Part 164; and
 - b. Compliance with any state or federal regulations by which the person or entity who owns or licenses such information may be regulated; or
 - c. At a minimum, include the elements listed in the Information Security Plan Requirements set forth below.
 - (3) Upon the Department's request, Contractor shall submit one of the following documents to the Department:
 - a. Independent attestation of certification;
 - b. Information Security Plan scope statement;
 - c. Information Security Plan statement of applicability; or
 - d. SOC 2, Type 2 audit and letter of attestation indicating Contractor's receipt of management's assertion of control compliance from Contractor's subcontractors as described in Section 6 Audit Provision.

The Department reserves the right to require the Contractor to provide more than one of the above documents. If Contractor is unable to produce one of the above documents, Contractor may satisfy the requirement by providing the assurances in Section 28.0(h) below.
 - (4) Annually, or upon a significant change in risk posture, Contractor will review its Information Security Plan and update and revise it as needed. If at any time there are any material reductions to Contractor's Information Security Plan, Contractor will notify the Department within two weeks of the completion of the review and prior to implementation. In such instances, the Department will require an explanation of the reductions. At the Department's request, Contractor will make modifications to its Information Security Plan or to the procedures and practices thereunder to conform to the Department's security requirements as defined herein.

(g) **ADDITIONAL INSURANCE:** In addition to the insurance required under the Contract, Contractor, at its sole cost and expense, will obtain, keep in force, and maintain an insurance policy (or policies) that provides coverage for privacy and data security breaches. This specific type of insurance is typically referred to as Privacy, Technology and Data Security Liability, Cyber Liability, or Technology Professional Liability. In some cases, Professional Liability policies may include some coverage for privacy and/or data breaches. Regardless of the type of policy in place, it needs to include coverage for reasonable costs in investigating and responding to privacy and/or data breaches with the following minimum limits unless the Department specifies otherwise: \$1,000,000 Each Occurrence and \$5,000,000 Aggregate. If the Contractor maintains broader coverage and/or higher limits than the minimums shown above, the Department requires and is entitled to the broader coverage and/or higher limits maintained by the Contractor. Any available insurance proceeds in excess of the specified minimum limits of insurance and coverage shall be available to the Department.

(h) **INFORMATION SECURITY PLAN REQUIREMENTS:**

If Contractor cannot provide evidence of its Information Security Plan as required in Section 28.0(f)(2)a above, Contractor shall provide the following assurances to the Department:

(1) **Security Policies:**

- a. Contractor's security policy is documented, has obtained management approval, is reviewed no less frequently than annually and is maintained to ensure its continuing suitability, adequacy and effectiveness; and
- b. Contractor's operational, technical and administrative policies, standards and guidelines are documented, have obtained management approval, are reviewed no less frequently than annually and are maintained to ensure their continuing suitability, adequacy and effectiveness.

(2) **Security Organization:**

- a. The Contractor's security organization is governed and overseen by Contractor's senior leadership;
- b. Contractor's security organization includes representation from across Contractor's organization with defined roles and responsibilities;
- c. Contractor has clearly defined information security responsibilities;
- d. Contractor has confidentiality or non-disclosure agreements in place with the appropriate external entities;
- e. Contractor's management and implementation of information security (i.e. control objectives, controls, policies, processes, and procedures for information security) are reviewed independently at planned intervals, or when significant changes to the implementation of information security occur; and
- f. Contractor's agreements with third parties involving accessing, processing, communicating or managing the Contractor's information or information processing facilities, cover all relevant security requirements.

(3) **Asset Management:**

- a. Contractor has identified, inventoried, assigned ownership and established rules for acceptable use for information and associated assets; and
- b. Contractor has a process in place to classify information in terms of its value, legal requirements, sensitivity and criticality to Contractor.

(4) **Human Resources:**

- a. Security roles and responsibilities of Contractor's employees, contractors and third-party users have been defined and documented in accordance with Contractor's information security policy;
- b. Contractor performs background verification checks on all candidates for employment, contractors, and third-party users in accordance with relevant laws, regulations and ethics, and proportional to the business requirements, the classification of the information to be accessed, and the perceived risks;
- c. All Contractor's employees and, where relevant, contractors and third-party users, shall receive appropriate security awareness training and regular updates regarding Contractor's security policies and procedures, as relevant for their job function;
- d. Contractor has a formal disciplinary process in place for employees who have committed a security breach;
- e. Contractor's employees' responsibilities for performing employment terminations and changes of employment status are clearly defined and assigned;
- f. All Contractor's employees, contractors and third-party users shall return all Contractor's and the Department's assets in their possession upon termination of their employment, contract or agreement; and
- g. The access rights of all Contractor employees, contractors and third-party users to information and information processing facilities are removed upon termination of their employment, contract or agreement, or adjusted upon a status change.

(5) **Physical and Environmental Security:**

a. **Secure Areas**

- i. Contractor has a physical and environmental policy in place, with standards and guidelines that have been documented and obtained management approval, that is reviewed no less frequently than annually and is maintained to ensure its continuing suitability, adequacy and effectiveness;
- ii. Contractor's secure areas are protected by appropriate entry controls to ensure that only authorized personnel are allowed access; and

- iii. Contractor's physical protection and guidelines for working in secure areas have been adequately designed and applied.
 - b. **Equipment security**
 - i. Contractor's equipment, and the equipment Contractor may utilize in its operations that is owned by a third party, is maintained to ensure its continued availability and integrity; and
 - ii. Contractor's security measures have been applied to off-site equipment to address the risks of working outside the Contractor's premises.
 - c. **Operations management**
 - i. Contractor's operating procedures have been documented, maintained, and made available to all users who require them;
 - ii. Contractor controls changes to information processing facilities and systems; and
 - iii. Contractor has segregated duties and areas of responsibility to reduce opportunities for unauthorized or unintentional modification or misuse of Contractor's assets.
 - d. **Third party service delivery management**
 - i. Security controls, service definitions and delivery levels included in Contractor's third-party service delivery agreements are implemented, operated, and maintained by the third party; and
 - ii. The services, reports and records provided by third parties are regularly monitored, reviewed and audited by Contractor.
 - e. **Back-up**
 - i. Contractor regularly makes and tests back-up copies of information and software in accordance with Contractor's backup policy.
 - f. **Network security management**
 - i. Networks are managed and controlled, either by Contractor or a third party under contract with Contractor; and
 - ii. Security features, service levels, and management requirements of all Contractor's network services have been identified and included in any network services agreement, whether these services are provided in-house by Contractor or outsourced.
 - g. **Media handling**
 - i. Contractor has procedures in place to prevent unauthorized disclosure, modification, misuse, removal or destruction of assets, and interruption to business activities; and
 - ii. Contractor has procedures in place for the management of removable media, including the secure and safe disposal of media when no longer required.
 - h. **Exchange of information**
 - i. Contractor has established agreements for the secure exchange of information and software between Contractor and appropriate external parties;
 - ii. Contractor shall ensure information involved in electronic messaging is protected;
 - iii. Contractor has developed and implemented policies and procedures to protect the exchange of information; and
 - iv. Contractor shall ensure the integrity of information being made available on a publicly available system is protected to prevent unauthorized modification.
 - i. **Monitoring**
 - i. Contractor shall produce and keep a rolling twelve (12) consecutive months of audit logs recording user activities, exceptions, and information security events to assist in future investigations and access control monitoring;
 - ii. Contractor's logging facilities and log information are protected against tampering and unauthorized access; and
 - iii. Contractor's system administrator and system operator activities are logged.
- (6) **Access Management:**
- a. **Access control**
 - i. Contractor has an established and documented access control policy that is reviewed regularly based on business and security requirements for access;
 - ii. Contractor has a formal user registration and de-registration procedure in place for granting and revoking access to all information systems and services;
 - iii. Contractor restricts and controls the allocation and use of access privileges;
 - iv. Contractor controls the allocation of passwords through a formal management process; and
 - v. Contractor's management reviews users' access rights at regular intervals using a formal process.
 - b. **User responsibilities**
 - i. Users are required to follow good security practices in the selection and use of passwords;
 - ii. Users shall ensure that unattended equipment is protected; and
 - iii. Users shall adopt a clear desk policy for papers and removable storage media and a clear screen policy for information processing facilities.
 - c. **Network access control**
 - i. Contractor's users shall only be provided with access to the services that they have been specifically authorized to use;
 - ii. Contractor has implemented appropriate authentication methods to control access by remote users;
 - iii. Contractor has segregated groups of information services, users, and information systems on networks;

- iv. For shared networks, especially those extending across Contractor's boundaries, Contractor has restricted the capability of users to connect to the network, in line with Contractor's access control policy; and
- v. Contractor has implemented routing controls for networks to ensure that computer connections and information flows do not breach Contractor's access control policy.

(7) Security Requirements of Information Systems:

a. Correct processing in applications

- i. Contractor shall validate data input to applications to ensure the data is correct and appropriate, and incorporate validation checks to detect any corruption of information through processing errors or deliberate acts;
- ii. Contractor has identified the requirements for ensuring authenticity and protecting message integrity in applications, and identified and implemented appropriate controls; and
- iii. Contractor has validated the data output from an application to ensure that the processing of stored information is correct and appropriate to the circumstances.

b. Cryptographic controls

- i. Contractor has a cryptographic controls policy in place that is documented, has obtained management approval, is reviewed no less frequently than annually and is maintained to ensure its continuing suitability, adequacy and effectiveness.

c. Security of system files

- i. Contractor has procedures in place to control the installation of software on operational systems;
- ii. Contractor selects test data carefully, and the test data is protected and controlled; and
- iii. Contractor restricts access to program source code.

d. Security in development and support processes

- i. Contractor has implemented procedures to maintain the security of application system software and information;
- ii. Contractor utilizes formal change control procedures to implement changes; and
- iii. Contractor supervises and monitors outsourced software development.

e. Technical Vulnerability Management

- i. Contractor documents the technical vulnerabilities, the exposure evaluated, and the appropriate measures taken to address the associated risk.

(8) Information Security Incident Management:

- a. Contractor communicates information security events and weaknesses associated with information systems in a manner allowing timely corrective action to be taken;
- b. All Contractor's employees, contractors and third-party users of information systems and services are provided awareness training on reporting an observed or suspected incident; and
- c. **Management of information security incidents and improvements**
 - i. The responsibilities and procedures of Contractor's management have been established to ensure timely, effective, and orderly response to information security incidents;
 - ii. Contractor has mechanisms in place to enable the security incidents to be quantified and monitored; and
 - iii. Where a follow-up action against a person or organization after an information security incident involves legal action (either civil or criminal), Contractor shall collect, retain and present evidence in conformance with the rules for evidence established in the relevant jurisdiction(s).

(9) Business Continuity Management:

- i. Contractor has implemented one or more business continuity plans, including an information security plan, to maintain or restore operations and ensure availability of information at the required level and in the required timeframe following interruption to, or failure of, critical business processes;
- ii. Contractor tests and updates its business continuity plans regularly to ensure that they are up to date and effective; and
- iii. Contractor shall include the Department's designated contact in Contractor's business continuity plans for notification concerning any disruption that may impact the Services.

(10) Compliance:

a. Identification of applicable legislation

- i. Contractor understands all relevant statutory, regulatory and contractual requirements under the Contract, and Contractor's approach to meet these requirements has been explicitly defined, documented, and kept up to date;
- ii. Contractor has implemented appropriate procedures to ensure compliance with legislative, regulatory, and contractual requirements under the Contract on the use of material which may be afforded intellectual property rights;
- iii. Contractor shall ensure that important records are protected from loss, destruction and falsification, in accordance with the statutory, regulatory, contractual, and business requirements under the Contract; and
- iv. Contractor shall ensure the protection and privacy of data as required in relevant legislation, regulations, and, as applicable, the Contract.

- 29.0 DISCLOSURE:** If a State public official (Wis. Stat. § 19.42), a member of a State public official's immediate family, or any organization in which a State public official or a member of the official's immediate family owns or controls a ten percent (10%) interest, is a party to the Contract, and if the Contract involves payment of more than three thousand dollars (\$3,000) within a twelve (12) month period, the Contract is voidable by the Department unless appropriate disclosure is made according to Wis. Stat. § 19.45(6), before the Contract is signed. Disclosure must be made to the Department or the State of Wisconsin Ethics Commission, P.O. Box 7125, Madison, Wisconsin 53703 (telephone: 608-266-8123; fax: 608-264-9319; email: Ethics@wi.gov).
- 30.0 DISCLOSURE OF INDEPENDENCE AND RELATIONSHIP:**
- 30.1** Contractor certifies that no relationship exists between Contractor and the Department that interferes with fair competition or is a conflict of interest, and no relationship exists between the Contractor and another person or organization that constitutes a conflict of interest with respect to a State contract. The Department may waive this provision, in writing, if those activities of the Contractor will not be adverse to the interests of the State.
- 30.2** Contractor agrees that during performance of the Contract, the Contractor will neither provide contractual services nor enter into any agreement to provide services to a person or organization that is regulated or funded by the Department or has interests that are adverse to the Department. The Department may waive this provision, in writing, if those activities of the Contractor will not be adverse to the interests of the State.
- 31.0 PROMOTIONAL ADVERTISING / NEWS RELEASES:** Reference to or use of the Department, the State, any of its departments, agencies or other subunits, or any State official or employee for commercial promotion is prohibited. News releases pertaining to the Contract, shall not be made without prior approval of the Department. Release of broadcast e-mails pertaining to the Contract shall not be made without prior written authorization of the Department.
- 32.0 EMPLOYMENT:** The Contractor will not engage the services of any person or persons now employed by the State, including any department, commission or board thereof, to provide services relating to the Contract without the written consent of the employing agency of such person or persons and of the Department.
- 33.0 INDEPENDENT CAPACITY OF CONTRACTOR:** The Department and the Contractor agree that the Contractor, its officers, agents, and employees, in the performance of the Contract shall act in the capacity of an independent contractor and not as an officer, employee, or agent of the State. The Contractor agrees to take such steps as may be necessary to ensure that each subcontractor of the Contractor will be deemed to be an independent contractor and will not be considered or permitted to be an agent, servant, joint venturer, or partner of the State.
- 34.0 TAXES:** The State and its agencies are exempt from payment of all federal tax and State and local taxes on its purchases except Wisconsin excise taxes as described below.
- The State is exempt from payment of Wisconsin sales or use tax on its purchases. The State may be subject to other states' taxes on its purchases in that state depending on the laws of that state. Contractors performing construction activities are required to pay State use tax on the cost of materials.
- 35.0 VENDOR TAX DELINQUENCY:** The State may offset Contractor's payments if Contractor has a delinquent State tax liability. If such action is taken by the State, the Department will not be liable for any impact sustained by the Contractor due to any delay, or total offset, of any payment owed to the Contractor under the Contract by the Department.
- 36.0 FOREIGN CORPORATION:** If Contractor is a foreign corporation (any corporation other than a Wisconsin corporation), Contractor is required to conform to all the requirements of Chapter 180, Wis. Stats., relating to a foreign corporation and must possess a certificate of authority from the Wisconsin Department of Financial Institutions, unless the corporation is transacting business in interstate commerce or is otherwise exempt from the requirement of obtaining a certificate of authority. Any foreign corporation which desires to apply for a certificate of authority should contact the Department of Financial Institutions, Division of Corporations, P. O. Box 7846, Madison, WI 53707-7846; telephone (608) 261-7577.
- 37.0 RECORDKEEPING AND RECORD RETENTION:** The Contractor shall establish and maintain adequate records of all expenditures incurred under the Contract. All records must be kept in accordance with generally accepted accounting procedures. All procedures must be in accordance with federal, State and local ordinances.
- The Department shall have the right to audit, review, examine, copy, and transcribe any pertinent records or documents relating to the Contract held by the Contractor.
- It is the intention of the State to maintain an open and public process in the solicitation, submission, review, and approval of procurement activities. Records may not be available for public inspection prior to issuance of the notice of intent to award or the award of a contract. Pursuant to Wis. Stat. §19.36(3), all records of the Contractor that are produced or collected under the Contract are subject to disclosure pursuant to a public records request. Upon receipt of notice from the State of a public records request for records produced or collected under the Contract, the Contractor shall provide the requested records to the Department. The Contractor, following final payment, shall retain all records produced or collected under the Contract for six (6) years.
- 38.0 ANTITRUST ASSIGNMENT:** The Contractor and the State recognize that in actual economic practice, overcharges resulting from antitrust violations are in fact usually borne by the State (purchaser). Therefore, the Contractor hereby assigns to the State any and all claims for such overcharges as to goods, materials or services purchased in connection with the Contract.

- 39.0 ASSIGNMENT:** Other than to internal affiliates, no right or duty in whole or in part of the Contractor under the Contract may be assigned or delegated without the prior written consent of the Department. Such delegation to internal affiliates will require thirty (30) days written notice to the Department and will not affect the service level to the Department.
- 40.0 PATENT INFRINGEMENT:** If goods, products, or articles are provided under the Contract, the Contractor guarantees such items were manufactured or produced in accordance with applicable federal labor laws. Further, that the sale or use of such items described in the Contract will not infringe any United States patent. The Contractor covenants that it will, at its own expense, defend every suit which shall be brought against the State (provided that the Contractor is promptly notified of such suit, and all papers therein are delivered to it) for any alleged infringement of any patent by reason of the sale or use of such items, and agrees that it will pay all costs, damages, and profits recoverable in any such suit.
- 41.0 SAFETY REQUIREMENTS:** All materials, equipment, and supplies provided to the Department must comply fully with all safety requirements as set forth by the Wisconsin Administrative Code and all applicable OSHA Standards.
- 42.0 FORCE MAJEURE:** Neither the Contractor nor the Department shall be in default by reason of any failure in performance of the Contract in accordance with reasonable control and without fault or negligence on their part. Such causes may include, but are not restricted to, acts of nature or the public enemy, acts of the government in either its sovereign or contractual capacity, fires, floods, epidemics, quarantine restrictions, strikes, freight embargoes and unusually severe weather, but in every case the failure to perform such must be beyond the reasonable control and without the fault or negligence of the non-performing party.
- 43.0 SURVIVAL:** The obligations and terms listed in this Section shall survive termination of the Contract in perpetuity unless otherwise noted. Contractor's duty to cooperate with audits under Sections 6.3 and 6.4 shall survive for one year after termination of the Contract or until the resolution of any Contract dispute, whichever is longer. Contractor's duties under Section 28.0 shall survive for as long as the Contractor has access to Department Information Resources and Department data. Payment obligations that accrue prior to the date of termination, or as part of a transition plan, shall survive termination of the Contract. Section 1.0, Section 10.0, Section 11.0, Section 13.0, Section 14.0, Section 18.0, Section 21.0, Section 22.0, Section 23.0, Section 25.0, Section 31.0, Section 35.0, Section 37.0, Section 39.0, and this Section 43.0 shall also survive termination of the Contract.

Appendix 3

Performance Standards and Penalties

RFP ETJ0043

Third Party Administration of the State of Wisconsin Income Continuation Insurance (ICI) Program

08/19/2021

- **Measurement Criteria:** The Hartford (Contractor) will provide the reports specified below to the Department (ETF) showing Contractor's performance on each of the performance metrics specified below. ETF will analyze the Contractor's report and, if ETF believes penalties are owed, will provide a report to the Contractor containing ETF's list of metrics it believes the Contractor has missed, and the amount of penalties owed. The Contractor will have 5 Business Days to review ETF's list and refute any penalties owed. Should ETF require additional information to analyze the Contractor's performance report, the Contractor shall cooperate with ETF and provide ETF with sufficient background materials and data to do so.
- **Method of Payment:** Although most metrics will be evaluated based on quarterly performance, any penalties owed for metrics missed will be paid by the Contractor on an annual basis. The Contractor shall pay the assessed penalties by check or ACH payment to ETF by March 31 following the reporting year; however, at ETF's request, penalties could be used by ETF as a credit on future payments owed to the Contractor.
- **Amount at Risk:** Total amount at risk will be 3.85% of total annual fees paid to Contractor by ETF for Administrative Services Only ("ASO") arrangements. Annual fees will be determined on December 31 of the year in which the penalty is assessed. Note that within the "Penalty" column in the following table, 100% of the amount at risk has been allocated. The "Financial and Statistical Reports" that are not delivered timely are not included in the 3.85% maximum total. The implementation / re-implementation guarantees of 1% of annual fees are also not included in the 3.85% maximum total. Daily penalties will accumulate until reports are delivered.

CLAIM MANAGEMENT

PERFORMANCE STANDARD	GUARANTEE	METHOD OF MEASUREMENT	FREQUENCY	DELIVERY DATE	PENALTY
Financial Accuracy	<p>98% of STD accuracy in total dollars paid.</p> <p>98% of LTD accuracy in total dollars paid</p> <p>Includes establishing the correct period benefits are payable, applying all offsets accurately according to the policy provisions as well as establishing the correct salary/pre-disability earnings.</p> <p>This Standard is based on client specific results.</p> <p>Errors identified by ETF will be addressed by the Contractor and resolutions will be communicated to ETF timely.</p>	Via the Claim Audit Results Report	<p>Quarterly</p> <p>Penalties are assessed quarterly and due to ETF annually by March 31 following the reporting year</p>	May 1, August 1, November 1, and February 1	<p>0.6% of annual fees</p> <ul style="list-style-type: none"> Each quarter in which the performance guarantee is not met: 0.15% of annual fees
Coding Accuracy	<p>98% of STD and 98% of LTD claim data entered into the claim processing system will correctly reflect the information provided to The Hartford, which includes:</p> <p>-Employee information: Name, address, phone number, Social Security number, date of birth;</p> <p>-Claims information: ICD-10, CPT-4, Incidence Type, Claim Status Reason, Work Status; and</p> <p>-Eligibility information: Coverage effective date.</p> <p>Coding accuracy is determined by dividing the number of correct coding entries by the total number of coding entries audited.</p> <p>This Standard is based on client specific results.</p>	Via the Claim Audit Results Report	<p>Quarterly</p> <p>Penalties are assessed quarterly and due to ETF annually by March 31 following the reporting year</p>	May 1, August 1, November 1, and February 1	<p>0.5% of annual fees</p> <ul style="list-style-type: none"> Each quarter in which the performance guarantee is not met: 0.125% of annual fees

CLAIM MANAGEMENT (continued)

PERFORMANCE STANDARD	GUARANTEE	METHOD OF MEASUREMENT	FREQUENCY	DELIVERY DATE	PENALTY
Claim Turnaround Time	93% of STD claims will be approved/denied within five business days of receiving complete information. This Standard is based on client specific results. 90% of LTD claims approved/denied within 20 Calendar Days of LTD effective date where we also administer the claimant's STD claim. This standard is based on client specific results. In the event fewer than 18 claims are received quarterly; the results will be based on the overall results of the Contractor's book of business.	Via the Claim Audit Results Report	Quarterly Penalties are assessed quarterly and due to ETF annually by March 31 following the reporting year	May 1, August 1, November 1, and February 1	0.4% of annual fees • Each quarter in which the performance guarantee is not met: 0.1% of annual fees
Overpayment/Underpayment Processing	98% of claims will receive written notice to the recipient no later than 15 Calendar Days after receipt of all information needed to complete the calculation.	Overpayment/Underpayment Processing Report	Quarterly Penalties are assessed quarterly and due to ETF annually by March 31 following the reporting year	May 1, August 1, November 1, and February 1	0.35% of annual fees • Each quarter in which the performance guarantee is not met: 0.0875% of annual fees
Reconsideration Processing	Written notice to recipient no later than 60 Calendar Days after receipt of all information needed to make a determination.	Reconsideration Processing Report	Quarterly Penalties are assessed quarterly and due to ETF annually by March 31 following the reporting year	May 1, August 1, November 1, and February 1	0.35% of annual fees • Each quarter in which the performance guarantee is not met: 0.0875% of annual fees
Claimant Satisfaction	An overall annualized rating of "satisfied" (aggregate score of 7.5 or above out of 10) will be achieved as indicated based on Claimant Satisfaction Survey results. This standard is based on client specific results for STD and LTD.	Claimant satisfaction survey of all the Program's claimants; Contractor survey results	Annually Penalties are assessed annually and due to ETF annually by March 31 following the reporting year	March 31	0.50% of annual fees

CUSTOMER SERVICE

PERFORMANCE MEASURE	GUARANTEE	METHOD OF MEASUREMENT	FREQUENCY	DELIVERY DATE	PENALTY
Call Answering Timeliness	Average time in queue of 30 seconds or less. This Standard is based on all calls coming through the Contractor's claim inquiry service queue. This standard is based on client specific results	Via Telephone Service Results report for location servicing ETF	Quarterly Penalties are assessed quarterly and due to ETF annually by March 31 following the reporting year	May 1, August 1, November 1, and February 1	0.15% of annual fees • Each quarter in which the performance guarantee is not met: 0.0375% of annual fees
Call Abandonment Rate	Abandonment rate of 3% or less. This standard is based on client specific results.	Via Telephone Service Results report for location servicing ETF	Quarterly Penalties are assessed quarterly and due to ETF annually by March 31 following the reporting year	May 1, August 1, November 1, and February 1	0.15% of annual fees • Each quarter in which the performance guarantee is not met: 0.0375% of annual fees

ENROLLMENT APPLICATION PROCESSING

PERFORMANCE MEASURE	GUARANTEE	METHOD OF MEASUREMENT	FREQUENCY	DELIVERY DATE	PENALTY
Evidence of Insurability (EOI) Processing	Written notice to recipient no later than 15 Calendar Days after receipt of all information needed to make a determination.	Via Enrollment Application Processing and Audit Report	Quarterly Penalties are assessed quarterly and due to ETF annually by March 31 following the reporting year	May 1, August 1, November 1, and February 1	0.15% of annual fees • Each quarter in which the performance guarantee is not met: 0.0375% of annual fees

ACCOUNT MANAGEMENT

PERFORMANCE MEASURE	GUARANTEE	METHOD OF MEASUREMENT	FREQUENCY	DELIVERY DATE	PENALTY
On Time Delivery of Reports	<p>Standing reports will be delivered according to dates listed in the "Delivery Date" column.</p> <p>Customized reports will be delivered within 15 Business Days after requirements sign-off.</p> <p>Real time access to on-line reports during normal business hours.</p> <p>The Hartford will provide activity and quarterly management reports via THAA Reporting Portal for 98% of a calendar year.</p> <p>This guarantee assumes that the client has access to THAA and excludes planned system outages (and unexpected natural disasters that may initially affect system capabilities) communicated by the account management team.</p> <p>This standard is based on client specific results.</p>	<ul style="list-style-type: none"> • Real time access/availability of on-line reports • Timeliness of delivery of reports (other than the reports listed under "Financial and Statistical Reporting") • Report passes quality review 	<p>Quarterly</p> <p>Penalties are assessed quarterly and due to ETF annually by March 31 following the reporting year</p>	N/A	<p>0.3% of annual fees</p> <ul style="list-style-type: none"> • Each quarter in which the performance guarantee is not met: 0.075% of annual fees
Account Management Customer Service	<p>Overall communication, consultation and responsiveness will be evaluated in an annual customer satisfaction survey. The "annual score" result for the Overall Satisfaction category will be "satisfied" or above.</p> <p>This Standard is based on client specific results.</p>	The Hartford survey results	<p>Annually; survey is sent in Calendar Quarter 1.</p> <p>Penalties are assessed annually and due to ETF annually by March 31 following the reporting year</p>	By June 1	0.4% of annual fees

FINANCIAL, STATISTICAL and OTHER REPORTING

PERFORMANCE MEASURE	GUARANTEE	METHOD OF MEASUREMENT	FREQUENCY	DELIVERY DATE	PENALTY
Claim Payments Report and Funding Request	On-time delivery	Arrives by due date and passes quality review	Monthly Penalties are assessed monthly and due to ETF annually by March 31 following the reporting year	4 Business Days prior to each fund transfer from ETF to the Contractor	\$500 per Calendar Day
Overpayment Deduction Report	On-time delivery	Arrives by due date and passes quality review	Monthly Penalties are assessed monthly and due to ETF annually by March 31 following the reporting year	1st of the month for checks issued on that date and any out-of-cycle checks issued in the prior month	\$500 per Calendar Day
Bank Reconciliation Report	On-time delivery	Arrives by due date	Monthly Penalties are assessed monthly and due to ETF annually by March 31 following the reporting year	10th of the month following the month being reported	\$500 per Calendar Day
Accounts Receivable – No Means of Recovery Report	On-time delivery	Arrives by due date and passes quality review	Monthly Penalties are assessed monthly and due to ETF annually by March 31 following the reporting year	1st of the month	\$500 per Calendar Day
Repayment Report	On-time submission	Submission of Repayment Report and checks received by Contractor via manual Excel worksheet sent to ETF	Ad Hoc Penalties are assessed as required and due to ETF annually by March 31 following the reporting year	report and checks must be sent to ETF within 3 Business Days of receipt	\$500 per Calendar Day

FINANCIAL, STATISTICAL and OTHER REPORTING (continued)

PERFORMANCE FEATURE	GUARANTEE	METHOD OF MEASUREMENT	FREQUENCY	DELIVERY DATE	PENALTY
Pass-Through Reports If there is no data, this report is not applicable.	On-time delivery	Arrives by due date	Ad Hoc Penalties are assessed as required and due to ETF annually by March 31 following the reporting year	10th of the month following the month being reported (i.e. March report is due April 10th)	\$500 per Calendar Day
Claim Financial Statistics Report	On-time delivery	Arrives by due date and passes quality review	Quarterly Penalties are assessed quarterly and due to ETF annually by March 31 following the reporting year	May 1, August 1, November 1, and February 1	\$500 per Calendar Day
Open and Closed Claim Report	On-time delivery	Arrives by due date and passes quality review	Annually Penalties are assessed annually and due to ETF annually by March 31 following the reporting year	Draft (first 3 quarters of year) due November 1st; Final (prior Calendar Year) due January 20 th	\$5,000 per performance standard
New Claims Demographics Statistical Report	On-time delivery	Arrives by due date and passes quality review	Annually Penalties are assessed annually and due to ETF annually by March 31 following the reporting year	February 1	\$500 per Calendar Day

FINANCIAL, STATISTICAL and OTHER REPORTING (continued)

PERFORMANCE FEATURE	GUARANTEE	METHOD OF MEASUREMENT	FREQUENCY	DELIVERY DATE	PENALTY
Claim Lag Report	On-time delivery	Arrives by due date and passes quality review	Annually Penalties are assessed annually and due to ETF annually by March 31 following the reporting year	February 1	\$500 per Calendar Day
Annual Earnings Statement Statistical Report	On-time delivery	Arrives by due date and passes quality review	Annually Penalties are assessed annually and due to ETF annually by March 31 following the reporting year	August 1	\$500 per Calendar Day
Annual ICI Report to ETF's Governing Board	On-time delivery	Arrives by due date and passes quality review	Annually Penalties are assessed annually and due to ETF annually by March 31 following the reporting year	mid-March (exact date will be provided each January)	\$500 per Calendar Day
System and Organization Controls (SOC) Report(s)	On-time delivery	Arrives by due date	Annually Penalties are assessed annually and due to ETF annually by March 31 following the reporting year	30 Calendar Days from date requested by ETF	\$500 per Calendar Day

FINANCIAL, STATISTICAL and OTHER REPORTING (continued)

PERFORMANCE FEATURE	GUARANTEE	METHOD OF MEASUREMENT	FREQUENCY	DELIVERY DATE	PENALTY
Check Writing	On-time delivery	Issued timely	Monthly Penalties are assessed monthly and due to ETF annually by March 31 following the reporting year	1) 1st of the month for the previous month 2) Issue out of cycle checks 3) To Post Office (paper checks) or Financial Institution 2 Business Days prior to date of check	\$100 per incident per Business Day
Insurance Commissioner Complaints	On-time delivery	Timely referral	Ad Hoc Penalties are assessed as required and due to ETF annually by March 31 following the reporting year	Referred to ETF within 1 Business Day of receipt	\$500 per Business Day late
Legislator Contacts	On-time delivery	Timely referral	Ad Hoc Penalties are assessed as required and due to ETF annually by March 31 following the reporting year	Referred to ETF within 1 Business Day of receipt	\$500 per Business Day late
Ad Hoc Customized Reports	On-time delivery in final peer-reviewed form	Arrives by due date and passes quality review	Ad Hoc Penalties are assessed as required and due to ETF annually by March 31 following the reporting year	Delivered on or before 15 Business Days after requirements sign-off	\$500 per Business Day late