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Date: October 10, 2014

RE: **ADDENDUM No. 1**
            Request for Proposal (RFP) ETE0009
            Knowledge Management Consulting Services

Notice to All Proposers:

Please note the following updates to the referenced RFP abpve:

1. **ADD** the following bullet to Page 12, Section 2.4 to the right of TAB 2 directly proceeding "Provide the following in the following order."

    - ADDENDUM No. 1 Dated 10-10-2014 (Page 8 completed and Signed)

2. **ADD** the following bullet to Page 34, Section 10 directly proceeding "The following forms must be completed and submitted with the Proposal in accordance with the RFP instructions outlined in Section 2. Blank forms are attached."

    - ADDENDUM No. 1 Dated 10-10-2014 (Page 8 completed and Signed)

3. **ADD** the following to the end of the Table of Content on Page 2.

    - ATTACHMENT D ETF RDA'S………………..……………………… 54

    Attachment D ETF RDA's is available on ETF's Extranet at
    http://etfextranet.it.state.wi.us/etf/internet/RFP/rfp.html.

4. **ADD** the following bullet to Page 20, Section 5.1.4 directly proceeding "Provide a Phased Implementation Plan Report to ETF."

    o Includes Taxonomy

5. **ADD** the following section heading and paragraph on page 20, Section 5.1.4 directly preceding the Training section.

    ### *Taxonomy*

    ETF requires the Vendor to incorporate into the implementation plan the strategies for implementing and maintaining taxonomy procedures as required in Section 5.1.2.

6. **REMOVE** the following sentence and bullet points on Page 20, Section 5.1.4 under the Training Section:

As part of the Proposer's training proposal, at a minimum, ETF requires:

- That the Vendor conduct an introductory knowledge management training session (or multiple sessions if schedules require) for ETF executives, managers, trainers and knowledge management project staff. This training shall also serve the purpose of educating about knowledge management principles and promoting awareness of the knowledge management project and its possibilities for the Department.

- In addition, ETF also requires that as soon as practicable after the Vendor's knowledge management phased implementation plan has been received and agreed upon by ETF, the Vendor shall conduct a knowledge management implementation training session.

7. **ADD** the following answers by ETF to questions submitted by Proposers.

No.	RFP Section	RFP Page	Question
Q1	1.2	3	What is the size of the population that the KM Project will support in ETF?
A1			ETF employs around 260 full-time staff at two locations in Madison, Wisconsin.
Q2	1.2	3-4	(IT Environment) How much stored data is there? What is the number of users in ETF for tools referenced? What SharePoint (SP) farm edition is being used? How many environments? Do existing tools currently integrate with SP?
A2			Most of the tools are used by, or have accounts for, all 260 staff. SharePoint Farm Enterprise 2013 SP1, is at this point only used by a relatively small number of staff. None of the tools currently integrate with SharePoint. IT environment information of the type requested here (stored data, number of users, versions, environments, potential for integration into SharePoint, etc.) will be determined as part of the deliverables per Section 5.1.3.
Q3	5.1.3	19	What level access will vendor be given to the ETF systems and tools? Can ETF systems and tools be accessed remotely (i.e. VPN, internet, etc)?
A3			ETF will not allow remote access to systems. Communication and analysis will be done on-site or via ETF-managed Internet collaboration software.
Q4	7.4	22	The RFP requests two (2) examples of gap analysis reports created for previous clients but the client considers these confidential so they cannot be provided. Would ETF

			consider an outline of the contents of the reports as an acceptable substitute?
A4	7.4	22	Question 7.4 specifically states to provide two (2) examples of gap analysis reports your company has created for previous clients. If the gap analysis (or other types) reports are confidential, then the Proposer has three (3) options. • Option 1 is to provide the gap analysis reports within the proposal as instructed, redact any confidential information such as, but not limited to; client names, addresses, personal information, copyright documents, etc. Redacting of client information is acceptable, however the Proposer must prove the previous client is similar in size and scope to this project as instructed in the question without divulging confidential information. The Proposer can give general information about the client, i.e. number of employees, public sector client, type of industry, etc. • Option 2 is to provide the gap analysis (or other type) reports and indicate these reports are to be confidential by noting these forms on Form DOA-3027 – Designation of Confidential and Proprietary Information. • Option 3 is for the Proposer to provide a detailed written response to the question, which could include an outline, methodology, hypothetical questions and answers, etc. In any option chosen, it will be up to the Evaluation Committee to determine the acceptability of the response in answering the question.
Q5	9.8	29	This section requires us to perform background checks, IAW HR Handbook online, I infer, on employees who would be working on this effort. Will I be doing these on myself? How will this work and what is the intent in this instance? Would you please provide more guidance on the requirement?
A5	9.8	29	The background check provision applies only after vendor selection. The vendor is expected to perform background checks that, at a minimum, adhere to those standards in the Wisconsin Human Resources Handbook Chapter 246, Securing Applicant Background Checks (see http://oser.state.wi.us/docview.asp?docid=6658). 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. A copy of the result of the criminal

			background check the vendor conducted must be made available to ETF. ETF reserves the right to conduct its own criminal background checks on any or all employees or contractors of and referred by the vendor for the delivery or provision of services.
Q6	5	18+	ETF uses the term "knowledge management" in a manner that suggests it is a well-defined and term in the information management realm. The term has changed its meaning in the 10 years it has been in use in terms of technologies, kinds of information considered in the corpus, methods of user interaction, etc. It can, in fact, mean almost anything from tagging of content to full blown information governance. Would ETF please describe, in some detail, the meaning of "knowledge management" in the context of ETE0009 RFP?
A6			ETF understands the term "knowledge management" is broad in scope. ETF is only in the very initial stages of establishing knowledge management. ETF is looking for a Vendor to assess ETF's needs, resources, and gaps in order to provide a suggestion as to what level and what elements of knowledge management are most appropriate for ETF's situation.
Q7	5.1.2	18-19	Does ETF currently have a classification scheme or taxonomy for any part of the organization (if not for the entirety of the organization)? If so, is it functionally based?
A7			ETF has no agency-wide classification or taxonomy scheme. Individual work units and some software tools have ad-hoc classification methods.
Q8	5.1.1	18	Does ETF have a current ETF-specific Retention Schedule? If so, is it functionally based? Please provide a copy of the Retention Schedule.
A8			Yes, ETF has a current ETF-specific retention schedule relating only to benefits administration; other aspects of ETF's work are covered by general retention schedules provided by the Wisconsin Public Records Board (http://publicrecordsboard.wi.gov/docs_all.asp?locid=165). See Attachment D – ETF RDA's as referenced in Addendum #1
Q9	5.1.3	19	Please provide a listing of the technologies currently in use which are considered part of the existing ETF "knowledge management" ecosystem as described above.
A9			ETF uses a variety of software, tools and methods for storing and sharing information. There are no agency-wide knowledge management technologies that correlate with

			ETF-specific retention schedules or general retention schedules.
			As indicated in Section 1.2 of the RFP, ETF recently implemented Microsoft's SharePoint 2013 as a part of the new Benefits Administration System (BAS) Project. The plan is to use SharePoint for collaboration amongst BAS Project staff and to manage BAS project documents. However, SharePoint is being seriously considered for wider use in the Department as a means of storing and sharing knowledge. ETF also has software tools called Inmagic Presto and Genie, by Lucidea. Presto and Genie were originally intended as a Department-wide searchable repository for high-value information.
			In addition, ETF has a non-searchable internal website that contains administrative documents, official procedures, reference materials and other important documents. In support of better internal communication, ETF recently implemented an internal blogging tool called Movable Type, by Six Apart. Movable Type supports our internal blog called "ETF Community."
			To varying degrees, staff store important information in Microsoft Outlook e-mail accounts and Outlook folders, as well as in electronic documents maintained on ETF's network. There are currently no standards or other requirements for documents stored on the network. Many reports, memoranda, and other historical documents are only available in hardcopy.
			It is expected that the new benefits administration software being developed for ETF under the BAS Project will contain search and display capabilities to assist staff with information based on keywords.
			Other tools are in use around the Department, including JIRA, by Atlassian (for project and issues tracking) and Atlassian Confluence (to document and share IT technical and project information).
Q10	5.1.2	18 - 19	Please confirm the Taxonomy Analysis deliverable is to provide an analysis of ETF's capabilities and a strategic report with recommendations.
A10			The deliverable is defined in Section 5.1.2.
Q11	5.1.2	18 - 19	Is the development of a taxonomy, and procedures for governance/maintenance and training, a deliverable by the consultants or training of ETF staff to develop these artifacts?
A11			This deliverable is to develop an ETF-specific taxonomy, as well as strategies for implementing and maintaining the taxonomy. Training will be done by ETF staff.

Q12	5.1.4	21 - 22	Is the Phased Implementation Plan to include the implementation of the recommendations for developing the taxonomy, procedures and training only? Or development and implementation of the taxonomy, authoring procedures, and developing and delivering training?
A12			The phased implementation plan is for all aspects of knowledge management structures recommended by the Proposer. This includes development of a taxonomy, procedures, and a training plan. However, the taxonomy analysis is a separate deliverable under Section 5.1.2. Refer to Addendum #1.
Q13	5.1.4	21 - 22	Is training also required for the application of knowledge management in the technology solutions; e.g. training on software solutions?
A13			Training on the application of any knowledge management technology solution is not required within the Section 5.1.4 Phased Implementation Plan deliverable. However, the Vendor may be asked to provide such training in the future while under contract. Under the terms of this RFP, ETF may elect to utilize services of the vendor under the hourly rate specified per Section 5.2.1.
Q14	1.2	4	What is ETF's anticipated duration during which time the Vendor will be required to be onsite fulltime prior to being employed on an "as needed" basis?
A14			ETF expects the Vendor to be onsite for the initial on-site planning and preparation meetings, as well as for any follow-up meetings needed in order to meet the requirements of any of the deliverables in Section 5.
Q15	5.1.3	19	Will the consultant be provided with ETF's technical or business assumptions from which to guide his/her assessment? As an example, would the eventual solution need to comply with the current system and application architecture standards, conventions, etc. and, of course, what are they?
A15			ETF currently does not have any technical or business assumptions that would limit the Vendor in meeting the deliverable listed in Section 5.1.3. ETF staff will ensure that sufficient information is available to the Vendor. The scope of the assessment is indicated in Section 5.1.3 of the RFP: Providing the Assessment of ETF Knowledge Sharing Software, Tools and Methods Report requires the Vendor to conduct an initial planning and preparation meeting with the ETF knowledge management project leads and other appropriate staff for general planning purposes. The initial planning and preparation meeting along with follow-up meetings as necessary, dictated by the Vendor, will require the Vendor to clearly understand ETF's knowledge

			management strengths and weaknesses of current software, tools and methods to collect information sufficient to generate an Assessment of ETF Knowledge Sharing Software, Tools and Methods Report for review by ETF. This report should include a description of RFP strengths and weaknesses of the current software, tools and methods, and ETF's use of these as they pertain to the results of the knowledge management gap analysis. The report should also provide a list of suggested knowledge management software and tools with an analysis of their relative ability to help ETF achieve its knowledge management goals.
Q16	5.1.3	19	If the assumptions referenced in Q15 above are known now, will these be provided to the vendors now?
A16			ETF has no technical or business assumptions to offer at this time.
Q17	5.1.4	20	Will PMO resources be allocated for this project to assist the consultant, so that he/she become familiar and assure compliance with the PMO project management methodology?
A17			A PMO resource will be assigned to periodically coordinate with the Vendor. The PMO will perform the actual phased implementation plan per Section 5.1.4.
Q18	N/A	N/A	Does the Dept. of EFT have a budget for this project? If so, what is the budget?
A18			The request for proposal (RFP) process, is used for soliciting a proposal where an award cannot be made strictly on specifications or price and several firms are qualified to provide the service. While price is always a major consideration, ETF has chosen to award based on several factors as outlined in Section 3.7. As such, the budget will remain confidential.
Q19	N/A	N/A	Is the Dept. of EFT looking for an IT oriented consultant, or a knowledge management consultant? If they had to choose one versus the other, which type of firm would they select?
A19			The Department is looking for a knowledge management Vendor with business-end expertise, who also is familiar with the IT options and solutions available to meet the assessed needs of the agency.

This Addendum is available on ETF's Extranet at
http://etfextranet.it.state.wi.us/etf/internet/RFP/rfp.html.

ADDENDUM No. 1 Dated October 10, 2014
Request for Proposal (RFP) ETE0009
Knowledge Management Consulting Services
Wisconsin Department of Employee Trust Funds

Proposer must acknowledge receipt of the Addendum referenced above by providing the required information below.

_____

Proposer's Company Name

_____

Authorized Printed Name

_____   _____

Authorized Signature   Date

ATTACHMENT D
ETF RDA'S

Updated 06/04/2014

RDA #	RDA Title	Retention	Disposition
00162	Accumulated Sick Leave Application (AcSL)	Various – see RDA	Destroy & Destroy confidential
00061	Active Lives Actuary File Active/Closed/QDRO	10 years after closed	Destroy confidential
00085	Administrative Expense Allocations	FIS + 4 years after closed	Destroy
00084	Annuitant Health Insurance Card File	Until closed by Death or Cancellation	Destroy confidential
00078	Annuitant Monthly Health Insurance Coverage Reports	20 years after closed	Destroy confidential
00102	Appeal & Legal Proceeding Documents	25 years after closed	Destroy confidential
00031	Audit Workpapers & Reference Materials – ETF Internal Audit	10 years after closed	Destroy confidential
00159	Benefit Payment System (BPS)	Various – see RDA	Destroy & Destroy confidential
00156	Benson Project Data Files	10 years after project completion	Destroy confidential
00092	Bids, Proposals and Contracts – Employee Reimbursement Account Program	10 years after closed	Destroy
00089	Bids, Proposals and Contracts – Income Continuation Insurance Program	10 years after closed	Destroy
00100	Bids, Proposals and Contracts – Life Insurance Program	10 years after closed	Destroy
00028	Bids Proposals & Related Correspondence – Deferred Compensation	10 years after closed	Destroy
00029	Bids Proposals & Related Correspondence – Health & Dental Insurance	10 years after closed	Destroy

RDA #	RDA Title	Retention	Disposition
00140	Board Election Ballots & Reports	1 year after closed	Destroy confidential
00007	Board Meeting Tapes	3 months after approval of minutes	Destroy or erase/reuse
00154	Board Member Files	2 years after no longer a Board member	Destroy confidential
00119A	COBOL Program Transfer (Paper) Forms	10 years after closed	Destroy
00160A	ContactCenterAnywhere (CCA) Call Recordings	30 days after created	Destroy confidential
00160	ContactCenterAnywhere (CCA) System Reports and Statistical Data	3 years after created	Destroy confidential
00091	Custom File Maintenance	40 years after entered into data system	Destroy confidential
00148	Data/Database Changes and Service Requests	10 years after entered into data system	Destroy
00101	Deferred Compensation Plan Closed Participant Records	7 years after closed	Destroy confidential
00057	Deferred Compensation Program Participant Surveys	5 years after closed	Destroy
00090	Deferred Compensation Program Reports	7 years after closed	Destroy
00064	Department Written Procedures and Worker Instructions	Until Superseded	Destroy
00151	Departmental Health Insurance Complaints and Determinations	1 year after appeal rights expire & image	Destroy confidential
00153	Domestic Partner System	Permanent	N/A
00072	Employee Reimbursement Account (ERA) Processing	4 years after closed	Destroy confidential
00073	Employee Reimbursement Account (ERA) Transmittals	7 years after closed	Destroy confidential

RDA #	RDA Title	Retention	Disposition
00074	Employee Reimbursement Account Program RRA Allocation and Documentation	7 years after closed	Destroy
00019	Employer Transaction Reports	40 years after closed	Destroy confidential
00052A	ETF Employer Contribution Rate History Microfilm	Permanent	N/A
00053C	ETF Governing Boards' Meeting Materials - Closed Sessions, 1987 Forward	Permanent	N/A Two copies kept in house; one copy sent to SHS
00053B	ETF Governing Boards' Meeting Materials – Open Sessions, Microfilm 1911 - 1981	Permanent	N/A One copy at ETF; Silver copy of Microfilm to WHS
00053A	ETF Governing Boards' Meeting Materials – Open Sessions, Paper 1911 - 1981	Permanent	N/A Two copies kept in house; one copy also sent to WHS
00053	ETF Governing Boards' Meeting Materials – Open Sessions, 1982 Forward	Permanent	N/A 1982 – 1986 in paper; 1987 – 2001 in PDF's on LAN; 2002 forward is on LAN in original format; a copy also sent to WHS.
00108	File Server, Email and Other Locally Maintained System Monthly Backups	24 months after created	Destroy confidential
00108A	File Server, Email and Other Locally Maintained System Weekly Backups	12 weeks after created	Destroy confidential
00144	Forms Management Forms History Files	5 years after obsolete	Destroy
00144A	Forms Management Forms Change Request and Rough Draft Files	6 months after finalized and printed	Destroy

RDA #	RDA Title	Retention	Disposition
00157	Group Health Insurance Alternate Plan Provider Directories and Marketing Materials	10 years after created	Destroy
00120	Health Insurance Carrier Labels Files	Retain until superseded	Destroy
00121	Health Insurance Statistics	2 years after closed	Destroy
00009A	ICI/LTDI Vendor Monthly Performance and Payment Reports	4 years after close of contract	Destroy confidential
00087	Imaging and Workflow System	Varies – see RDA for record type and retention	Destroy confidential
00105	Income Continuation Insurance (ICI) and Long Term Disability Insurance (LTDI) Claim Files	7 years after closed	Destroy confidential
00149	Interactive Voice Response (IVR) System	Input – requests deleted Access database – purged quarterly Outputs – see RDA	Destroy confidential
00122	Interested Parties Mailing Label File	Retain until superseded	Destroy confidential
00146	IT Development Supporting Materials	30 years after closed	Destroy
00136	It's Your Choice Health Insurance Materials	10 years after closed	Destroy confidential
00139	Life Insurance Annual Renewal Census Files	7 years after created	Destroy confidential
00138	Life Insurance Billing Files (Paper)	7 years after created	Destroy confidential
00138A	Life Insurance Billing Files (Electronic)	7 years after created	Destroy confidential
00114A	Life Insurance Claim Files – Death & Disability (Electronic)	10 years after claim is paid	Destroy confidential
00115	Life Insurance Death Claim Files (Paper)	2 years after claim is paid	Destroy confidential

RDA #	RDA Title	Retention	Disposition
00116	Life Insurance Closed Disability Claim Files (Paper)	2 years after claim is paid	Destroy confidential
00117A	Life Insurance Underwriting Files	10 years after created	Destroy confidential
00117C	Life Insurance Underwriting Files, Evidence of Insurability Files	2 years after created	Destroy confidential
00123	Life/ICI/Health PC Applications/Reports (Obsolete 1995. Final disposition in 2014)	7 years after closed	Destroy
00037	Life/ICI/Health Remittance Reports	7 years after closed	Destroy confidential
00075	Local Government Insurance Programs RRA Allocation and Documentation	7 years after closed	Destroy
00124	Logs/Reports – Division of Trust Finance & Employer Services, Miscellaneous	3 years after closed	Destroy confidential
00164	Lump Sum Payment System (LSPS)	Various – see RDA	Destroy confidential
00152	Ombudsperson Inquiries	6 months after closed	Destroy confidential
00163	Online Network for Employers (ONE) Applications System	Various – see RDA	Destroy or Destroy confid
00003	Property Inventory Register – Agency Listing	3 years after superseded	Destroy
00158	Retired Lives Databases (Mainframe and Desktop)	Various – see RDA	Destroy confidential
00155 00155Attachment	Retirement Calculation (RetCalcs) System	Various – see RDA	Destroy confidential
00099	Secretary's Office Correspondence	10 years after closed	Transfer to State Historical Society
00077	Service Purchase Buyback Processing	40 years after closed	Destroy confidential
00147A	Social Security Administration Section 218 Agreement/Modifications (Electronic)	Permanent	N/A