

MILWAUKEE COUNTY

AMENDMENT #1

To the Professional Service Agreement *with* Credit Service International Corporation



Executed on:	6/1/2023	Issuing Department:	DHHS - CSS	Authority:	Wis. Stats. §59.40(4) and (5)
Expires on:	12/31/2026	Initial Contract Value:	N/A	Board Approval:	File #23-550
Amended On:	2/7/2025	Total Contract Value:	N/A	Renewable:	No
# of Amendments:	1	Amendment Value:	N/A	Renewal Due:	RFP 2025-2026



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2 PREAMBLE

This **AMENDMENT #1** to the **Professional Service Agreement** (the “**PSA**”) is dated **February 4, 2025** and is between **Milwaukee County**, a Wisconsin municipal body corporate, represented by its **Clerk of Circuit Court** represented by **Anna Hodges** (the “**County**”), and **Credit Service International Corporation** (the “**Contractor**”), combined to be considered the Parties to this Agreement (“**Parties**”).

3 RECITALS

- 3.1 On June 1, 2023, Milwaukee County and Contractor entered into the Agreement for the continuation of professional services for the collection of court-ordered judgments and Tax Refund Intercept Processing (“**TRIP**”) as provided for in its Agreement of June 2016, ending May 31, 2022.
- 3.2 The June 1, 2023 Agreement extended the relationship from June 1, 2023 to December 31, 2024, with the expectation of the issuance and award of an RFP for the services during the 2023 or 2024 year.
- 3.3 Due to unexpected challenges, the RFP process was delayed and no RFP was issued. The Parties wish to amend the Agreement to accommodate the RFP process and ensure that any transition which may occur is efficient and effective.
- 3.4 The County and Contractor wish to amend the PSA as described in this Amendment #1 for the reasons identified above.

Accordingly, intending to be legally bound, the Parties agree as follows:

4 AMENDMENTS

4.1 DEFINITIONS

Except as otherwise indicated in this Amendment 1, any defined terms will have the same meanings provided to them in the Agreement and any exhibits or attachments to that Agreement.

4.2 AMENDED SECTIONS

Section 6: Term & Termination, subsection 6.1: Term is amended to read as follows:

The Term of this PSA shall commence on **June 1, 2023** (the “**Effective Date**”) and continue in full force and effect on a month-to-month basis and at the County’s sole option until award of a new contract or until **December 31, 2026**, whichever comes first.

Section 18: Compliance with the County’s Policies is amended to add the following subsection:

18.4 Contractor Code of Conduct

The Contractor and its personnel and subcontractors shall comply with the most current version of the Milwaukee County Contractor Code of Conduct as published on the County’s website at <https://county.milwaukee.gov/files/county/administrative-services/AMOP/Chapter-15--CBDP/15.03---Contractor-Code-of-Conduct.pdf> and any other applicable Milwaukee County policies and procedures published in the Milwaukee County Administrative Manual of Operating Procedures (“**AMOP**”). These procedures are publicly available on the County’s website at: <https://county.milwaukee.gov/EN/Strategy-Budget-and-Performance/AMOP>.



The current version of the Contractor Code of Conduct is attached as Exhibit A to this Amendment 1 for reference. The Contractor agrees to use all commercially reasonable efforts to:

- 18.4.1 Provide any of its employees providing services under the PSA a copy of the Contractor Code of Conduct, including a link to the most current version of the Code,
- 18.4.2 Educate those employees about the requirements of the Code, and
- 18.4.3 Ensure those employees comply with the Code when and where it is applicable to them or where compliance is otherwise necessary to ensure the Contractor is compliant with the Code.

The Contractor acknowledges and agrees that compliance with the Code of Conduct and practices of ethical conduct, transparency, and accountability is an integral part of public contracting and protects the public trust, and that failure to comply with the Code of Conduct may result in contract termination and/or debarment of the Contractor from participation in future Milwaukee County competitive solicitations and/or contracts.

By signing this Amendment 1, the Contractor certifies it has read, understands, shall comply with, and shall ensure its employees and/or subcontractors working under the PSA comply with, all of the provisions of the Contractor Code of Conduct throughout the term of this PSA.

5 ALL OTHER TERMS UNCHANGED

Except as set forth above, the Agreement remains unchanged and in full force and effect. This Amendment is made a part of and incorporates the terms and conditions of the Agreement. If there is a conflict between the terms of the Agreement and this Amendment, this Amendment will control.

6 EFFECTIVENESS OF THIS AMENDMENT

Pursuant to Section 59.40(4) of the Wisconsin Statutes the County's authority to enter into the Amendment is contingent on County Board approval. Contractor understands and agrees that if County Board approval is not received this Amendment will have no effect and the Agreement will immediately terminate.

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MILWAUKEE COUNTY COURTS
Office of the Clerk of Circuit Court

Amendment 1 to the Professional Service Agreement
Wisconsin Community Services, Inc.

INFOR Contract # N/A - Revenue

Bonfire Contract # 147819

Amendment # 1

EXHIBIT A:

Milwaukee County Contractor Code of Conduct In Process

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MILWAUKEE COUNTY COURTS
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Amendment 1 to the Professional Service Agreement
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Amendment # 1

The Milwaukee County Contractor Code of Conduct is published at:

<https://county.milwaukee.gov/files/county/administrative-services/AMOP/Chapter-15--CBDP/15.03---Contractor-Code-of-Conduct.pdf>

A copy of the Contractor Code of Conduct in its current form as of 4:00 PM CST on February 6, 2025 is provided on the following pages.

It is the responsibility of the Vendor under this Agreement to regularly check the AMOP publication for any updates to the Code. In the event of a conflict between the copy of the Code provided on the following pages and the copy provided at the link above, the copy at the link shall control.



Administrative Manual of Operating Procedures

Procedure #: 15.03	Procedure Title: Contractor Code of Conduct		Revision #: 1.0
Original Issue Date: 7/15/2024	Revised Issue Date: N/A	Next Review Date: 7/15/2026	Responsible Department: DAS – Procurement Division
Statutory References: 2 C.F.R. 200.318 through 200.327 22 C.F.R. 513.300 through 513.314		Ordinance References: MCO Chapter 9, 32, 34, and 56	
Appendices: Appendix B – Procurement Best Practices for Elected Officials Presentation		Forms: Evaluator Composition Exception Request Form Fraud Reporting Form	

1. OBJECTIVE:

To develop a contractor code of conduct for Milwaukee County that reflects the County's commitment to ethical governance, responsible procurement practices, the advancement of equity in policy and practice, and the effective stewardship of public resources promoting integrity, transparency, equity, and accountability within public procurement activities which advance best-practice government procurement objectives, produce equitable outcomes, and uphold the public trust.

2. DEFINITIONS:

- A. Code of Conduct. A set of ethical principles, rules, and guidelines that vendors are required to follow when engaging in business activities, including solicitation activities, with the County of Milwaukee.
- B. Compliance. Adhering to all relevant laws, regulations, policies, and contractual obligations governing the contractor's activities in their interactions with the County of Milwaukee.
- C. Conflict of Interest. Any situation where a contractor's personal, financial, or other interest(s) conflict with their duties or obligations to the County of Milwaukee in a manner that impacts, or appears to impact, the contractor's ability to meet its duties or obligations to the County of Milwaukee.
- D. Contracting Department. The Milwaukee County Department serving as the contracting entity in a particular agreement.
- E. Contractor/Vendor/Supplier/Provider. Any individual, business, or organization that enters into a contractual agreement or proposes to enter into a contractual agreement with Milwaukee County to provide goods, services, or works.
- F. Debarment. The action taken by the County of Milwaukee to exclude a Contractor/Vendor/Supplier/Provider from participating in procurement activities for a specified period due to violations of the code of conduct, laws, regulations, or contractual obligations.
- G. Department of Administrative Services (DAS). The Milwaukee County Department responsible for conducting a broad range of activities and tasks that support the functioning and organization of all other Milwaukee County Departments. DAS includes the Procurement Division.
- H. Integrity. Acting with honesty, transparency, and accountability in all business dealings and interactions with the County of Milwaukee.



- I. Office of Corporation Counsel. The Office of the Corporation Counsel serves as chief legal counsel to all Milwaukee County departments, offices, boards, commissions, and elected officials. By county ordinance, this office also serves as chief legal counsel to the Milwaukee County Employees Retirement System.
- J. Office of the Comptroller. The Comptroller is the chief financial officer of Milwaukee County and the administrator of the county's financial affairs. The Comptroller shall oversee all of the county's debt and is responsible for countersigning all contracts with the county if they determine that the county has or will have the necessary funds to pay the liability that the county may incur under the contract. No contract is valid until so countersigned.
- K. Procurement Division. A division of Milwaukee County's Department of Administrative Services that supports the mission and objectives of Milwaukee County by facilitating the acquisition of goods, services, and works essential for its operations and service delivery. Through strategic planning, transparent and compliant procurement practices, and effective vendor management, the Procurement Division contributes to the organization's success and ensures accountability, integrity, and value for Milwaukee County taxpayers.
- L. Solicitation Administrator. The individual administering the contracting process. This may be an individual from the Procurement Division or the Contracting Department.
- M. Targeted Business Enterprise (TBE). A for-profit business consisting of a Disadvantaged Business Enterprise (DBE), Minority Business Enterprise (MBE), Women Business Enterprise (WBE), or Small Business Enterprise (SBE) firm that must be registered or certified with at least one of the following:
 - DBE certified by the Wisconsin UCP
 - MBE certified as minority-owned business with the State of Wisconsin DOA
 - WBE certified as a women-owned business with the State of Wisconsin DOA
 - SBE registered (by federal size standards, NAICS, and registered in SAM)
 - SBE certified by Milwaukee County
- N. Transparency. Providing clear and accurate information to the County of Milwaukee and stakeholders regarding business operations, pricing, and performance.

3. OVERVIEW:

The Milwaukee County Contractor Code of Conduct promotes ethical conduct, transparency, and accountability in Contractor/Vendor/Supplier/Provider relationships.

4. PROCEDURE

A. Ethical Standards

- i. Integrity and honesty
 - a. Contractor/Vendor/Supplier/Provider Declaration: Upon submission of bid or proposal, Contractor/Vendor/Supplier/Provider must affirm that all statements made within the bid or proposal are true and correct.
 - b. Review and Monitoring: The Procurement Division, Audit Services Division, and Contracting Departments may conduct reviews and audits of contractor activities to ensure integrity and honesty.
- ii. Transparency

- a. Documentation Requirements: Contractor/Vendor/Supplier/Provider are required to maintain records and documentation related to their business transactions with Milwaukee County.
 - b. Open Communication: Contractor/Vendor/Supplier/Provider must establish open lines of communication with county representatives, providing timely and accurate information regarding project status, pricing, and any potential conflicts of interest.
 - c. Public Access: The Procurement Division and/or the Contracting Department ensure that procurement processes and contract details are transparent and accessible to the public by promptly responding to open records requests as well as protests, appeals, and/or requests for debriefs related to solicitations.
 - iii. Fair competition
 - a. Non-Discrimination: Milwaukee County does not discriminate based on factors such as race, gender, religion, or nationality in the procurement process.
 - b. Competitive Bidding: Procurement opportunities are advertised publicly, allowing for fair and open competition among qualified contractors.
 - c. Conflict Resolution: Milwaukee County provides mechanisms for Contractor/Vendor/Supplier/Provider to raise concerns related to unfair competition, ensuring that grievances are addressed promptly and impartially.
 - 1. Protest procedures are spelled out in Chapters 32 and 110 of the Milwaukee County Ordinances
 - 2. Audit Services Division Hotline: 414-93-FRAUD
 - iv. Conflict of interest
 - a. Disclosure Requirement: Upon submission of a bid or proposal, the Contractor/Vendor/Supplier/Provider is required to disclose any potential conflicts of interest that may influence their ability to perform contractual obligations impartially.
 - b. Conflict Review Process: The Procurement Division and/or Contracting Department reviews disclosed conflicts of interest to assess their potential impact on contract performance and take appropriate mitigation measures.
 - c. Conflict Management Plan: In cases where conflicts of interest are identified, the Procurement Division and/or Contracting Department implements a conflict management plan to mitigate risks and uphold the integrity of the procurement process.
 - d. Escalation Process: Conflicts of interest should be resolved by the Contract Manager/Solicitation Administrator upon consultation with the Executive Secretary of the Ethics Board, if possible. If conflicts of interest remain unresolved despite the best efforts of those parties, a determination about resolution shall be made by the DAS Director.
- B. Responsibilities of Contractors/Vendors/Suppliers/Providers**
- i. Compliance with laws and regulations: Contractor/Vendor/Supplier/Provider generally contractually affirms compliance with relevant laws, regulations, and policies applicable to their obligations with Milwaukee County.

- ii. **Regulatory Monitoring:** Contracting Departments monitor contractor activities and ensure ongoing compliance with laws and regulations throughout the contract term.
- iii. **Reporting and Investigation:** Contractor/Vendor/Supplier/Provider are required to promptly report any violations or potential non-compliance with laws and regulations to the Procurement Division or the Contracting Department, which takes appropriate action to address the issue. Procurement Division or the Contracting Department will inform the Audit Services Division of received reports.
- iv. **Contractual Provisions:** Contracts with Milwaukee County include clauses that require contractors to adhere to ethical business practices.

C. Responsibilities of Milwaukee County Staff Conducting Procurement Activities

- i. **Applicability**
 - a. This section shall apply to any Milwaukee County staff whose duties and responsibilities include the awarding or execution of contracts for the purchase of supplies, services, materials, and/or equipment, the construction of public works, and/or the sale or leasing of real estate.
- ii. **Impartiality and fairness**
 - a. **Conflict of Interest Training:** Individuals performing procurement-related activities must undergo training to recognize and mitigate conflicts of interest that may compromise impartiality and fairness in procurement processes. This includes ethics training required of all employees through the Human Resources Learning and Development system. Procurement provides additional training for evaluation panel members.
 - b. **Fair Evaluation Criteria:** The Solicitation Administrator establishes clear and objective evaluation criteria for assessing solicitations to ensure fairness and consistency.
 - c. **Evaluation Panel Composition:** The Procurement Division forms evaluation panels comprising individuals with diverse expertise and perspectives to minimize bias and promote impartial decision-making. An [Evaluator Composition Exception Request Form](#) must be submitted for instances where an exception request is sought from the Milwaukee County department pursuing an RFP.
 - d. **Evaluation Transparency:** The Procurement Division or Contracting Department ensures transparency in the evaluation process by documenting evaluation criteria, scoring methodologies, and selection rationale, which are made available to all stakeholders upon request.
- iii. **Conflict of Interest**
 - a. **Declaration and Mitigation:** Milwaukee County employees involved in procurement-related activities including competitive and non-competitive activities are required to disclose any personal or financial interests that may influence decision-making regarding Contractor/Vendor/Supplier/Provider selection or contract award. The Procurement Division works with the Executive Secretary of the Ethics Board to mitigate conflicts of interest among Milwaukee County employees involved in procurement-related activities.
- iv. **Confidentiality**

- a. Confidentiality Agreement: Milwaukee County employees evaluating bids or proposals must sign confidentiality agreements to protect sensitive information obtained during procurement processes.
- b. Access Controls: Milwaukee County restricts access to confidential procurement information to authorized personnel only and implements access controls to prevent unauthorized disclosure or misuse of data.

D. Anti-Corruption Measures

- i. Prohibition of bribery
 - a. Policy Statement: Milwaukee County contracts require Contractor/Vendor/Supplier/Provider to affirm that, to the best of its knowledge, none of its officers, directors, partners, or employees directly involved in obtaining contracts have been convicted of bribery, attempted bribery, or conspiracy to bribe under the laws of any state or of the federal government.
 - b. Zero-Tolerance Enforcement: Milwaukee County enforces a zero-tolerance policy for bribery and kickbacks, imposing severe penalties potentially including contract termination, debarment, and/or legal action.
- ii. Gifts and entertainment policy
 - a. Policy Guidelines: Milwaukee County establishes clear guidelines regarding the acceptance of gifts, hospitality, and entertainment by employees to prevent conflicts of interest or undue influence.
 - b. Reporting Requirements: Employees are required to report receipt of gifts, hospitality, or entertainment that may create the appearance of impropriety or compromise their independence and objectivity in decision-making.

E. Reporting Mechanisms

- i. Milwaukee County has whistleblower protection mechanisms to safeguard individuals who report concerns or suspected wrongdoing from retaliation or adverse consequences.
- ii. Fraud Hotline: Milwaukee County Audit Services Division provides a confidential hotline or reporting mechanism for employees, Contractors/Vendor/Supplier/Providers, and stakeholders to report corruption concerns; instances of discrimination or unequal treatment; instances of dishonesty or unethical behavior; violations of the Contractor Code of Conduct; instances of bribery or kickbacks; or any other sensitive matters concerning the County's relationship with its contractors. The hotline accepts anonymous complaints and keeps information confidential to the fullest extent under the law and will refer as needed.
- iii. Investigation Protocol: Milwaukee County Audit Services Division initiates prompt and thorough investigations into reported corruption concerns.
- iv. Follow-Up Actions: Milwaukee County Audit Services Division ensures that appropriate follow-up actions are taken based on the findings of corruption investigations.

F. Debarment Procedures

- i. Grounds for debarment

- a. Identification of Potential Grounds: Milwaukee County employees or other stakeholders may identify potential grounds for debarment, including but not limited to fraud, corruption, serious or repeated non-compliance with contractual obligations, unethical behavior, and repeated violations of the Contractor Code of Conduct.
- b. Investigation and Evidence Collection: The Procurement Division initiates an investigation into alleged misconduct or non-compliance by the Contractor/Vendor/Supplier/Provider, gathering evidence and documentation to support the grounds for debarment.
- c. Review and Evaluation: The Procurement Division escalates the findings to a three-person committee appointed by the Procurement Director and consisting of Department Directors or their designee(s) to evaluate the evidence and determine whether the Contractor/Vendor/Supplier/Provider actions meet the criteria for debarment outlined in the Contractor Code of Conduct. The committee shall not include the DAS Director, Corporation Counsel, or Comptroller as such individuals or their designee(s) as their impartiality must be preserved in the event they must advise about or make a final debarment determination as set forth below.
- d. Notice of Intent to Debar: If sufficient grounds are found, the Contracting Department issues a formal notice of intent to debar to the Contractor/Vendor/Supplier/Provider, outlining the specific allegations and providing an opportunity for the Contractor/Vendor/Supplier/Provider to respond.
- ii. Debarment process and timeline
 - a. Response Period: The Contracting Department provides the Contractor/Vendor/Supplier/Provider with a specified period to respond to the notice of intent to debar, during which they may submit written statements, evidence, or arguments in their defense.
 - b. Debarment Decision: After reviewing the contractor's response and considering all relevant factors, a committee consisting of the DAS Director, and Comptroller or designee(s) of such individuals makes a final decision on whether to proceed with debarment as set forth above. The Contractor/Vendor/Supplier/Provider is notified of the decision in writing, specifying the duration of the debarment period.
 - c. Debarment Notification: The Procurement Division posts the notification on its website and notifies relevant stakeholders, including other local government agencies and procurement officials, of the Contractor/Vendor/Supplier/Provider debarment status, ensuring that the Contractor/Vendor/Supplier/Provider is excluded from participating in future procurement opportunities during the debarment period.
 - d. Debarment Period: The debarment period commences on the date specified in the debarment decision and remains in effect for the duration determined by the debarment decision, which may vary depending on the severity of the misconduct or non-compliance.

G. Equal Opportunity and Non-Discrimination

- i. Policy Statement: Milwaukee County affirms its commitment to equal opportunity and non-discrimination in all aspects of procurement activities.
- ii. Non-Discrimination Clause: Contracts with Contractor/Vendor/Supplier/Provider include a non-discrimination clause that prohibits discrimination based on race, ethnicity, gender, sexual orientation, religion, disability, or any other protected characteristic.
- iii. Anti-Harassment Clause: Contractors/Vendors/Suppliers/Providers working on Milwaukee County property or on behalf of Milwaukee County are prohibited from engaging in activity that constitutes discrimination, harassment, or bullying. This includes any offensive conduct, offensive speech, or the display of signs, symbols, or objects that are offensive in nature.

H. Monitoring and Review Procedures

- i. Review Planning: Contracting Departments and the Procurement Division conduct periodic reviews of contractor activities, selecting review subjects based on risk assessment, performance metrics, and other relevant factors outlined within an executed contract and or agreement with the Contractor/Vendor/Supplier/Provider.
- ii. Review Execution: Reviewers have access to contractor documentation, records, and operations to verify compliance with contractual terms, applicable laws, regulations, and ethical standards.
- iii. Reporting and Follow-Up: Review findings are documented in reports, identifying areas of non-compliance, deficiencies, or opportunities for improvement, and are reported to the Procurement Division and or the Contracting Department to update the Contractor/Vendor/Supplier/Provider profile accordingly. The Procurement Division or Contracting Department, as applicable, communicates findings to the Contractor/Vendor/Supplier/Provider and initiates corrective actions as necessary to address identified issues.
- iv. The Audit Services Division may conduct performance audits in accordance with generally accepted government auditing standards related to Contractor/Vendor/Supplier/Provider activities on behalf of Milwaukee County.

5. REVISION HISTORY:

Rev. #	Summary of Changes	Date of Change	Author
1.0	New procedure	7/15/2024	Procurement Team
1.0	Change as a result of public comment: added anti-harassment clause	7/30/2024	AMOP Admin - US

CONTRACT FORM 1684 R3		Hover over the red triangles below for help		INFOR CONTRACT NUMBER							
CONTRACT TYPE (select one)		CONTRACT CLASSIFICATION (AGENCY) (select one)		N/A							
PROFESSIONAL SERVICES		200 COMBINED COURT RELATED OPER		DEPARTMENT'S INTERNAL CONTRACT NUMBER if applicable							
				Bonfire 147819							
A professional services contractor shall not perform any work unless or until all appropriate officials have signed a written contract.											
Will all signers fully sign this contract before work is performed?				NO							
If responding NO, please provide supporting documentation.											
Did you obtain Board approval or passive review to enter into this contract or amendment or extension? Select one:											
YES	If yes, attach and list Legistar File:		23-550	Date Approved or Reviewed:	5/25/2023						
NO	If yes, attach and list Mental Health Board Agenda Item:			Date Approved or Reviewed:							
NO	If no, why is Board approval not required?										
SUPPLIER NAME				SUPPLIER NUMBER							
Credit Service International Corporation				N/A - Revenue							
VENDOR NAME				VENDOR NUMBER							
Credit Service International Corporation				N/A - Revenue							
CONTRACT NAME				CHARACTERS							
2025 Professional Service Agreement with Credit Service International Corporation for Court Collections and TRIP Services for the Clerk of Circuit Court's Office				161							
DESCRIPTION (If applicable, preface with Amendment _ to Year - Contract label - for (summarize scope of services) - Further summarize the scope. Summarize actions taken by any amendment. DocuSign Envelope _											
2025 Professional Service Agreement with Credit Service International Corporation for Court Collections and Tax Refund Intercept Processing ("TRIP") Services for the Clerk of Circuit Court's Office. Contractor shall collect past due judgments on felony, criminal misdemeanor and traffic, local county traffic ordinance violations, and state forfeiture type cases (judgments include fine/forfeitures, surcharges, assessments, and attorney fees authorized by Wisconsin State Statutes); utilize direct collection efforts and TRIP; provide dedicated systems to make credit and debit card payment, by phone and website; provide one staff person outside assigned courtroom each morning on business days to process payment by credit/debit cards and take checks for payments for cases disposed on the same day; coordinate and manage TRIP processing; and bill the County twice monthly at the commission rate for certain collections (but not certain other collections including restitution). Per statute, the Contractor receives compensation by drawing funds from the amount collected from individuals owing funds per court order. The Consolidated Court Automation Program receives and allocates the funds to agencies. Outstanding debt in collections represents millions of dollars at any given time. DocuSign Envelope: ac788af1-889f-4cbb-bbda-d624f6bea941											
EFFECTIVE DATES:		LENGTH OF CONTRACT		AMENDMENT ONLY: DOLLAR CHANGE							
Effective Date	Expiration Date	(IN MONTHS)		TOTAL CONTRACT AMOUNT							
1/1/2025	12/31/2025	24 or until award of a new contract, whichever comes first		\$ 11,283,333.33							
ACCOUNTING INFORMATION											
Year to be Encumbered or earned	Line No.	Agency	Org.	Account	Activity	Function	Reporting Category	Project / Job / Grant	Fund	Item Description	Amount to be Encumbered or Earned
2023		Consolidated Court Automation Program receives and allocates the funds to agencies								2023 Court Collections Services estimated revenue May - December 2023	\$1,983,333.33
2023		Consolidated Court Automation Program receives and allocates the funds to agencies								2023 Court Collections Services estimated payment to CSI May - December 2023	(\$120,000.00)
2024		Consolidated Court Automation Program receives and allocates the funds to agencies								2024 Court Collections Services estimated revenue fiscal year 2024	\$3,400,000.00
2024		Consolidated Court Automation Program receives and allocates the funds to agencies								2024 Court Collections Services estimated payment to CSI fiscal year 2024	(\$260,000.00)
2025		Consolidated Court Automation Program receives and allocates the funds to agencies								2023 Court Collections Services estimated revenue fiscal year 2025	\$3,400,000.00
2025		Consolidated Court Automation Program receives and allocates the funds to agencies								2023 Court Collections Services estimated payment to CSI fiscal year 2025	(\$260,000.00)
2026		Consolidated Court Automation Program receives and allocates the funds to agencies								2023 Court Collections Services estimated revenue fiscal year 2025	\$3,400,000.00
2026		Consolidated Court Automation Program receives and allocates the funds to agencies								2023 Court Collections Services estimated payment to CSI fiscal year 2025	(\$260,000.00)
If a Grant or Revenue Contract: COUNTY MATCH/RESPONSIBILITIES											
Lael MacLellan				2/7/2025				Manager - Contracts, DAS-Procurement			
Prepared By				Date Prepared or Corrected				Title			
Clerk of Circuit Court Anna Hodges				2/24/2025				Clerk of Circuit Court			
Signature of person with signature card authority to commit these funds				Date				Title			
If this contract commits funds from multiple areas and if the signer above does not have authority for all areas, then request an additional signature of an authorized signer below.											
Signature of person with signature card authority to commit these funds				Date				Title			
The County does not prepay for services. Draft the contract to require the Contractor to invoice the County once services are provided.											
Print this page as a pdf. Upload the pdf to the DocuSign envelope that contains your contract or amendment.											
Use DocuSign to obtain the Signature of the person with signature card authority to sign contracts that commit these funds.											



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)

02/10/2025

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an **ADDITIONAL INSURED**, the policy(ies) must have **ADDITIONAL INSURED** provisions or be endorsed. If **SUBROGATION IS WAIVED**, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER Leitch-McSorley Insurance Agency LLC 529 Second St STE 400 Hudson, WI 54016	CONTACT NAME: Amy Hauser PHONE (A/C, No, Ext): (715)386-7112 FAX (A/C, No): (715)386-1931 E-MAIL ADDRESS: Amy@leitch-mcsorley.com INSURER(S) AFFORDING COVERAGE INSURER A: Secura Insurance NAIC # 22543 INSURER B: INSURER C: INSURER D: INSURER E: INSURER F:
INSURED Credit Service International John 630 S Green Bay Rd Neenah, WI 54956	

COVERAGES**CERTIFICATE NUMBER:** 00002734-398678**REVISION NUMBER:** 6

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC OTHER:			BP3303088	04/05/2024	04/05/2025	EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 100,000 MED EXP (Any one person) \$ 10,000 PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 2,000,000 PRODUCTS - COMP/OP AGG \$ 2,000,000 \$
	AUTOMOBILE LIABILITY <input type="checkbox"/> ANY AUTO <input type="checkbox"/> OWNED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> HIRED AUTOS ONLY <input type="checkbox"/> NON-OWNED AUTOS ONLY <input type="checkbox"/> AUTOS ONLY						COMBINED SINGLE LIMIT (Ea accident) \$ BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ \$
	UMBRELLA LIAB <input type="checkbox"/> OCCUR EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE DED <input type="checkbox"/> RETENTION \$						EACH OCCURRENCE \$ AGGREGATE \$ \$
A	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? <input type="checkbox"/> Y <input checked="" type="checkbox"/> N (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below		Y	WC3303090	04/05/2024	04/05/2025	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTH-ER E.L. EACH ACCIDENT \$ 100,000 E.L. DISEASE - EA EMPLOYEE \$ 100,000 E.L. DISEASE - POLICY LIMIT \$ 500,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

CERTIFICATE HOLDER**CANCELLATION**

Milwaukee County Clerk of Court 821 W State St Milwaukee, WI 53233	SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS. AUTHORIZED REPRESENTATIVE <div style="text-align: right;">(ACH)</div>
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CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)

02/10/2025

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER Aon Risk Services Central, Inc. 5600 W 83rd St. 8200 Tower Ste 1100 Minneapolis MN 55437-3844	CONTACT NAME: CIAI PHONE (A/C, No, Ext): (952) 926-6547 FAX (A/C, No): (952) 928-3837 E-MAIL ADDRESS: collectorsinsurance@acainternational.org <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <th style="text-align: center;">INSURER(S) AFFORDING COVERAGE</th> <th style="text-align: center;">NAIC #</th> </tr> <tr> <td>INSURER A: QBE Insurance Corporation</td> <td>39217</td> </tr> <tr> <td>INSURER B:</td> <td></td> </tr> <tr> <td>INSURER C:</td> <td></td> </tr> <tr> <td>INSURER D:</td> <td></td> </tr> <tr> <td>INSURER E:</td> <td></td> </tr> <tr> <td>INSURER F:</td> <td></td> </tr> </table>	INSURER(S) AFFORDING COVERAGE	NAIC #	INSURER A: QBE Insurance Corporation	39217	INSURER B:		INSURER C:		INSURER D:		INSURER E:		INSURER F:	
INSURER(S) AFFORDING COVERAGE	NAIC #														
INSURER A: QBE Insurance Corporation	39217														
INSURER B:															
INSURER C:															
INSURER D:															
INSURER E:															
INSURER F:															
INSURED CREDIT SERVICE INTERNATIONAL CORPORATION 516 2ND ST., STE 6 HUDSON WI 54016															

COVERAGES **CERTIFICATE NUMBER:** 10020720 **REVISION NUMBER:**

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
	COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC OTHER:						EACH OCCURRENCE \$ DAMAGE TO RENTED PREMISES (Ea occurrence) \$ MED EXP (Any one person) \$ PERSONAL & ADV INJURY \$ GENERAL AGGREGATE \$ PRODUCTS - COMP/OP AGG \$ \$
	AUTOMOBILE LIABILITY <input type="checkbox"/> ANY AUTO <input type="checkbox"/> OWNED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> HIRED AUTOS ONLY <input type="checkbox"/> NON-OWNED AUTOS ONLY						COMBINED SINGLE LIMIT (Ea accident) \$ BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ \$
	UMBRELLA LIAB <input type="checkbox"/> OCCUR EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE DED <input type="checkbox"/> RETENTION \$						EACH OCCURRENCE \$ AGGREGATE \$ \$
	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N	N/A				PER STATUTE <input type="checkbox"/> OTH-ER <input type="checkbox"/> E.L. EACH ACCIDENT \$ E.L. DISEASE - EA EMPLOYEE \$ E.L. DISEASE - POLICY LIMIT \$
A	ERRORS & OMISSIONS			ADC01927-02	05/01/2024	05/01/2025	Per Claim / Aggregate \$2,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

IT IS AGREED THAT THE CERTIFICATE HOLDER SHALL BE DEEMED AN INSURED BUT ONLY AS RESPECT TO THEIR BEING A CLIENT OR CUSTOMER OF THE INSURED ORGANIZATION IN ACCORDANCE WITH THE POLICY TERMS AND CONDITIONS.

CERTIFICATE HOLDER

CANCELLATION

MILWAUKEE COUNTY 633 W. WISCONSIN AVE, STE 901 MILWAUKEE WI 53203	<p>SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.</p> <p>AUTHORIZED REPRESENTATIVE <i>Aon Risk Services Central, Inc.</i></p>
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CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)

02/10/2025

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an **ADDITIONAL INSURED**, the policy(ies) must have **ADDITIONAL INSURED** provisions or be endorsed. If **SUBROGATION IS WAIVED**, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certification does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER Bay Insurance Agency, Inc. 3136 Holmgren Way, P.O. Box 28077 Green Bay, WI 54324-0077	CONTACT NAME: Christine McGillivray PHONE (A/C, No, Ext): (920)339-8262 FAX (A/C, No): (920)339-8513 E-MAIL ADDRESS: cmcgillivray@bayinsagency.com INSURER(S) AFFORDING COVERAGE INSURER A: Acuity NAIC # 14184 INSURER B: Dovetail/Victor Ins INSURER C: Great American Insurance Group INSURER D: INSURER E: INSURER F:
INSURED Roydan Enterprises Ltd. 602 N 9th St Manitowoc, WI 54220	

COVERAGES**CERTIFICATE NUMBER:** 00002321-1388395**REVISION NUMBER:** 62

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC OTHER:			ZJ3858	04/01/2024	04/01/2025	EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 250,000 MED EXP (Any one person) \$ 10,000 PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 3,000,000 PRODUCTS - COMP/OP AGG \$ 3,000,000 \$
A	AUTOMOBILE LIABILITY <input type="checkbox"/> ANY AUTO <input type="checkbox"/> OWNED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS <input checked="" type="checkbox"/> HIRED AUTOS ONLY <input checked="" type="checkbox"/> NON-OWNED AUTOS ONLY			ZJ3858	04/01/2024	04/01/2025	COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ \$
A	<input checked="" type="checkbox"/> UMBRELLA LIAB <input type="checkbox"/> OCCUR <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE <input type="checkbox"/> DED <input type="checkbox"/> RETENTION \$ 0			ZJ3858	04/01/2024	04/01/2025	EACH OCCURRENCE \$ 1,000,000 AGGREGATE \$ 1,000,000 \$
	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? <input type="checkbox"/> Y <input checked="" type="checkbox"/> N (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below		N/A				PER STATUTE <input type="checkbox"/> OTH-ER <input type="checkbox"/> E.L. EACH ACCIDENT \$ E.L. DISEASE - EA EMPLOYEE \$ E.L. DISEASE - POLICY LIMIT \$
B	Professional Liabil			P101.924.487.2	10/21/2024	10/21/2025	Professional Liabil 1,000,000
C	Fiduciary Liability			DPLE322183	08/19/2024	08/19/2025	2,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

CERTIFICATE HOLDER**CANCELLATION**

Credit Service International Corporation 512 2nd St #6 Hudson WI 54016	SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS. AUTHORIZED REPRESENTATIVE <div style="text-align: right;">(CMM)</div>
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DEPARTMENT OF ADMINISTRATIVE SERVICES
Procurement Division

Professional Service Agreement
Credit Service International Corporation

INFOR Contract - NONE

Bonfire Contract # 147819

MILWAUKEE COUNTY

PROFESSIONAL SERVICE AGREEMENT

**For Collection of Court Ordered Judgments &
Tax Refund Intercept Processing**
with
Credit Service International Corporation



Executed on: June 1, 2023

Renewable: No

Expires on: December 31, 2024

Renewal Due: Not Applicable

Total Value:

Renewal Process: RFP in 2023-2024

Authority: See [Section 8.1](#)

Board Approval: May 25, 2023

Issuing Dept: Clerk of Circuit Court

File No. 23-550



DEPARTMENT OF ADMINISTRATIVE SERVICES
Procurement Division

Professional Service Agreement
Credit Service International Corporation

INFOR Contract - NONE
Bonfire Contract # 147819

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2 PREAMBLE

This **PROFESSIONAL SERVICE AGREEMENT** (the "**PSA**") is dated June 1, 2023 (the "**Effective Date**") and is between **Milwaukee County**, a Wisconsin municipal body corporate located at 901 N. 9th Street, through its **Clerk of Circuit Court** represented by **Anna Hodges** (the "**County**") and **Credit Service International Corporation**, a Wisconsin corporation with a primary place of business at **512 Second Street, Suite 6, Hudson, WI 54016** (the "**Contractor**" or "**CSI**") combined to be considered the Parties to this Agreement ("**Parties**").

3 RECITALS

- 3.1.** On or around June 1, 2016, Milwaukee County and Credit Management Control, Inc. entered into a Professional Service Agreement for the collection of court-ordered judgments and tax refund intercept processing.
- 3.2.** The Agreement had an initial term of three (3) years, running from June 1, 2016, to May 31, 2018, and two options to renew at two (2) years each.
- 3.3.** The County and Contractor exercised two extensions of two (2) years each, running from June 1, 2018 – May 31, 2020, and June 1, 2020 – May 31, 2022.
- 3.4.** Effective December 1, 2022, Credit Management Control, Inc. ("CMC") merged with Credit Service International Corporation ("CSI"). As a result of this merger, the obligations of the 2016 Professional Service Agreement were assumed by CSI.
- 3.5.** The current renewal option ends on May 31, 2022.
- 3.6.** The County is in the process of issuing an RFP for Collection Services to solicit a provider to provide collection of court-ordered judgments and tax refund intercept processing and plans to award a contract for such Services in 2023 – 2024.
- 3.7.** The County wish to continue providing the Services during the RFP process and transition period, and wishes to engage the incumbent vendor, CSI, to continue to perform Services.

ACCORDINGLY, intending to be legally bound, the Parties agree as follows:



DEPARTMENT OF ADMINISTRATIVE SERVICES
Procurement Division

Professional Service Agreement
Credit Service International Corporation

INFOR Contract - NONE

Bonfire Contract # 147819

4 DEFINITIONS

Terms defined in the preamble and recitals of this Agreement have their assigned meanings, terms defined in any Exhibits have the meanings assigned to them in the applicable Exhibit, terms defined throughout this Agreement have their assigned meanings, and the following terms have the meanings assigned to them:

Term	Definition
2016 RFP	The 2016 RFP is Milwaukee County Request for Proposal #98160001, issued on February 2, 2016, by the Milwaukee County Clerk of Circuit Court and attached as Exhibit A.
2023-2024 RFP	The 2023-2024 RFP is the Request for Proposal the County intends to issue through its Department of Administrative Services – Procurement Division on behalf of the Milwaukee County Clerk of Circuit Court, seeking collection services for court ordered judgments and tax refund intercept processing.
Addendum	Something to be added, especially to a document; a supplement. For purposes of this PSA, an Addendum is any supplementary document to this PSA.
Amendment	A formal revision or addition proposed or made to a statute, constitution, pleading, order, or other instrument; specif. a change made by addition, deletion, or correction; esp. an alteration in wording. For purposes of this PSA, an Amendment is a formal revision or addition to the PSA document executed by authorized representatives of both Parties.
B2Gnow	A hosted software to assist in 49 CFR Part 23 & 26 compliance and reporting, maintains compliance with federal, state, and local diversity programs, communicates with certified firms and prime contractors, and protects Milwaukee County by preventing fraud. B2GNow is used by the Office of Economic Inclusion (OEI) to monitor and enforce Milwaukee County's targeted, small and Disadvantaged Business Enterprise (DBE) programs.
Clerk of Circuit Court	The Milwaukee County Clerk of Circuit Court's Office including the Clerk of Circuit Court, an elected constitutional officer, and the three divisions of the Office: Criminal, Civil, and Children's Court. The current elected Clerk of Circuit Court is Ms. Anna Maria Hodges.



DEPARTMENT OF ADMINISTRATIVE SERVICES
Procurement Division

Professional Service Agreement
Credit Service International Corporation

INFOR Contract - NONE

Bonfire Contract # 147819

Term	Definition
CMC	Credit Management Control, Inc., a former Wisconsin corporation with its primary place of business at 1263 Main Street #212 in Green Bay, Wisconsin. CMC submitted the winning Proposal to the 2016 RFP and was awarded a contract in that year. In December of 2022, CMC merged with the Contractor and the obligations under the 2016 contract were assumed by the merged entity, Credit Service International Corporation.
Contractor	Credit Service International Corporation, a Wisconsin corporation with its primary place of business at 512 2 nd Street, Suite 6 in Hudson, Wisconsin. Credit Service International Corporation merged with CMC in December of 2022 and the merged entity assumed the obligations of CMC under the 2016 contract and 2016 RFP.
County	Milwaukee County, a Wisconsin municipal body corporate located on the shores of Lake Michigan and covering 241 square miles. It is the largest county in the State of Wisconsin with 951,448 residents and includes 19 municipalities. As a unit of local government, the County collects property taxes, constructs and maintains county highways, engages in land use planning, and maintains parks and recreational facilities. In Wisconsin, counties are also considered an arm of the state because they are required to carry out or enforce certain laws and programs.
Deliverable	A commodity or product able to be provided to the County at the end of a project or process. For example, a report, drawing, product, video, or software created or developed by the Contractor in performance of the Services.
Exhibit	A document attached to and made part of a pleading, motion, contract, or other instrument.
Federal Excise Taxes	Federal taxes imposed on the manufacture, sale, or use of goods, or on an occupation or activity.



DEPARTMENT OF ADMINISTRATIVE SERVICES
Procurement Division

Professional Service Agreement
Credit Service International Corporation

INFOR Contract - NONE

Bonfire Contract # 147819

Term	Definition
MCCO	The Milwaukee County Code of Ordinances in its most current and updated form, including legislation which has been enacted, but not yet codified. A codified version of the MCCO is available at: https://library.municode.com/wi/milwaukee_county/codes/code_of_ordinances
Milwaukee County Board	The Milwaukee County Board of Supervisors, consisting of 18 County Board Supervisors, including a Chairperson. Supervisors are elected to two-year terms on a nonpartisan ballot to represent their constituents in assigned geographic areas of the County. Among other tasks, the County Board of Supervisors establishes policies and ordinances for the County, amends and adopts the annual budget, and confirms certain County Executive appointments.
Milwaukee County Directives	Any Milwaukee County rule, regulation, or administrative requirement imposed on the Contractor through this PSA (for example, Milwaukee County's Information Technology Policies). For purposes of this PSA, all applicable Milwaukee County Directives are attached as Exhibit F.
OEI	The Office of Economic Inclusion, division of Milwaukee County's Department of Administrative Services (DAS) which designs, implements, monitors, and enforces Milwaukee County's targeted, small, and Disadvantaged Business Enterprise (DBE) programs.
Party, Parties	One who takes part in a transaction. For purposes of this PSA, the Parties are identified in the Preamble.
Proposal	Something offered for consideration or acceptance. For purposes of this PSA, the Proposal means CMC's Proposal in response to the 2016 RFP.
Risk	The Risk Management Division of the Department of Administrative Services. Risk Management oversees all lines of liability claim administration, self-insurance functions, excess insurance procurement, safety and loss prevention and ensures proper risk transfer techniques for all the county's contractual obligations.



DEPARTMENT OF ADMINISTRATIVE SERVICES
Procurement Division

Professional Service Agreement
Credit Service International Corporation

INFOR Contract - NONE

Bonfire Contract # 147819

Term	Definition
Services	The intangible commodities the Contractor will provide in the form of human effort such as labor, skill, or advice under this PSA, as further defined in this PSA, the 2016 RFP, and the Proposal.
TBE	A Milwaukee County Targeted Business Enterprise as defined in Chapter 42 of the Milwaukee County Code of Ordinances.
TBE Participation Plan	The Contractor's completed TBE-12 Waiver or TBE-14 Commitment form, as agreed to by the Office of Economic Inclusion.
Wisconsin State Sales Taxes	A tax imposed on the sale of goods and services by the State of Wisconsin, measured as a percentage of their price.

When a term is not defined in this Section, within the body of this PSA and any Exhibits to this PSA, the Parties shall first refer to the definitions of such terms as stated in the most current edition of [Black's Law Dictionary](#), second to the definitions as published in the [Milwaukee County Terms In Use Guide](#), third to the most current edition of the [Oxford Dictionary of English](#), and last to common-use definitions in the year of execution of the PSA.

5 ORDER OF PRECEDENCE; STRUCTURE

5.1 ORDER OF PRECEDENCE

The PSA includes multiple documents. These documents are listed below in order of precedence and are incorporated by reference. The Parties shall follow the order below when resolving any inconsistencies between the terms of the PSA and the terms of any Exhibits, Addenda, or Amendments to the PSA:

- 5.1.1** This Professional Service Agreement
- 5.1.2** The 2016 Request for Proposal (Exhibit A)
- 5.1.3** CMC's Proposal Response to the 2016 RFP (Exhibit B)
- 5.1.4** The Standard Insurance Requirements Form (Exhibit C)
- 5.1.5** The Contractor's TBE Participation Plan (Exhibit D)
- 5.1.6** The Contractor's completed EEOC Form (Exhibit E)



DEPARTMENT OF ADMINISTRATIVE SERVICES
Procurement Division

Professional Service Agreement
Credit Service International Corporation

INFOR Contract - NONE

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- 5.1.7** Any applicable Milwaukee County Directives (Exhibit F) and
- 5.1.8** Any addenda, amendments, or attachments to this PSA.

5.2 AGREEMENT STRUCTURE

Any Amendment executed by the Parties under this PSA is subject to both the terms and conditions of the PSA and any additional terms and conditions set forth in any Amendment or other document(s) incorporated by reference to the PSA. All Amendments shall set forth the specific products, Services, and Deliverables the Contractor will provide and shall identify delivery methods, fees, and any other terms applicable to the products, Services, and Deliverables provided. The Parties intend that the various PSA documents supplement one another and agree that any interpretation of the documents must avoid creating or assuming conflict between PSA documents. In the event that a true conflict exists between the terms and conditions of this PSA and any Addendum or Amendment, the terms and conditions of the most current Addendum or Amendment shall control.

6 TERM & TERMINATION

6.1 TERM

The Term of this PSA shall commence on June 1, 2023 (the **"Effective Date"**) and continue in full force and effect on a month-to-month basis and at the County's sole option until award of a new contract or until December 31, 2024, whichever comes first.

6.2 TERMINATION

The Parties may terminate this PSA as detailed in this Section.

6.2.1 UPON AWARD OF NEW CONTRACT

The County may unilaterally cancel this PSA upon award of a new contract under the 2023-2024 RFP. The County shall provide the Contractor with a minimum of thirty (30) days' notice of cancellation of the month-to-month agreement following successful award of the 2023-2024 RFP.

6.2.2 FOR BREACH

Either Party may terminate this PSA for breach if the other Party fails to meet its obligations under this PSA in a timely or proper manner or violates any of its provisions. To terminate for breach, the non-breaching



DEPARTMENT OF ADMINISTRATIVE SERVICES
Procurement Division

Professional Service Agreement
Credit Service International Corporation

INFOR Contract - NONE

Bonfire Contract # 147819

Party must provide the breaching Party written notice of intent to terminate, specifying the alleged breach and date of termination, a minimum of thirty (30) days prior to the stated termination date.

6.2.2.1 RIGHT TO CURE

The breaching Party retains the right to cure any identified violations within thirty (30) days of the notice of intent to terminate. The PSA will not terminate if the breaching Party successfully cures any violations within the 30-day window. The right to cure is limited to those violations which can reasonably be cured within the stated 30-day window. Each Party retains the right to terminate the PSA immediately if the breaching Party cannot cure within the prescribed cure period, or if the breach is impossible to cure.

6.2.3 FOR CONVENIENCE

The County may terminate the PSA at any time and for any reason by giving Contractor thirty (30) days written notice of termination.

6.2.4 BY COUNTY FOR INSUFFICIENT FUNDS

The County may terminate this PSA immediately and without any liability to the Contractor if the Milwaukee County Board of Supervisors fails to appropriate the funds required for the completion of this PSA.

6.2.5 RIGHTS & OBLIGATIONS

The Parties shall retain any and all fully vested rights that exist on the effective date of termination. County's liability to Contractor on termination is limited to either payment for goods and Services delivered on or before the termination date, or specific performance by the County of any obligations under this PSA until the termination date. Any payment due from the County upon termination is limited to the unpaid amount due under this PSA.

7 SCOPE OF SERVICES

The Contractor shall provide debt collection Services, including the use of the State of Wisconsin Department of Revenue's Tax Refund Intercept Program ("TRIP") to collect unpaid court-ordered judgments on behalf of the Milwaukee County Clerk of Circuit Court.

The Contractor shall ensure its Services materially comply with the 2016 Request for Proposal (the "RFP") and CMC's Proposal in response to the RFP (the "Proposal"), attached as Exhibits A and B, respectively.



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7.1 GENERAL SERVICES

The Contractor shall:

- 7.1.1** Collect past due judgments on felony, criminal misdemeanor and traffic, local county traffic ordinance violations and state forfeiture type cases. Judgments include fine/forfeitures, surcharges, assessments, and attorney fees authorized by Wisconsin State Statutes.
- 7.1.2** Utilize direct collection efforts and use of the TRIP.
- 7.1.3** Provide dedicated systems to make credit and debit card payments, by phone and website, 24 hours a day, 7 days a week.
- 7.1.4** Provide one staff person outside assigned courtroom each morning on business days to process payment by credit/debit cards and take checks for payments for cases disposed on the same day.
- 7.1.5** Coordinate and manage TRIP processing.

7.2 SPECIFIC PERFORMANCE OF SERVICES

The Contractor shall specifically perform the following activities:

- 7.2.1** Attempt through various methods and procedures to achieve the highest rate of recovery possible, including:
 - 7.2.1.1** Assigning dedicated collectors to maintain a collection staffing level proportionate to the volume of both accounts referred and in process with TRIP.
 - 7.2.1.2** Mailing a reasonable number of notices.
 - 7.2.1.3** Making a reasonable number of telephone calls.
 - 7.2.1.4** Performing skip tracing as needed.
 - 7.2.1.5** Making personal contact with the debtor, as Contractor deems necessary.
 - 7.2.1.6** Certification to TRIP as timely as possible and related maintenance to file.
 - 7.2.1.7** Continue collections effort before and after debt has been certified to TRIP.
- 7.2.2** Provide electronic skip tracing processing. Tools used should include, at a minimum, Accurant, Acolloid, Trans Union, Experian and Equifax, the cost of which shall be included as part of the commission rate set forth in [Section 8: County's Right to Collect](#).



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- 7.2.3** Perform manual skip tracing, including, at a minimum, directory assistance and Department of Motor Vehicles inquiries, the cost of which shall be included as part of the commission rate set forth in [Section 8: County's Right to Collect](#).
- 7.2.4** Find social security and driver's license numbers for TRIP processing, the cost of which shall be included as part of the commission rate set forth in [Section 8: County's Right to Collect](#).
- 7.2.5** List referrals and ensure the first letter is mailed within twenty-four (24) hours of receipt of the referral by the Contractor.
- 7.2.6** Transmit daily acknowledgements of received referrals to the County.
- 7.2.7** Provide a dedicated IVR (Integrated Voice Response system) 800 number for defendants to pay by credit/debit cards. Contractor shall accept, at a minimum, Visa, and MasterCard, and shall charge the customer a credit/debit card service fee not to exceed the rate set forth in [Section 8: County's Right to Collect](#).
- 7.2.8** Provide a dedicated website for defendants to pay by credit/debit cards.
- 7.2.9** Accept, at a minimum, Visa, and MasterCard, and shall charge the customer a credit/debit card service fee not to exceed the rate set forth in [Section 8: County's Right to Collect](#), and as permissible by law.
- 7.2.10** Provide a method for debtors to ask questions and receive timely responses.
- 7.2.11** Provide one staff person outside an assigned courtroom each morning, on regular business days, to process payments made by credit/debit cards and to collect checks.
- 7.2.12** Implement special collection campaigns focused on special accounts or case types requested by the County, including use of a predictive dialer, special mailings, or e-mails.
- 7.2.13** File claims related to probate for defendants with outstanding debt.
- 7.2.14** Provide access for the County to audit and/or view the history of the agency's collection work and maintain a complete record of all activity on each account.
- 7.2.15** Prepare court forms for garnishment of wages for the collection of referred debt and deliver forms to the County for filing.



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- 7.2.16** Report all direct payments (non-TRIP) on a **daily** basis to the County via e-mailed Excel worksheet. The worksheet will include the date, defendant's last/first name, case number, amount collected, commission percent/amount and totals. Contract shall coordinate sending the worksheet to the County and wire transfer the collected funds to the County's bank, **same day**.
- 7.2.17** Report all direct payments on accounts listed with Contractor, within a one to two working day period, via fax or e-mail.
- 7.2.18** Report all TRIP payments **weekly**. For these payments, TRIP will forward the weekly check to the County. Contractor will provide a detailed Excel payment worksheet. The worksheet will include the weekly intercept payment amount, including any adjustments, the date, defendant's last/first name, case number, amount collected, commission percent/amount, and totals.
- 7.2.19** Ensure that all payments made to the Contractor by money, check, money orders or credit/debit cards are paid to the County. Contractor shall bill the County for the agreed upon commission rates, as outlined in [Section 8: County's Right to Collect](#).
- 7.2.20** Bill the County for commission fees twice monthly, on the 15th and the last day of the month. The Contractor shall submit a billing report that summarizes payments collected by Contractor and payments made at the County's office during the billing period. The Contractor shall ensure each period's commission billing statement includes date, defendant's last/first name, date paid, amount paid, commission rate/amount, amount paid to Contractor or County, whether paid by direct collections or paid by TRIP, amount due to the Contractor, and totals.
- 7.2.21** Make every attempt to certify debt to TRIP within 90 days of referral and provide County a list of same. Direct collection efforts must continue in earnest.
- 7.2.22** Manage the TRIP function for accounts the County has referred, including, but not limited to:
- 7.2.22.1** preparing and mailing required notices (notices must include contractor's name and 800 phone number for debtors to call with questions and a statement indicating for which County court case number the notice is being sent);
 - 7.2.22.2** e-mailing court representative(s) with any unresolved questions;
 - 7.2.22.3** providing County with the telephone number(s) and name(s) of the contractor's representative(s) handling telephone calls generated from the mailed notices;
 - 7.2.22.4** listing qualified accounts with TRIP;



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- 7.2.22.5** obtaining and verifying social security and driver's license numbers;
- 7.2.22.6** managing all account information and all file maintenance;
- 7.2.22.7** working with the County to resolve and correct errors and timely retransmit information;
- 7.2.22.8** updating records and providing the County reports corresponding to the TRIP weekly activity;
- 7.2.22.9** timely removing paid or zeroed out debt;
- 7.2.22.10** performing audits of the County's certified debt in the TRIP database; and
- 7.2.22.11** providing weekly Excel e-mailed work sheets corresponding to the amount intercepted and providing a weekly cumulate report of TRIP activity.

7.2.23 Contractor shall refer debt to the credit bureau if not able to collect after 120 days, **if allowed by law**. If not currently allowed by law, contractor shall seek an exemption.

7.2.24 On a weekly basis, after one year and one day of the debt referral, Contractor shall provide County a report summarizing by case number, last/first name, amount due and date referred, of any outstanding debt:

- 7.2.24.1** not certified with TRIP, with a remaining unpaid balance; and
- 7.2.24.2** certified with TRIP, with a remaining unpaid balance.

7.2.25 These cases may be taken back from collection and given to another collection agency as secondary placements.

7.2.26 Reimburse County for any amount which becomes uncollectible due to any error, wrongful, intentional, or negligent act or omission of Contractor.

7.2.27 Ensure that it does not use any debt collection practices that could be interpreted as harassment.

7.2.28 Ensure that its collection efforts shall conform to industry standards and shall comply with all federal, state, and county laws.

7.3 REPORTS

Contractor shall provide, at a minimum, the following management reports:

- 7.3.1** Monthly report listing returned accounts by last/first name, with case number, balance outstanding, and providing a reason why the account was returned.



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7.3.2 Quarterly aging receivable/payment summary report of account. Information shall include a minimum of:

- 7.3.2.1** Length of time it takes a payment to be made from referral date.
- 7.3.2.2** Aging data by case number, last/first name with amount due.
- 7.3.2.3** Total amount at collection.
- 7.3.2.4** Percent, number of cases, and amount of debt at TRIP.
- 7.3.2.5** Percent, number of cases, and amount of debt not at TRIP.
- 7.3.2.6** Period collection percent.
- 7.3.2.7** Percent summary of how debt was paid: at Contractor's office, at County's office, by cash, by credit card, by 800 number or website.
- 7.3.2.8** Ability to sort any data element field in either ascending or descending order.

7.3.3 Bi-monthly billing statement, see [Section 9: Compensation and Payment](#).

7.3.4 On an as-needed basis, provide a report to include all data elements in the collection database, displaying various views of the data, as requested by County.

7.3.5 Monthly pie chart analysis, displaying activity.

7.3.6 Monthly, provide a summary of the percentage of debt certified with TRIP and not at TRIP, related to the total amount of accounts referred.

7.4 STAFFING

Contractor shall provide, at its own expense, all personnel required in performing the Services under this agreement. Such personnel shall not be employees of or have any other contractual relationship with the County. Contractor shall ensure that all staff have gone through an industry standard criminal history background check.

7.5 INABILITY TO PROVIDE SERVICES

Contractor shall notify the County whenever it is unable to provide the required quality or quantity of Services specified. Upon such notification, the County shall determine whether such inability will require a revision or cancellation of this Agreement.



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8 COUNTY'S RIGHT TO COLLECT

8.1 STATUTORY AUTHORITY

Milwaukee County, through its Clerk of Circuit Court, is granted the authority to contract for the collection of these fine/forfeitures, surcharges, assessments, and attorney fees through Wisconsin Statutes Chapter 59.40(4).

The Milwaukee County Board also granted express authority to the Clerk of Circuit Court by resolution dated February 1, 1996, file number 96-99.

The Clerk of Circuit Court is authorized to charge and collect a designated service fee for the use of a credit or debit card by Wisconsin Statute 59.40 (5).

8.2 COUNTY'S HANDLING OF DEBT

Prior to placing an account for collection with Contractor, County may pursue any and all methods of collections deemed appropriate and as allowed by State law, County ordinance, or established policy or practices, and may inform the debtor that failure to make payment could result in placing his or her account with a debt collector. Actions taken by the County may include, but are not limited to:

- 8.2.1** Handing out payment options at the time a citation is issued.
- 8.2.2** Mailing default judgment notices, providing payment slips in court, mailing reminder notices.
- 8.2.3** Preparing failure to pay actions.

Normally, ten (10) to twenty (20) days after the judgment is past due, County will refer accounts to Contractor.



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9 COMPENSATION & PAYMENT

9.1 BILLING AND COMMISSIONS

9.1.1 BILLING

The Contractor shall bill the County twice monthly on the 15th and on the last day of each month. The Contractor shall bill the County at the percentages listed in [Section 9.1.2: Commission Rates](#).

9.1.2 COMMISSION RATES

The Contractor may collect a commission on all money collected on cases turned over to the Contractor, and may bill the County for this commission, as follows:

- 9.1.2.1** Commission earned on direct collections shall not exceed thirteen (13) percent if payment is made at Contractor's office.
- 9.1.2.2** Commission earned on direct collections shall not exceed eleven (11) percent if payment is made at the office of the Clerk of Circuit Court after referral of debt to Contractor.
- 9.1.2.3** Commission earned if payment is obtained from TRIP shall not exceed six (6) percent.
- 9.1.2.4** No commission, that is, zero (0) percent, shall be earned if the defendant paid as a result of being arrested on an outstanding Fine & Cost commitment warrant.
- 9.1.2.5** No commission, that is, zero (0) percent, shall be earned on any restitution/recompense collected, regardless of how or where payment for that restitution/recompense made.
- 9.1.2.6** Any funds collected from debtor shall be applied first towards restitution/recompense debt and then to all other debt.
- 9.1.2.7** No commission, that is, zero (0) percent, shall be earned, nor any fees, billed to County for checks collected outside of the designated traffic courtroom. Checks will be delivered same day to the designated court staff.
- 9.1.2.8** Contractor will provide County with Visa and MasterCard processing Services at the rate of four (4) percent of the total dollars processed. The total collected amount will be forwarded to County. The 4% rate will only apply to accounts that have not been referred by the County to Contractor. Once a case is referred to Contractor for collection, payments made by credit card will not incur the 4% processing fee.



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9.2 COST OF PERFORMANCE OF OBLIGATIONS

The Contractor is responsible for all costs, expenses, and disbursements required to provide its Services under this PSA, including computer equipment and software, internet, telephone, fax, postage, photocopying, etc.

9.2.1 GENERAL

Contractor shall assume responsibility for all charges, costs, and fees incurred as a result of performing its obligations and rendering its Services under this Agreement, unless otherwise indicated. The Contractor shall indemnify and hold the County harmless from any claims for payment of such charges, costs, and fees by any third Party.

9.2.2 TAXES

Milwaukee County is exempt from Federal Excise Taxes and Wisconsin State Sales Taxes. Contractor shall submit its invoices without taxes.

9.2.3 PERMITS & LICENSES, GOVERNMENTAL FEES

Contractor shall assume responsibility for all federal, state, and local permits, licenses, and fees, together with all governmental filing related to such permits, licenses, and fees, which arise out of Contractor's performance of Services under this Agreement, or which arise as a result of any compensation paid to Contractor under this Agreement.

10 DATA USE, MANAGEMENT, OVERSIGHT, AND SHARING

10.1 OWNERSHIP OF DATA

Upon completion of the work or upon termination of the Agreement, it is understood that all completed or partially completed data, drawings, records, computations, survey information, and all other Material that Contractor has collected or prepared in carrying out this Agreement shall be provided to and become the exclusive property of the County.

10.2 USE OF COUNTY'S DATA

Any reports, information, or data given to or prepared or assembled by Contractor under this Agreement shall not be made available to any individual or organization by Contractor without the



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prior written approval of County. No reports or documents produced in whole or in part under this Agreement shall be the subject of an application for copyright by or on behalf of the Contractor.

10.3 MEDIA RELEASES & ADVERTISING

Contractor is responsible for all marketing and advertising to promote its activities, provided, however, that the County retains the right to prohibit any advertisement or marketing that it deems inappropriate, inaccurate, or otherwise.

Contractor shall not use, in its external advertising, marketing programs, or other promotional efforts, any data, pictures, or other representation of the County unless the Contractor receives specific written authorization in advance from the County Administrator or designee.

Contractor will limit and direct any of its advertising on the County's premises and shall plan for such advertising with the County Administrator. Contractor shall not install any signs or other displays within or outside the County's premises unless in each instance it obtains prior written approval from the County.

Nothing in this Section shall preclude Contractor from listing County on its routine client list for matters of reference.

11 COMMITMENT TO EQUITY; TBE GOALS

11.1 COMMITMENT TO EQUITY

As a governmental body, Milwaukee County recognizes its power to make change at a systemic level, Milwaukee County passed an ordinance (Code of Ordinances - Chapter 108, Achieving Racial & Health Equity) that commits itself to identify and address policies, practices, and power structures that, whether intentionally or unintentionally, that work in favor of white people and create barriers for Black, Indigenous and People Of Color (BIPOC). The MCCO §108 ensures racial equity is a top priority of Milwaukee County government and remains larger than any one government leader and identifies that institutionalization of racial equity in the County's mission, vision, values, and Services are of the utmost priority.

The County and Contractor acknowledge that racism has been, is, and will continue to be, a public health crisis until race is no longer a predictor of quality or length of life in Milwaukee



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County, and that the vision of the County is "By achieving racial equity, Milwaukee County is the healthiest county in Wisconsin." The Contractor acknowledges that Milwaukee County has a county-wide goal to improve equitable service delivery and develop an organizational culture of equity, and that to address systemic racism affecting county residents, Milwaukee County is committed to prioritizing racial equity to address structural and institutional racism that produces disparate population health outcomes.

The Contractor represents and warrants that it will cooperate with Milwaukee County in its efforts to prioritize racial equity to address structural and institutional racism and dismantle barriers producing disparities in population health outcomes for BIPOC service recipients and Milwaukee County communities. The Contractor shall ensure its practices and Services provided align with the County's vision and demonstrate its commitment to racial equity at all levels of the contract's performance.

The Contractor acknowledges and agrees it must actively participate in the County's mission and vision, and that failure to do so may be cause for contract termination.

11.2 COMPLIANCE WITH MCCO CHAPTER 42

Contractor shall comply with all provisions imposed by or pursuant to MCCO Chapter [42](#) as regards Targeted Business Enterprise ("TBE") participation on County projects, when and where applicable, and as said Ordinance may be amended. The County shall notify Contractor in the event that new ordinances are issued. The Contractor acknowledges and agrees that the assignment of a TBE participation goal through this PSA represents a binding obligation to engage with a TBE partner in good faith and to abide by all provisions of Section 9 when providing goods or Services to the County.

The Parties acknowledge and agree that no TBE goal is assigned to this PSA.

12 CONFIDENTIALITY

Contractor agrees that all work product and oral reporting shall be provided only to or as directed by the individual who is signing this Agreement on behalf of the County department, below, and not any other person or entity, including any other County employee or official. Contractor further agrees that, aside from obligations under the public records law as more fully described in [Section 20: Public Records](#) and as determined in cooperation with the County, Contractor shall maintain all materials and communications developed under or relating to this Agreement as



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confidential and shall disclose them only to or as directed by the individual who is signing this Agreement on behalf of the County department, below. Contractor understands that breach of confidentiality, especially regarding information that is not subject to public records law disclosure, may harm or create liability for the County and may require Contractor to indemnify County as provided in [Section 15: Indemnity](#).

13 COUNTY RIGHTS OF ACCESS AND AUDIT

13.1 BY THE COUNTY AUDIT SERVICES DIVISION

The Contractor shall allow the Milwaukee County Audit Services Division, with or without notice to audit, examine, and make copies of any and all records created or Maintained by the Contractor which pertain to the terms and performance of this Professional Service Agreement for a period of at least three (3) years following the termination of this PSA. The Contractor shall allow Milwaukee County in the course of any review to interview the Contractor's employees, agents, or contracted third Parties regarding the performance of Services under this PSA and the County may utilize resulting information to support findings.

13.2 FOR CONTRACT MANAGEMENT AND COMPLIANCE

The Contractor shall allow Milwaukee County, with or without notice, to audit, examine, and Make copies of any and all records created or Maintained by the Contractor which pertain to the terms and performance of this Professional Service Agreement for a period of at least three (3) years following the termination of this PSA. The Contractor shall provide real time view access to all collection systems to identified County staff for purposes of audit and compliance review.

13.3 CONTRACTOR'S RESPONSIBILITIES IN SUBCONTRACTING

By execution of this PSA, the Contractor represents that it understands and will abide by the requirements of §34.09 and §34.095. Contractor shall ensure, by contractual obligation with its subcontractors, third Parties or agents, that any third-Party performing work on this PSA on behalf of the Contractor is bound by the same terms and responsibilities as the Contractor. The Contractor shall provide written notice of these contractual obligations to its third-Party agents and shall monitor its contracts for third Party compliance.



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14 NON-DISCRIMINATORY CONTRACTS

14.1 COMPLIANCE WITH MCCO §56.17(1)(A)

The Contractor shall comply with MCCO §56.17(1)(A), which states:

“In the performance of work or execution of this contract, the contractor shall not discriminate against any employee or applicant for employment because of race, color, national origin or ancestry, age, sex, sexual orientation, gender identity and gender expression, disability, marital status, family status, lawful source of income, or status as a victim of domestic abuse, sexual assault or stalking, which 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 apprenticeships. The contractor will post in conspicuous places, available for employment, notices to be provided by the county setting forth the provisions of the nondiscriminatory clause. A violation of this provision shall be sufficient cause for the county to terminate the contract without liability for the uncompleted portion or for any Materials or services purchased or paid for by the contractor for use in completing the contract.”

14.2 COMPLIANCE WITH MCCO §56.17(1)(D)

The Contractor shall comply with MCCO §56.17(1)(d), which states:

“The Contractor agrees that it will strive to implement the principles of equal employment opportunities through an effective affirmative action program, and will so certify prior to the award of the contract, which program shall have as its objective to increase the utilization of women, minorities and handicapped persons, and other protected groups, at all levels of employment in all divisions of the contractor's workforce, where these groups May have been previously under-utilized and under-represented. The contractor also agrees that in the event of any dispute as to compliance with the aforesaid requirements, it shall be his/her responsibility to show that he/she has met all such requirements.”



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14.3 VIOLATIONS

When a violation of the non-discrimination, equal opportunity or Affirmative Action provisions of this section has been determined by County, Contractor shall immediately be informed of the violation and directed to take all action necessary to halt the violation, as well as such action as May be necessary to correct, if possible, any injustice to any person adversely affected by the violation, and immediately take steps to prevent further violations.

If, after notice of a violation to Contractor, further violations of the section are committed during the term of the Agreement, County May terminate the Agreement without liability for the uncompleted portion or any Materials or Services purchased or paid for by the Contractor for use in completing the Agreement, or it May permit Contractor to complete the Agreement, but, in either event, Contractor shall be ineligible to bid on any future contracts let by County.

15 INDEMNITY

The Contractor agrees to the fullest extent permitted by law, to indemnify, defend and hold harmless Milwaukee County and its agents, officers, and employees from and against all loss or expenses including costs and reasonable attorneys' fees by reason of liability for damages including suits at law or in equity, caused by any wrongful, intentional, or negligent act or omission of the Contractor and/or its agent(s) which May arise out of or is connected with the activities covered by this Agreement. The County's liability is limited by Wis. Stats. Section 893.80 for general liability and Wis. Stats. Section 345.05(3) for automobile liability.

The foregoing obligations are conditioned upon:

- 15.1.** The County's prompt written notice to the Contractor of any claim, action or demand for which indemnity is claimed. The County's failure to give such notice shall not relieve the Contractor of its obligations under this PSA or any Amendments or Addenda, except to the extent that the Contractor is materially prejudiced by the County's failure to provide notice.
- 15.2.** Contractor's complete control of the defense and settlement of any claim. Contractor may not settle an indemnified claim without the written consent of the County.
- 15.3.** The County's reasonable cooperation in the defense as the Contractor may request. The Contractor shall have the right to participate in the defense against the indemnified claims with counsel of its choice at its own expense.



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16 INSURANCE

The Contractor shall, at its sole expense, acquire and maintain through the course of this PSA with Milwaukee County insurance policies with minimum limits listed in the Standard Insurance Requirements Form, attached as Exhibit C.

The Contractor May obtain the listed coverages through any combination of primary and excess or umbrella liability insurance. The Contractor must acquire its insurance from carriers with a current A. M. Best rating of A X or better. The Contractor shall demonstrate compliance with the minimum limits in Exhibit C through a Certificate of Insurance or proof of self-insured retention. The Contractor shall send an annual copy of its Certificate of Insurance or proof of self-insured retention throughout the Term of this Agreement.

Copies must be emailed to:

Department of Administrative Services		Clerk of Circuit Court
Risk Management Division Risk Manager RM@milwaukeecountywi.gov	Procurement Division Contract Manager Lael.MacLellan@milwaukeecountywi.gov	Senior Administrator Theodore Chisholm Theodore.Chisholm@wicourts.gov

The Contractor shall ensure that any agents, affiliates, subsidiary companies, third Party suppliers, or subcontractors maintain appropriate insurance coverages for any Services provided at the request of the Contractor on a Milwaukee County contract. These minimum requirements do not limit the liability assumed elsewhere in an executed contract.

The Contractor shall not make changes to the types of coverage, limits and/or other terms without the approval of the County's Risk Manager.

17 PROHIBITED PRACTICES

17.1 CONFLICT OF INTEREST

During the period of this Agreement, the Contractor shall not hire, retain, or utilize for compensation any member, officer, or employee of County or any person who, to the knowledge of the Contractor, has a conflict of interest.



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17.2 CODE OF ETHICS

Contractor hereby attests that it is familiar with Milwaukee County's Code of Ethics which states, in part,

"No person shall offer or give to any public official or employee, directly or indirectly, and no public official or employee shall solicit or accept from any person, directly or indirectly, anything of value if it could reasonably be expected to influence the public official's or employee's vote, official actions or judgment, or could reasonably be considered as a reward for any official action or inaction or omission by of the public official or employee."

Additionally, the Contractor shall ensure all subcontractors and employees are familiarized with the statement above.

17.3 NON-CONVICTION FOR BRIBERY

The Contractor hereby declares and affirms that, to the best of its knowledge, none of its officers, directors, partners, or employees directly involved in obtaining contracts have been convicted of bribery, attempted bribery, or conspiracy to bribe under the laws of any state or of the federal government.

17.4 DEBARMENT OR SUSPENSION

The Contractor hereby declares and affirms that, to the best of its knowledge and belief, that its principles, owners, officers, shareholders, key employees, directors, and/or member partners:

- 17.4.1** Are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from covered transactions by any Federal department or agency;
- 17.4.2** Have not, within a three-year period preceding the date of execution of this Agreement, been convicted of, or had a civil judgment rendered against them for, commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public or governmental transaction or contract under a public or governmental transaction, violation of Federal or State antitrust statutes, or commission



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of embezzlement, theft, forgery, falsification or destruction of records, making false statements, or receiving stolen property;

- 17.4.3** Are not presently indicted for or otherwise criminally charged by a governmental entity with commission of any of the offenses stated in 17.4.2, above; and
- 17.4.4** Have not, within a three-year period preceding the date of execution of this Agreement, had one or more public or governmental transactions terminated for cause or for default.

18 COMPLIANCE WITH COUNTY'S POLICIES

18.1 SAFETY AND SECURITY POLICIES

Contractor agrees to use all commercially reasonable efforts to cause any of its employees who provide Services under this Agreement on County's premises to comply with County's safety and security policies that County communicates to the extent that such policies are applicable to the site where Contractor's employees are providing Services. Notwithstanding the above, such standard safety and security policies shall not include policies related to drug testing.

18.2 DRUG USE POLICIES

Unless conflicting to any laws where the Services are being provided, in which case this section is not enforceable, Contractor will advise any Contractor employee who provides Services under this Agreement on County's premises of County's right to require an initial drug screen prior to the commencement of the assignment and, further, to require a drug screen at any time during the assignment either:

- 18.2.1** If County believes, in good faith, that the Contractor's employee is under the influence of an illegal substance, or
- 18.2.2** As a consequence of an accident caused by or involving the Contractor's employee on County's premises during the performance of this Agreement and likely to have been related to Contractor's employee's use of an illegal substance.

Drug screening (unless provided by the County) shall be performed by Contractor at Contractor's expense, and Contractor will address any positive results and handle accordingly. Contractor's



DEPARTMENT OF ADMINISTRATIVE SERVICES
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employee will not be permitted to perform the Services if a positive result of the drug screen is determined.

18.3 INFORMATION TECHNOLOGY POLICIES

The Contractor shall materially comply with Milwaukee County's Information Technology Policies as those Policies may apply to the Services provided under this PSA. The Information Technology Policies are attached to this Agreement as Exhibit F.

19 NOTICES

All notices with respect to this Agreement shall be in writing. Writing expressly includes transmission of documents via electronic systems such as e-mail as identified in [Section 22: Electronic Documents Considered Writing](#). Except as otherwise expressly provided in this Agreement, a notice shall be deemed duly given and received upon delivery, if delivered by electronic systems or by hand, or three days after posting via US Mail, to the Party addressed as follows:

To Contractor:		To County:	
Entity Name:	Credit Service International Corporation	Department:	Clerk of Circuit Court
ATTN:	Director of Operations	ATTN:	Senior Administrator
Address:	512 Second Street, Suite 6 Hudson, WI 54016	Address:	901 N. 9 th Street Milwaukee, WI 53233
E-Mail:	wendie@creditserviceintl.com	E-Mail:	Theodore.Chisholm@Wlcourts.gov
<i>with a copy to:</i>		<i>with a copy to:</i>	
		Milwaukee County Corporation Counsel 901 N. 9 th Street, Room 303 Milwaukee, WI 53233 Margaret.Daun@milwaukeecountywi.gov	

Either Party may designate a new address for purposes of this Agreement by written notice to the other Party.



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20 PUBLIC RECORDS

Both Parties understand that the County is bound by the public records law, and as such, all of the terms of this agreement are subject to and conditioned on the provisions of Wis. Stat. § 19.21, *et seq.* Contractor hereby agrees that it shall be obligated to assist the County in retaining and timely producing records that are subject to the Wisconsin Public Records Law upon any statutory request having been made, and that any failure to do so shall constitute a material breach of this agreement, whereupon the contractor shall then and in such event be obligated to indemnify, defend and hold the County harmless from liability under the Wisconsin Public Records Law occasioned by such breach. Except as otherwise authorized by the County in writing, records that are subject to the Wisconsin Public Records Law shall be Maintained for a period of three years after receipt of final payment under this agreement.

21 INDEPENDENT CONTRACTOR

Nothing contained in this Agreement shall constitute or be construed to create a partnership or joint venture between County or its successors or assigns and Contractor or its successors or assigns. In entering into this Agreement, and in acting in compliance herewith, Contractor is at all times acting and performing as an independent contractor, duly authorized to perform the acts required of it hereunder. Nothing contained in this Agreement shall give Contractor any authority to supervise, manage, and/or direct County employees.

22 ELECTRONIC DOCUMENTS CONSIDERED WRITING

Any document properly transmitted by computer access will be considered a "writing" delivered in connection with this Agreement. Electronic documents will be considered signed by a Party if they contain an agreed-upon electronic identification symbol or code as required by law. Electronic documents will be deemed received by a Party when accessible by the recipient on the computer system.

23 COMPLIANCE WITH LAWS

The Contractor agrees to comply with all applicable federal, state, and local statutes, laws, rules, regulations, ordinances, and all policies, procedures, standards, and regulations of any accreditation agencies or bodies. The Contractor agrees to hold the County harmless from any



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loss, damage, or liability resulting from a violation on the part of the Contractor of any such laws, rules, regulations, policies, procedures, standards, or ordinances.

24 CHOICE OF LAW

This Agreement shall be governed, interpreted, construed, and enforced in accordance with the internal laws of the State of Wisconsin, without regard to its conflict of laws principles. Any litigation over the enforceability of the provisions herein or to enforce any rights hereunder shall be in state court with venue in Milwaukee County.

25 ASSIGNMENT LIMITATION

This Agreement shall be binding upon and inure to the benefit of the Parties and their successors and assigns; provided, however, that neither Party shall assign its obligations hereunder without the prior written consent of the other. Assignment of any portion of the work by subcontract must have the prior written approval of County.

26 SUBCONTRACTING AND CONTRACTOR'S AGENTS

Contractor shall have a written and enforceable agreement in place with each of its subcontractors that will enable Contractor to perform its obligations under this Agreement. Agents used or supplied by Contractor in the performance of any Services are employees or agents of Contractor, and under no circumstances are such individuals to be considered employees of County. Contractor shall have the sole responsibility for the conduct of its personnel and agents, and for payment of its personnel's and/or agent's entire compensation, including salary, withholding of income and social security taxes, workers' compensation, employee and disability benefits and the like. Contractor shall be responsible for all employer obligations toward all of its personnel and/or agents under all applicable laws and all of County's policies.

27 SEVERABILITY

If any part of this Agreement is declared invalid or unenforceable by a court of competent jurisdiction, it shall not affect the validity or enforceability of the remainder of this Agreement, unless the Agreement so construed fails to meet the essential business purposes of the Parties as manifested herein.



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INFOR Contract - NONE

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28 MODIFICATION AND WAIVER

This Agreement may not be modified and none of its terms may be waived, except in writing and signed by authorized representatives of both Parties. To the extent that any term in any document, other than a writing signed by both Parties that expressly purports to amend this Agreement, is contrary to, or conflicts with this Agreement, the terms of this Agreement shall control. A waiver by a Party of any default shall not be deemed a waiver of a prior or subsequent default of the same or other provisions of this Agreement. The failure of a Party to enforce, or the delay by a Party in enforcing, any of its rights shall not be deemed a continuing waiver or a modification of this Agreement.

29 ENTIRE AGREEMENT

This Agreement and all properly executed Amendments or Addenda constitute the entire agreement between the Parties relating to the subject matter hereof, and supersede any and all prior agreements and negotiations, whether oral, written, or implied. No change, addition, or amendment shall be made except by written agreement signed by a duly authorized representative of each Party.

30 AUTHORIZATION

The County has executed this Agreement pursuant to action taken by its Board of Supervisors on May 25, 2023, Resolution File No.23-550.

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The following Parties hereby execute this Agreement:

FOR MILWAUKEE COUNTY:

BY: Clerk of Circuit Court Anna Hodges ^{6/2/2023}

NAME: Clerk of Circuit Court Anna Hodges

TITLE: Clerk of Circuit Court

DEPARTMENT: Office of the Clerk of Circuit Court

FOR CREDIT SERVICE INTERNATIONAL CORP

BY: Wendie Vogelman DATE: 8/16/2023

NAME: wendie vogelman

TITLE: DIRECTOR OF OPERATIONS

TAXPAYER ID No.: 391016480

REVIEWED AS TO INSURANCE REQUIREMENTS:

BY: Adam J. Nelson DATE: 8/15/2023

Risk Manager
Office of Risk Management

APPROVED WITH REGARDS TO COUNTY ORDINANCE CHAPTER 42:

BY: Lamont Robinson DATE: 6/4/2023

Director
Community Business Development Partners

APPROVED AS TO FUNDS AVAILABLE PER WISCONSIN STATUTES §59.255(2)(e):

BY: [Signature] DATE: 7/21/2023

Milwaukee County Comptroller
Office of the Comptroller

APPROVED REGARDING FORM AND INDEPENDENT CONTRACTOR STATUS:

BY: [Signature] DATE: 6/5/2023

Corporation Counsel
Office of Corporation Counsel

REVIEWED AND APPROVED BY THE COUNTY EXECUTIVE:

BY: [Signature] DATE: 8/15/2023

David Crowley, County Executive
Office of the County Executive

APPROVED AS COMPLIANT UNDER §59.42(2)(b)5, STATS.:

BY: Scott F. Brown DATE: 8/16/2023

Corporation Counsel
Office of Corporation Counsel



DEPARTMENT OF ADMINISTRATIVE SERVICES
Procurement Division

Professional Service Agreement
Credit Service International Corporation

INFOR Contract - NONE

Bonfire Contract # 147819

EXHIBIT A:

2016 Request for Proposal

In Process

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DEPARTMENT OF ADMINISTRATIVE SERVICES
Procurement Division

Professional Service Agreement
Credit Service International Corporation

INFOR Contract - NONE

Bonfire Contract # 147819

EXHIBIT B:

CMC Proposal Response

In Process

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DEPARTMENT OF ADMINISTRATIVE SERVICES
Procurement Division

Professional Service Agreement
Credit Service International Corporation

INFOR Contract - NONE

Bonfire Contract # 147819

EXHIBIT C:

Standard Insurance Requirements Form

In Process

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STANDARD INSURANCE REQUIREMENTS

All Milwaukee County Vendors must provide evidence of the following minimum insurance requirements. Vendors are responsible for ensuring that any agents, affiliates, subsidiary companies, third party suppliers, or subcontractors maintain appropriate insurance coverages for any services provided at the request of the Vendor on a Milwaukee County contract. The listed minimum requirements do not limit the liability assumed elsewhere in an executed contract. Modifications to the types of coverage, limits and/or other terms should not be made without the approval of the County's Risk Manager.

Coverage Requirements

The Vendor agrees to maintain policies of insurance and proof of financial responsibility to cover costs that may arise from claims for damages to property and/or claims arising or resulting from the Vendor's activities, by whomever performed, in such coverage and amounts as required and approved by the County.

The Vendor shall, at its sole expense, acquire and maintain through the course of its contract with Milwaukee County the following insurance policies and limits. The Vendor may obtain the listed coverages through any combination of primary and excess or umbrella liability insurance. The Vendor must acquire its insurance from carriers with a current A. M. Best rating of A X or better.

The Vendor shall provide acceptable proof of all listed coverage to the County prior to commencement of activities under any agreement. The Vendor shall provide a Certificate of Insurance to Milwaukee County Procurement and/or Risk Management for each successive period of coverage for the duration of any agreement, unless otherwise specified by the County, in the minimum amounts provided in this document.

1. **Commercial General Liability Insurance, including contractual coverage:**

The Vendor shall maintain Commercial General Liability insurance with the following minimum limits for bodily injury and property damage combined:

Each Occurrence Limit	\$1,000,000
General Aggregate Limit	\$2,000,000
Products – Completed Operations Limit	\$2,000,000
Personal and Advertising Injury Limit	\$1,000,000

Milwaukee County shall be named as an Additional Insured on the General Liability policy as respects the services provided in this agreement.



2. **Automobile Liability Insurance:**

If the performance of services under the Vendor's contract requires the use of automobiles during the course of performance, the Vendor shall maintain comprehensive automobile insurance covering the ownership, operation, and maintenance of all owned, non-owned and hired motor vehicles. The use of personal automobiles to travel to and from the Vendor's business location or from the home of a Vendor employee to the County's sites, or for personal travel such as travel for meal breaks, is considered outside the course of performance of services under any contract. The Vendor shall maintain limits of at least \$1,000,000 per accident for bodily injury and property damage combined. The Vendor shall ensure that employees using rental vehicles acquire insurance coverage through the vehicle rental agency and shall provide proof of such insurance upon request. Milwaukee County shall be named as an Additional Insured on the Automobile Liability policy as respects the services provided in this agreement.

3. **Workers' Compensation Insurance:**

The Vendor shall maintain Worker's Compensation coverage that meets the minimum statutory requirements in the state where the work is performed, even if such coverages are elective in that state. For the state of Wisconsin, this coverage must have limits of at least \$100,000 per occurrence and \$500,000 policy aggregate, or must follow the current required coverages under Wisconsin state statutes, whichever is greater. This insurance must include a waiver of subrogation in the favor of Milwaukee County that is stated on the Vendor's submitted Certificate of Insurance.

4. **Employer's Liability Insurance:**

The Vendor shall maintain Employer's Liability coverage with limits of at least \$100,000 per occurrence for bodily injury, \$100,000 per employee for bodily injury by disease, and \$500,000 policy aggregate. This insurance must include a waiver of subrogation in the favor of Milwaukee County that is stated on the Vendor's submitted Certificate of Insurance.

5. **Professional Liability/Errors and Omissions:¹**

The Vendor shall maintain Professional Liability insurance appropriate to cover all professional services identified in the Vendor's Scope of Work and the executed contract. The Vendor's Professional Liability coverage must have a minimum limit of \$1,000,000 per occurrence.

5.1. **Technology Errors & Omissions.**

The Vendor shall provide additional information on its professional liability/technology errors & omissions coverage as respects:

- 5.1.1. Policy type (i.e. errors and omissions for consultants, architects, and/or engineers, technology errors & omissions, etc.);
- 5.1.2. Applicable retention levels;

¹ Professional liability (a/k/a Errors & Omissions insurance) is required for Contractors providing professional services, including, but not limited to architects, engineers, financial services, accounting, audit, legal services, consulting, and medical professionals.



Department of Administrative Services
Risk Management Division

5.1.3. Coverage form (i.e. claims made, occurrence; discover clause conditions); and

5.1.4. Effective retroactive and expiration dates

to Milwaukee County's Risk Manager as may be requested to obtain approval of coverage as respects this section.

The Vendor shall ensure all coverage which applies to the services inherent in this agreement is extended for two (2) years after completion of all work contemplated on this project, if coverage is written on a claims-made basis.

6. Cyber Liability

The Vendor shall maintain Cyber Liability insurance appropriate to cover all activities as a debt collection agency and payment card processor. The limits of this insurance shall be at least per occurrence:

Media Liability	\$5,000,000
Security Liability	\$5,000,000
Privacy Liability	\$5,000,000
Regulatory Proceedings	\$5,000,000
Technology Errors and Omissions	\$5,000,000

6.1. Additional Provisions

The Contractor agrees to maintain and provide additional information on its cyber liability coverage as respects policy provisions; i.e., media, security, privacy, regulatory, etc.; applicable retention levels; coverage form; i.e., claims made, occurrence; discover clause conditions, and effective retroactive and expiration dates, to Milwaukee County's Risk Manager as may be requested to obtain approval of coverage as respects this section.

The Contractor shall ensure all coverage which applies to the services inherent in this agreement is extended for two (2) years after completion of all work contemplated on this project, if coverage is written on a claims-made basis.

At a minimum, cyber liability coverage will contain the following provisions at full policy limits:

6.1.1. Media Liability Coverage.

Liability coverage for defense costs and damages suffered by others for content-based injuries such as libel, slander, defamation, copyright infringement, trademark infringement, or invasion of privacy.

6.1.2. Security Liability Coverage.

Liability coverage for defense costs and damages suffered by others resulting from a failure of computer security, including liability caused by theft or disclosure of confidential information, unauthorized access, unauthorized use, denial of service attack or transmission of a computer virus.



6.1.3. Privacy Liability Coverage

Liability coverage for defense costs and damages suffered by others for any failure to protect personally identifiable or confidential third-party corporate information, whether or not due to a failure of network security.

6.1.4. Regulatory Proceedings

Liability coverage for defense costs for proceedings brought by a governmental agency in connection with a failure to protect private information and/or a failure of network security. Coverage includes fines and penalties where insurable by law and compensatory damages.

6.1.5. Payment Card Industry Data Security Standards (PCI-DSS)

Coverage for a monetary assessment (including a contractual fine or penalty) from a Payment Card Association (e.g., MasterCard, Visa, American Express) or bank processing payment card transactions (i.e., an "Acquiring Bank") in connection with an Insured's non-compliance with PCI Data Security Standards.

6.1.6. Breach Event Expenses

Reimbursement coverage for the insured's costs to respond to a data privacy or security incident. Covered expenses include computer forensics expenses, legal expenses, costs for a public relations firm and related advertising to restore your reputation, consumer notification, call centers, and consumer credit monitoring services.

7. Additional Requirements:

- 7.1. The Vendor shall ensure, through appropriate contractual language, that its agents, affiliates, subsidiary companies, third party suppliers, or subcontractors maintain appropriate insurance coverage for any services provided at the request of the Vendor on any Milwaukee County contract. Unless agreed to in writing by the Milwaukee County Risk Manager, such coverage must meet all requirements of this provision.
- 7.2. The Vendor shall maintain any coverage provided on a claims-made and reported period for a minimum of twenty-four (24) months from the date of termination of the contract by either an extended reporting period (ERP) provision or by maintaining the coverage in force.
- 7.3. The Vendor shall ensure that its Commercial General Liability, Automobile Liability, and Employer's Liability policies name Milwaukee County including its directors, officers, employees, and agents as additional insureds by endorsement to the policies. The Vendor shall also ensure that each of these policies provide primary coverage with respect to all insureds and additional insureds.



- 7.4. The Vendor shall ensure that its Commercial General Liability, Automobile Liability, Workers' Compensation, and Employer's Liability policies grant a waiver of subrogation in Milwaukee County's favor.
- 7.5. Except where prohibited by law, the Vendor shall provide insurance endorsement on each policy waiving the rights of recovery or subrogation against the County and its agents, servants, invitees, employees, co-lessees, co-venturers, affiliates, contractors, and subcontractors, and their insurers.
- 7.6. The Vendor shall provide certificates evidencing the coverages, limits and provisions specified above on or before the execution of the contract and upon the renewal of any of the policies. The Vendor shall require all insurers to provide the County with a thirty (30) day advanced written notice of any cancellation or nonrenewal of, or any material change to, any of the policies maintained in compliance with the contract.

In Process



DEPARTMENT OF ADMINISTRATIVE SERVICES
Procurement Division

Professional Service Agreement
Credit Service International Corporation

INFOR Contract - NONE

Bonfire Contract # 147819

EXHIBIT D:

TBE Participation Plan or Waiver

In Process

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TBE Participation Recommendation

CONTACT INFORMATION

Contract Administrator: Lael MacLellan Phone: 414-278-4129 Date: 6/2/2023
 Email Address lael.maclellan@milwaukeecountywi.gov Dept: Courts Grant \$\$: _____ Org No. _____

PROJECT INFORMATION

Project Name: Court Collections Services Project No.: _____

Contract Scope/Project Description (**attach scope/description of work or estimating sheet**):

Collection services for past due judgments for criminal division type cases, including restitution ordered paid to victims, fines/forfeitures, surcharges, assessments, attorney's fees, cost of transcripts, forfeited signature bonds, wage/income assignments, debt covered from a Department of Corrections debt to a Clerk of Circuit Court debt and cost of NSF Checks.

Contracting Opportunities (List NAICS codes): 561440

TYPE OF PROJECT

Contract Value: See Contract Contract Type: Professional Services

Recommended Goal:

EXPLANATION

Request for a goal of 0% requires signature of department head. Check boxes below. Check all that applies.

- A. \$10,000 or less ☐ B. Rental or Lease ☐ C. Governmental Agency or Institution ☐
 D. ¹Non-Profit (No subcontract) ☐ E. Purchasing or Renewal of software license ☐
 F. ²Contract Extension/Amendment ☐ G. ³Specialized ☐ H. Only one individual assigned to the contract ☐
 I. The nature (scope of work) of contract doesn't have subcontracting opportunities ☐ J. ⁴Grants ☐
 K. No funding use by Milwaukee County ☐ L. Special License or Certificate required ☐
 M. Other _____

Department/Division Administrator

Name Clerk of Circuit Court Anna Hodge Signature Clerk of Circuit Court Anna Hodge Date 6/2/2023

CBDP USE ONLY

Concur with Recommendation _____, or provide the following goals: _____%

This contract is exempt from a participation goal: x Yes _____ No

Approved: Lamont Robinson Lamont Robinson Director, CBDP Date: 6/4/2023

Note: 1 Non-Profit is not subcontracting work. 2 Must have the original Participation agreement. 3. No known TBE firms available. 4 No subcontracting to a non-profit entity. 5 A non-Milwaukee County entity is funding the project.



DEPARTMENT OF ADMINISTRATIVE SERVICES
Procurement Division

Professional Service Agreement
Credit Service International Corporation

INFOR Contract - NONE

Bonfire Contract # 147819

EXHIBIT E:

Contractor's EEOC Form

In Process

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EEOC COMPLIANCE CERTIFICATE *for* **MILWAUKEE COUNTY CONTRACTS**

In signing this document, CONTRACTOR certifies that it complies with the equal opportunity policy and standards of Milwaukee County and Federal rules and regulations regarding nondiscrimination in employment and service delivery.

Nondiscrimination (Milwaukee County Code of Ordinances (MCO) 56.17)

CONTRACTOR certifies that in the performance of work or execution of this Contract, it shall not discriminate against any employee or applicant for employment because of race, color, national origin, or ancestry, age, sex, sexual orientation, gender identity and gender expression, disability, marital status, family status, lawful source of income, or status as a victim of domestic abuse, sexual assault or stalking, which 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 apprenticeships.

CONTRACTOR will post in conspicuous places available to its employees and applicants for employment notices provided by the County setting forth the provisions of the nondiscriminatory clause.

Violation of these provisions may result in termination of the CONTRACTOR's Contract and/or disbarment of the CONTRACTOR from participation in future opportunities with Milwaukee County. If a violation results in contract termination, Milwaukee County will have no liability for the uncompleted portion of the Contract or for any materials or services purchased or paid for by the CONTRACTOR for use in completing the Contract.

Equal Opportunity (Title 41 of the Code of Federal Regulations, Chapter 60 (41 CFR 60))

CONTRACTOR will not discriminate against any employee or applicant for employment because of race, color, religion, sex, sexual orientation, gender identity, or national origin.

CONTRACTOR will take affirmative action to ensure that applicants are employed, and that employees are treated during employment, without regard to their race, color, religion, sex, sexual orientation, gender identity, or national origin. Such action 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.



EEOC COMPLIANCE CERTIFICATE *for* **MILWAUKEE COUNTY CONTRACTS**

CONTRACTOR agrees to post in conspicuous places available to employees and applicants for employment notices provided by the contracting officer setting forth the provision of this nondiscrimination clause.

All solicitations or advertisements for employees placed by or on behalf of the CONTRACTOR shall state that all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, or national origin.

Affirmative Action Program (41 CFR 60-1.40)

CONTRACTOR certifies that it will implement the principles of equal employment opportunity through an effective affirmative action program (and will so certify prior to the award of the Contract), designed to increase the utilization of women, minorities, and disabled persons and other protected groups at all levels of employment in all divisions of the CONTRACTOR'S work force, where these groups may have been previously under-utilized and under-represented.

CONTRACTOR also agrees that in the event of any dispute as to compliance with the preceding requirements, it shall be the CONTRACTOR'S responsibility to show that all requirements are met.

Non-Segregated Facilities (41 CFR 60-1.8)

CONTRACTOR certifies that it does not and will not maintain or provide for its employees any segregated facilities at any of its establishments, and that it does not permit its employees to perform their services at any location under its control where segregated facilities are maintained.

Subcontractors

CONTRACTOR certifies that it has obtained or will obtain certifications regarding nondiscrimination, an affirmative action program, and non-segregated facilities from proposed subcontractors that are directly related to any contracts with Milwaukee County before the award of any subcontracts and that it will retain such certifications in its files.

Reporting Requirement

Where applicable, CONTRACTOR certifies that it will meet all reporting requirements and follow all procedures established in 41 CFR 60.

Affirmative Action Plan

If CONTRACTOR has fifty (50) or more employees, it agrees to develop and/or update and submit an Affirmative Action Plan to:



EEOC COMPLIANCE CERTIFICATE for MILWAUKEE COUNTY CONTRACTS

Milwaukee County Department of Audit
ATTN: Audit Compliance Manager
633 W. Wisconsin Ave, 9th Floor
Milwaukee, WI 53203
Paul.Grant@milwaukeecountywi.gov

with a copy to

Milwaukee County DAS – Procurement
ATTN: Contracts Compliance & CDBP
633 W. Wisconsin Ave, 9th Floor
Milwaukee, WI 53203
Procurement@milwaukeecountywi.gov
CBDP@milwaukeecountywi.gov

CONTRACTOR will also require any of its subcontractors with fifty (50) or more employees to establish similar written affirmative action plans.

Employees

CONTRACTOR certifies that it has 0.00 employees in the Standard Metropolitan Statistical Area, which includes the counties of Milwaukee, Waukesha, Ozaukee and Washington, Wisconsin.

CONTRACTOR certifies that it has a total of 70.00 employees in its workforce.

The undersigned has read, understands, and agrees to be bound by the statements and provisions in this document. The undersigned represents and affirms that they are capable of legally binding the CONTRACTOR and/or its legal organization and has the authority to do so.

CONTRACTOR Name: CREDIT SERVICE INTERNATIONAL CORP

Address: 630 S GREEN BAY RD, STE 3 NEENAH, WI 54956

Signature: Wendie Vogelmann

Representative Name: Wendie Vogelmann

Representative Title: DIRECTOR OF OPERATIONS

Date Signed: 8/16/2023



DEPARTMENT OF ADMINISTRATIVE SERVICES
Procurement Division

Professional Service Agreement
Credit Service International Corporation

INFOR Contract - NONE

Bonfire Contract # 147819

EXHIBIT F:

Milwaukee County Directives

In Process

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Information Management Services Division

Department of Administrative Services

Title: Administrative Directive on Acceptable Use
Approval: Chief Information Officer

Issue Date: 04/15/2020
Supersedes: 08/24/2018

Contact	IMSD Service Desk: Information Management Services Division Contact the Service Desk regarding requests, incidents, and approvals. Email: helpIMSD@milwaukeecountywi.gov Phone: 414-278-7888
Definitions	<ol style="list-style-type: none"> 1) County: Milwaukee County Government 2) Directive: This Administrative Directive on Acceptable Use. 3) IMSD: Department of Administrative Services – Information Management Services Division 4) Information System: Hardware, Software, Data, Networks, Portable Devices and any other County data processing infrastructure, equipment, technology, components, information or material of any sort, on premises and in hosted services over the Internet (a.k.a. "in the Cloud"). <ul style="list-style-type: none"> ○ Hardware: Physical data processing components, goods or equipment of any sort owned or controlled by the County. Hardware includes Portable Devices. ○ Software: Data processing programs on or associated with Hardware, irrespective of where software resides or executes. ○ Data: Information, communication, material or graphics of any sort stored or transmitted electronically via the Information System. ○ Networks – Connecting systems that allow the Information System to communicate. This includes wireless networks. ○ Portable Devices – County portable Hardware, including cellphones, tablets and laptops. 5) User: Any person using Information System, including a County employee, vendor, consultant, contractor, vendor, and agent who is authorized to use County Information System.
Purpose	This Directive sets out acceptable uses of the County's Information System.
IMSD Principles	<p>Everything on the Information System, whether job-related or personal, belongs to the County. The County is the sole owner of the Information System and all Data.</p> <p>The Information System is owned and controlled by the County and is provided to further the efficient operation of the County's business. The Information System is not provided for inappropriate uses or for the personal convenience of Users.</p> <p>Users have no expectation of privacy when using the County Information System. The County Information System is subject to search at any time by the County or its agents, without notice to or permission of Users.</p> <p>All Data, whether or not "personal," is subject to the County's monitoring, review, deletion or collection at any time, without notice or permission, to</p>



Information Management Services Division
Department of Administrative Services

	<p>ensure compliance with this Directive, to comply with law enforcement requests, to complete an investigation, to defend the County in legal proceedings, to comply with open records requests or for any other reason consistent with the law. This includes documents, emails, texts, instant messages, graphics, photos or any other items.</p> <p>Any Data or Software created by a User in the scope of or related to the User's work for the County becomes the property of the County upon creation, and must not be copied or shared except to assist the User in the performance of her or his County work.</p>
Accountability and Enforcement	<p>County employees, contract workers or other non-employee Users (including vendors) will be required to acknowledge and sign this Directive.</p> <p>Failure to comply with this Directive will constitute action outside the scope of the User's County employment or obligations and may result in discipline up to and including termination of the User's employment or engagement.</p> <p>Failure to comply may also result in denial of access to the Information System.</p> <p>Federal law may also apply when the crime is committed on a computer or communications device that communicates to another device outside of the state.</p>



Information Management Services Division

Department of Administrative Services

<p>User Procedures and Conduct</p>	<p>1) The Information System</p> <p>a) Access</p> <ul style="list-style-type: none"> i) Only authorized Users may use the County Information System, and only through their own usernames, passwords and other means made available by the County. ii) Users must not knowingly share or allow the use of usernames and passwords with anyone, whether or not another User. iii) Users may access, use or share Data only to the extent authorized and necessary to fulfill assigned job duties. iv) Users are accountable for all work, transactions and communications under their usernames and passwords. v) Users are expressly prohibited from pursuing unauthorized access to restricted areas of the Information System and from accessing or trying to access, copy, alter or delete the Data of any other User without authorization. vi) Users requiring job access to material or sites otherwise prohibited under this Directive may submit a specific written request, approved by management, to IMSD for consideration. <p>b) Inappropriate Activity</p> <ul style="list-style-type: none"> i) Users are expressly prohibited from accessing, displaying, downloading or distributing any Data or material of any sort that could be deemed pornographic, racist, sexist, defamatory, discriminatory, harassing or otherwise offensive or in violation of County policies, resolutions or ordinances, state or federal law, or any other applicable law. ii) Users are expressly prohibited from using the County Information System to attempt to probe, scan, disable, overload or breach the security or authentication measures of any system or Network, either internally or externally. iii) Users are expressly prohibited from knowingly introducing or propagating any computer virus or other harmful feature in the Information System. Users must use extreme caution when opening e-mail attachments received from unknown senders, which may contain malicious content. A User who becomes aware of a virus or other harmful feature must immediately disconnect from all Networks, cease using the Information System and immediately report the discovery to the IMSD Service Desk (see Contact section). <p>c) Software</p> <ul style="list-style-type: none"> i) Only Software owned, licensed or authorized by the County may be installed or used on the Information System. Users are expressly prohibited from installing or attempting to install unauthorized Software. ii) Users must not download Software from the Internet unless specifically authorized to do so by IMSD. Users must not download or distribute pirated Software or Data.
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	<p>d) Data and Physical Security</p> <ul style="list-style-type: none"> i) Users must store all County-related Data in County designated storage locations where it can be backed up. No personal, non- County Data is to be stored on the Information System nor should the Information System be used to collect, store, transmit or transfer any type of personal data and information. ii) Any theft, loss or unauthorized disclosure of Data must be reported immediately to the IMSD Service Desk (see Contact section). iii) Any Data or material, including personal material, that is stored on the Information System is not private and is subject to County access and disclosure at any time, including to comply with law enforcement requests, to complete an investigation, or to defend the County in legal proceedings. iv) Users must take adequate steps to protect the physical security of the Information System by ensuring Portable Devices are securely stored when not in use and workstations are locked when left unattended. Any theft or loss of Hardware must be reported immediately to the IMSD Service Desk (see Contact section). v) Users must preserve all Data required to be retained under applicable law, resolution or policy. This includes emails, texts and, where possible, instant messaging where applicable. vi) Users who maintain "isolated" Data such as safe combinations, alarm codes, domain name registry passwords, administrative passwords, off-site storage access codes, etc., must contact the IMSD Service Desk (see Contact section) to ensure that duplicate copies of the information are securely maintained. <p>e) Portable or Mobile Hardware</p> <ul style="list-style-type: none"> i) Users who have been issued County Portable Hardware (such as smartphones, tablets, or network access devices) or access the County Information System remotely through any other personally owned Hardware that is approved by IMSD must ensure they are protected with a password or a passcode, and must secure the equipment when left unattended. ii) The theft or loss of any County- or personally owned portable or mobile Hardware (such as smartphones or tablets) that accesses the County Information System remotely must be reported immediately to IMSD Service Desk (see Contact section). iii) Users accessing County Information Systems through County-owned or personally owned mobile devices must comply with data protection laws and regulations. iv) Any mobile device that is used to conduct Milwaukee County business must be used appropriately, responsibly, and ethically in compliance with this Directive.
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	<p>v) Users using Portable or Mobile Hardware must comply with applicable laws and ordinances restricting mobile device usage while driving.</p> <p>vi) Under this Directive, users are not allowed to use mobile devices while operating a vehicle even where it is legal to do so.</p> <p>2) Email and Texting, Instant Messaging, Social Media and Internet</p> <p>a) General</p> <p>i) Users must not send sensitive or confidential Data over the Internet or via email without adequate protection securing the Data. Examples include credit card numbers, telephone calling card numbers, fixed passwords, health information or customer account numbers which relate to personal identification information or personal health information.</p> <p>ii) The Information System, including email, texting, etc., is not to be used to convey non-work-related information other than described in the section on <i>Incidental Personal Use</i>.</p> <p>b) Email and Texting</p> <p>i) Users must take care when using email or texting as a means of communication because, although often informal in nature, email communications may be subject to production in a legal action or Public Records request.</p> <p>ii) Users must not knowingly distribute or forward hoax virus warnings, chain letters, jokes, political commentaries, or similar unsolicited email or texts of any kind.</p> <p>iii) Users must not access any other User's email or texts without explicit authorization from that User (e.g. through Outlook delegates) or proper management permission.</p> <p>iv) Users must not send any email or text purporting to come from another User without explicit authorization from that User (e.g., through Outlook delegates).</p> <p>v) Users must not use personal email accounts to conduct ANY type of official County business.</p> <p>vi) Due to their disruptive effect, system-wide or "all user" messages or blasts are prohibited, except as part of the County's authorized emergency response efforts. Please note the County intranet may provide a suitable location for information of interest to all employees.</p> <p>c) Instant Messaging</p> <p>i) Users may access approved instant messaging services only for informal business communication like a quick phone call or quick in-person verbal communication, unless the content of the messages is subject to an instruction to preserve records and electronically stored information.</p> <p>ii) Users must communicate only with known and trusted correspondents via instant messaging</p>
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	<p>iii) Instant messages should not be used to transfer or record any substantive government information, because instant messages are not normally stored or saved.</p> <p>3) Internet and Intranet</p> <p>a) Business Internet Access</p> <p>i) When visiting an Internet site, information identifying a User's PC may be logged (i.e. cookies, temp files). Therefore, Users must assume they are identified as County employee or contractor or vendor and act appropriately at all times.</p> <p>ii) Users must not access websites, blogs, discussion forums, chat rooms or other locations that are inappropriate or have any content that could be construed as defamatory, harassing or otherwise offensive (e.g. pornography, bullying) or in violation of County policies.</p> <p>iii) Users must always exercise caution when using a County e-mail address to join networking sites. While such use may be appropriate as part of job duties for some (e.g. LinkedIn), for others this may not be the case.</p> <p>iv) Users accessing a web site must comply with its terms and conditions. Users may not infringe copyrights or other protections.</p> <p>v) Users may not use the Information System to download, play or store personal photographs, music or video files (e.g. MP3, MP4) due to capacity, copyright and legal issues. Personal photographs, music and video files will be deleted from County servers when found. Users may not stream video or audio (e.g., Internet radio, Pandora, sports video) whose content is not directly related to the business of Milwaukee County Government.</p> <p>vi) The County routinely blocks access to Internet sites that are deemed to be inappropriate or to pose an information security threat to the County. Access is prohibited. Any attempts to access blocked Internet sites are monitored and recorded. Persistent attempts to access blocked sites may result in discipline or termination.</p> <p>vii) The County may monitor and disclose User's Internet activity to ensure compliance with this Directive or for any other purpose permitted or required by law.</p> <p>b) Social Media or Networking Sites</p> <p>i) Users must be mindful of, and clear about, the capacity in which they are participating. Only authorized County spokespersons should make statements on social media sites on behalf of the County.</p> <p>ii) Social media or networking sites may be accessed only as needed for the User's job. Personal use of social media on the Information System is prohibited.</p> <p>iii) Interactions on social media or networking sites must comply with all County policies.</p>
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4) Incidental Personal Use

- i) Incidental Personal Use of the Information System consists of **occasional, brief** use of the Information System (including email or Internet) for **short, routine, non-sensitive, non-confidential** communications. For illustration, this might include: an email to check on a child's arrival home from school, an email to meet someone for lunch, a quick check of the Internet for weather or news.
- ii) Incidental Personal Use is permitted. This use is at the absolute discretion of the County and no User may expect or claim such personal use as a right or expect such use to be private. Excessive use or other abuse may result in discipline or termination.
- iii) Incidental Personal Use is not allowed if it interferes with the performance of the User's duties, exposes the County to expense or liability, or is unlawful for the County.

5) Prohibited Uses

In addition to prohibited activity set out elsewhere, the following are also expressly **prohibited**:

- i) Users are prohibited from using the Information System for solicitations for outside organizations, political or religious causes, or with the operation or management of any business other than that of the County.
- ii) Users are prohibited from using the Information System for personal online shopping, personal online sales, or other online transactions. Users may use the Information System for occasional, brief access of online services such as online banking, using the User's personal email and account information.
- iii) Users are strictly prohibited from using County email addresses for non-County business. For example, a County email address may not be used for personal online shopping or financial transactions, personal blog or bulletin board memberships, personal email alerts from merchants or teams, etc., or as part of a payment such as PayPal.
- iv) A County email address may not be used as a User's personal address for: Facebook, social media, Twitter or similar services, online subscriptions, game systems, online gaming or gambling, couponing, or contests and sweepstakes.
- v) Use of the Information System for gambling of any sort (including "social" gambling or office pools), games of chance or games of skill, online video games, lotteries, or sweepstakes is strictly prohibited.
- vi) Personal, offensive or inappropriate use of webcams, video conferencing equipment, recording devices or microphones is prohibited.
- vii) Child pornography is illegal. The use of County technology resources or privately-owned devices that are attached to the County network to store, display, or disseminate pornographic or other sexually explicit content is



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	strictly prohibited. Any such use must be and will be reported immediately to the Milwaukee County Sheriff's Office and/or the Milwaukee County District Attorney Office.
Reporting Violations	<p>Users or any other County employees are required to report violations, or suspected violations of the Acceptable Use directives. Violations may expose the County to a host of legal and information security risks. Activities that should immediately be reported to a manager or supervisor include, but are not limited to:</p> <ol style="list-style-type: none"> 1) attempts to circumvent established computer security systems 2) use or suspected use of virus, Trojan horse hacker programs or any other intrusive program 3) obtaining or trying to obtain another User's password 4) using the computer to make harassing or defamatory comments or to violate Milwaukee County's Harassment Policy or Milwaukee County Civil Service Rules 5) illegal conduct of any kind. <p>Reported violations will be investigated. Failure to adhere to this reporting policy may result in discipline, up to and including termination of user's employment or engagement.</p> <p>Users or employees who, in good faith, report violations or suspected violations will be protected from retaliation. However, Users or employees who falsely accuse another of violations without a good faith basis for such accusation are also subject to discipline, up to and including termination of employment or engagement.</p>
Reporting Lost or Stolen Devices	All lost, or stolen devices, or devices that have gone missing, must be reported as soon as possible to the IMSD Service Desk (see Contact section) and to your manager or supervisor.



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MILWAUKEE COUNTY

ADMINISTRATIVE DIRECTIVE ON ACCEPTABLE USE OF INFORMATION TECHNOLOGY

STATEMENT

I acknowledge that I am in receipt of Milwaukee County's Administrative Directive on Acceptable Use of Information Technology and that violations of my obligation to adhere to this directive may result in corrective action, including termination from Milwaukee County service or immediate termination of vendor contract with Milwaukee County. I also understand that violations of this directive on my part may result in Milwaukee County taking action that will deny me access or rights to any of Milwaukee County's technology resources.

I acknowledge that I have read and will comply with this administrative directive.

In Process

Wendie Vogelman
Signature

Wendie Vogelman
Print Name

8/16/2023
Date



Information Management Services Division

Department of Administrative Services

Title: Administrative Directive on Remote Network Access

Issue Date: 04/15/2020

Approval: Chief Information Officer

Supersedes: 9/17/2015

<p>Definitions:</p>	<ul style="list-style-type: none"> • County: Milwaukee County Government • Directive: This Administrative Directive on Remote Network Access • IMSD: Department of Administrative Services – Information Management Services Division • Information System: Hardware, Software, Data, Networks, Portable Devices and any other County data processing infrastructure, equipment, technology, components, information or material of any sort, on premises and in hosted services over the Internet (a.k.a. “in the Cloud”). • Hardware: Physical data processing components, goods or equipment of any sort owned or controlled by the County. Hardware includes Portable Devices. • Software: Data processing programs on or associated with Hardware, irrespective of where software resides or executes. • Data: Information, communication, material or graphics of any sort stored or transmitted electronically via the Information System. • Networks: Connecting systems that allow the Information System to communicate. This includes wireless networks. • Portable Devices: County portable Hardware, including cellphones, tablets and laptops. • Remote Access: A secure connection to the County network in order to access resources that are not otherwise publicly available, from a computer that is not directly connected to the Milwaukee County network. • User: Any person using Information System, including a County employee, consultant, contractor, Vendor, and agent who is authorized to use County Information System. • Vendor: A party in the supply chain that provides goods and services to the County; a third party or independent business partner.
<p>Purpose:</p>	<p>This directive defines the requirements for remote access to County networks and systems from outside networks, computers, and agencies.</p> <p>Access to publicly available web services is not considered “remote access” for the purposes of this directive.</p>
<p>Requesting Remote Access:</p>	<p>All remote access must be justified by a business need. Requests that do not clearly specify the business need will be rejected. Remote access is granted on a least-privilege basis. That means that a valid request must also include the exact County resources to which the requestor needs remote access.</p> <p>Access will be granted to these resources only, and all requests for additional remote access must go through the same procedure.</p> <p><u>Remote access for County employees and contractors will be provided using</u></p>



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	<p><u>County-owned computers with IMSD-approved remote access software. Any exceptions to this directive must have an approved business need (see "Approved Business Need" section below.)</u></p> <p><u>Remote access for vendor users must use a computer that meets IMSD security requirements and uses the IMSD-approved remote access software.</u></p> <p>A request for remote access must be sent to the IMSD Service Desk and must include the following information for each individual person who will need access: Name, email address, contact phone number, department or company/agency, County resources to be accessed remotely, contract expiration date if this need is based on a support or other contract with a defined end date.</p> <p>Each request will be reviewed by IMSD business analysts to validate the business need and ensure that the collected information is complete and accurate. After this review is complete, and the business analyst approves the request, the IMSD Service Desk will send the County remote access agreement to be signed by all requestors. This will be placed on file prior to user accounts being created.</p>
<p>Security Requirements:</p>	<p>All User accounts for non-County Users requesting remote access will be configured to be disabled at all times, unless an approved business need exists. When a User requires remote access for any purpose, they will need to contact the IMSD Service Desk and provide the reason they are accessing the network. This will be reviewed, and if valid the User account will be enabled for the appropriate amount of time based on the need.</p> <p>In cases where an approved business need exists for the account to be kept enabled, an expiration date will still be applied for no more than a one-year duration. After each year the account shall be reviewed to ensure that the business need is still valid, and contact information is still accurate.</p> <p>A malware protection product must be installed on all remote devices running Microsoft Windows as the operating system. This product is preferably a behavioral analysis malware prevention solution or minimally must be receiving virus definition updates at an interval no longer than every day.</p> <p>Split tunneling (allowing access to the County network and to the remote user's local network simultaneously) will be disabled for all remote Users unless an approved business need exists. Convenience in more efficiently accessing documents or data on the remote network is not an approved business need for the purposes of this section.</p> <p>Remote Users are not permitted to share their login credentials, nor write them down or keep them in an electronic file in any unencrypted form.</p> <p>Remote Users (including the vendor company representative) are required to</p>



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	<p>notify the IMSD Service Desk immediately when a User is leaving their company or agency, changing roles that no longer requires remote access, contract expiration, loss or theft of a device that has been configured for remote access to the County network, or suspected loss or theft of user credentials and passwords.</p>
<p>Web or Client Based Remote Access Tools:</p>	<p>Web or client based remote access tools (examples: LogMeIn, TeamViewer, GoToMyPC) are not allowed to be used on the Milwaukee County network without express written permission from IMSD. Permission will generally be granted for isolated, vendor supported systems. Permission may be denied for remote access to Milwaukee County PCs. To apply for permission to use a web or client based remote access tool please submit your request and business need to the IMSD Service Desk.</p>
<p>Change Management:</p>	<p>Milwaukee County enforces a change management process for all IMSD managed systems. Any change to production environments requires approval by this process prior to proceeding. You are responsible for following this process when connecting to Milwaukee County systems. If you are unfamiliar with this process, please work with the IMSD business analyst for the department you are working for prior to making any changes to systems. If you do not know who this is, please contact the IMSD Service Desk.</p> <p>All exceptions made to the User account disabled rule will require the remote access requestor to read, understand, and sign off on the Milwaukee County change management policy.</p>
<p>Approved Business Need:</p>	<p>All exceptions to this directive, or any subsections that require an "approved business need", will be approved by the following process: exception submitted to IMSD business analyst for the requesting department/division, if business analyst agrees, request will then be submitted to Connectivity manager and reviewed, if manager agrees, request will be submitted to County's Chief Technology Officer for final approval.</p>
<p>Contact:</p>	<p>IMSD Service Desk at imsdhelp@milwaukeecountywi.gov or call 414-278-7888.</p> <p>Urgent requests or security incidents should be reported via phone call for the fastest response.</p>



Information Management Services Division

Department of Administrative Services

MILWAUKEE COUNTY ADMINISTRATIVE DIRECTIVE ON REMOTE NETWORK ACCESS

STATEMENT

I acknowledge that I am in receipt of Milwaukee County's Administrative Directive on Remote Network Access and that violations of my obligation to adhere to this directive may result in corrective action, including termination from Milwaukee County service or immediate termination of the vendor contract with Milwaukee County. I also understand that violations of this directive on my part may result in Milwaukee County taking action that will deny me remote network access to Milwaukee County's technology systems.

I acknowledge that I have read and will comply with this administrative directive.

Wendie Vogelman
Signature

Wendie Vogelman
Print Name

8/16/2023

Date

POLICY NUMBER: ADC01927-01



The Solution
General Terms and Conditions Declarations

QBE Insurance Corporation

55 Water Street, New York, New York 10041

Home Office: c/o CT Corporation System, 600 N. 2nd Street, Suite 401, Harrisburg, Pennsylvania 17101

THE LIABILITY COVERAGE PARTS PROVIDE CLAIMS MADE COVERAGE, WHICH APPLIES ONLY TO CLAIMS FIRST MADE AGAINST THE INSURED DURING THE POLICY PERIOD. THE LIMIT OF LIABILITY TO PAY JUDGMENTS OR SETTLEMENT AMOUNTS SHALL BE REDUCED AND MAY BE EXHAUSTED BY PAYMENT OF DEFENSE COSTS. PLEASE READ THIS POLICY CAREFULLY.

- Item 1:** Parent Company: CREDIT SERVICE INTERNATIONAL CORPORATION
Mailing Address: 512 2ND ST, STE 6 HUDSON, WI 54016
- Item 2:** Policy Period From: May 1, 2023 To: May 1, 2024
At 12:01 A.M. Standard Time at the mailing address stated in Item 1
- Item 3:** Limit of Liability \$2,000,000 Combined Maximum Aggregate Limit of Liability for Liability Coverage Parts
- Item 4:** Coverage Parts: Errors and Omissions Liability
- Item 5:** A. Notice to Insurer of a Claim or circumstance: B. All Other Notices to Insurer:
- | | |
|--|--|
| [QBE Insurance Corporation] | [QBE Insurance Corporation] |
| [Attn: The Claims Manager] | [Attn: Underwriting] |
| [55 Water Street] | [55 Water Street] |
| [New York, New York 10041] | [New York, New York 10041] |
| [Telephone: (877) 772-6771] | [Telephone: (877) 772-6771] |
| [Email: professional.liability.claims@us.qbe.com] | [Email: MLPLadmin@us.qbe.com] |
- Item 6:** Extended Reporting Period
Premium: 100% of annual premium
Length: One Year

In witness whereof, the Insurer has caused this Policy to be executed, but it shall not be valid unless also signed by a duly authorized representative of the Insurer.

May 11, 2023
Date

CONTRACT FORM 1684 R5 (Refer to ADMINISTRATIVE MANUAL Section 1.13, for procedures)												
Mail to: Preliminary: Office of the Comptroller, Contract Signatures, Room 301 Courthouse Final: Office of the Comptroller, Accounts Payable, Room 301 Courthouse Community Business Development Partners, 9th Floor - 633 W. Wisconsin								CONTRACT TYPE				
								Professional Service - Operating				X
								Professional Service - Capital				
								Purchase of Service				
				Preliminary		Final		X				
DEPARTMENT NAME								AGENCY NO.		DEPARTMENT (HIGH) ORG		
COMBINED COURT OPERATIONS								200		2000		
VENDOR INFORMATION												
VENDOR NO.				ORDER TYPE		NEW or	AMEND	CONTRACT NO.				
						X						
NAME OF VENDOR						ADDRESS						
Credit Service International Corporation						512 Second Street, Suite 6						
						Hudson, WI 54016						
TAX I.D. NO.		EFFECTIVE DATES:		LENGTH OF CONTRACT		AMENDMENT ONLY: DOLLAR		TOTAL CONTRACT				
		begin date end date		(IN MONTHS)		CHANGE		AMOUNT				
		06/01/23 12/31/24										
ACCOUNTING INFORMATION												
Year to be Expended	Line No	Fund	Agency	Org Unit	Activity	Function	Object	Job Number	Report Cat	Units	Amount to be Expended/ Amendment	
2023		0001	200	2000								
2024		1	200	2000								
PURPOSE OF CONTRACT												
A Professional Service Agreement to Collect past due judgments for criminal division type cases, including restitution ordered paid to victims, fines/ forfeitures, surcharges, assessments, attorney's fees, cost of transcripts, forfeited signature bonds, wage/income assignments, debt covered from a Department of Corrections debt to a Clerk of Circuit Court debt and cost of NSF Checks.												
Was County Board approval received prior to contract execution or contract amendment or extension? <div style="display: flex; align-items: center; margin-top: 10px;"> <div style="border: 1px solid black; width: 40px; height: 20px; display: flex; align-items: center; justify-content: center; margin-right: 10px;">X</div> <div> If YES, give County Board File No. <u>23-550</u> Date Approved <u>05/25/23</u> </div> </div> <div style="display: flex; align-items: center; margin-top: 10px;"> <div style="border: 1px solid black; width: 40px; height: 20px; display: flex; align-items: center; justify-content: center; margin-right: 10px;"></div> <div> If NO, why is County Board approval not required? _____ </div> </div>												
Was Contract fully executed prior to work being performed (all signatures received)?										<input checked="" type="checkbox"/> YES <input type="checkbox"/> NO		
Is Vendor a certified professional service DBE?										<input type="checkbox"/> YES <input checked="" type="checkbox"/> NO		
Rosario Estrada				05/31/23		Senior Budget and Management Analyst Title						
Prepared By				05/31/23								
<i>Theodore F. Chisholm</i>				05/31/23		Senior Administrator Title						
Signature of County Administrator				Date								



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)

06/02/2023

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an **ADDITIONAL INSURED**, the policy(ies) must have **ADDITIONAL INSURED** provisions or be endorsed. If **SUBROGATION IS WAIVED**, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER Leitch-McSorley Insurance Agency LLC 529 Second St STE 400 Hudson, WI 54016	CONTACT NAME: Melanie Cahanes PHONE (A/C, No, Ext): (715)386-7112 FAX (A/C, No): (715)386-1931 E-MAIL ADDRESS: melanie@leitch-mcsorley.com INSURER(S) AFFORDING COVERAGE INSURER A: Secura Insurance NAIC # 22543 INSURER B: INSURER C: INSURER D: INSURER E: INSURER F:
INSURED Credit Service International John 512 2nd St Ste 6 Hudson, WI 54016	

COVERAGES**CERTIFICATE NUMBER:** 00002734-398678**REVISION NUMBER:** 4

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC OTHER:			BP3303088	04/05/2023	04/05/2024	EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 100,000 MED EXP (Any one person) \$ 10,000 PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 2,000,000 PRODUCTS - COMP/OP AGG \$ 2,000,000 \$
	AUTOMOBILE LIABILITY <input type="checkbox"/> ANY AUTO <input type="checkbox"/> OWNED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> HIRED AUTOS ONLY <input type="checkbox"/> NON-OWNED AUTOS ONLY <input type="checkbox"/> AUTOS ONLY						COMBINED SINGLE LIMIT (Ea accident) \$ BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ \$
	UMBRELLA LIAB <input type="checkbox"/> OCCUR EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE DED <input type="checkbox"/> RETENTION \$						EACH OCCURRENCE \$ AGGREGATE \$ \$
A	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y / N <input type="checkbox"/>	N / A	WC3303090	04/05/2023	04/05/2024	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTH-ER E.L. EACH ACCIDENT \$ 100,000 E.L. DISEASE - EA EMPLOYEE \$ 100,000 E.L. DISEASE - POLICY LIMIT \$ 500,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

CERTIFICATE HOLDER**CANCELLATION**

Milwaukee County Clerk of Court 821 W State St Milwaukee, WI 53233	SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS. AUTHORIZED REPRESENTATIVE <div style="text-align: right;">(MMC)</div>
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CONTRACT FORM1684 R6

See procedures in: Notes below (hover over red triangles, and [Forms Library/Contracts](#)

Check one:

X

Preliminary Form

Print this completed form as a pdf. Upload the pdf to DocuSign when circulating any contract or amendment for signatures.

Corrected Form

Date of correction:

6/12/2023

Upload corrections to DocuSign.

CONTRACT TYPE (select from one dropdown box below)

Next step (depending on the Type you selected):

PROFESSIONAL SERVICES (Procurement Contract Types)

Enter as an Encumbered Service Contract in Infor. Circulate the Contract in DocuSign with this 1684 form.

(payments tracked in another system)

Tracking system may interface with Infor. Circulate the Contract in DocuSign with this form.

(no transaction)

No commitment is needed in Infor. Circulate the Contract in DocuSign with this 1684 form.

(only revenue transaction)

No commitment is needed in Infor. Circulate the Contract in DocuSign with this 1684 form.

CONTRACT SUBTYPE (select from dropdown box below)

INFOR CONTRACT NO. if applicable

NA

CONTRACT CLASSIFICATION & AGENCY NAME (select from dropdown box below)

ADVANTAGE CONTRACT NO. if applicable

CONTRACT SUBCLASSIFICATION (LOW ORG.) (select from dropdown box below)

DEPARTMENT'S INTERNAL CONTRACT NO. if applicable

SUPPLIER or other party to the contract

SUPPLIER'S or other party's ADDRESS

Credit Service International Corporation

SUPPLIER TAX I.D.

SUPPLIER #

COMMODITY CODE (or list by Line below)

NEW or

AMEND

NA

-

-

-

X

EFFECTIVE DATES:

LENGTH OF CONTRACT

AMENDMENT ONLY: DOLLAR

TOTAL ESTIMATED CONTRACT

effective date

expiration date

(IN MONTHS)

CHANGE

AMOUNT

6/1/2023

12/31/2024 or until award a new contract, whichever comes first

19 or until award a new contract, whichever comes first

\$

5,003,333.33

ACCOUNTING INFORMATION

Year to be Encumbered or Earned

Line No.

Commodity Code

Agency

Org.

Account

Activity

Function

Reporting Category

Project / Job / Grant

Fund

Item Description

Amount to be Encumbered or Earned

2023

Consolidated Court Automation Program receives and allocates the funds to agencies

estimated revenue (May-Dec 2023)

\$ 1,983,333.33

2023

Consolidated Court Automation Program receives and allocates the funds to agencies

estimated payment to CSIC (May-Dec 2023)

\$ (120,000.00)

2024

Consolidated Court Automation Program receives and allocates the funds to agencies

estimated revenue (if entire 2024)

\$ 3,400,000.00

2024

Consolidated Court Automation Program receives and allocates the funds to agencies

estimated payment to CSIC (if entire 2024)

\$ (260,000.00)

NAME OF CONTRACT

6/1/2023 PSA for Collection of Court-Ordered Judgments and TRIP for Clerk of Court - Credit Service International Corporation

DESCRIPTION (PURPOSE OF CONTRACT)

6/1/2023 Professional Service Agreement for the Collection of Court-Ordered Judgments and Tax Refund Intercept Processing (TRIP) - The Contractor shall collect past due judgments on felony, criminal misdemeanor and traffic, local county traffic ordinance violations, and state forfeiture type cases (judgments include fine/forfeitures, surcharges, assessments, and attorney fees authorized by Wisconsin State Statutes); utilize direct collection efforts and TRIP; provide dedicated systems to make credit and debit card payment, by phone and website; provide one staff person outside assigned courtroom each morning on business days to process payment by credit/debit cards and take checks for payments for cases disposed on the same day; coordinate and manage TRIP processing; and bill the County twice monthly at the commission rate for certain collections (but not certain other collections including restitution). Per statute, the Contractor receives compensation by drawing funds from the amount collected from individuals owing funds per court order. The Consolidated Court Automation Program receives and allocates the funds to agencies. DocuSign Envelope b99a0032-8f7b-4795-bb07-0ddf8f0b5631

Was Board approval or passive review received prior to contract execution or contract amendment or extension? Check one:

X

If YES, attach and list Legistar File No. or Mental Health Board Agenda Item: 23-550

Date Approved or Reviewed: 05/25/23

If NO, why is Board approval not required? Please select from this dropdown list (or type another exemption).

Does this contract require payment before services are rendered?

YES NO

The County does not prepay for services. Draft the contract to require the Contractor to invoice the County once services are provided.

Will this contract be fully signed before work is performed?

X

 YES NO

Is Supplier certified as:

DBE?

 YES

MBE?

 YES

WBE?

 YES

SBE?

 YES

07/21/23

Prepared By

Date

Title

Signature of person with signature card authority

Date

Title

Print this page as a pdf. Upload that pdf to DocuSign. Use DocuSign to obtain the Signature of the person with signature card authority.

Certificate Of Completion

Envelope Id: B99A00328F7B4795BB070DDF8F0B5631	Status: Completed
Subject: Please DocuSign: 2023 Court Collections PSA with CSI - Clerk of Court	
Source Envelope:	
Document Pages: 64	Signatures: 13
Certificate Pages: 6	Initials: 0
AutoNav: Enabled	Envelope Originator:
Envelopeld Stamping: Enabled	Lael MacLellan
Time Zone: (UTC-06:00) Central Time (US & Canada)	633 W. Wisconsin Ave.
	Suite 901
	Milwaukee, WI 53203
	Lael.MacLellan@milwaukeecountywi.gov
	IP Address: 204.194.251.3

Record Tracking

Status: Original	Holder: Lael MacLellan	Location: DocuSign
6/2/2023 11:41:29 AM	Lael.MacLellan@milwaukeecountywi.gov	

Signer Events	Signature	Timestamp
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Lael MacLellan	Completed	Sent: 6/2/2023 2:34:22 PM
lael.maclellan@milwaukeecountywi.gov		Viewed: 6/2/2023 2:34:33 PM
Manager - Contracts		Signed: 6/2/2023 2:34:41 PM
Milwaukee County	Using IP Address: 204.194.251.3	
Security Level: Email, Account Authentication (None)		
Electronic Record and Signature Disclosure:		
Not Offered via DocuSign		

Clerk of Circuit Court Anna Hodges	Clerk of Circuit Court Anna Hodges	Sent: 6/2/2023 2:34:22 PM
Anna.Hodges@wicourts.gov		Viewed: 6/2/2023 3:07:37 PM
Clerk of Circuit Court		Signed: 6/2/2023 3:12:02 PM
Security Level: Email, Account Authentication (None)	Signature Adoption: Pre-selected Style	
	Using IP Address: 165.219.245.62	


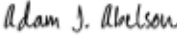



Electronic Record and Signature Disclosure:
Accepted: 6/2/2023 3:07:37 PM
ID: e88efa19-afbf-4959-a605-ef38eb66f2cf

Judd Taback	Judd Taback	Sent: 6/2/2023 3:12:06 PM
Judd.Taback@milwaukeecountywi.gov		Viewed: 6/5/2023 10:49:15 AM
Assistant Corp. Counsel, Office of Corporation Counsel		Signed: 6/5/2023 10:50:05 AM
Milwaukee County	Signature Adoption: Pre-selected Style	
Signing Group: Corporation Counsel	Using IP Address: 204.194.251.5	
Security Level: Email, Account Authentication (None)		

Electronic Record and Signature Disclosure:
Not Offered via DocuSign

Lamont Robinson	Lamont Robinson	Sent: 6/2/2023 3:12:07 PM
lamont.robinson@milwaukeecountywi.gov		Viewed: 6/4/2023 8:25:37 PM
Director, CBDP		Signed: 6/4/2023 8:28:35 PM
Milwaukee County	Signature Adoption: Pre-selected Style	
Signing Group: Office of Economic Inclusion	Using IP Address: 204.194.251.5	
Security Level: Email, Account Authentication (None)		

Electronic Record and Signature Disclosure:
Accepted: 3/11/2022 1:45:06 PM
ID: be35eacc-f2fa-4b7c-8e88-b25355c2d517

Signer Events	Signature	Timestamp
Comptroller comptrollersignature@milwaukeecountywi.gov Comptroller Milwaukee County Security Level: Email, Account Authentication (None)	 Signature Adoption: Uploaded Signature Image Using IP Address: 204.194.251.3	Sent: 6/2/2023 3:12:08 PM Viewed: 6/12/2023 1:21:57 PM Signed: 7/21/2023 4:29:40 PM
Electronic Record and Signature Disclosure: Not Offered via DocuSign		
Adam J. Abelson Adam.Abelson@milwaukeecountywi.gov Director of Risk Management Signing Group: Risk Management Security Level: Email, Account Authentication (None)	 Signature Adoption: Pre-selected Style Using IP Address: 204.194.251.5	Sent: 6/2/2023 3:12:08 PM Viewed: 8/15/2023 8:46:27 AM Signed: 8/15/2023 8:46:32 AM
Electronic Record and Signature Disclosure: Not Offered via DocuSign		
County Executive David Crowley David.Crowley@milwaukeecountywi.gov Milwaukee County Executive Milwaukee County Security Level: Email, Account Authentication (None)	 Signature Adoption: Uploaded Signature Image Using IP Address: 174.194.109.217 Signed using mobile	Sent: 8/15/2023 8:46:36 AM Viewed: 8/15/2023 12:53:24 PM Signed: 8/15/2023 12:53:54 PM
Electronic Record and Signature Disclosure: Not Offered via DocuSign		
Scott F. Brown scott.brown@milwaukeecountywi.gov Deputy Corporation Counsel Milwaukee County Signing Group: Corporation Counsel Security Level: Email, Account Authentication (None)	 Signature Adoption: Pre-selected Style Using IP Address: 204.194.251.5	Sent: 8/15/2023 12:53:58 PM Viewed: 8/16/2023 11:00:15 AM Signed: 8/16/2023 11:00:26 AM
Electronic Record and Signature Disclosure: Not Offered via DocuSign		
Wendie Vogelman wendie@creditserviceintl.com DIRECTOR OF OPERATIONS CREDIT SERVICE INTERNATIONAL CORP Security Level: Email, Account Authentication (None)	 Signature Adoption: Pre-selected Style Using IP Address: 12.127.92.70	Sent: 8/16/2023 11:00:31 AM Viewed: 8/16/2023 11:49:02 AM Signed: 8/16/2023 11:58:50 AM
Electronic Record and Signature Disclosure: Accepted: 8/16/2023 11:49:02 AM ID: cb15246a-bfee-4910-8c8f-58d04c51fbe4		

In Person Signer Events	Signature	Timestamp
Editor Delivery Events	Status	Timestamp
Agent Delivery Events	Status	Timestamp
Intermediary Delivery Events	Status	Timestamp
Certified Delivery Events	Status	Timestamp

Carbon Copy Events	Status	Timestamp
Rosario Estrada Maria.Estrada@WICOURTS.GOV Security Level: Email, Account Authentication (None) Electronic Record and Signature Disclosure: Not Offered via DocuSign	COPIED	Sent: 8/16/2023 11:58:54 AM Viewed: 8/16/2023 12:02:21 PM
Ted Chisholm Theodore.Chisholm@Wlcourts.gov Security Level: Email, Account Authentication (None) Electronic Record and Signature Disclosure: Not Offered via DocuSign	COPIED	Sent: 8/16/2023 11:58:54 AM
AP Copy APcontracts@milwaukeecountywi.gov Security Level: Email, Account Authentication (None) Electronic Record and Signature Disclosure: Accepted: 6/1/2021 7:49:55 AM ID: 277c9bf9-4872-4c44-b14a-76b235e8006d	COPIED	Sent: 8/16/2023 11:58:54 AM
Joseph Lamers Joseph.Lamers@milwaukeecountywi.gov Director, Milwaukee County Office of Strategy, Budget and Performance Milwaukee County Security Level: Email, Account Authentication (None) Electronic Record and Signature Disclosure: Not Offered via DocuSign	COPIED	Sent: 8/16/2023 11:58:54 AM
Procurement procurementapprovalrequest@milwaukeecountywi.gov Security Level: Email, Account Authentication (None) Electronic Record and Signature Disclosure: Not Offered via DocuSign	COPIED	Sent: 8/16/2023 11:58:54 AM

Witness Events	Signature	Timestamp
Notary Events	Signature	Timestamp
Envelope Summary Events	Status	Timestamps
Envelope Sent	Hashed/Encrypted	6/2/2023 2:34:22 PM
Envelope Updated	Security Checked	6/6/2023 2:43:30 PM
Envelope Updated	Security Checked	7/21/2023 4:24:59 PM
Envelope Updated	Security Checked	7/21/2023 4:24:59 PM
Certified Delivered	Security Checked	8/16/2023 11:49:02 AM
Signing Complete	Security Checked	8/16/2023 11:58:50 AM
Completed	Security Checked	8/16/2023 11:58:55 AM
Payment Events	Status	Timestamps
Electronic Record and Signature Disclosure		

CONSUMER DISCLOSURE

From time to time, Wisconsin Milwaukee County (we, us or Company) may be required by law to provide to you certain written notices or disclosures. Described below are the terms and conditions for providing to you such notices and disclosures electronically through your DocuSign, Inc. (DocuSign) Express user account. Please read the information below carefully and thoroughly, and if you can access this information electronically to your satisfaction and agree to these terms and conditions, please confirm your agreement by clicking the 'I agree' button at the bottom of this document.

Getting paper copies

At any time, you may request from us a paper copy of any record provided or made available electronically to you by us. For such copies, as long as you are an authorized user of the DocuSign system you will have the ability to download and print any documents we send to you through your DocuSign user account for a limited period of time (usually 30 days) after such documents are first sent to you. After such time, if you wish for us to send you paper copies of any such documents from our office to you, you will be charged a \$0.00 per-page fee. You may request delivery of such paper copies from us by following the procedure described below.

Withdrawing your consent

If you decide to receive notices and disclosures from us electronically, you may at any time change your mind and tell us that thereafter you want to receive required notices and disclosures only in paper format. How you must inform us of your decision to receive future notices and disclosure in paper format and withdraw your consent to receive notices and disclosures electronically is described below.

Consequences of changing your mind

If you elect to receive required notices and disclosures only in paper format, it will slow the speed at which we can complete certain steps in transactions with you and delivering services to you because we will need first to send the required notices or disclosures to you in paper format, and then wait until we receive back from you your acknowledgment of your receipt of such paper notices or disclosures. To indicate to us that you are changing your mind, you must withdraw your consent using the DocuSign 'Withdraw Consent' form on the signing page of your DocuSign account. This will indicate to us that you have withdrawn your consent to receive required notices and disclosures electronically from us and you will no longer be able to use your DocuSign Express user account to receive required notices and consents electronically from us or to sign electronically documents from us.

All notices and disclosures will be sent to you electronically

Unless you tell us otherwise in accordance with the procedures described herein, we will provide electronically to you through your DocuSign user account all required notices, disclosures, authorizations, acknowledgements, and other documents that are required to be provided or made available to you during the course of our relationship with you. To reduce the chance of you inadvertently not receiving any notice or disclosure, we prefer to provide all of the required notices and disclosures to you by the same method and to the same address that you have given us. Thus, you can receive all the disclosures and notices electronically or in paper format through the paper mail delivery system. If you do not agree with this process, please let us know as described below. Please also see the paragraph immediately above that describes the consequences of your electing not to receive delivery of the notices and disclosures electronically from us.

How to contact Wisconsin Milwaukee County:

You may contact us to let us know of your changes as to how we may contact you electronically, to request paper copies of certain information from us, and to withdraw your prior consent to receive notices and disclosures electronically as follows:

To contact us by email send messages to: plee@milwcnty.com

To advise Wisconsin Milwaukee County of your new e-mail address

To let us know of a change in your e-mail address where we should send notices and disclosures electronically to you, you must send an email message to us at plee@milwcnty.com and in the body of such request you must state: your previous e-mail address, your new e-mail address. We do not require any other information from you to change your email address..

In addition, you must notify DocuSign, Inc to arrange for your new email address to be reflected in your DocuSign account by following the process for changing e-mail in DocuSign.

To request paper copies from Wisconsin Milwaukee County

To request delivery from us of paper copies of the notices and disclosures previously provided by us to you electronically, you must send us an e-mail to plee@milwcnty.com and in the body of such request you must state your e-mail address, full name, US Postal address, and telephone number. We will bill you for any fees at that time, if any.

To withdraw your consent with Wisconsin Milwaukee County

To inform us that you no longer want to receive future notices and disclosures in electronic format you may:

- i. decline to sign a document from within your DocuSign account, and on the subsequent page, select the check-box indicating you wish to withdraw your consent, or you may;
- ii. send us an e-mail to plee@milwcnty.com and in the body of such request you must state your e-mail, full name, IS Postal Address, telephone number, and account number. We do not need any other information from you to withdraw consent.. The consequences of your withdrawing consent for online documents will be that transactions may take a longer time to process..

Required hardware and software

Operating Systems:	Windows2000? or WindowsXP?
Browsers (for SENDERS):	Internet Explorer 6.0? or above
Browsers (for SIGNERS):	Internet Explorer 6.0?, Mozilla FireFox 1.0, NetScape 7.2 (or above)
Email:	Access to a valid email account
Screen Resolution:	800 x 600 minimum
Enabled Security Settings:	<ul style="list-style-type: none"> • Allow per session cookies • Users accessing the internet behind a Proxy Server must enable HTTP

	1.1 settings via proxy connection
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****** These minimum requirements are subject to change. If these requirements change, we will provide you with an email message at the email address we have on file for you at that time providing you with the revised hardware and software requirements, at which time you will have the right to withdraw your consent.

Acknowledging your access and consent to receive materials electronically

To confirm to us that you can access this information electronically, which will be similar to other electronic notices and disclosures that we will provide to you, please verify that you were able to read this electronic disclosure and that you also were able to print on paper or electronically save this page for your future reference and access or that you were able to e-mail this disclosure and consent to an address where you will be able to print on paper or save it for your future reference and access. Further, if you consent to receiving notices and disclosures exclusively in electronic format on the terms and conditions described above, please let us know by clicking the 'I agree' button below.

By checking the 'I Agree' box, I confirm that:

- I can access and read this Electronic CONSENT TO ELECTRONIC RECEIPT OF ELECTRONIC CONSUMER DISCLOSURES document; and
- I can print on paper the disclosure or save or send the disclosure to a place where I can print it, for future reference and access; and
- Until or unless I notify Wisconsin Milwaukee County as described above, I consent to receive from exclusively through electronic means all notices, disclosures, authorizations, acknowledgements, and other documents that are required to be provided or made available to me by Wisconsin Milwaukee County during the course of my relationship with you.

Certificate Of Completion

Envelope Id: AC788AF1-889F-4CBB-BBDA-D624F6BEA941

Status: Sent

Subject: 2025 - Credit Service International - PSA for Court Collections Services - Clerk of Court

Source Envelope:

Document Pages: 88

Signatures: 5

Envelope Originator:

Certificate Pages: 6

Initials: 0

Lael MacLellan

AutoNav: Enabled

633 W. Wisconsin Ave.

Envelopeld Stamping: Enabled

Suite 901

Time Zone: (UTC-06:00) Central Time (US & Canada)

Milwaukee, WI 53203

Lael.MacLellan@milwaukeecountywi.gov

IP Address: 204.194.251.3

Record Tracking

Status: Original

Holder: Lael MacLellan

Location: DocuSign

2/7/2025 4:49:00 PM

Lael.MacLellan@milwaukeecountywi.gov

Signer Events

Signature

Timestamp

Clerk of Circuit Court Anna Hodges

Anna.Hodges@wicourts.gov

Clerk of Circuit Court

Security Level: Email, Account Authentication
(None)

Clerk of Circuit Court Anna Hodges

Signature Adoption: Pre-selected Style
Using IP Address: 165.219.245.62

Sent: 2/7/2025 5:33:54 PM

Viewed: 2/24/2025 4:04:05 PM

Signed: 2/24/2025 4:11:02 PM

Electronic Record and Signature Disclosure:

Accepted: 2/24/2025 4:04:05 PM

ID: 747996bb-93a8-4c30-96f1-c3a296ec2a58

In Process

Sent: 2/24/2025 4:11:05 PM

Viewed: 3/5/2025 2:23:39 PM

Assistant Corporation Counsel

Milwaukee County

Signing Group: Corporation Counsel

Security Level: Email, Account Authentication
(None)

Electronic Record and Signature Disclosure:

Not Offered via Docusign

Lamont Robinson

lamont.robinson@milwaukeecountywi.gov

Director, OEI

Milwaukee County

Signing Group: Office of Economic Inclusion

Security Level: Email, Account Authentication
(None)

Lamont Robinson

Signature Adoption: Pre-selected Style
Using IP Address: 204.194.251.5

Sent: 2/24/2025 4:11:06 PM

Viewed: 2/25/2025 8:42:30 AM

Signed: 2/25/2025 8:43:23 AM

Electronic Record and Signature Disclosure:

Accepted: 3/11/2022 1:45:06 PM

ID: be35eacc-f2fa-4b7c-8e88-b25355c2d517

Comptroller AX Review

axreview@milwaukeecountywi.gov

Deputy Comptroller

Security Level: Email, Account Authentication
(None)

Ax Review

Signature Adoption: Uploaded Signature Image
Using IP Address: 204.194.251.5

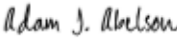
Sent: 3/7/2025 8:11:26 AM

Viewed: 3/10/2025 8:18:46 AM

Signed: 3/10/2025 8:19:33 AM

Electronic Record and Signature Disclosure:

Not Offered via Docusign

Signer Events	Signature	Timestamp
Adam J. Abelson Adam.Abelson@milwaukeecountywi.gov Director of Risk Management Signing Group: Risk Management Security Level: Email, Account Authentication (None)	 Signature Adoption: Pre-selected Style Using IP Address: 204.194.251.3	Sent: 2/24/2025 4:11:07 PM Viewed: 2/27/2025 10:32:57 AM Signed: 2/27/2025 10:33:04 AM

Electronic Record and Signature Disclosure:
Not Offered via DocuSign

County Executive David Crowley
David.Crowley@milwaukeecountywi.gov
Security Level: Email, Account Authentication (None)

Electronic Record and Signature Disclosure:
Not Offered via DocuSign

Corporation Counsel

Signing Group: Corporation Counsel
Security Level: Email, Account Authentication (None)

Electronic Record and Signature Disclosure:
Not Offered via DocuSign

Wendie Vogelman
wendie@creditserviceintl.com
Security Level: Email, Account Authentication (None)

Electronic Record and Signature Disclosure:
Accepted: 8/16/2023 11:49:02 AM
ID: cb15246a-bfee-4910-8c8f-58d04c51fbe4

In Process

In Person Signer Events	Signature	Timestamp
Editor Delivery Events	Status	Timestamp
Agent Delivery Events	Status	Timestamp
Intermediary Delivery Events	Status	Timestamp
Certified Delivery Events	Status	Timestamp
Carbon Copy Events	Status	Timestamp

Comptroller
comptrollersignature@milwaukeecountywi.gov
Comptroller
Milwaukee County
Security Level: Email, Account Authentication (None)

Electronic Record and Signature Disclosure:
Not Offered via DocuSign

Joseph Lamers
Joseph.Lamers@milwaukeecountywi.gov
Security Level: Email, Account Authentication (None)

Electronic Record and Signature Disclosure:
Not Offered via DocuSign

COPIED

Sent: 3/7/2025 8:11:27 AM

Carbon Copy Events	Status	Timestamp
Procurement procurementapprovalrequest@milwaukeecountywi.gov Security Level: Email, Account Authentication (None) Electronic Record and Signature Disclosure: Not Offered via DocuSign		

Witness Events	Signature	Timestamp
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Notary Events	Signature	Timestamp
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Envelope Summary Events	Status	Timestamps
Envelope Sent	Hashed/Encrypted	2/7/2025 5:33:54 PM
Envelope Updated	Security Checked	2/10/2025 4:09:36 PM

Payment Events	Status	Timestamps
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Electronic Record and Signature Disclosure
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In Process

CONSUMER DISCLOSURE

From time to time, Wisconsin Milwaukee County (we, us or Company) may be required by law to provide to you certain written notices or disclosures. Described below are the terms and conditions for providing to you such notices and disclosures electronically through your DocuSign, Inc. (DocuSign) Express user account. Please read the information below carefully and thoroughly, and if you can access this information electronically to your satisfaction and agree to these terms and conditions, please confirm your agreement by clicking the 'I agree' button at the bottom of this document.

Getting paper copies

At any time, you may request from us a paper copy of any record provided or made available electronically to you by us. For such copies, as long as you are an authorized user of the DocuSign system you will have the ability to download and print any documents we send to you through your DocuSign user account for a limited period of time (usually 30 days) after such documents are first sent to you. After such time, if you wish for us to send you paper copies of any such documents from our office to you, you will be charged a \$0.00 per-page fee. You may request delivery of such paper copies from us by following the procedure described below.

Withdrawing your consent

If you decide to receive notices and disclosures from us electronically, you may at any time change your mind and tell us that thereafter you want to receive required notices and disclosures only in paper format. How you must inform us of your decision to receive future notices and disclosure in paper format and withdraw your consent to receive notices and disclosures electronically is described below.

Consequences of changing your mind

If you elect to receive required notices and disclosures only in paper format, it will slow the speed at which we can complete certain steps in transactions with you and delivering services to you because we will need first to send the required notices or disclosures to you in paper format, and then wait until we receive back from you your acknowledgment of your receipt of such paper notices or disclosures. To indicate to us that you are changing your mind, you must withdraw your consent using the DocuSign 'Withdraw Consent' form on the signing page of your DocuSign account. This will indicate to us that you have withdrawn your consent to receive required notices and disclosures electronically from us and you will no longer be able to use your DocuSign Express user account to receive required notices and consents electronically from us or to sign electronically documents from us.

All notices and disclosures will be sent to you electronically

Unless you tell us otherwise in accordance with the procedures described herein, we will provide electronically to you through your DocuSign user account all required notices, disclosures, authorizations, acknowledgements, and other documents that are required to be provided or made available to you during the course of our relationship with you. To reduce the chance of you inadvertently not receiving any notice or disclosure, we prefer to provide all of the required notices and disclosures to you by the same method and to the same address that you have given us. Thus, you can receive all the disclosures and notices electronically or in paper format through the paper mail delivery system. If you do not agree with this process, please let us know as described below. Please also see the paragraph immediately above that describes the consequences of your electing not to receive delivery of the notices and disclosures electronically from us.

How to contact Wisconsin Milwaukee County:

You may contact us to let us know of your changes as to how we may contact you electronically, to request paper copies of certain information from us, and to withdraw your prior consent to receive notices and disclosures electronically as follows:

To contact us by email send messages to: plee@milwcnty.com

To advise Wisconsin Milwaukee County of your new e-mail address

To let us know of a change in your e-mail address where we should send notices and disclosures electronically to you, you must send an email message to us at plee@milwcnty.com and in the body of such request you must state: your previous e-mail address, your new e-mail address. We do not require any other information from you to change your email address..

In addition, you must notify DocuSign, Inc to arrange for your new email address to be reflected in your DocuSign account by following the process for changing e-mail in DocuSign.

To request paper copies from Wisconsin Milwaukee County

To request delivery from us of paper copies of the notices and disclosures previously provided by us to you electronically, you must send us an e-mail to plee@milwcnty.com and in the body of such request you must state your e-mail address, full name, US Postal address, and telephone number. We will bill you for any fees at that time, if any.

To withdraw your consent with Wisconsin Milwaukee County

To inform us that you no longer want to receive future notices and disclosures in electronic format you may:

- i. decline to sign a document from within your DocuSign account, and on the subsequent page, select the check-box indicating you wish to withdraw your consent, or you may;
- ii. send us an e-mail to plee@milwcnty.com and in the body of such request you must state your e-mail, full name, IS Postal Address, telephone number, and account number. We do not need any other information from you to withdraw consent.. The consequences of your withdrawing consent for online documents will be that transactions may take a longer time to process..

Required hardware and software

Operating Systems:	Windows2000? or WindowsXP?
Browsers (for SENDERS):	Internet Explorer 6.0? or above
Browsers (for SIGNERS):	Internet Explorer 6.0?, Mozilla FireFox 1.0, NetScape 7.2 (or above)
Email:	Access to a valid email account
Screen Resolution:	800 x 600 minimum
Enabled Security Settings:	<ul style="list-style-type: none">• Allow per session cookies• Users accessing the internet behind a Proxy Server must enable HTTP

	1.1 settings via proxy connection
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****** These minimum requirements are subject to change. If these requirements change, we will provide you with an email message at the email address we have on file for you at that time providing you with the revised hardware and software requirements, at which time you will have the right to withdraw your consent.

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