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From the Director, Child Support Services, respectfully requesting authorization to enter into a Restated Agreement for Information Technology Services with Conduent State & Local Solutions, Inc., for call center services for an initial period from February 1, 2020 through January 31, 2023 at a \$40,000 monthly rate plus additional costs for mailing, travel and consulting-related expenses and the County may exercise options to extend for 2, two-year extension periods through January 31, 2025 and January 31, 2027 in which monthly compensation will be increased by 5% over the previous period's monthly compensation, by recommending adoption of the following:

A RESOLUTION

WHEREAS, Conduent State & Local Solutions, Inc., (Conduent) currently operates the State of Wisconsin's (the State) Child Support Trust Fund, and provides call center services for several county child support agencies around the State; and

WHEREAS, Child Support Services (CSS) currently uses Conduent for our call center services to research and resolve customer calls; and

WHEREAS, the term of the contract would be from February 1, 2020, through January 31, 2023, and cost \$458,000 the first year, \$500,000 the second year, and \$542,000 the third year, with the option to extend for two additional, two-year periods with monthly compensation increasing by 5 percent over the previous period's monthly compensation; and

WHEREAS, CSS receives 66 percent cost reimbursement revenue; and

WHEREAS, improvements in workflow processing and staffing in areas directly impacting performance have the potential to dramatically improve child support services for Milwaukee County residents, and increase performance funding for CSS; and

WHEREAS, the Committee on Finance and Audit, at its meeting of December 12, 2019, recommended adoption of File No. 19-882 (vote 6-0); now, therefore,

BE IT RESOLVED, the Milwaukee County Board of Supervisors hereby authorizes Child Support Services to enter into a Restated Agreement for Information Technology services with Conduent State & Local Solutions, Inc., for call center services for an initial period effective February 1, 2020, through January 31, 2023, at a \$40,000 monthly rate plus additional costs for mailing, travel, and consulting-related expenses; and

BE IT FURTHER RESOLVED, Milwaukee County may exercise options to extend for two additional, two-year extension periods, through January 31, 2025, and January 31, 2027, in which monthly compensation will be increased by 5 percent over the previous period's monthly compensation.

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