

**MILWAUKEE COUNTY**  
**Interoffice Memo**

**DATE:** November 12, 2019  
**TO:** Supervisor Theodore Lipscomb, Sr., Chairman, Board of Supervisors  
**FROM:** Jim Sullivan, Director, Department of Child Support Services  
**RE:** **AUTHORIZATION TO EXECUTE A RESTATED AGREEMENT FOR INFORMATION TECHNOLOGY SERVICES**

The Department of Child Support is respectfully requesting authorization to execute a restated agreement for information technology services

**DISCUSSION**

Conduent currently contracts with the State of Wisconsin to run the Wisconsin Child Support Trust Fund, which collects and disburses all child support payments in Wisconsin and includes a call center for child support payment issues. Through that contract it is the only vendor that has access to Wisconsin's confidential statewide child support case management and support disbursement system, called KIDS (Kids Information Data System). Additionally, Conduent is a nationwide leader in assisting states and large urban jurisdictions to improve child support performance. It offers consulting services to study and evaluate child support work processes and make recommendations for improving processes to more dramatically improve performance.

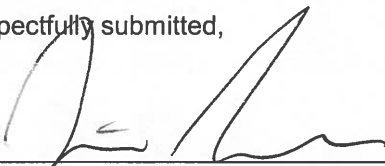
**FISCAL EFFECT**

A fiscal note is attached, reflecting a three year contract starting on February 2020 through January 31, 2023.

**RECOMMENDATION**

The Department recommends that the County Board authorize the execution of Restated Agreement for Information and Technology Services

Respectfully submitted,



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Jim Sullivan, Director  
Department of Child Support Services

cc: Chris Abele, Milwaukee County Executive Office  
Raisa Koltun, Chief of Staff, Milwaukee County Executive's Office  
James "Luigi" Schmitt, Chair, Finance and Audit Committee  
Willie Johnson, Jr., Vice Chair, Finance and Audit Committee  
Lindsey Shreves, Fiscal & Budget Analyst, Department of Administrative Services  
Shanin Brown, Committee Coordinator  
Steve Cady, Director of Research and Policy

Attachments