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(ITEM ) From the Director, Department of Child Support Services, requesting authorization to enter into a consulting and call center services contract with Xerox State & Local Solutions, Inc., for a term from October 1, 2014, through November 30, 2017, in an amount of \$550,000 for the first year and \$500,000 for the second and third years, by recommending adoption of the following:

**A RESOLUTION**

WHEREAS, Milwaukee County Department of Child Support Services (CSS) currently operates its own call center services, utilizing a ten-year-old, expensive-to-maintain software system that has experienced serious breakdowns; and

WHEREAS, the cost to replace the call center system would require substantial County investment; and

WHEREAS, Xerox currently operates the State of Wisconsin’s Child Support Trust Fund and provides call center services for several county child support agencies around the State; and

WHEREAS, CSS is able to obtain both workflow consultation and call center services from Xerox State & Local Solutions, Inc., while reassigning call center personnel to duties directly impacting performance; and

WHEREAS, the term of the contract would be from October 1, 2014, through November 30, 2017, and would cost \$550,000 for the first year and \$500,000 for the second and third years; and

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

BE IT RESOLVED, that the Milwaukee County Board of Supervisors hereby authorizes the Department of Child Support Services to enter into a contract with Xerox State & Local Solutions, Inc., for consulting and call center services.