



# Milwaukee County

## Legislation Details (With Text)

**File #:** 19-882      **Version:** 1      **Name:** Restated Agreement for Information Technology Services-Call Center Contract with Conduent  
**Type:** Action Report      **Status:** Signed  
**File created:** 11/12/2019      **In control:** County Clerk  
**On agenda:**      **Final action:** 1/6/2020

**Title:** 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.

**Sponsors:**

**Indexes:**

**Code sections:**

**Attachments:** 1. 19-882 Board Report - Conduent Contract, 2. 19-882 Fiscal Note - Conduent Contract, 3. 19-882 Resolution Conduent - 2020, 4. 19-882 Conduent Contract 2020-2023, 5. 19-882 COUNTY BOARD RESOLUTION

Date	Ver.	Action By	Action	Result
1/6/2020	1	County Executive	SIGNED	
12/19/2019	1	Milwaukee County Board of Supervisors	ADOPTED	Pass
12/12/2019	1	Finance and Audit Committee	RECOMMENDED FOR ADOPTION	Pass
12/2/2019	1	Board Chairman	REFERRED	

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.

"SEE ATTACHMENTS"