

**COUNTY OF RACINE
FINANCE & HUMAN RESOURCES COMMITTEE**

Supervisor Don Trottier, Chairman
Supervisor Robert Miller, Vice Chairman
Supervisor John Wisch, Secretary
Supervisor Nick Demske
Supervisor Scott Maier

Supervisor Jody Spencer
Supervisor Jason Eckman
Adan Merino-Cabrera, Youth in Governance Representative
Daysia Ward, Youth in Governance Representative

*** THIS LOCATION IS HANDICAP ACCESSIBLE. If you have other special needs, please contact the Racine County Board Office, 730 Wisconsin Avenue, Racine, Wisconsin 53403 (262) 636-3571, fax (262) 636-3491 or the TTD/RELAY 1-800-947-3529. ***

DO NOT ATTEND THIS MEETING if you are experiencing any of these symptoms or if you have been in contact with anyone with these symptoms: **shortness of breath or difficulty breathing, cough, chills, nasal congestion, sore throat, fatigue, loss of sense of taste or smell, fever greater than 100.4.**

NOTICE OF MEETING OF THE
FINANCE AND HUMAN RESOURCES COMMITTEE

DATE: **WEDNESDAY May 17, 2023**

TIME: **5:00 p.m.**

PLACE: **IVES GROVE OFFICE COMPLEX
AUDITORIUM
14200 WASHINGTON AVENUE
STURTEVANT, WISCONSIN 53177**

1. Convene Meeting
2. Chairman Comments – Youth in Governance/Comments
3. Public Comments
4. Approval of Minutes from the May 3, 2023, committee meeting – Action of the Committee only.
5. County Executive – Jonathan Delagrave – Update on State of Wisconsin shared revenue formula – Information Only.
6. Register of Deeds – Karie Pope – Authorize a multi-year contract with TriMin Systems, Inc. for the period of 1/1/2024 – 12/31/2026 - 2023 – Resolution – Action Requested: 1st Reading at the May 23, 2023, County Board Meeting.
7. Transfers
 - a. Sheriff – Christopher Schmaling – Authorize the elimination of 1 FTE Non-Rep Non-Exempt N010 Clerk 1 and addition of 1 FTE Non-Rep Non-Exempt N036 Property

Clerk effective 6/17/2023 and use of sufficient funds within the 2023 Sheriff Budget.

- b. Corporation Counsel – Michael Lanzdorf – Authorize a contract with Conduent State & Local Solutions, Inc. for the period of 9/1/2023 - 12/31/2024 and transfer of \$36,000 within the 2023 Child Support Budget.

8. Communication & Report Referrals from County Board Meeting:

a. Bankruptcy items:

Type of Action:	Person/Persons
Chapter 13 Notice of Case	Melissa Verbeten; Michael Verbeten; Larry Haynes; India Daniels;
Chapter 13 Order of Discharge	Mcmurry Wilson; Tiffney Wilson; Kenneth Johnson Sr; Kelli Michels; Kari Tower-Sevick; Michael Sevick;
Chapter 13 Notice and Motion to Dismiss Confirmed Plan	Sheila Chappell; Melissa Pedersen; Jerome Seidl Jr; Pamela Seidl; Jeffrey Urquhart; Jannet White;
Chapter 13 Order Modifying Confirmed Plan	Shawn Egerson;
Chapter 13 Order Confirming Chapter 13 Plan	Raymond Ellis; Mark Conrad; Juanita Hall; Daniel Miles; Nicole Miles;
Chapter 13 Order Continuing Automatic Stay	Russell Murphy; Lisa Murphy; Monica Falduto;
Chapter 7 Notice of Case – No Proof of Claim Deadline	William Cramer; Brittany Jones; Angela Gruber;
Chapter 7 Notice of Trustee’s Second Proposed Abandonment	Carl Orta; Trisha Orta;

9. Staff Report – No Action Items.

- Finance & Human Resources Committee – Next meeting will be a joint FHR/HHD meeting on May 23, 2023, at 5:00 p.m.
- Next regularly scheduled meeting will be June 7, 2023.

10. Adjournment

FINANCE & HUMAN RESOURCES COMMITTEE ACTION ONLY

Requestor/Originator Finance & Human Resources Committee

Committee/Individual Sponsoring: Finance & Human Resources Committee

Date of Committee Meeting: 5/17/2023

**Signature of Committee Chairperson
/Designee:** _____

Description: Minutes from the May 3, 2023 FHR Meeting

Action: **County Board Supervisors**
 Approve
 Deny

Youth In Governance
 Approve
 Deny

FINANCE AND HUMAN RESOURCES COMMITTEE MEETING
Wednesday, May 3rd, 2023

IVES GROVE OFFICE COMPLEX
AUDITORIUM
14200 WASHINGTON AVENUE
STURTEVANT, WISCONSIN 53177

Meeting attended by: Chairman Trottier, Supervisors Eckman, Demske, Maier, Spencer, and Miller, Youth in Governance Representative Ward, Finance Director Gwen Zimmer, and Assistant Human Resources Director Nicole Brooks.

Other attendees: Finance and Budget Manager Byron Dean, Portfolio Servicing Specialist Andrea Safedis, Director of Fixed Income and Portfolio Manager Robert Leuty, Chief Investment Officer and Portfolio Manager Joseph Veranth, County Conservationist Chad Sampson, and Engineering Manager Alex Valley.

Excused: Supervisor Wisch and Youth in Governance Representative Adan Merino-Cabrera.

Agenda Item #1 – Convene Meeting

Meeting Called to Order at 5:00 p.m. by Chairman Trottier.

Agenda Item #2 – Youth in Governance/Comments

Youth in Governance statement was read by Youth Representative Ward.

Agenda Item #3 – Public Comments

There were no public comments.

Agenda Item #4 – Approval of Minutes from the April 19, 2023, committee meeting

Action: Approve the minutes from the April 19, 2023, committee meeting.

Motion Passed: Moved: Supervisor Miller. Seconded by Supervisor Eckman. Vote: All Ayes No Nays. Advisory Vote: All Ayes, No Nays.

Agenda Item #5 – Finance Department – Gwen Zimmer – Racine County 1st Quarter 2023 Investment Report (Staff from DANA Investments will be available to discuss the materials) – 2023 – Report.

Director of Fixed Income and Portfolio Manager Robert Leuty, and Chief Investment Officer and Portfolio Manager Joseph Veranth presented this item.

Chairman Trottier requested the report be forwarded to the full County Board.

The Committee requested an explanation of Dana Investments' negative amounts for February.

Agenda Item #6 – Racine County Economic Development Corporation –Andrea Safedis– Status of the Racine County Matching Grant Program – 1st Quarter 2023 – Action of the Committee only

Action: Committee requests the report be forwarded to the full County Board.

Motion Passed: Moved: Supervisor Miller. Seconded by Supervisor Demske. Vote: All Ayes No

FINANCE AND HUMAN RESOURCES COMMITTEE MEETING
Wednesday, May 3rd, 2023

Nays. Advisory Vote: All Ayes, No Nays.

Agenda Item #7 – Transfers:

- a. **Public Works & Development Services - Roley Behm – Authorize the acceptance of a Southeastern Wisconsin Fox River Commission grant for environmental and recreational improvements at Margis Jr Wildlife Area in the amount of \$25,000 and transfer of funds within the Land Conservation 2023 Budget. – 2023 – Resolution – Action Requested: 1st Reading at the May 9, 2023, County Board Meeting.**

County Conservationist Chad Sampson presented this item.

Action: To authorize the acceptance of a Southeastern Wisconsin Fox River Commission grant for environmental and recreational improvements at Margis Jr Wildlife Area in the amount of \$25,000 and transfer of funds within the Land Conservation 2023 Budget. – 2023 – Resolution – Action Requested: 1st Reading at the May 9, 2023, County Board Meeting.

Motion Passed: Moved: Supervisor Miller. Seconded by Supervisor Maier. Vote: All Ayes, No Nays. Advisory Vote: All Ayes, No Nays.

- b. **Public Works & Development Services – Roley Behm– Authorize the creation of a new capital project for CTH C STP-URBAN Project from Ohio St. to Fairway Dr. and transfer of \$59,311 within the Public Works 2023 Budget. – 2023 – Resolution – Action Requested: 1st Reading at the May 9, 2023, County Board Meeting.**

Engineering Manager Alex Valley presented this item.

Action: To authorize the creation of a new capital project for CTH C STP-URBAN Project from Ohio St. to Fairway Dr. and transfer of \$59,311 within the Public Works 2023 Budget. – 2023 – Resolution – Action Requested: 1st Reading at the May 9, 2023, County Board Meeting.

Motion Passed: Moved: Supervisor Miller. Seconded by Supervisor Demske. Vote: All Ayes, No Nays. Advisory Vote: All Ayes, No Nays.

- c. **Finance Department – Gwen Zimmer – Transfer of funds within the Human Services Department, Public Works and Development Services Department, Capital funds, and various departments in the General Fund to close the 2022 year – 2023 – Resolution – Action Requested: 1st Reading at the May 9, 2023, County Board Meeting.**

Finance and Budget Manager Byron Dean presented this item.

Action: To authorize the transfer of funds within the Human Services Department,

FINANCE AND HUMAN RESOURCES COMMITTEE MEETING
Wednesday, May 3rd, 2023

Public Works and Development Services Department, Capital funds, and various departments in the General Fund to close the 2022 year – 2023 – Resolution – Action Requested: 1st Reading at the May 9, 2023, County Board Meeting.

Motion Passed: Moved: Supervisor Demske. Seconded by Supervisor Miller. Vote: All Ayes, No Nays. Advisory Vote: All Ayes, No Nays.

Agenda Item #8 - Finance Department – Gwen Zimmer – 2023 1st Quarter Racine County Accepted Donations – 2023 – Report.

Chairman Trottier requested the report be forwarded to the full County Board.

The Committee requests the report be shared with the County Board.

The Committee requests more information about the Red Onion donation to the County.

Agenda Item #9 -Communication & Report Referrals from County Board Meeting:

Action: Receive and file item a.

Motion Passed: Moved by Supervisor Miller . Seconded by Supervisor Eckman. Vote: All Ayes, No Nays. Advisory Vote: All Ayes, No Nays.

Agenda Item #10 – Staff Report – No Action Items.

- a. Finance & Human Resources Committee – Next Meeting will be May 17, 2023.

Agenda Item #11 – Adjournment.

Action: Adjourn the meeting at 5:53 p.m.

Motion Passed: Moved by Supervisor Eckman. Seconded by Supervisor Maier. Vote: All Ayes, No Nays.

REQUEST FOR COUNTY BOARD ACTION

YEAR	2023		Resolution Request
			Ordinance Request
		X	Report Request

Requestor/Originator: County Executive

Person knowledgeable about the request who will appear and present before the Committee and County Board (2nd Reading) Jonathan Delagrave, County Executive
 If a person is not in attendance the item may be held over.

Does the County Executive know of this request: Yes

If related to a position or position change, Does the Human Resources Director know of this request: N/A

Does this request propose the expenditure, receipt or transfer of any funds? No
 If the answer is "YES". A fiscal note is required. If Fiscal Note is not created by Finance, send to Finance & Budget Manager before it goes to Committee.

Committee/Individual Sponsoring: Finance & Human Resources Committee

Date Considered by Committee: 5/17/2023 Date of County Board Meeting to be Introduced: 5/23/2023

1st Reading: 1st & 2nd Reading: *

* If applicable, include a paragraph in the memo explaining why 1st and 2nd reading is required.

Signature of Committee Chairperson/Designee: _____

SUGGESTED TITLE OF RESOLUTION/ORDINANCE/REPORT:

County Executive – Jonathan Delagrave – Update on State of Wisconsin shared revenue formula – Information Only.

The suggested title should contain what the Committee is being asked to take action on (ex: Authorize, Approve) . If the action includes a transfer this must be included in the title.

SUBJECT MATTER:

The attached memo describes in detail the nature of resolution /ordinance /report and any specific facts which you want included in resolution/ordinance/report must be attached.

If requesting a multi year contract a copy of the contract or draft contract must be attached

Any request which requires the expenditure or transfer of funds must be accompanied by a fiscal note that shows the specific amount being transferred and the account number from which these funds will be taken and to which they will be transferred.

THIS FORM MUST BE FILLED OUT COMPLETELY PRIOR TO YOUR APPEARANCE BEFORE A COMMITTEE.

REQUEST FOR COUNTY BOARD ACTION

YEAR	2023	X	Resolution Request
			Ordinance Request
			Report Request

Requestor/Originator: Register of Deeds

Person knowledgeable about the request who will appear and present before the Committee and County Board (2nd Reading)
If a person is not in attendance the item may be held over. Karie Pope, Register of Deeds

Does the County Executive know of this request: Yes

If related to a position or position change, Does the Human Resources Director know of this request: N/A

Does this request propose the expenditure, receipt or transfer of any funds? Yes

If the answer is "YES". A fiscal note is required. If Fiscal Note is not created by Finance, send to Finance & Budget Manager before it goes to Committee.

Committee/Individual Sponsoring: Finance & Human Resources Committee

Date Considered by Committee: 5/17/2023 Date of County Board Meeting to be Introduced: 5/23/2023

1st Reading: 1st & 2nd Reading: *

* If applicable, include a paragraph in the memo explaining why 1st and 2nd reading is required.

Signature of Committee Chairperson/Designee: _____

SUGGESTED TITLE OF RESOLUTION/ORDINANCE/REPORT:

Authorize a multi-year contract with TriMin Systems, Inc. for the period of 1/1/2024 – 12/31/2026

The suggested title should contain what the Committee is being asked to take action on (ex: Authorize, Approve) . If the action includes a transfer this must be included in the title.

SUBJECT MATTER:

The attached memo describes in detail the nature of resolution /ordinance /report and any specific facts which you want included in resolution/ordinance/report must be attached.

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MAY-17-2023

FISCAL NOTE RESOLUTION NO:

EXHIBIT "A"

Fiscal Year: **2023**

ACCOUNT NAME	ACCOUNT NUMBER	CURRENT BUDGET	CURRENT BALANCE
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REGISTER OF DEEDS

2023 BUDGET

SWM - TRIMIN	12002000.427000	133,322	93,134
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ANTICIPATED REMAINING 2023 BUDGET

133,322	93,134
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2024 CONTRACT AMOUNT

45,684

2025-2026 CONTRACT AMOUNTS

SWM - TRIMIN	12002000.427000		98,334
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THERE ARE SUFFICIENT FUNDS AVAILABLE TO COVER THIS CONTRACT FOR 2024 - 2025 AND FOR 2026 WITH FUTURE COUNTY BOARD APPROVAL

NOTE: This contract period is from 1/1/2024 - 12/31/2026

Date: May 16, 2023

To: Don Trottier
Chairman, Finance Committee

From: Karie Pope
Register of Deeds

Re: Authorization for a 3-year contract with TriMin Solutions

TriMin Systems has been a vendor with the Register of Deeds department since 2002. They provide us with our electronic recording software called Landlink and the software that the public uses to view recorded documents called Landshark. They are one of the few vendors that provide this service other than Fidlar which is a much bigger and more expensive.

Currently, we are in the middle of changing our imaging vendor from MHC to FileDirector. One aspect of exporting the data is that our software needs to be converted to view images through FileDirector. I received a Statement of Work from TriMin to perform this task in the amount of \$6,000. After doing some checking, this seems to be the going rate.

On April 12th, I received an email from TriMin with an offer to waive the \$6,000 if the County is willing to make a 3-year commitment to continue with utilizing TriMin solutions. I have no reason to change vendors in the future and ask for your support in moving ahead with a 3-year commitment with Trimin Solutions.

Attached is their contract with the 3-year schedule for your review. Each year shows a 5% increase which is consistent with the last few years.

Thank you for your consideration.

Karie Pope
Register of Deeds



Schedule C – Software Maintenance Agreement

Licensors
TriMin Systems, Inc. 2277 Hwy 36 West Suite 250 Roseville, MN 55113
Contact: Christine Billins Account Executive

Customer
Racine County Register of Deeds 730 Wisconsin Ave. Racine WI 53403
Contact: Karie Pope Register of Deeds

Agreement Number	DATE		
SMA05012023	05/01/2023		

Software Maintenance Supports:
<ul style="list-style-type: none">• LandLink• LandShark• Land Notification• LandScan• Tax Integration• GIS Integration• Image Mover• Vitals• Imaging Integration

Software Maintenance Fees:	
Support for new products	\$0.00
Sales Tax:	\$0.00
Total Software Annual Maintenance Fees:	See page 2



Schedule C – Software Maintenance Agreement

Term: This Software Maintenance Agreement shall commence on the start date of January 1, 2024 and continue for 3 years. The payments below are due annually on January 1st. Thereafter, this Software License Agreement shall continue for successive one (1) year terms (the “**Renewal Terms**”) unless Customer provides TriMin with written notice of its intention to terminate at least sixty (60) days prior to the end of the first Renewal Term or thereafter, as applicable. Notwithstanding the foregoing, either party may terminate this Software Maintenance Agreement on sixty (60) days written notice to other party who is in breach or default under the contract, and Customer shall be entitled to a pro rata return of the annual fee.

Payment Terms: First payment due January 1, 2024. Customer shall pay all amounts identified below in the 3-year maintenance pricing set for the below, due January 1st of each year. As a part of this 3-year commitment, the \$6,000 fee for the integration of File Director will be waived. Racine County, for or on behalf of itself or its agencies, departments, officers, agents or employees, may cancel this agreement prior to the expiration of the three-year term if the County Board of Supervisors does not approve the funding of the annual software maintenance fees noted below in that applicable yearly budget. Upon such early cancellation, Racine County shall pay the \$6,000.00 integration fee previously waived. Except for the Term and Payment Terms, this Software Maintenance Agreement is governed by the Master Computer Software License Agreement between the parties.

Year	Total Cost
2024	\$45,684
2025	\$47,968
2026	\$50,366

IN WITNESS WHEREOF, this Agreement has been executed and delivered as of the date written.

Dated: _____

TriMin Systems, Inc

By _____
Christine Billins, Account Executive

Dated: _____

Racine County

By _____
Karie Pope, Register of Deeds

REQUEST FOR COUNTY BOARD ACTION

YEAR	<u>2023</u>	<input checked="" type="checkbox"/>	Resolution Request
		<input type="checkbox"/>	Ordinance Request
		<input type="checkbox"/>	Report Request

Requestor/Originator: Sheriff Christopher Schmaling

Person knowledgeable about the request who will appear and present before the Committee and County Board (2nd Reading) Captain Bradley Friend
If a person is not in attendance the item may be held over.

Does the County Executive know of this request: Yes

If related to a position or position change, Does the Human Resources Director know of this request: Yes

Does this request propose the expenditure, receipt or transfer of any funds? Yes

If the answer is "YES". A fiscal note is required. If Fiscal Note is not created by Finance, send to Finance & Budget Manager before it goes to Committee.

Committee/Individual Sponsoring: Finance & Human Resources Committee

Date Considered by Committee: 5/17/2023

Date of County Board Meeting to be Introduced: 5/23/2023

1st Reading:

1st & 2nd Reading: *

* If applicable, include a paragraph in the memo explaining why 1st and 2nd reading is required.

Signature of Committee Chairperson/Designee: _____

SUGGESTED TITLE OF RESOLUTION/ORDINANCE/REPORT:

Authorize the elimination of 1 FTE Non-Rep Non-Exempt N010 Clerk 1 and addition of 1 FTE Non-Rep Non-Exempt N036 Property Clerk effective 6/17/2023 and use of sufficient funds within the 2023 Sheriff Budget

The suggested title should contain what the Committee is being asked to take action on (ex: Authorize, Approve) . If the action includes a transfer this must be included in the title.

SUBJECT MATTER:

The attached memo describes in detail the nature of resolution /ordinance /report and any specific facts which you want included in resolution/ordinance/report must be attached.

If requesting a multi year contract a copy of the contract or draft contract must be attached

Any request which requires the expenditure or transfer of funds must be accompanied by a fiscal note that shows the specific amount being transferred and the account number from which these funds will be taken and to which they will be transferred.

THIS FORM MUST BE FILLED OUT COMPLETELY PRIOR TO YOUR APPEARANCE BEFORE A COMMITTEE.

ACCOUNT NAME	ACCOUNT NUMBER	CURRENT BUDGET	CURRENT BALANCE
SHERIFF			
2023 BUDGET			
WAGES	11890000.401000	7,225,182	5,003,340
NET INCREASE FROM NEW POSITION WAGES & FRINGE			2,156

There are sufficient funds available to cover the position reclass

FINANCE COMMITTEE RECOMMENDATION

After reviewing the Resolution/Ordinance and fiscal information supplied, your Finance Committee recommends FOR--AGAINST adoption.

REASONS

FOR	AGAINST

MAY-17-2023

FISCAL NOTE RESOLUTION NO:

EXHIBIT "B"

Fiscal Year: 2023

FTE	POSITION	GRADE	WAGES	FRINGES	CONTRACT	TOTAL
Position change will be effective June 17, 2023						
Sheriff Jail						
-1.000	Clerk 1 position number 10637	N010	(34,634)	(20,458)		(55,092)
1.000	Property Clerk	N036	36,450	20,798		57,248
<u>0.000</u>		Total for SHERIFF JAIL	<u>1,816</u>	<u>340</u>	<u>0</u>	<u>2,156</u>



RACINE COUNTY SHERIFF'S OFFICE

717 Wisconsin Avenue, Racine, WI 53403-1237

(262) 886-2300 FAX (262) 637-5279

Waterford (262) 534-5166 Burlington (262) 763-9558

Sheriff Christopher Schmaling

Chief Deputy James P. Weidner

May 7, 2023

TO: Don Trottier
Chairman, Finance Committee

FROM: Capt. Bradley Friend
Jail Administrator

RE: Re-Classing the Jail Records Clerk

The Jail Division of the Racine County Sheriff's Office is looking to re-class our one Clerk I position within the jail. This Records Clerk position is responsible for managing the Inmate Property room within the jail, numerous billing and record keeping tasks, initial processing of all inmate mail, and ordering supplies for the Jail Division. This position is currently vacant. To keep the position marketable and current with industry pay scale norms, we are asking to reclass the position from N10 to N36. This move will put the Jail's Records Clerk in-line with other Records Clerk positions within the Sheriff's Office.

Sincerely,

Capt. Bradley Friend
Sheriff's Office Jail Administrator

"A Tradition Since 1836"

Visit us at www.RacineCounty.com , Facebook, or MobilePatrol

7a-4

REQUEST FOR COUNTY BOARD ACTION

YEAR	<u>2023</u>	X	Resolution Request
			Ordinance Request
			Report Request

Requestor/Originator: Michael Lanzdorf, Corporation Counsel

Person knowledgeable about the request who will appear and present before the Committee and County Board (2nd Reading) Jeff Leggett, Director of Child Support
 If a person is not in attendance the item may be held over.

Does the County Executive know of this request: Yes

If related to a position or position change, Does the Human Resources Director know of this request: Yes

Does this request propose the expenditure, receipt or transfer of any funds? Yes
 If the answer is "YES". A fiscal note is required. If Fiscal Note is not created by Finance, send to Finance & Budget Manager before it goes to Committee.

Committee/Individual Sponsoring: Finance & Human Resources Committee

Date Considered by Committee: 5/17/2023 Date of County Board Meeting to be Introduced: 5/23/2023

1st Reading: 1st & 2nd Reading: *

* If applicable, include a paragraph in the memo explaining why 1st and 2nd reading is required.

Signature of Committee Chairperson/Designee: _____

SUGGESTED TITLE OF RESOLUTION/ORDINANCE/REPORT:

Authorize a contract with Conduent State & Local Solutions, Inc. for the period of 9/1/2023 - 12/31/2024 and transfer of \$36,000 within the 2023 Child Support Budget

The suggested title should contain what the Committee is being asked to take action on (ex: Authorize, Approve) . If the action includes a transfer this must be included in the title.

SUBJECT MATTER:

The attached memo describes in detail the nature of resolution /ordinance /report and any specific facts which you want included in resolution/ordinance/report must be attached.

If requesting a multi year contract a copy of the contract or draft contract must be attached

Any request which requires the expenditure or transfer of funds must be accompanied by a fiscal note that shows the specific amount being transferred and the account number from which these funds will be taken and to which they will be transferred.

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ACCOUNT NAME	ACCOUNT NUMBER	CURRENT BUDGET	CURRENT BALANCE	TRANSFER	BUDGET AFTER TRANSFER	BALANCE AFTER TRANSFER
CHILD SUPPORT						
TEMP HELP	13600000.416500	37,500	30,520	(12,000)	25,500	18,520
TEMP HELP - SHARED EMPLOYEE	13600000.416535	75,000	61,634	(24,000)	51,000	37,634
TOTAL SOURCES				<u>(36,000)</u>		
CONTRACTED SERVICES - CONDUENT	NEW ACCOUNT	0	0	36,000	36,000	36,000
TOTAL USES				<u>36,000</u>		
				<u><u>0</u></u>		

NOTE: This contract period is from 9/1/2023 - 12/31/2024

FINANCE COMMITTEE RECOMMENDATION

After reviewing the Resolution/Ordinance and fiscal information supplied, your Finance Committee recommends FOR--AGAINST adoption.
REASONS

FOR

AGAINST

MEMORANDUM

To: Finance & Human Resources Committee
From: Jeff Leggett, Director
Date: April 26, 2023
Re: Request to out-source child support call center services to Conduent

Currently, all calls into the child support agency phone line are answered by our in-house call center, which is staffed with two employees, one county and one contracted. Recently, it has been difficult to recruit and retain quality candidates, especially for the contracted position. Even after the hiring process is completed, it takes at least one month to train a call center worker to be minimally self-sufficient. Because call center work is relatively stressful for staff, and due to the relatively low pay and lack of benefits for the contracted position, we are vulnerable to losing call center staff after investing significant time and resources for training. When either position is vacant or is in training, child support caseworkers are diverted to covering the call center, and are not working their cases, which adversely affects performance and morale. Even when the positions are filled, caseworkers are often diverted for coverage when call center staff is sick or on vacation.

Conduent is the state disbursement unit for child support in Wisconsin. Conduent also administers a call center for Wisconsin child support agencies who elect to participate, and now includes Milwaukee, Waukesha, La Crosse, Sheboygan, St Croix, and Barron counties. Participating counties report that their experience with Conduent's call center has generally been positive in terms of hold times, providing correct information to callers, and the rate of resolving matters as opposed to referring calls to caseworkers. When problems have been discovered, counties report that Conduent has been responsive and cooperative about fixing them.

Call center services could be out-sourced to Conduent without increasing expenses as follows:

Current costs (2023 budget):

\$68,339 (total cost of county call center employee)

\$112,224 (cost of 3 contracted staff – call center, receptionist, clerical position)

\$180,563 (total)

Contracting with Conduent:

\$108,000 (Conduent estimate of \$9,000/mo based on approx.100/day incoming calls)

\$68,339 (county call center employee doing work of receptionist and clerical position)

\$176,339 (total)

If we transition to Conduent, the contracted call center, receptionist and clerical positions could be eliminated to keep costs steady. The contracted call center position would no longer be needed, and the county call center position could be re-purposed to cover the duties of the contracted clerical and receptionist positions. We could accomplish this without reducing quality of services by placing the county person at the reception window on our 2 court days per week, and utilizing HSD receptionists at 1N to provide basic informational service to walk-ins. Additional efficiencies would result from supervisors not having to recruit and train call center staff, and caseworkers not being diverted to covering for absent call center staff.

Conduent needs 3 months lead time once we commit to them. Out-sourcing call center services to Conduent would result in better call center service, and more staff time devoted to activities that provide real child support services to our customers, and improve performance. I am in support of making the change as soon as possible.

AGREEMENT FOR INFORMATION TECHNOLOGY SERVICES

This Agreement for Information Technology Services (hereinafter the "Agreement") is entered into between **Conduent State & Local Solutions, Inc.** (hereinafter "CONDUENT"), with offices located at 750 1st Street NE, 10th Floor, Washington, DC 20002, and **Racine County Child Support Agency**, with offices located at 1717 Taylor Ave, Racine, WI 53403 (hereinafter "Customer" or "County"), referred to individually as Party and collectively as Parties.

SECTION 1 - BACKGROUND AND OBJECTIVES

This Agreement is entered into in connection with Customer's decision to engage CONDUENT to provide certain call center support services related to Customer's business operations. This Agreement and the Exhibits thereto set forth all terms and conditions governing the relationship between CONDUENT and Customer.

SECTION 2 - TERM

The term of this Agreement (the "Term") **shall commence on 1 September 2023 and shall end on 31 December 2024**, unless earlier terminated or renewed in accordance with the provisions of this Agreement. Customer shall, at the end of the Term, have the option to extend the Agreement for one one-year period.

SECTION 3 - SERVICES

CONDUENT shall provide all services, personnel, and tools (hereinafter jointly referred to as the "Services") as outlined in Exhibit A – Statement of Work, which is attached to and made a part of this Agreement. The Statement of Work constitutes the minimum quantity and level of services and deliverables to be provided in connection with this Agreement. Supplemental services may be procured by Customer in accordance with Section 4 hereof.

SECTION 4 – SUPPLEMENTAL SERVICES

While CONDUENT is committed to providing all Services outlined in the Statement of Work, it is, however, in the best interests of all parties to create a structure to address any unforeseen, but necessary, scope increases. Any effort that does not fall within the Statement of Work outlined in Exhibit A will be subject to the change order process. CONDUENT shall assist Customer in defining, documenting and quantifying the change order. CONDUENT shall prepare and submit to Customer a detailed change order proposal for Customer's review and approval. Customer shall timely respond to each change order request. All terms and conditions of the change order proposal (including any applicable payment terms) shall be incorporated into an amendment to this Agreement. CONDUENT will not be required to perform activities deemed out of scope without a fully executed amendment signed by both parties.

SECTION 5 - CONFIDENTIALITY

Section 5.1 Customer Confidential Information

With respect to information relating to Customer's business that is confidential and clearly so designated ("Customer Confidential Information"), CONDUENT will instruct its personnel to keep

such information confidential by using the same degree of care and discretion that CONDUENT uses with similar information of CONDUENT that CONDUENT regards as confidential. CONDUENT shall not be required, however, to keep confidential any information that: (i) is or becomes publicly available; (ii) is already in CONDUENT' possession; (iii) is independently developed by CONDUENT outside the scope of this Agreement; or (iv) is rightfully obtained from third parties. In addition, CONDUENT shall not be required to keep confidential any ideas, concepts, methodologies, inventions, discoveries, developments, improvements, know-how or techniques developed by CONDUENT in the course of its services hereunder.

Section 5.2 CONDUENT Confidential Information

Customer agrees that CONDUENT' methodologies, tools, concepts, know-how, structures, techniques, inventions, developments, processes, discoveries, improvements, proprietary data and software programs, and any other information identified as proprietary or confidential by CONDUENT, which may be disclosed to the Customer, are confidential and proprietary information ("CONDUENT Confidential Information"). With respect to CONDUENT Confidential Information, the Customer shall keep such information confidential by using the same degree of care and discretion that it uses with similar information of its own which Customer regards as confidential. However, Customer shall not be required to keep confidential any information which: (i) is or becomes publicly available; (ii) is already in Customer's possession; (iii) is independently developed by the Customer outside the scope of this Agreement and without any reliance on CONDUENT Confidential Information; or (iv) is rightfully obtained from third parties.

Section 5.3 Use of Confidential Information

CONDUENT and Customer shall use each other's confidential information only for the purposes of this Agreement and shall not disclose such confidential information to any third party, other than as set forth herein, or to each other's employees, CONDUENT' permitted subcontractors, or Customer's permitted consultants on a need-to-know basis, without the other party's prior written consent.

Section 5.4 Security Procedures

While at the Customer's premises, CONDUENT personnel shall comply with all security regulations and procedures applicable to the Customer's employees and visitors as to which CONDUENT shall have been notified in writing by the Customer.

SECTION 6 - AUDITS

Audits of this Agreement may be conducted at any time during business hours and no more than once annually upon reasonable advance written notification in accordance with Section 15.8 herein and in such a way as not to interfere with CONDUENT' normal delivery of services. While Customer shall have reasonable access to those records required to ensure compliance with the Agreement (including records required to ensure the accuracy of invoices), it is understood that CONDUENT will not be required to disclose confidential CONDUENT information, including salary and subcontractor costing information. In the event that Customer conducts an audit of CONDUENT' records, the Customer shall allow CONDUENT to review and comment on the audit findings prior to the release of the audit report. Under no circumstances shall Customer authorize a competitor or potential competitor of CONDUENT to perform an audit of CONDUENT on behalf of the Customer. CONDUENT shall be entitled to entrance and exit Racine Co WI – Conduent Call Center.XLS

interviews with the auditors, as well as a copy of any audit findings or reports.

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SECTION 7 INSURANCE; RISK OF LOSS

Section 7.1 Required Insurance Coverage

Throughout the Term, CONDUENT shall, at his own expense, carry and maintain at least the kinds and minimum amounts of insurance listed below.

- 1. Workers' Compensation Insurance:** As required by law.
- 2. Commercial General Liability Insurance:** with a combined single limit for bodily injury and property damage in the amount of \$1,000,000 per occurrence and \$2,000,000 general aggregate.

CONDUENT will furnish proof of coverage, in the form of a standard ACORD certificate of insurance, to the Customer's Procurement Officer within sixty (60) days of contract execution. If any material policy changes occur during the life of this Agreement, CONDUENT shall provide updated proof of coverage, in the form of standard certificates of insurance, to Customer in a timely manner.

Section 7.2 Risk of Loss

As of the effective date, each Party shall be responsible for risk of loss of and damage to any equipment, software or other materials in its possession or under its care, custody, and control.

SECTION 8 CHARGES

Section 8.1 Charges

Subject to the other provisions of this Agreement, Customer shall pay to CONDUENT the amounts set forth in Exhibit B – Applicable Charges, attached to and made a part of this Agreement. Services performed in connection with an amendment will be performed either on a time and material (T&M) or fixed-fee basis as specified in the amendment. The charges applicable during each renewal term will be mutually agreed to by the Parties and incorporated into this Agreement as an amendment.

Section 8.2 Taxes

- (a) CONDUENT will pay any sales, use, excise, value-added, services, consumption, and other taxes and duties imposed on any goods and services acquired, used or consumed by CONDUENT in connection with the Services.
- (b) Customer will pay when due any sales, use, excise, value-added, services, consumption, or other tax imposed by any taxing jurisdiction as of the effective date on the provision of the Services or any component thereof, as the rate of such tax may change from time to time during the applicable Term. If applicable, such taxes will be in addition to the Applicable Charges listed in Exhibit B.
- (c) If any taxing jurisdiction imposes after the effective date a new sales, use, excise, value-added, services, consumption, or other tax on the provision of the Services or any component thereof, the parties shall cooperate in attempting to reduce the

amount of such tax to the maximum extent feasible. Customer shall be liable for any such new tax imposed on the Charges for the provision of the Services or any component thereof.

SECTION 9 INVOICING AND PAYMENT

Section 9.1 Invoices and Payment

CONDUENT will issue to Customer, on a monthly basis, one (1) invoice for all amounts due with respect to services to be rendered and products to be delivered in the prior month. Payment terms for materials and services will be as specified in Exhibit B. Each invoice will separately state all applicable charges, reimbursable expenses and taxes payable. Invoices delivered pursuant to this Section shall be due and payable within thirty (30) days after invoice issuance, unless other payment terms are mutually agreed to. All periodic charges for any partial month under this Agreement will be will be prorated.

Invoices shall be submitted to:

Racine County Child Support Agency
1717 Taylor Ave
Racine, WI 53403
Attn: Director Jeff Leggett

Section 9.2 Late Payment

Any sum or credit due either party under this Agreement that is not paid or granted on the date due will thereafter bear interest until paid or applied, as the case may be, at a rate of interest equal to the greater of (i) the prime rate established from time to time by Citibank of New York, or (ii) 1% per month.

SECTION 10 WARRANTIES

CONDUENT warrants that all services will be provided in a good and workmanlike manner, by qualified personnel, and in accordance with generally applicable industry standards. In addition, CONDUENT will transfer and extend to Customer all standard warranty coverage for materials, equipment and other items delivered pursuant to this Agreement, to the extent such warranties may exist, and such transfers are allowed by the original equipment manufacturer or vendor. EXCEPT AS OTHERWISE EXPRESSLY SET FORTH IN THIS SECTION, ALL OTHER WARRANTIES, WHETHER EXPRESS OR IMPLIED, INCLUDING THE WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE HEREBY DISCLAIMED, AS ARE ANY CLAIMS FOR INDIRECT AND/OR CONSEQUENTIAL DAMAGES.

SECTION 11 INDEMNIFICATION

CONDUENT will protect, defend, indemnify, and save whole and harmless the Customer and all of its officers, agents, and employees from and against:

- (a) Any third party claim brought against Customer relating to the death, personal injury or bodily injury, or the damage, loss or destruction of real or tangible personal property, to the extent caused by the tortious acts or omissions of CONDUENT, its employees, contractors or agents in connection with the performance of the Services;
- (b) Any third party claim brought against Customer relating to the willful or fraudulent misconduct of CONDUENT, its employees, contractors or agents in connection with the performance of the Services;
- (c) Any third party claim brought against Customer relating to an actual infringement of any United States patent, copyright, or any actual trade secret disclosure, by CONDUENT, its employees, contractors or agents in connection with the performance of the Services.

CONDUENT shall have a right of contribution from Customer with respect to any claim to the extent that Customer is responsible for contributing to the alleged injury.

SECTION 12 LIMITATIONS ON LIABILITY

Section 12.1 Limit on Types of Damages Recoverable

NOTWITHSTANDING ANYTHING TO THE CONTRARY ELSEWHERE IN THIS AGREEMENT, NEITHER PARTY SHALL BE LIABLE FOR INDIRECT, CONSEQUENTIAL, EXEMPLARY OR PUNITIVE DAMAGES, REGARDLESS OF THE FORM OF ACTION, WHETHER IN CONTRACT, TORT OR OTHERWISE, AND EVEN IF SUCH PARTY HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

Section 12.2 Limit on Amount of Direct Damages Recoverable

EACH PARTY'S TOTAL CUMULATIVE, AGGREGATE LIABILITY TO THE OTHER FOR ANY AND ALL ACTIONS, WHETHER IN CONTRACT TORT, OR OTHERWISE, WILL NOT EXCEED THE U.S. DOLLAR EQUIVALENT OF THE TOTAL AMOUNT OF PRODUCTS OR SERVICES PURCHASED BY THE CUSTOMER PURSUANT TO THIS AGREEMENT DURING THE THREE (3) MONTHS IMMEDIATELY PRECEDING THE DATE CONDUENT IS NOTIFIED BY CUSTOMER OF ANY CLAIM. THIS LIMITATION WILL NOT APPLY TO ANY FEES OR CHARGES PAYABLE BY CUSTOMER UNDER THIS AGREEMENT NOR SHALL THIS LIMITATION REMOVE THE REQUIREMENTS FOR INSURANCE BY CONTRACTOR SET FORTH UNDER SECTION 7.

Section 12.3 Force Majeure

- (a) Neither party shall be liable for any failure or delay in the performance of its obligations under this Agreement, if any, to the extent that such failure is caused, directly or indirectly, without fault by such party, by fire, flood, earthquake, elements of nature or acts of God; labor disruptions or strikes; acts of war, terrorism, riots, civil disorders, rebellions or revolutions; quarantines, embargoes and other similar governmental action; or any other cause beyond the reasonable control of such party. Events meeting the criteria set forth above are referred to collectively as "Force Majeure Events."
- (b) Upon the occurrence of a Force Majeure Event, the non-performing party shall be excused from any further performance or observance of the affected obligation(s) for as long as such circumstances prevail and such party continues to

attempt to recommence performance or observance whenever and to whatever extent possible without delay. Any party so delayed in its performance will immediately notify the other by telephone or by the most timely means otherwise available (to be confirmed in writing within five (5) Business Days of the inception of such delay) and describe in reasonable detail the circumstances causing such delay.

Section 12.4 Actions of Other Party

Neither Party shall be liable for any failure or delay in the performance of its obligations under this Agreement if and to the extent that such failure or delay is caused by the actions or omissions of the other Party or breaches of this Agreement by the other Party provided that the Party which is unable to perform has provided the other Party with reasonable notice of such non-performance and has used commercially reasonable efforts to perform notwithstanding the actions, omissions or breaches of the other party.

SECTION 13 TERMINATION

Section 13.1 Termination for Cause

- (a) Customer will have the option, but not the obligation, to terminate this Agreement for cause for any material breach of the Agreement by CONDUENT that CONDUENT does not cure within thirty (30) days of the date on which CONDUENT receives Customer's written notice of such breach, or, if a cure cannot reasonably be fully completed within 30 days, by a later date approved by the Customer in writing. Customer may exercise its termination option by delivering to CONDUENT written notice of such termination identifying the scope of the termination and the termination date.

- (b) CONDUENT will have the option, but not the obligation, to terminate this Agreement if Customer fails to pay when due undisputed amounts owed to CONDUENT and fails to cure such failure within sixty (60) days after receipt from CONDUENT of written notice from CONDUENT.

Section 13.2 Effect of Termination

Termination of this Agreement for any reason under this Section will not affect (i) any liabilities or obligations of either party arising before such termination or out of the events causing such termination, or (ii) any damages or other remedies to which a party may be entitled under this Agreement, at law or in equity, arising from any breaches of such liabilities or obligations.

SECTION 14 APPLICABLE LAW, JURISDICTION, VENUE, AND REMEDIES

Section 14.1 Applicable Law

All questions concerning the validity, interpretation and performance of this Agreement shall be governed by and decided in accordance with the laws of the State of Wisconsin.

Section 14.2 Jurisdiction and Venue

The Parties hereby submit and consent to the exclusive jurisdiction of any state or federal court located within the State of Wisconsin and irrevocably agree that all actions or proceedings relating to this Agreement, which cannot be solved by mediation or arbitration, shall be litigated in such courts, and each of the Parties waives any objection that it may have based on improper venue or *forum non conveniens* to the conduct of any such action or proceeding in such court.

Section 14.3 Equitable Remedies

The Parties agree that in the event of any breach or threatened breach of any provision of this Agreement concerning (i) Confidential Information, or (ii) other matters for which equitable rights may be granted, money damages would be an inadequate remedy. Accordingly, such provisions may be enforced by the preliminary or permanent, mandatory or prohibitory injunction or other order of a court of competent jurisdiction.

SECTION 15 MISCELLANEOUS

Section 15.1 Customer Provided Resources and Technical Working Environment

Customer shall provide CONDUENT resources with reasonable access to Customer facilities as well as secure storage areas for materials, equipment and tools. Other specific resource needs may be identified following contract award and shall be commensurate with the level of effort required under the Statement of Work.

Section 15.2 Binding Nature and Assignment

Neither party may assign, voluntarily or by operation of law, any of its rights or obligations under this Agreement without the prior written consent of the other party, which consent shall not be unreasonably withheld; provided, that either may assign its rights and obligations under this Agreement to an Affiliate, or to an entity which acquires all or substantially all of the assets or voting stock of that party if such Affiliate or entity can demonstrate to the reasonable satisfaction of the other party that it has the ability to fulfill the obligations of the assigning party under this Agreement (and in the case of assignment by Customer, such third party agrees to pay any charges imposed by third parties relating to such assignments). No assignment by a party shall relieve such party of its rights and obligations under this Agreement. Subject to the foregoing, this Agreement shall be binding on the Parties and their respective successors and assigns.

Section 15.3 Expenses

In this Agreement, unless otherwise specifically provided, all costs and expenses (including the fees and disbursements of legal counsel) incurred in connection with this Agreement, and the completion of the transactions contemplated by this Agreement shall be paid by the party incurring such expenses.

Section 15.4 Amendment and Waiver

No supplement, modification, amendment or waiver of this Agreement shall be binding unless executed in writing by the party against whom enforcement of such supplement, modification, amendment or waiver is sought. No waiver of any of the provisions of this Agreement shall constitute a

waiver of any other provision (whether or not similar) nor shall such waiver constitute a continuing waiver unless otherwise expressly provided.

Section 15.5 Further Assurances; Consents and Approvals

Each party shall provide such further documents or instruments required by the other party as may be reasonably necessary or desirable to give effect to this Agreement and to carry out its provisions. Whenever this Agreement requires or contemplates any action, consent or approval, such party will act reasonably and in good faith and (unless the Agreement expressly allows exercise of a party's sole discretion) will not unreasonably withhold or delay such action, consent or approval.

Section 15.6 Severability

Any provision in this Agreement that is prohibited or unenforceable in any jurisdiction shall, as to such jurisdiction, be ineffective to the extent of such prohibition or unenforceability without invalidating the remaining provisions or affecting the validity or enforceability of such provision in any other jurisdiction.

Section 15.7 Entire Agreement

This Agreement, including its Exhibits, constitutes the entire agreement between the Parties pertaining to the subject matter hereof and supersedes all prior and contemporaneous agreements, understandings, negotiations and discussions, whether oral or written, of the Parties pertaining to the subject matter hereof.

Section 15.8 Notices

Any notice, demand or other communication required or permitted to be given under this Agreement shall be in writing and shall be deemed delivered to a Party (i) when delivered by hand or courier, (ii) when sent by confirmed facsimile with a copy sent by another means specified in this Section, or (iii) six (6) days after the date of mailing if mailed by United States certified mail, return receipt requested, postage prepaid, in each case to the address of such party set forth below (or at such other address as the party may from time to time specify by notice delivered in the foregoing manner):

If to Customer:

Racine County Child Support Agency
1717 Taylor Ave
Racine, WI 53403
Attn: Director Jeff Leggett

If to CONDUENT:

CONDUENT State & Local Solutions, Inc.
750 1st Street NE, 10th Floor
Washington, DC 20002

Attn: Kim Newsom-Bridges

Racine Co WI – Conduent Call Center

With a copy to:

CONDUENT State & Local Solutions, Inc.
315 W. Edgerton Ave.
Milwaukee, WI 53207
Attn: Marylou Canfield

Section 15.9 Survival

Any provision of this Agreement that contemplates performance or observance subsequent to any termination or expiration of this Agreement shall survive expiration or termination of this Agreement.

Section 15.10 Independent Contractors

CONDUENT shall perform its obligations under this Agreement as an independent contractor of Customer. Nothing in this Agreement shall be deemed to constitute CONDUENT and Customer as partners, joint venturers, or principal and agent. CONDUENT has no authority to represent Customer as to any matters except as expressly authorized in this Agreement.

Section 15.11 Counterparts

This Agreement may be executed in one or more counterparts, each of which shall be deemed an original but all of which taken together shall constitute one and the same instrument.

Section 15.12 Non-Discrimination Policy

In connection with the performance of work under this Agreement, CONDUENT agrees not to discriminate against any employee or customer because of national origin, age, race, religion, color, disability or association with a person with a disability, sex, arrest or conviction record, sexual orientation, marital status, political affiliation, or military participation.

IN WITNESS WHEREOF the Parties have executed this Agreement as of the day and year first above written.

CONDUENT STATE & LOCAL SOLUTIONS, INC.

RACINE COUNTY CHILD SUPPORT AGENCY

SIGNATURE

SIGNATURE

PRINTED NAME

PRINTED NAME

TITLE

TITLE

DATE

DATE

Exhibit A
Statement of Work

1. Responsibilities of CONDUENT

1.1 CONDUENT will research and resolve customer calls regarding:

- 1.1.1 Application for services
- 1.1.2 Establishment of paternity
- 1.1.3 Genetic testing process
- 1.1.4 Establishment of support orders
- 1.1.5 Support payment and receipt
- 1.1.6 Payment disbursements
- 1.1.7 Case Status
- 1.1.8 General questions regarding enforcement actions:
 - 1.1.8.1 Liens
 - 1.1.8.2 Passport denial
 - 1.1.8.3 Account seizures
 - 1.1.8.4 Tax intercept
- 1.1.9 Modification of orders (worklist County worker)
- 1.1.10 Enforcement requests (worklist County worker if over 30 days)
- 1.1.11 Medical insurance (general information)
- 1.1.12 Address and employer updates
 - 1.1.12.1 Updates must be done in KIDS 01,02, F9, shift F6
- 1.1.13 Review and adjustments process
- 1.1.14 Customer complaints regarding the CONDUENT call center (calls will be directed to officials at County)
- 1.1.15 Calls regarding other services (visitation, TPR, Child Welfare)
- 1.1.16 General child support questions that can be reasonably answered through use of the KIDS system
- 1.1.17 General information related to the Children's first program

Second referrals will be directed to officials at County.

Additional detail on scope of work is attached as addendum to this document.

1.2 CONDUENT employees will mail out:

- 1.2.2 Application packets (CONDUENT will first refer callers to download from BCS website. If the internet is not available to caller, CONDUENT will mail application packet to caller.)
- 1.2.3 Packets prepared by County workers (the cost of the packet materials being the responsibility of County)
- 1.2.4 Direct deposit application forms
- 1.2.5 Pay records (County refers all request for payment records to WISCTF)

Postage for mailings will be paid by CONDUENT and reimbursed monthly by County as part of the normal invoicing process.

1.3 CONDUENT will transfer the following calls to the County Child Support:

- 1.3.1 Media inquires
- 1.3.2 Legislative inquires

1.4 **Labor**

CONDUENT will provide sufficient labor to meet the assumptions and goals set forth in Section 1.8.

1.5 **Hours**

CONDUENT will handle calls between the hours of 8am and 4:30pm, Monday through Friday, excluding State designated holidays. No calls will be handled on Saturday or Sunday.

1.6 **Reporting**

CONDUENT will provide monthly data regarding:

- 1.6.1 Number of calls
- 1.6.2 Average monthly hold time
- 1.6.3 Average monthly talk time

1.7 **Equipment**

All equipment provided under this agreement will remain the property of CONDUENT.

1.8 **Assumptions and Goals**

- 1.8.1 Per County records, the call volume is estimated to be approximately 100 calls per day.
- 1.8.2 CONDUENT will attempt to answer all calls to the call center
- 1.8.3 CONDUENT will attempt to limit hold time to three (3) minutes
- 1.8.4 CONDUENT will attempt to limit talk time to four (4) minutes and wrap time to two (2) minutes
- 1.8.5 CONDUENT will attempt to put adequate notes in the KIDS case events
- 1.8.6 CONDUENT will attempt to communicate with Director at least monthly to cover contract progress and performance

2. **Responsibilities of County**

2.1 County shall:

- 2.1.1 Provide appropriate training for call center employees
- 2.1.2 Provide any necessary guidance to CONDUENT regarding any issues not addressed in this scope of work

2.1.3 Receive and handle issues sent from CONDUENT through the KIDS system worklist function

Exhibit B
Compensation

1. Customer shall pay CONDUENT the following rates for the following services rendered or for deliverables or for both as set forth in the Scope of Work:
 - 1.1. \$9,000 per month for services rendered up to 2,300 calls.
 - 1.2. The actual cost that CONDUENT incurred for mailing County documents, with no mark-up by CONDUENT
2. CONDUENT shall send an itemized invoice to the Customer monthly for services rendered during the month.
3. Customer shall pay CONDUENT within thirty (30) calendar days from the date of invoice.