

## **BILL/ RESOLUTION REQUEST**

**1. Title:** Renew the Call Center contract and add \$454,512 to the budget for Affiliated Computer Services, Inc. for calendar year 2011 to provide the Child Support Enforcement Division with an in-house call center (CE91065(2)).

**2. Requesting Agency:** Human Services

**3. Contact Person *with actual knowledge of proposed ordinance***

**Name:**Ron Mitchell

**Phone:**720.944.2903

**Email:**ron.mitchell@denvergov.org

**4. Contact Person *with actual knowledge of proposed ordinance who will present the item at Mayor Council and who will be available for first and second reading, if necessary***

**Name:**Ron Mitchell

**Phone:**720.944.2903

**Email:**ron.mitchell@denvergov.org

**5. Describe the proposed ordinance, including what the proposed ordinance is intended to accomplish, who's involved**

**a. Scope of Work**

Amend term from 01/01/2009 to 12/31/2010 to 01/01/2009 to 12/31/2011 and add to budget \$454,512.00, which is the same amount as the prior year's contract terms.

Contractor will continue to provide the Child Support Enforcement Division with an in-house call center and provide customer service and support to the division.

**b. Duration**

01/01/2011 to 12/31/2011

**c. Location**

Denver Department of Human Services – Castro Building

**d. Affected Council District**

All Districts

**e. Benefits**

Providing call center support to Child Support customers.

**f. Costs**

\$454,512

**6. Is there any controversy surrounding this ordinance, groups or individuals who may have concerns about it? Please explain.**

No.

**Bill Request Number: BR10-1013**

**Date: 11/8/2010**