

**CITY OF WEST ALLIS
RESOLUTION R-2024-0538**

**RESOLUTION AUTHORIZING CITY ADMINISTRATOR TO ENTER INTO
AGREEMENT WITH BEYOND VISION FOR THE 2024 PRESIDENTIAL ELECTION
AND TAX SEASON CUSTOMER SERVICE SUPPORT**

WHEREAS, the City of West Allis anticipates increased call volumes related to upcoming elections and tax changes during October, November, and December; and

WHEREAS, Beyond Vision has provided a Statement of Work for supplemental inbound call support services; and

WHEREAS, the City desires to maintain a high level of service quality for its inbound phone support lines during times of increased call volumes;

NOW THEREFORE, BE IT RESOLVED by the Common Council of the City of West Allis, Wisconsin, that:

1. The City Administrator is hereby authorized to enter into an agreement with Beyond Vision for call center services as outlined in the Statement of Work dated September 9th, 2024, to assist with answering calls related to elections and taxes for the months of October, November, and December 2024.
2. A budget transfer of \$11,000 from Account #100-2501-515.11-01 and \$9000 from Account #100-1502-514.51-01 to #100-1502-514.30-04 is hereby approved to fund these services and payment is authorized from Account #100-1502-514.30-04.
3. The total expenditure for these services shall not exceed \$20,000.

SECTION 1: **ADOPTION** “R-2024-0538” of the City Of West Allis Municipal Resolutions is hereby *added* as follows:

ADOPTION

R-2024-0538(*Added*)

PASSED AND ADOPTED BY THE CITY OF WEST ALLIS COUNCIL SEPTEMBER 17, 2024.

	AYE	NAY	ABSENT	ABSTAIN
Ald. Ray Turner	<u> X </u>	<u> </u>	<u> </u>	<u> </u>
Ald. Kimberlee Grob	<u> X </u>	<u> </u>	<u> </u>	<u> </u>
Ald. Chad Halvorsen	<u> X </u>	<u> </u>	<u> </u>	<u> </u>
Ald. Marissa Nowling	<u> X </u>	<u> </u>	<u> </u>	<u> </u>
Ald. Suzzette Grisham	<u> X </u>	<u> </u>	<u> </u>	<u> </u>
Ald. Danna Kuehn	<u> X </u>	<u> </u>	<u> </u>	<u> </u>
Ald. Dan Roadt	<u> X </u>	<u> </u>	<u> </u>	<u> </u>
Ald. Patty Novak	<u> X </u>	<u> </u>	<u> </u>	<u> </u>
Ald. Kevin Haass	<u> X </u>	<u> </u>	<u> </u>	<u> </u>
Ald. Marty Weigel	<u> X </u>	<u> </u>	<u> </u>	<u> </u>

Attest

Presiding Officer

Rebecca Grill, City Clerk, City Of West Allis

Dan Devine, Mayor, City Of West Allis

