

User Department: Finance

From: Delois Robinson

ITB No.: 15-500346

Title: Print & Mail Services, Electronic Billing Presentment and Data Processing

Effective Date: October 2, 2015

Expiration Date: October 31, 2018

Contract APPROVED Amount: \$799,919.65

Number of Renewals to Date: 2

Contractor(s)	Contract No.	Agrees to Extend
Level One, LLC	988895	Yes

User Department Recommendation:

Renew

Bid

Funding for Renewal Term: \$226,110 2018-2019

(Unused funds do not roll over to the next term. Provide the amount of funding necessary for the renewal term.)

Funding: General Enterprise 3 Digit Fund Code _____

CIP Line Item No. (if applicable): _____

Justification:

DeKalb County utilizes Level One for: print and mail services, electronic bill presentment and data processing. Level One also hosts DeKalb County UCO's portal for water and sewer customers. As of June 30, 2018, the County has spent 40% of the total awarded contract of \$365,065.00 that was awarded in 2017. This renewal includes additional options, whereby the County may choose at its discretion, to exercise any or all of the following under this agreement at cost to Level One: Bill redesign, full color letters, full color statements. The below listed is the itemized projection for the new contract for 2018.

This request of \$226,110 includes the annual renewal cost:

- \$114,420 Mail pieces and ebills, image storage
- \$11,000 Annual pre-printed bill stock and envelopes
- \$3,000 Monthly message center
- \$2,000 Late Notice Development/Testing/Changes
- \$2,000 Late Notice Address/Envelopes/Testing
- \$14,640 Ext. Payments & Customer Portal Maintenance
- \$1,500 Current Balance File Processing
- \$1,500 NCOA File Processing

W&S Customer Notification Project

- \$16,250 Letter to all active customers
- \$6,000 Residential Impacted Customer Notification
- \$900 Commercial Customer Notification
- \$4,000 Customer Postcards



DeKalb County
 Department of Purchasing and Contracting
 Contract Renewal/Change Order Request Form

DeKalb County
 GEORGIA

CIS Replacement Project Support, Testing and Development

\$10,000 Technical and Project Support Costs
 \$32,000 Customer Information Notifications
 \$4,000 Marketing Inserts

Suppressed Statement Release

\$400 Customer Letter
 \$500 Design and Content

[Handwritten Signature]
 Department Director Signature

7/19/2018
 Date

7/19/18

OK for

For Use by Purchasing and Contracting:

Approve Deny

Additional Comments:

[Handwritten Signature]

Purchasing and Contracting Signature

July 25, 2018
 Date