

DeKalb County
Department of Purchasing and Contracting
Change Order Request Form

User Department: Finance

From: Michele L. Smith, Procurement
Agent Purchasing and Contracting

RFP No.: 15-500346

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

Effective Date: October 2, 2015

Expiration Date: October 31, 2020

Number of Renewals to Date: 4

Spent to Date: \$ 1,053,289.34

Contractor(s)	Contract No.	Agrees to Extend
LEVEL ONE, LLC	988895	Yes

User Department Recommendation:

Increase Decrease Bid

Funding for Change Order: \$ 538,742 (Unused funds do not roll over to the next term. Provide the amount of funding necessary for the renewal term.)

Funding: General Enterprise SPLOST _____ 3 Digit Fund Code 511
CIP Line Item No. (if applicable): _____

Justification:

Due to the County's stated water billing crisis and the undertaking of the CEO's New Day Project, there was a significant increase in the number written communications to the entire customer base which was not previously accounted for beginning in 2017. As a result, the UCO Division has exceeded the amount awarded on this contract. budget for Oct. 2019-Oct 2020 by \$17,383.69. (Contract amount \$1,035,905.65)

This overage will prevent the remaining annual invoices that are outstanding not to be paid.

Therefore, the amount requested is \$538,742. The list below is the itemized projection that is needed to cover the remaining of Oct. 2019-2020, and the new contract for 2020-2021.

Itemized Projections to cover the remaining contract for 2019-2020:

- \$17,384 Amount over the contract.
- \$12,000 Annual Base stock.
- \$24,000 Annual Outer Envelopes.
- \$21,000 Annual Return Envelopes.
- \$76,000 July- October – Service Processing Bills – average \$19k per month.
- \$7,560 July- October- One View Bills- \$1,890 per month.
- \$54,490 2 letters – New Day Project Customer Updates.

Itemized Projections for the annual renewal cost for 2021:

- \$151,450 Mail pieces and ebills, image storage.
- \$8,208 Annual pre-printed bill stock and envelopes.
- \$32,160 Monthly Processing Fees (including Ext. Payments & Customer Portal Maintenance, image storage, Current Balance File Processing, NCOA File Processing etc.).
- \$2,000 Late Notice Development/Testing/Changes.

W&S Customer Notification Project

- \$54,490 Letters to all active customers.
- \$5,000 Customer Postcards.
- \$2,000 Design Cost.

CIS Replacement Project Support, Testing and Development

- \$35,000 Technical and Project Support Cost.
- \$32,000 Customer Information Notifications.
- \$4,000 Marketing Inserts including Design.

PRESTON L STEPHENS
Department Deputy Director Signature

08/17/2020
Date

For Use by Purchasing and Contracting:

Approve

Deny

Additional Comments:

September 9, 2020

Purchasing and Contracting Signature

Date