



DeKalb County
G E O R G I A

5/19/17

DEKALB COUNTY GOVERNMENT
Facilities Management Department

1300 Commerce Drive, Suite 300, Decatur, GA 30030
4380 Memorial Drive, Decatur, GA 30032
Phone: (404) 687-3899; Fax: (404) 371-3007

To: Phyllis Head, Senior Procurement Agent
THUR: Clyde Stovall, Interim Director Facilities *Clyde Stovall*
FROM: Sharon Young, Administrative Coordinator, Facilities Management
DATE: Friday, May 19, 2017

2017 JUN 8 AM 11:21

The current contract with Pitney Bowes automatically renews on July 1, 2017. The department does not wish to renew Pitney Bowes contract for several reasons:

1. The machine is not compatible with DeKalb County work flow.
The county handles over 10,000+ pieces of mail per day. The current mail processing equipment simply cannot handle this type of volume daily. The machine begins to operate at a slower rate after so many pieces which in turn, slows down our process and mail is not processed in a timely matter.
2. Customer Service not helpful when troubleshooting technical issues.
When contacting customer service on several occasions, the response time is at a minimum of two (2) days. The machine began to jam one week after the initial installation. The service tech came out on a service call, but did not resolve the jamming issue but merely placed a 'band aid' on the machine to resolve the jamming issue temporarily, but the machine continues to jam. After numerous calls to Customer Service, they become frustrated and rude, without providing adequate service
3. Supplies for machine are costly
The ink cartridges for these machines run out very quickly. We must replace cartridges very often, and the price of cartridges as well as the shipping is very expensive.

Attached, you will find (3) quotes for mailing equipment the department would like to consider for DeKalb County Government. They are:

Pitney Bowes
Hasler – Jim Kapper – 678-682-1063 Jim.Kapper@Haslerneopost.com
Document Strategies Inc. – Kim Reed – 770-921-6764 kreed@dsiatlanta.com

Please feel free to contact me directly at 371-2112, with any additional questions you may have.

Thank you