

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, 2021

Number of Renewals to Date: 4

Contract APPROVED Amount: \$ 1,858,165.65

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

User Department Recommendation: Increase Decrease Bid

Funding for Change Order: \$ 576,138.00
 (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 _____
 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. Now that the New Day Project- Moratorium has been lifted, there will be a significant increase in written communication to the customer base.

Also, we are requesting to extend the contract for 2 additional months pending the completion of the enQuesta implementation that was previously mentioned in Change Order #2. This request will also cover the additional mailings from November 1,2021- December 31,2022 (14 months).

Therefore, the amount requested is \$576,138.00

Itemized Projections to cover the remaining contract for 2020-2021

- \$12,000 Annual Base Stock
- \$25,000 Annual Outer Envelopes
- \$21,000 Annual Return Envelopes
- \$84,000 July – October – Service Processing Bills- average \$21k per month
- \$7,560 July- October – One View Bills- at \$1890 per month

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- \$ 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

Itemized Projection to cover the additional 2 months- Nov-Dec 2022

- \$42,000 November-December- Service Processing Bills- average \$21k per month
- \$3,780 November- December- One View Bills- \$1890.00 per month

Preston L. Stephens

 Digitally signed by Preston L. Stephens
Date: 2021.09.08 23:00:37 -04'00'

Department Director Signature

Date

For Use by Purchasing and Contracting:

Approve

Deny

Additional Comments:

Purchasing and Contracting Signature

Date