User Department: Finance (UCO)	**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, 2019
Contract APPROVED Amount: $1,035,905.65	**Number of Renewals to Date:** 3

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

User Department Recommendation: Renew x   Bid ☐

Funding for Renewal Term: _____ $283,518   2019-2020 _____
(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 _____ 511 _____
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 currently hosts DeKalb County UCO's portal for water and sewer customers. This 2019-2020 Annual Contract has increased to accommodate development cost associated with the new CIS system in addition to DeKalb County's plan to proactively increase customer communication materials. The below listed is the itemized projection for the new contract for 2019-2020.

This request of $283,518 includes the annual renewal cost:
$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
$11,700   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 Costs
$32,000   Customer Information Notifications
$4,000   Marketing Inserts including Design

Department Director Signature

Date 5/00/2019

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

DeKalb County
GEORGIA

For Use by Purchasing and Contracting:	Approve ☒	Deny ☐

Additional Comments:

Deloria Robinson
Purchasing and Contracting Signature

May 20, 2019
Date