

**DeKalb County  
Department of Purchasing and Contracting  
Change Order Request Form**

**User Department:** Finance

**From:** Purchasing and Contracting

**RFP No.:** 15-500346

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

**Effective Date:** October 2, 2015

**Expiration Date:** December 31, 2023

**Contract APPROVED Amount:** \$3,693,279.65

**Number of Renewals to Date:** 5

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

**User Department Recommendation:**

Funding for renewal Term: \$ 1,218,152.00

(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 511  
CIP Line Item No. (if applicable): \_\_\_\_\_

**Justification:**

The County is implementing a new utility billing system, enQuesta. The timely success for installing enQuesta requires no change in current vendors associated with the current CPAK billing system.

The Department of Finance requests that the printing services provided by Level One, LLC be extended until December 31, 2024.

Therefore, the amount requested is \$1,218,152.00

**Itemized Projections to cover the annual renewal cost for Year 2024**

- \$24,000 Annual base stock
- \$50,000 Annual Outer Envelopes
- \$42,000 Annual Return Envelopes
- \$504,000 January-December 2024- Service Processing Bills- average \$42k per Month
- \$45,360 January-December 2024- One View Bills – at \$3780 per month

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- \$302,900 Mail pieces and ebills, image storage
- \$ 16,416 Annual pre-printed bill stock and envelopes
- \$ 64,320 Monthly Processing Fees (including Ext. Payments & Customer Portal Maintenance, Image Storage, Current Balance File Processing, NCOA Files Processing, etc.)
- \$4000 Late Notice Development /Testing/ Changes

**W&S Customer Notification Project**

- \$108,980 Letters to all active customers
- \$10,000 Customer Postcards
- \$4,000 Design Cost

**CIS Replacement Project Support, Testing and Development**

- \$40,000 Technical and Project Support Cost
- \$35,000 Customer Information Notifications
- \$8,000 marketing Inserts including Design

**For Use by Purchasing and Contracting:**

Approve

Deny

**Additional Comments:**

\_\_\_\_\_  
**Purchasing and Contracting Signature**

\_\_\_\_\_  
**Date**

*Dianne McLabb*  
\_\_\_\_\_

**Department Director Signature**

**August 23, 2023**  
\_\_\_\_\_

**Date**