




Interoffice Memorandum

December 13, 2018

TO: Mayor Jerry L. Demings  
and the Board of County Commissioners

FROM:  Carrie Mathes, Manager, Procurement Division

CONTACT: Cynthia Sterchele, Enterprise IT Manager,  
Information Systems and Services Division  
407-836-5260

SUBJECT: Ratification of Purchase Order M93663, Renewal of Software Support  
and Licensing for DOC1, CODE1 and Mailstream Software

ACTION REQUESTED:

Ratification of Purchase Order M93663, Renewal of Software Support and Licensing for DOC1, CODE1 and Mailstream Software, with Pitney Bowes Software Inc. in the total amount of \$102,099.79.

PROCUREMENT:

These renewals will provide licensing and software support for creating effective business documents and postal address verification, as well as document creation through data integration, printing, and delivery for the Utilities Department for the period of October 1, 2018 through September 30, 2019.

FUNDING:

Funding is available in account numbers 4420-038-1308-3192 and 0001-031-0506-3192.

APPROVALS:

The Information Systems and Services Division and Utilities Customer Service Division concur with this recommendation.

REMARKS:

In June 2004, the Board approved award of Contract Y3-616 for a Customer Information Services System that included Group 1 Software Inc., a subsidiary of Pitney Bowes. This software provides autonomy in creating effective business documents and postal address verification, from data integration to printing and delivery. This software is proprietary to Pitney Bowes Software Inc., who purchased Group 1. They are the only vendor with the ability and expertise to support the software for the purpose of maintenance services, including software updates, enhancements, bug fixes, and standard technical support issues. The price is considered fair and reasonable, because it is the standard fee for a utility of the County's size (mid-tier) and reflects a decrease of 2.3% from the previous year.