



**Interoffice Memorandum**

October 5, 2020

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

**FROM:** Carrie Mathes, CFCM, CPPO, C.P.M., Manager, Procurement Division

**CONTACT:** Tim Armstrong, Assistant Director, Utilities Department  
407-254-9745

**SUBJECT:** Ratification of Purchase Order M102085, Renewal of Software Support and Licensing for DOC1, CODE1, and Mailstream Software

**ACTION REQUESTED:**

Ratification of Purchase Order M102085, Renewal of Software Support and Licensing for DOC1, CODE1, and Mailstream Software, with Pitney Bowes Software Inc., in the amount of \$118,741.42.

**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, 2020 through September 30, 2021.

**FUNDING:**

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

**APPROVALS:**

The Utilities Department and Information Systems and Services 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 an increase of 5% from the previous year.

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The pricing for renewal is reasonable considering the extensive integrations and value provided when compared to decoupling the current software and integrating new software.

The software has been modified, customized, and integrated with our CIS system and is necessary to the County to conduct ongoing business as well as ensure efficient and effective collection of revenue in a timely manner.