



Interoffice Memorandum

October 12, 2017

TO: Mayor Teresa Jacobs
and the Board of County Commissioners

FROM: *CW* Carrie Woodell, Manager, Procurement Division

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

SUBJECT: Approval of Purchase Order M86909, Renewal of Software Support
and Licensing for DOC1, CODE1 and Mailstream Software

ACTION REQUESTED:

Approval of Purchase Order M86909, Renewal of Software Support and Licensing for DOC1, CODE1 and Mailstream Software, with Pitney Bowes Software, Inc. in the total amount of \$104,555.36.

PROCUREMENT:

These renewals provide licensing and software support for creating effective business documents, postal address verification, as well as document creation through data integration, printing and delivery for the Utilities Customer Services Division from October 1, 2017 through September 30, 2018.

FUNDING

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

APPROVALS:

The Utilities Customer Services Division and the 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.

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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 purposes 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). The price increase is less than 2% from the prior year.