



City of Olathe

COUNCIL AGENDA ITEM

MEETING DATE: 5/4/2021

TEAM: Exceptional Services

STAFF CONTACT: Erin Vader/Dianna Wright

SUBJECT: Consideration of renewal of contract with Level One, LLC for utility bill printing, mailing and online presentment for the Customer Service Division.

ITEM DESCRIPTION:

Consideration of renewal of contract with Level One, LLC for utility bill printing, mailing and online presentment for the Customer Service Division.

SUMMARY:

In 2016, the Customer Service Division selected Level One, LLC as its solution to the printing, mailing and online presentment of water utility billing. Level One, LLC currently provides printing, stuffing, mail services (including postage) and electronic presentment of the monthly statements, delinquent notices and bill inserts for water, sewer, storm water and trash services. Council last approved this contract December 17, 2019; CA-U.

The City requires 2,088,100 printed materials (statements, delinquent notices, bill inserts, return and outer envelopes) to be produced annually. In addition, online bill presentment in a format that mirrors the printed bill is required for our current subscribers. Level One, LLC. is able to support these requirements adequately.

Annual spend has typically been around \$70,000.

Staff recommends renewing services with Level One until December 31, 2022.

FINANCIAL IMPACT:

Estimated annual expenditures are \$70,000. Funding will be supported by the Water and Sewer Fund.

ACTION NEEDED:

Renewal of contract with Level One, LLC.

ATTACHMENT(S):

A. Contract
