

DENVER BOARD OF WATER COMMISSIONERS

Meeting Date: September 11, 2013

Board Item: V-E-1

Customer Bill Printing Services Contract # 14095A

Action by Consent

Action

Information

Denver Water operates an on-site print shop that, among other duties, is responsible for printing and mailing customer water bills and letters Monday through Friday, resulting in approximately 2,650,000 mail pieces per year.

The IT division has been working in conjunction with the Purchasing & Contracting section on outsourcing this non-core function for over sixteen (16) months. Initially, a Request for Information (RFI) was sent and responded to by eleven (11) companies. The RFI allowed the team to gain insight into outsourcing options, potential issues of concern and cost saving opportunities. Next, a Request for Proposal (RFP) was issued, producing nineteen (19) respondents. An extensive analysis of the six (6) leading candidates was conducted. This analysis included: vendor costs, size and print volume, reputation, advanced printing and contemporary design capabilities, operational resiliency and disaster recoverability. Based on this analysis and vendor interviews, it was determined that One2One Communications, LLC ("One2One") would provide the best value and highest quality service to Denver Water. A site visit to One2One's Chicago facility confirmed their superior capabilities in all aspects of the above evaluation criteria.

Cost savings resulting from this outsourcing arrangement with One2One are estimated to be approximately \$185,856 per year.

Recommendation:

It is recommended the Board authorize award of Contract No. 14095A to One2One Communications, LLC for Customer Bill Printing Services for the contract period September 11, 2013 through September 30, 2018, for a total contract amount not to exceed \$6,500,000.

Approvals:

Respectfully submitted,



Christopher R. Dermody
Director of Information Technology



for James S. Lochhead
CEO/Manager



Angela C. Bricmont
Director of Finance



For Terri Bryant
Controller