



ERIE COUNTY WATER AUTHORITY
INTEROFFICE MEMORANDUM

August 22, 2018

To: Terrence D. McCracken, Secretary to the Authority

From: Robert J. Lichtenthal, Jr., Deputy Director *RJL*
Karen A. Prendergast, Comptroller *KAP*

Subject: Matrix Imaging Solutions Contract Extension

Please see the attached memo from Steven D'Amico requesting Board authorization to extend the Authority's contract with Matrix Imaging Solutions for one-year.

The current contract provides bill presentation services, printing and mailing of collection notices, meter postcards, backflow prevention, and meter change notices. As provided for in the contract, Matrix has requested a one-year extension under the current contract terms. We both support Steve's recommendation to extend the contract.

Our experience in dealing with Matrix since they were awarded the first contract in October of 2010, has been very positive. They have proven to be a valuable partner in our billing and customer service processes.

Please include a staff item on the August 30, 2018 meeting to discuss extending the contract to December 31, 2019 at an estimated cost of \$150,000.



ERIE COUNTY WATER AUTHORITY
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To: Robert J. Lichtenthal, Deputy Director
Karen A. Prendergast, Comptroller

From: Steven V. D'Amico, Business Office Manager

Subject: Matrix Imaging Solutions Contract Extension

In 2015, an RFP was issued to over 20 vendors resulting in the Authority contracting with Matrix Imaging Solutions for all of the printing, presentation and mailing of our bills, collection notices, postcards, backflow letters and meter change letters. Additionally, they handle the generation of PDF files we attach to the accounts, address correction services and the programming and mailing of any other notices we deem appropriate. This is a three-year contract that runs from January 1, 2016 through December 31st, 2018.

The contract allows for an extension. Section 5 of the contract states: *This Agreement may be renewed at the option of both parties hereto for two (2) additional one (1) year periods on the same terms and conditions provided for herein at a cost mutually agreed upon by both parties and in accordance with industry standards. The Service Provider shall provide 90 days written notification to the Erie County Water Authority of its request for a contract extension prior to the expiration of the initial term of this contract.*

Billing and Customer Service are pleased with the performance of this vendor. The staff at Matrix Imaging Solutions is always very helpful and addresses our needs promptly. This contract provides the Authority efficiencies and economies of scale to keep our costs down and contend with increasing postage rates. After just over two and one-half years I believe that this contract has been in the best interest of the Authority and support extending it for another year.

Attached is a letter from Matrix Imaging Solutions requesting to extend the current agreement for an additional year in accordance with the current contract terms.

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August 13th, 2018

Erie County Water Authority
295 Main Street
Buffalo, NY 14203

Re: Contract Extension #6513-15

The intent of this letter is to provide Erie County Water Authority with 90 days' notice that Matrix Imaging Solutions, Inc. is willing to agree to extend the current agreement for an additional one (1) year term in accordance with the current contract terms. This is the 1st of 2 options provided to the Erie County Water Authority under the contract provisions.

Sincerely,



David A. Basta
Corporate Secretary