

**INDIAN RIVER COUNTY  
OFFICE OF MANAGEMENT AND BUDGET  
PURCHASING DIVISION**

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**DATE:** April 10, 2024

**TO:** BOARD OF COUNTY COMMISSIONERS

**THROUGH:** John A. Titkanich, Jr., County Administrator  
Kristin Daniels, Director, Office of Management and Budget

**FROM:** Jennifer Hyde, Purchasing Manager

**SUBJECT:** Approval of Client Service Agreement for Utilities Bill Print and Mailing Services

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**BACKGROUND:**

The Department of Utility Services has utilized various piggyback agreements, resulting from a formal solicitation process by another Florida agency, for billing services. Most recently, the Department had been utilizing a Hernando County Agreement with Cathedral Corporation (“Cathedral”). This agreement expired on March 24, 2024, and a new agreement with Cathedral, resulting from an invitation to bid process, was awarded by the Hernando Board of County Commissioners on November 28, 2023.

**DISCUSSION:**

The Hernando County Bid anticipated postage to be paid through the County’s own postage permit. Because Indian River County does not have a postage permit to provide to Cathedral, different terms must be accepted to facilitate appropriate funding, payment, and management of postage. This acceptance has been requested in the form of a Client Service Agreement, attached for the Board’s consideration.

**FUNDING:**

Funding for the software will come from the Utilities Operating Funds shown below, as anticipated for FY 24/25. Operating funds are derived from water and sewer sales.

Item	GL	Description	Estimate for FY 24/25
Utility Bill Printing	47126536-034720	Utilities /Customer Service/Outside Printing	\$42,000
CCR Water Quality Report Inserts	47121936-034720	Utilities/Water Production/Outside Printing	\$12,000
Grease Slip Inserts	47126836-034720	Utilities/Wastewater Collection/Outside Printing	\$8,000
Postage	47126536-034210	Utilities/Customer Service/Postage	\$212,400

**RECOMMENDATION:**

Staff recommends the Board approve the Client Service Agreement with Cathedral and authorize the Chairman to execute it after review and approval by the County Attorney as to form and legal sufficiency.

**ATTACHMENT**

Utilities Contract Service Agreement