

Mayor and Council Communication

DATE: 02/10/26

M&C FILE NUMBER: M&C 26-0108

LOG NAME: 23DATA INTEGRATORS SOLE SOURCE AGREEMENT

SUBJECT

(ALL) Authorize Execution of an Agreement with Data Integrators, Inc. to Provide Integrated Printing and Mailing Services in an Amount Up to \$400,000.00 Annually for an Initial One-Year Term and Up to Four One-Year Renewal Options for the Same Amount for the Code Compliance Department

RECOMMENDATION:

It is recommended that the City Council authorize execution of an agreement with Data Integrators, Inc. to provide mailing and printing services in an amount up to \$400,000.00 annually for an initial one-year term and up to four one-year renewal options for the same amount for the Code Compliance Department.

DISCUSSION:

This Mayor and Council Communication (M&C) seeks authorization to enter into an agreement with Data Integrators, Inc., to provide all-inclusive and fully integrated mailing and printing services for the Code Compliance Department. The unique services provided by Data Integrators, Inc., allow the City to deliver comprehensive customer communication and payment processing services, offering a fully integrated platform that supports physical and digital delivery, billing, and workflows tailored to City operations. The interface has been customized to align with our internal data formats, scheduling, compliance requirements, and operational workflows.

In 2023, the Code Compliance Department, working with the Information Technology (IT) Department, developed and implemented our proprietary Code Field Operations Financial Software to automate many of our field support administrative and financial tasks. This module interfaces directly with the proprietary system implemented in field investigations.

Data Integrators, Inc. is a uniquely qualified provider of comprehensive customer communication and payment processing services, offering a fully integrated platform that supports physical and digital delivery, billing, and workflows tailored to City operations. Their solution is a single unified interface that combines: Intelligent document composition and inserting Real-time USPS mail tracking and delivery, Electronic bill presentation, Multi-channel payment collection (check, ACH, credit/debit), and workflow automation. This platform is fully integrated into the City's IT infrastructure, allowing automated, secure data transfers from our internal systems directly into the production and processing environment without the need for manual intervention or third-party coordination. The interface has been customized to align with our internal data formats, scheduling, compliance requirements, and operational workflows. No other vendor currently offers a comparably unified, end-to-end platform with all of these capabilities natively integrated. Competing vendors may offer individual services (e.g., print and mail, or payment processing), but none deliver the full spectrum of functionality within a single interface that is also functional with our current IT infrastructure integrations.

Data Integrators, Inc. provides us the following comprehensive services:

- Queueing of Documents
 - Sending of Documents by 10pm each workday
 - Processing File and returning required information each workday by 6:30am and no later than 9am
- Checking and correcting all addresses using the official address in the USPS master database
- Maintenance of the vendor-facing interface
- Providing a separate test environment
- Monitoring and exception reporting

Funding is budgeted in the General Operating & Maintenance category in the General Fund for the Code Compliance Department.

AGREEMENT TERM - Upon City Council approval, this agreement shall begin upon execution and shall expire one year from that date, unless renewed.

RENEWAL OPTIONS - This agreement may be renewed for four one-year renewal terms at the City's option. This action does not require specific City Council approval, provided that the City Council has appropriated sufficient funds to satisfy the City's obligations during the renewal term.

EXEMPT PROCUREMENT: The City Attorney's Office has determined that this sole-source purchase is exempt from competitive bidding under the provisions of Chapter 252 of the Texas Local Government Code due to the complex system integrations with existing City infrastructure.

ADMINISTRATIVE CHANGE ORDER: An administrative change order or increase may be made by the City Manager up to the amount allowed by relevant law and the Fort Worth City Code and does not require specific City Council approval as long as sufficient funds have been appropriated.

FISCAL INFORMATION / CERTIFICATION:

The Director of Finance certifies that funds are available in the current operating budget, as previously appropriated, in the General Fund to support the approval of the above recommendation and execution of the agreement. Prior to any expenditure being incurred, the Code Compliance Department has the responsibility to validate the availability of funds.

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