

AGENDA REPORT



Meeting Date: December 18, 2018
Agenda Item # 9
City Manager Approval: *RLC*

TO: Honorable Mayor and Members of the City Council

FROM: Sandy Ryan, Finance Director

SUBJECT: Award of Contract for Data Processing, Printing, and Mail Services

RECOMMENDED COUNCIL ACTION:

Council awards the contract for data processing, printing, and mailing services to Infosend.

SUMMARY:

Only one response for the RFP for data processing, printing, and mailing services was received. The response was opened on December 11, 2018. Per review of the response, City Staff would like to award the contract for data processing, printing, and mailing to Infosend. Infosend would save the City money on the purchasing of utility billing templates, late notice templates, envelopes, and return envelopes. Also, the City will no longer have to print the bills, rather, staff will send the billing in an electronic file, and Infosend will print the bills and mail them with a return envelope, within one business day. The bills would be sent from the Anaheim, CA office.

PREVIOUS COUNCIL ACTION:

On November 6, 2018, council approved the advertising of the RFP for data processing, print, and mail services.

DISCUSSION:

This new billing and mailing process will be used for most City billing (utility regular bills, utility 15-day notices, utility 48-hour notices, Accounts Receivable billing, and business license renewal notices). The City's current costs are approximately \$0.39/bill. Additionally, the City pays for the toner to print out the bills. When processing through Infosend, there will be no toner costs, and the costs are approximately \$0.14/bill. Current average number of monthly bills is 6,300.

CITY FISCAL IMPACT:

This electronic processing of bills will save approximately \$1,500 per month for the Water, Sewer, and General Funds combined. Approximately 48% water, 48% sewer, and 4% general funds.

ATTACHMENTS:

- A. Project Cost Section of RFP Response