



Agenda Report

MEETING DATE: Tuesday, March 14, 2023

TO: City Council

FROM: INTERIM PUBLIC WORKS & UTILITIES DIRECTOR VIDES
ADMINISTRATIVE SERVICES MANAGER GORDO

THROUGH: CITY MANAGER MENDEZ

SUBJECT: THIRD AMENDMENT TO EXTEND THE CONTRACT WITH
INFOSEND INC., FOR PROCESSING AND PRINTING CITY
UTILITY BILLS, MAILING AND ONLINE BILL SERVICES IN AN
AMOUNT NOT TO EXCEED \$135,000 FOR AN ADDITIONAL
YEAR TO BE FUNDED FROM THE WATER, WASTEWATER AND
SOLID WASTE

RECOMMENDED ACTION:

It is recommended that the Council adopt a resolution to extend the contract with InfoSend, a corporation, for utility bill data processing, printing, mailing, and online bill services in an amount not-to-exceed \$135,000 for one additional year to be funded from the Water, Wastewater and Solid Waste Enterprise Funds.

BACKGROUND:

The City has previously executed a Consultant Services Contract for processing and printing the City's utility bills, mailing, and online bill services dated September 10, 2012, and renewable on an annual basis. InfoSend continues to provide quality and efficient services for Utility Billing print and mail service. They provide the quickest and easiest turnaround to allow for internal testing and reduce data transition errors.

DISCUSSION:

Infosend has been an integral partner supporting the City's utility billing process. The extension of the contract with InfoSend for an additional year will allow the City to continue with a seamless transition to the new billing system since InfoSend already processes and handles all of the City's billing data on-line.

The City migrated to a new billing system on October 17, 2022. The migration of data into the new system and the testing of all processes including the billing process took 18 months to finalize. This process included working with InfoSend to test the printing of the bills and testing the online interface between the City's billing system, InfoSend billing, and

a third-party payment processor. The City also finalized a new bill design and worked with InfoSend on the formatting of the new bills.

The extension of the Infosend contract for an additional year will help the staff to fully implement the new utility billing system and avoid an additional workload that would result from incorporating a new online payment and mailing service. Staff expects to solicit formal bid for on-line and mailing services before the end of the contract term recommended. Therefore, the staff requests an amendment to extend the contract with InfoSend Inc., not exceeding \$135,000 per year for an additional year.

STRATEGIC PLAN:

This project is consistent with many strategic plan items by providing a more efficient Utility Billing print and mail system and allowing the City to increase community outreach and awareness of City programs and services.

FINANCIAL IMPACT:

The majority of the cost of this contract will be shared equally by the Water, Sewer, and Solid Waste Utility Funds as part of the Utility Billing process. This cost was anticipated and budgeted in the FY 2022-2023 approved budget. Occasionally, City-wide information such as the City newsletter is also included in the utility bills, and when this happens, such costs are paid by the General Fund or the particular City department.

ALTERNATIVE ACTION:

None

ATTACHMENTS AND/OR REFERENCES (If any):

None.