

Agenda Report



MEETING DATE: Tuesday, July 9, 2024

TO: City Council

FROM: PUBLIC WORKS & UTILITIES DIRECTOR LINDBERG
SENIOR FINANCIAL ANALYST DIAZ
PW ADMINISTRATIVE SERVICES MANAGER GORDO

SUBJECT: APPROVE THE FIFTH AMENDMENT TO CONTRACT WITH
INFOSEND, INC., A CORPORATION, FOR THE PROCESSING
AND PRINTING OF CITY UTILITY BILLS, MAILING, AND ONLINE
SERVICES

RECOMMENDED ACTION:

It is recommended that the Council adopt a resolution approving the Fifth Amendment to the Contract with InfoSend, Inc., for utility bill data processing, printing, mailing, and online bill services and extending the contract term to September 30, 2024, and increasing the contract compensation in an amount not to exceed \$35,000, 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 renewed on an annual basis. InfoSend, Inc. 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, Inc. has been an integral partner supporting the City's utility billing process. 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, Inc. to test the printing of the bills and testing the online interface between the city's billing system, InfoSend, Inc. billing, and a third-party payment processor.

The extension of the Infosend, Inc. contract for 3 months will help the staff to solicit formal bid for on-line and mailing services and the additional amount to pay for the invoices for services through September 30, 2024. Therefore, staff recommends approval of the Fifth Amendment to contract amending the contract term to September 30, 2024, in an amount not to exceed \$35,000.

STRATEGIC PLAN:

This project is consistent with many strategic plan items by providing a more efficient Utility Billing print, online and mail system.

FINANCIAL IMPACT:

Funds for this contract are budgeted in account code 0720-600-7361.

ALTERNATIVE ACTION:

None

ATTACHMENTS AND/OR REFERENCES (If any):

None