

Agenda Report



Watsonville
CALIFORNIA

MEETING DATE: Tuesday, April 23, 2024

TO: City Council

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

THROUGH: CITY MANAGER MENDEZ

SUBJECT: APPROVE THE FOURTH 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 Fourth Amendment to Contract with InfoSend, Inc., a corporation, for utility bill data processing, printing, mailing, and online bill services and extending the contract term to June 30, 2024, and increasing the contract compensation in an amount not to exceed of \$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 extension of the contract with InfoSend, Inc. for an additional year will allow the city to continue with a seamless transition to the new billing system since InfoSend, Inc. already processes and handles 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, 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 four 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 June 30, 2024. Therefore, staff recommends approval of the Fourth Amendment to contract amending the contract term to June 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:

\$10,000 of the cost of this amendment will be paid out of account 0720-600-7361. The additional \$25,000 will require a transfer from account 0720-596-7307 to account 0720-600-7361 to cover the cost of this amendment.

ALTERNATIVE ACTION:

None

ATTACHMENTS AND/OR REFERENCES (If any):

None