

# Agenda Report



**Watsonville**  
CALIFORNIA

**MEETING DATE:** Tuesday, December 10, 2024

**TO:** City Council

**FROM:** PUBLIC WORKS & UTILITIES DIRECTOR LINDBERG  
PW ADMINISTRATIVE SERVICES MANAGER GORDO

**SUBJECT:** APPROVE A CONTRACT WITH INFOSEND, INC. FOR  
PRINTING & MAILING OF CITY UTILITY BILLS AND ONLINE  
BILL SERVICES IN AN AMOUNT NOT TO EXCEED \$150,000  
EACH YEAR FOR NEXT THREE YEARS

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## **RECOMMENDED ACTION:**

Adopt a resolution awarding a contract to InfoSend, Inc. for utility bill printing, mailing, and online bill services in an amount not-to-exceed \$150,000 each year for the next three (3) years; and authorize City Manager to execute said contract.

## **BACKGROUND:**

The City solicited formal proposals for utility bill printing and mailing and online bill services for the next three years. The council must take action to award the contract and authorize its execution.

## **DISCUSSION:**

The City solicited formal proposals from qualified and experienced firms for utility bill printing & mailing and online bill services. Infosend and PayGen were the two firms that submitted a proposal. Staff reviewed the proposals and selected InfoSend based on their experience, approach and cost. Infosend is a national company that provides services to many agencies in California. Their proposal was complete and provided detailed responses to the proposal document at the lowest cost. Therefore, staff is asking to approve a contract for a not-to-exceed amount of \$150,000 per year for a total of three years. Approval of this contract will allow the continued uninterrupted delivery of utility bills to the City's approximately 15,000 customers and allow the continued online bill payment services.

The Utility Revenue Group (Group) performs monthly processing of over 15,000 City utility bills. For many years, the City has contracted with InfoSend to ensure timely and efficient delivery of monthly utility bills. In addition, InfoSend has provided online bill service to provide alternatives and keep up with industry best practices for revenue collection. These measures have enhanced the "Group's" ability to produce timely bills,

maintain constant staffing levels while demand for services and processing tasks have increased.

**STRATEGIC PLAN:**

This contract is consistent with the following Strategic Plan Priority:  
4.2 – Fiscal Health-Maintain a Balanced Budget

**FINANCIAL IMPACT:**

Funds for this contract are available in the Water Fund approved operating budget (720-600-7361).

**ALTERNATIVE ACTION:**

No reasonable alternatives are known.

**ATTACHMENTS AND/OR REFERENCES (If any):**

None.