



## MEMORANDUM

**To:** Mayor and City Council

**From:** Kim Tiehen, Assistant Director of Finance  
Jennifer Miller, Director of Finance

**Date:** August 27, 2019

**Reference:** Consider approval of awarding a master service agreement for the data processing, printing, and mailing services of document types included but not limited to bills, postcards, and letters to InfoSend, Inc. for an approximate annual cost and future annual recurring costs of \$77,000.00 annually.; and authorizing the City Manager to sign.

**2030:** Sustainable City Government

---

### Introduction:

This agenda item is being presented to consider approval of awarding a master service agreement for data processing, printing, and mailing services of document types included but not limited to bills, postcards, and letters to InfoSend, Inc. for an approximate annual cost and future annual recurring costs of \$77,000.00 annually with an initial term of 12 months and an option to extend the term for up to four additional one-year terms.

### Analysis:

The contract with the current vendor providing utility bill printing and mailed expired, so a request for proposals (RFPs) was advertised. The City received seven responses. The City evaluated the responses based on the following five categories: background, product & services offered, transition plan, cost, and qualifications. Staff also considered whether the printing and mailing facility was local. If the company had a local facility; is the facility company owned or is the process outsourced to a third party. Discussions with references were also considered by staff when determining which company to recommend.

Based on the analysis described in the previous paragraph, two vendors were selected to compare their proposed costs to the current billing the City is receiving for this service. The proposal from InfoSend will save the City about \$19,000 annually for this service. InfoSend's proposal is also less than the other top responder to the RFP by about \$900 annually.

### Legal Review:

Agenda item was reviewed by legal as part of the agenda packet.

### Fiscal Impact:

Funds have been budgeted in the Utility Billing Division of the Water and Sewer Fund, Other Professional Services account.

**Recommendation:**

The Finance Department recommends approval of awarding a master service agreement to InfoSend, Inc. for the above stated services.