

Internal



Office of the City Manager

CONSENT CALENDAR
July 29, 2025

To: Honorable Mayor and Members of the City Council

From: Paul Buddenhagen, City Manager

Submitted by: Henry Oyekanmi, Director, Finance Department

Subject: Contract: InfoSend for Bill Printing and Mailing Services

RECOMMENDATION

Adopt a Resolution authorizing the City Manager to execute a piggyback contract and any amendments with InfoSend in an amount not to exceed \$450,000 for bill printing and mailing services from July 30, 2025 through July 30, 2028.

FISCAL IMPACTS OF RECOMMENDATION

The cost will be \$150,000 per year over 3 years for a total contract amount NTE \$450,000 and will be funded by the General Fund and the Zero Waste Fund. The year one funds are available in the FY2026 budget.

CURRENT SITUATION AND ITS EFFECTS

The Revenue Collection Division is responsible for maintaining customer accounts as well as printing and mailing thousands of bills on a regular basis to a wide range of City customers. Currently, many of these bills—including those for Zero Waste, Environmental Health, the Marina, and the Rental Housing Safety Program—are processed by an outside vendor. In addition, tens of thousands of business license tax forms are mailed to customers annually.

The Finance Department researched vendors that could perform the scope after receiving no adequate response from a formal solicitation. It was determined that InfoSend had numerous contracts with many municipalities that was competitively bid with competitive pricing.

BACKGROUND

The City of Brawley conducted a competitive Request for Proposal (RFP) process that solicited bids for a vendor to provide “Utility Bill Printing & Mailing Services”, which opened on November 1, 2022, and closed on December 2, 2022. InfoSend was selected as the most responsive vendor and was awarded a base contract period that runs from February 7, 2023, through June 30, 2026 with automatic renewals for successive two (2) year

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periods unless either Client or InfoSend provides the other party with at least sixty (60) days' written notice prior to the end of the current term.

RATIONALE FOR RECOMMENDATION

The Finance Department researched vendors that could perform the scope after receiving no adequate response from a formal solicitation. It was determined that InfoSend had numerous contracts with many municipalities that was competitively bid with competitive pricing.

ENVIRONMENTAL SUSTAINABILITY AND CLIMATE IMPACTS

This program will provide flexibility to the Finance Department to have multiple vendors to print and mail bills to customers. Unlike other print vendors, this one is located in California and has the same operating hours and printing facilities within the Pacific Service Time zone.

As this vendor will mail bills from within California, there will be an increase in environmental sustainability and will help mitigate the effects of climate change.

CONTACT PERSON

Henry Oyekanmi, Director of Finance, Finance Department, 981-7301

Attachments:

1. Resolution

RESOLUTION NO. ##,###-N.S.

CONTRACT: INFOSEND BILLING PRINTING AND MAILING SERVICES

WHEREAS, the Revenue Collection Division in the Finance Department is responsible for maintaining customer accounts as well as printing and mailing thousands of bills on a regular basis to a wide range of City customers; and

WHEREAS, the Finance Department researched vendors that could perform the scope after receiving no adequate response from a formal solicitation and it was determined that InfoSend had numerous contracts with many municipalities that was competitively bid with competitive pricing; and

WHEREAS, unlike many printing companies, InfoSend is located in California. By decreasing the distance the mail will have to travel, it will decrease its effect on climate change; and

WHEREAS, the City of Brawley, in Southern California, conducted a competitive Request for Proposal (RFP) process that solicited bids for a vendor to provide "Utility Billing and Printing Services", which opened on November 1, 2022 and closed on December 2, 2022. InfoSend was selected as the most responsive vendor and was awarded a base contract period that runs from February 7, 2023, through June 30, 2026 with automatic renewals for successive two (2) year periods unless either Client or InfoSend provides the other party with at least sixty (60) days' written notice prior to the end of the current term; and

WHEREAS, the Finance Department is requesting to piggyback off the City of Brawley Contract for the same services using funds from the General Fund and the Zero Waste Fund.

NOW THEREFORE, BE IT RESOLVED by the Council of the City of Berkeley that the City Manager or designee is authorized to execute a piggyback contract and any amendments with InfoSend for \$150,000 per year, in an amount not to exceed \$450,000 for bill printing and mailing services from July 30, 2025 through July 30, 2028

