



Staff Report

TO: City Council

FROM: Thaxton Van Belle, Director of Water Reclamation
Sunshine Sanchez, Management Analyst

DATE May 6, 2025

SUBJECT: Award a General Services Agreement to Infosend to provide Utility Billing Printing and Mailing Services

Description Agreement for utility billing printing and mailing services of the sewer utility bills.

Background and Analysis:

The City of Beaumont currently contracts with Infosend for printing and mailing services of sewer utility bills. Staff processes approximately 24,000 bills every other month. Given the volume of billing, outsourcing these services remains the most efficient and cost-effective approach.

To maintain ongoing efficiency and cost-effectiveness, it is important to periodically evaluate the associated costs and services. This evaluation focuses on identifying potential cost savings, assessing the quality of customer service, and determining whether current practices continue to align with the needs of both the City and its residents.

On February 27, 2025, in alignment with the City code and best procurement practices, staff issued a Request for Proposal (RFP) to explore alternative service providers. The RFP was distributed to multiple vendors, seeking service reliability, customer support, and competitive pricing. By the March 27, 2025, deadline, the City received six (6) proposals from the following vendors:

1. Lineage Connect
2. Infosend
3. Inland Presort and Mailing Services
4. The PLD Group Inc.
5. QuestMark
6. 360S2G

City staff conducted a detailed evaluation of all submissions based on vendor qualifications, scope of services, pricing, and relevant experience. Following this review, Infosend was identified as the most qualified vendor, offering the best combination of experience, service quality, and competitive pricing. As a local in-state provider, Infosend has consistently delivered reliable and efficient services to the City of Beaumont, with a commitment to fiscal responsibility and excellent customer service.

The initial term of the contract is three (3) years, with the option to extend a maximum of two (2) one-year extensions, each of which must be approved by the City Council in accordance with the Beaumont Municipal Code (BMC) Chapter 3.01.040.

Under the terms of the agreement, the service rate is \$0.1742 per mailing, with a 3% annual escalator. Postage rates are applied at the time of mailing. The total compensation is not to exceed \$40,000 the first year, plus the US postal rate. A 3% escalator will be applied annually.

Fiscal Impact:

The base rate for services is \$0.1742 per mailing with a 3% annual escalator and postage rates are applied at the time of mailing. The cost of the agreement has been incorporated into the FY 25/26 Wastewater operating budget GL 700-4050-7068-0000.

The cost to prepare this staff report is estimated to be \$250.

Recommended Action:

Authorize the City Manager to execute a General Services Agreement with Infosend to provide printing and mailing services for utility billing for an initial term of three (3) years, with the option to extend a maximum of two (2) one-year extensions subject to City Council approval; and

Direct staff to issue a Purchase Order for a not-to-exceed amount of \$40,000 with a 3% escalator annually.

Attachments:

- A. RFP
- B. Proposal
- C. General Services Agreement