

**CITY COMMISSION AGENDA ITEM REPORT**

**DATE:** August 23, 2023

**SUBMITTED BY:** Nancy Wilson

**ITEM TYPE:** Resolution

**TEMP. RESOLUTION NUMBER:** 13988

**AGENDA SECTION:** CONSENT AGENDA

**TITLE:** TR13988 - A Resolution of the City Commission of the City of Tamarac, Florida, approving the Agreement between the City of Tamarac and InfoSend, Inc., for the provision of utility billing printing and mailing services utilizing Collier County contract #22-8019 for a three year term commencing immediately upon approval through June 26, 2026, with two additional one year extensions; authorizing the appropriate City Officials to execute the Agreement between the City of Tamarac and InfoSend, Inc., providing for conflicts; providing for severability; and providing an effective date.

**RECOMMENDATION:** Approval of TR13988 awarding an agreement for the printing and mailing of the City's utility bills, to InfoSend, Inc.

**BACKGROUND:** The City has been utilizing the services of an outside contractor for the printing and mailing of the utility bills since 2004. This service was implemented in an effort to address workload and streamline processes. InfoSend, under their predecessor, Southwest Direct, began providing services to the City in 2014, utilizing a Collier County Agreement. The City was eligible to piggy-back this Agreement in accordance with the provisions of Section 6-148 (f) of the Tamarac Procurement Code that provides that the City may purchase goods or services awarded by other governmental entities when such agreements were awarded as a result of a formal competitive process.

Collier County issued a new RFP in July of 2022, and awarded Contract #22-8010 on February 14, 2023, but the County did not notify the vendor or any of the piggy-backing agencies of the award until June 2023, just before the

Agreement expired on June 26, 2023. Collier County Contract #22-8010 provides for an initial period of three (3) years with up to two (2) one (1) year renewal options and no increase in the cost of service from the prior contract. Other governments that have utilized the services of InfoSend include but are not limited to, Manatee County, City of Venice, City of Ocoee and City of Naples.

Due to the new term of three (3) years, the City must seek approval of the City Commission for the award of the new contract because the approximate cost for three (3) years of continued service is \$120,000. Since estimated expenditures for this Contract are anticipated to be above the approval limit of \$65,000 for the City Manager, this contract will require City Commission approval.

Since InfoSend did not receive notification from Collier County regarding the award of the new Agreement until shortly before the contract was set to expire, InfoSend has agreed to extend our existing contract and contract pricing until the City approves the new Agreement. The "Price Per Piece" on the new Agreement is \$0.148. The previous price was 0.138 per piece.

As a result of utilizing the services of InfoSend and their predecessor, Southwest Direct, for e-billing services, the City has received the following benefits:

- Emailing and archiving of actual bill produced, including information at the back of the bill.
- Ability to reproduce and reprint archived bills at any time by various users.
- Ability to provide inserts to customers who utilize e-bills providing the same bill and information as provided to the customers who receive the bills by mail.
- Ability to troubleshoot and be notified of e-bills that were not delivered to a customers' inbox.

**ISSUE:**

In order to maintain continuity of services, it is necessary to award a new agreement for the City's Utility Billing Services.

**STRATEGIC GOALS:**

Goal #3: Tamarac is Economically Resilient

**ATTACHMENTS:**

[TR 13988 -- Utility Billing Services Memo - InfoSend 2023.docx](#)

[TR 13988 - Utility Billing Service Reso- InfoSend 2023.docx](#)

[TR 13988- Exhibit 1 - Collier Co Agreement 22-8810.pdf](#)

[TR 13988- Exhibit 2 -Vendor Executed Agreement -- InfoSend 2023.pdf](#)

[TR 13988 -- Utility Billing Back-up.pdf](#)