



Legislation Text

File #: 2021-0219, **Version:** 0

Title
Utility Bill Printing Services

History

After an RFP process in 2009, the Village selected InfoSend, Inc. as the firm to print utility bills for our customers. The contract was extended in 2012, and awarded to InfoSend again in 2015 after an RFP process.

The City of Quincy, Illinois, conducted a competitive bid process that allows for other municipalities to piggy-back on their pricing. The pricing of the Quincy proposal is actually less per piece than we are currently paying. We receive top quality service from InfoSend, and they have committed to making changes to our billing as we convert to Munis billing at no additional cost.

The majority of what the Village pays to InfoSend relates to postage. The contact costs including the following:

- Data Processing fee per document \$0.015
- Printing and Mailing Service: \$0.035 per page
- US postage: pass through cost
- Additional costs are required for 4 color printing

InfoSend is also able to print our billing stock, outgoing envelopes, and return envelopes at rates between \$0.015 and \$0.017. There also are minor monthly fees of \$250.

Financial Impact

In 2020, the Village paid InfoSend a total of \$69,569. Of that cost, \$50,924.34 was pass through expense for postage. We paid \$4,002.87 for inserts promoting concerts and the winter/spring program guide. The remaining \$14,641.81 was for InfoSend processing and miscellaneous fees. Funds for utility bill printing have been included in the 2021 budget (\$16,000 for outsourcing, and \$66,600 for postage all Water & Sewer Fund postage).

Recommended Action/Motion

I move to authorize the Village Manager to execute the necessary documents with Infosend for utility bill printing services for a three-year term, subject to Village Attorney review.