



Legislation Details (With Text)

File #: 18-0380 **Version:** 1 **Name:** Utility Billing Print Services
Type: Agenda Item **Status:** Approved
File created: 7/10/2018 **In control:** City Council
On agenda: 8/14/2018 **Final action:** 8/14/2018

Title: Consider and take action on a resolution authorizing a three-year agreement with Peregrine Services, Inc for the printing and mailing of the city's utility bills for an amount not to exceed \$558,792 (Director of Finance)

Sponsors:

Indexes:

Code sections:

Attachments: 1. Data Sheet, 2. Proposed Resolution, 3. Exhibit A - Agreement with Peregrine, 4. Bid Results

Date	Ver.	Action By	Action	Result
8/14/2018	1	City Council	Approved	Pass

Consider and take action on a resolution authorizing a three-year agreement with Peregrine Services, Inc for the printing and mailing of the city's utility bills for an amount not to exceed \$558,792 (Director of Finance)

Approval of this item will award a three (3) year contract to Peregrine for monthly utility bill printing and mailing at the letter size format at an estimated annual expense of \$558,792. The contract date is October 1, 2018 to September 30, 2021.

On June 26, 2018 bids were received from seven potential providers of utility billing and mailing services for a total of 35,000 pieces, both postcard size and letter size. In addition, Tyler MUNIS will assess a one-time charge of \$5,100 (\$2,550 each bill type) for the cost to design and format both postcard regular bills and postcard delinquent notifications. Included in the monthly cost outlined below is postage in the amount of \$12,474 for letter size and \$8,481 for postcards. The difference in postage between letter size and postcards is \$47,916 annually assuming no increase in postage by the USPS during the contract period, for a total of \$143,748 over the three-year period.

Potential Provider	Monthly Cost-Letter size		Monthly Cost-Postcard
	<i>(With Inserts)</i>	<i>(No Inserts)</i>	+ \$ 5,100 <i>(Tyler one-time)</i>
Peregrine	\$15,522	\$14,982	\$10,461
Allison Payment	\$15,804	\$15,114	\$13,431
Master's Touch	\$16,062	\$15,312	\$10,329
InfoSend	\$16,443	\$14,883	\$10,329
Quest Mark	\$16,698	\$15,378	\$11,286
Data Prose	\$16,896	\$14,916	\$10,131
Pinnacle	\$17,397	\$14,949	\$10,461

Staff recommends letter size format for the monthly statements and delinquent notifications. In the past, staff has received complaints regarding the postcard bill format including complaints regarding privacy, they are easily thrown out with junk mail due to the size, they are often lost/misdelivered, and are too small to read. Sending letter-sized bill statements to our customers will provide privacy, ensure that the bills are easier to identify, provide more text space for 13-month usage history and give the City an unprecedented opportunity to communicate with our residents on a monthly basis in

printed form.

Currently, the only print communications our residents receive from the City is the quarterly edition of City Matters. Because the printed publication is only mailed to residents four times a year, most of the content is dated and includes a “rehash” of information and photos previously posted on the City’s website and social media channels.

An insert, prepared and printed by the City’s Communications Department, placed inside the monthly bill statement would allow the City to provide timely and relevant information to our residents about everything from town hall meetings and events to project updates, upcoming elections, and City resources available to citizens.

This would be extremely beneficial, especially to those residents who are not on social media and who do not frequent the City’s website or watch channel 16.

Overall, the letter-sized bill statement and inserts could be a valuable communications resource the City could leverage to engage and inform its residents.

ATTACHMENTS:

1. Data Sheet
2. Proposed Resolution
3. Exhibit A - Agreement with Peregrine
4. Bid Results

FUNDING

{ } NOT APPLICABLE

{X } Funds are available from Account #10207100-53110 Postage and Account #10207100-53130 Printing and Binding

{ } Requires Budget Amendment to transfer from Account # _____ to Account # _____