

ITEM #:	<u>20</u>
DATE:	<u>06-23-26</u>
DEPT:	<u>FIN</u>

COUNCIL ACTION FORM

**SUBJECT: CONTRACT RENEWAL FOR PRINT-TO-MAIL SERVICES
FOR UTILITY BILLS**

BACKGROUND:

The City of Ames issues approximately 297,000 utility billing statements annually. Rather than preparing, printing, and mailing utility billing statements in-house, the City utilizes a print-to-mail service to ensure timely and accurate delivery of these statements.

On June 10, 2025, the City Council approved a contract with InfoSend, Inc. to provide print-to-mail services for utility billing following a Request for Proposals (RFP) process. The contract is billed annually and includes four (4) additional contract renewal periods for a contract of up to five (5) years, subject to annual appropriation of funds.

InfoSend has now completed its first year of service and has been fully implemented for the City's utility billing operations. The print-to-mail system has functioned as intended, and staff has been satisfied with the level of service provided.

This contract renewal for FY 2026/27 represents Year 2 of a possible 5-year contract. The proposed renewal period is from July 1, 2026 through June 30, 2027. Costs for FY 2026/27 reflect an average increase of approximately 3.5% due to postage and service-related adjustments. A total of \$208,500 is included in the budget for this service. Staff is recommending renewal of this contract in an amount not-to-exceed \$208,500.

ALTERNATIVES:

1. Approve the renewal of the contract for print-to-mail services to InfoSend, Inc. in an amount not to exceed \$208,500.
2. Do not approve renewal of the contract and direct staff to rebid the required services.

CITY MANAGER'S RECOMMENDED ACTION:

InfoSend, Inc. has provided reliable and satisfactory print-to-mail services during the first year of the contract, meeting the City's operational needs and performance expectations. Renewing the contract will ensure continuity of service and avoid the administrative costs and potential disruption associated with rebidding or transitioning to a new provider. Therefore, it is the recommendation of the City Manager that the City Council approve Alternative No. 1, as described above.