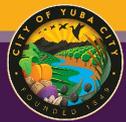




**RFP 22-02: Payment Processing & Statement Printing and Mailing
Award of Contract**

Background



- Two vendors for processing payments and printing and mailing is less efficient
- Opportunity to improve service and streamline
- Best service at most reasonable cost
- 1-yr contract with up to four 1-yr extensions



- Finance staff informed 5 known vendors of the Request for Proposal (RFP)
- Two (2) legal notices were placed in *The Appeal* as well.
- Eight (8) proposals were submitted at the time of bid opening.

Analysis Continued



- Three City staff members independently evaluated each proposal on the following criteria:
 - Cost
 - Ability to provide services
 - Experience and qualifications
 - References
- The Top 4 vendors moved on to the presentation phase:
 - OSG Connect
 - InfoSend
 - The Master's Touch
 - Sebis Direct

Analysis Continued



- After vendor presentations, staff determined that InfoSend would provide the best and most consistent service at a reasonable cost



Payment Processing Costs: Current vs Proposed

Current

- City Cost: Approx. \$12,000/year
- Absorption Fee:
 - \$0.15 cents per online/IVR ACH transaction

Proposed

- City Cost: Estimated \$24,677/year
- Absorption Fee
 - \$0.405 per online ACH transaction
 - \$0.58 per IVR ACH transaction



Print and Mail Costs

- InfoSend is the City's current print and mail provider.
- Costs will remain consistent with what the City currently pays
- Annual estimated costs of \$116,000 (includes current postage amounts)

Staff's Recommendation



- Award the Payment Processing & Statement Printing and Mailing contract to InfoSend of Anaheim, CA in the estimated amount of \$141,400 for one year.
- The contract includes the option of four 1-year extensions as approved by the City Manager.

Questions?

