CITY OF POMONA
COUNCIL REPORT

November 3, 2025

To: Honorable Mayor and Members of the City Council

From: Anita D. Scott, City Manager

Submitted By: Andrew Mowbray, Finance Director

SUBJECT: AMENDMENT TO INFOSEND, INC. CONTRACT FOR PRINTING, POSTING, MAILING, ELECTRONIC BILL PRESENTATION AND PAYMENT SERVICES FOR CITY UTILITY BILLS

RECOMMENDATION:

It is recommended that the City Council take the following actions:

1) Approve the extension of services provided by InfoSend, Inc. of Anaheim, California, for the printing, posting, mailing, and electronic bill presentment and payment services for the City of Pomona's utility bills for an additional term of one-year (1) year, with one (1), one-year (1) extension option, for the printing, posting, mailing and electronic bill presentment and payment services (EBPP) for the City of Pomona's utility bills, at the prices bid, plus the actual cost of postage; and

2) Authorize the City Manager, to execute an Amendment with InfoSend, Inc. for these services and any authorized extensions, subject to review by the City Attorney.

EXECUTIVE SUMMARY:

Approval of this award will enable the City to continue with uninterrupted printing, posting, mailing, and online viewing of bill-paying services for approximately 30,000 accounts that receive bi-monthly utility bills from the City. InfoSend, Inc. is the City's current vendor and was the lowest responsible bidder in response to a Request for Bids for these services.

SB1439/GOVERNMENT CODE §84308 APPLICABILITY:

☐ When this box is checked, it indicates the agenda item is subject to the Levine Act SB1439 requirements. Council members are reminded to check their campaign contributions and determine whether they have received a campaign contribution of $500 or more that would require disclosure and/or recusal from discussing or acting on this agenda item. Campaign contributions of $500 or more made 1) by any person or entity who is identified in the agenda report as the applicant or proposer or 2) on behalf of the applicant or participant, including a parent, subsidiary or otherwise related business entity, or 3) by any person who has a financial interest in the agenda item requires a councilmember to comply with SB1439.

FISCAL IMPACT: The estimated annual cost, based on current customer volume at the prices bid, is $55,868.10. There are funds budgeted in the Water Fund (571-8121-52285-0000) for Fiscal Year 2025-26 for these services. The annual postage cost for mailing the City's utility bills is estimated at $118,492.50, which is funded in the postage budget (571-8121-52063-00000). The contract extension cost is consistent with the five-year term of the original agreement. Appropriate funding will be budgeted for future fiscal years.

PUBLIC NOTICING REQUIREMENTS: Section 2-970 of the City' Purchasing Ordinance requires that a Notice Inviting Bids be posted at least ten days prior to the date of opening. The notice was posted to the City's website and the Public Notice Board on May 21, 2020, with bids from three (3) companies; bids were opened on June 4, 2020.

PREVIOUS RELATED ACTION: In 2009, the City outsourced the printing and mailing of City utility bills. An RFP process was utilized and InfoSend was awarded the Agreement for an annual amount not to exceed $35,406 for the initial agreement term, and actual postage cost. In January 2015, InfoSend was awarded a second agreement for an annual amount not to exceed $41,691 for a three-year term, with two one-year options. November 2020, InfoSend was awarded a third agreement for an annual amount not to exceed $51,288 for a three-year term, with two one-year options, and it is scheduled to expire on November 30, 2025.

DISCUSSION:

Approval of this item will authorize the extension of a contract with InfoSend for one year. City Code section 2-984 requires City Council approval for any contract that extends beyond five (5) years.

The term of the current contract expires November 30, 2025. Due to the implementation of the City's New ERP system for Finance and CIS Advance Utility Billing System upgrade currently in progress, it is in the best interest of the City to maintain its current vendor for Printing, Mailing and posting of electronic payment processing. The company has proven to be a reliable and responsive partner and they have successfully passed annual Payment Card Industry Data Security Standard (PCIDSS) audits. The PCIDSS are requirements designed to ensure that all companies that process, store, or transmit credit card information maintain a secure environment. Based on the current account volume and at the prices bid, the city will pay $55,868.10 for one year for the printing, posting, mailing, and EBPP services for the City's utility bills. Under the terms of the Agreement, InfoSend will obtain the best available postage rates and will be responsible for printing, sorting, and bulk-mailing 18,700 pieces of mail per month, or 224,000 pieces per year. Additionally, InfoSend will be responsible for maintaining the customer web portal for EBPP services. The city currently has 23,362 active enrolled EBPP participants.

InfoSend, Inc. is appropriately licensed, bonded, insured, qualified, and competent to perform the required services. Staff recommends the award of a one-year (1) contract extension with one (1), one-year (1) extension option for the printing, posting, mailing, and EBPP services for the City of Pomona's utility bills.

Prepared by:

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Revenue Operations Supervisor