

IMPACT STATEMENT

Legislation title: Authorize a contract for utility bill printing, mailing and presentment for a term of five years for \$4.6 million (Procurement Report - Project 122817)

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Presenter name: Scott Schneider, Interim Procurement Manager

Purpose of proposed legislation and background information:

The purpose of this legislation is to authorize a five year Contract for Utility Bill Printing, Mailing and Presentment for InfoSend to provide bill printing, mailing and presentment for water and stormwater services utility customers. The contractual term shall be June 1, 2019 through May 31, 2024.

The Portland Water Bureau oversees the operations of the provisions required for bill printing, mailing and presentment for water and stormwater service utility customers. The printing and mailing of the bills are critical functions currently performed internally by two permanent retirement eligible Water Bureau employees. The primary and back-up equipment used for the printing work are co-located while housed in Printing & Distribution's shop. In the event the City experiences a natural disaster or a service interruption at either location, continued bill printing and mailing operations would be jeopardized. Responsible for the distribution of approximately 830,000 bills, 260,000 notices and 90,000 letters annually, the Water Bureau must produce a solution to mitigate risk and provide off-site disaster recovery measures which include multiple locations capable of handling this revenue generating work.

InfoSend will be the sole provider of the following services: paper bill, letter and notice printing mailing; electronic bill presentment; email notifications of bill availability and web-based presentation of the bill; return mail processing; management dashboards and reporting; marketing support; archival of bills; data security, and disaster recovery.

InfoSend will provide the Water Bureau with and the services required to meet the growing needs of the City's utility customers who expect dynamic electronic bill present and payment options.

This legislation does not change any City policies.

No revenues will be impacted by this legislation.

Financial and budgetary impacts:

On July 18, 2018 Council passed Ordinance No. 189073 authorizing the Chief Procurement Officer to conduct a competitive solicitation in accordance with City Code for utility bill presentment for an estimated amount of \$7,500,000.

It is requested that Council accept the Chief Procurement Officer's recommendation to award a five year Contract with InfoSend for total contractual amount of \$4,600,000.

Based on historical usage of these services, Bureau confidence in the not-to-exceed amount of the Price Agreement is "High".

Funding of the \$4,600,000 over the five year contractual term is available in the Water Bureau's FY 2018-19 Budget. Additional funding will be requested in the FY 2019-20 through FY 2022-23.

There will be no change to the forecast water rates. This legislation does not impact any current or future staffing levels in the Water Bureau. Existing staff in the Water Bureau may remain performing other job duties as assigned; however, there may be an impact to staffing in P&D.

Community impacts and community involvement:

On July 18, 2018 Council passed Ordinance No. 189073 authorizing the Chief Procurement Officer to conduct a competitive solicitation in accordance with City Code for utility bill presentment for an estimated amount of \$7,500,000, on behalf of the Water Bureau. On October 26, 2018, Procurement Services issued Request for Proposals (RFP) No. 00000985 for Utility Bill Printing, Mailing and Presentment (Water).

The goods and services contracting community, including contractors certified with the State of Oregon COBID office as Disadvantaged, Minority owned, Woman owned, Emerging Small Businesses, and Service Disabled Veteran owned enterprises became involved when the solicitation was publicly advertised on the City's online procurement system on October 26, 2018, and State COBID certified firms were notified of the contracting opportunity via direct outreach by Procurement Services. Potential offerors were invited to review the competitive solicitation, ask questions, provide comments and submit proposals by the advertised closing date of November 28, 2018. At closing, eight proposals were received and deemed responsive to the solicitation requirements. The proposals were evaluated by a panel of evaluators which included a community member participant from the Minority Evaluator Program.

The City issued a Notice of Intent to Negotiate and Award on February 11, 2019 to which no protests were received.

No future public involvement is anticipated.

100% Renewable Goal:

Electronic systems utilized by the City for performing services under this Price Agreement are 100% powered by renewable energy sources.

This action does not increase or decrease the City's current total energy use.

Budgetary Impact Worksheet

Does this action change appropriations?

☐ **YES:** Please complete the information below.

☒ **NO:** Skip this section

Fund	Fund Center	Commitment Item	Functional Area	Funded Program	Grant	Sponsored Program	Amount