



## Legislation Text

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**File #:** 14-521, **Version:** 1

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Bill Printing and Mailing Services Agreement with Bend Mailing Services, LLC

### **RECOMMENDED ACTION (Motion):**

Staff recommends the City Commission approve an agreement with Bend Mailing Services, LLC, to provide bill printing and mailing services to the City of Oregon City.

### **BACKGROUND:**

The City was leasing a utility bill processing machine under a five year agreement with Pitney Bowes. At the conclusion of the lease, the Utility Customer Account Coordinator recommended that Finance consider allowing a professional company to handle printing and mailing of the bills. After researching the recommendation, it was determined that the transition would save the City's utility funds several thousand dollars, allow staff to focus on more important customer service work, and free up a significant amount of working space at City Hall.

In July, the City issued a Request for Proposals (RFP) soliciting proposals from vendors to perform the printing and mailing of utility bills. A total of eleven (11) proposals were received. A panel consisting of the City's Financial Analyst, the Utility Customer Account Coordinator, a Utility Customer Service Representative, and a Public Works Senior Assistant evaluated the proposals using selection criteria as described in the RFP and consisting of the following: 1) Overall firm responsiveness and understanding, 2) Qualifications, 3) Experience, 4) Implementation Plan / Project Schedule, and 5) Cost. Bend Mailing Services, LLC, was unanimously ranked highest after independent, criteria based reviews (see final ranking summary, attached).

### **BUDGET IMPACT:**

Amount: Annual contract costs will decrease by \$13,536. Cost savings associated with reassignment of staff are estimated at \$19,000 annually.

FY(s): 2015 - 2019, with the option to renew annually.

Funding Source: Contract costs are spread across the four utility funds.