City of Delray Beach
100 N.W. 1st Avenue
Delray Beach, FL 33444

Cover Memorandum/Staff Report

File #: 25-1331 **Agenda Date:** 11/18/2025 **Item #:** 6.K.5.

TO: Mayor and Commissioners
FROM: Hassan Hadjimiry, P.E., Utilities Director
THROUGH: Terrence R. Moore, ICMA-CM
DATE: November 18, 2025

APPROVAL OF RESOLUTION NO. 260-25, APPROVING AN AGREEMENT WITH INFOSEND, INC., FOR PRINTING AND MAILING SERVICES FOR UTILITY BILLING, UTILIZING COLLIER COUNTY RFP NO. 22-8010, IN A TOTAL CONTRACT VALUE AMOUNT NOT TO EXCEED $533,750.

Recommended Action:
Approval of Resolution No. 260-25, approving an agreement with Infosend, Inc., for printing and mailing services for utility billing, utilizing Collier County RFP No. 22-8010, in a total contract value amount not to exceed $533,750.

Background:
On June 22, 2022, Collier County (County) advertised RFP No. 22-8010, Printing and Mailing Service for Utility Billing. The County received two (2) responses to the bid. A selection committee met on August 25, 2022 to review the proposals. InfoSend, Inc., (InfoSend) was ranked the number one (1) firm based on clients of similar size, scope, and complexity within the past three years. The term of the contract is for a period of three (3) years, with two (2) additional one-year renewal periods valid through June 26, 2028.

Utilities Customer Service (Utility Billing) division will utilize the InfoSend contract for bill processing, printing, e-billing, and mailing services of monthly utility bills, notices, and miscellaneous inserts on an ad-hoc basis. Utility Billing produces approximately 22,000 utility billing statements (water and sewer) a month for approximately 17,000 utility customer(s) receiving mailed bills.This contract also provide e-billing services for electronic transmission to the utility customer.

Should the City exercise the renewal options provided in the Agreement, the cumulative estimated contract value through the term of this contract is provided below.

Contract - P2025-042		
Initial Term - Year 3	November 4, 2025 - June 26, 2026	$ 140,000
Year 4	June 27, 2026 - June 26, 2027	$ 187,500
Year 5	June 27, 2027 - June 26, 2028	$ 206,250
Total		**$ 533,750**

This motion is in accordance with the Code of Ordinances Chapter 36, Commission Approval Required and Purchasing Policy.

City Attorney Review:
Approved to form and legal sufficiency

Funding Source/Financial Impact:
Utilities Customer Service - 441-36-050-536.34-90 Other Contractual Services
Utilities Customer Service - 441-36-050-536.42-10 Postage Services

Timing of Request:
N/A