



Legislation Details (With Text)

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**File created:** 5/21/2020    **In control:** City Council  
**On agenda:** 6/16/2020    **Final action:** 6/16/2020  
**Title:** Resolution Approving Change Order 1 to Contract 2017-10684 with CSG Systems, Inc. in the Estimated Amount of \$571,000 for City Services Statement Printing and Mailing Services

**Sponsors:**

**Indexes:** All Districts, WR Contracts

**Code sections:**

**Attachments:** 1. MWBE Memo - CS0300-20-55573 Utility Billing and Processing.pdf, 2. SoS\_Cable Service Group.pdf, 3. 20-0417 RES Bill Print and Mail CO.pdf

Date	Ver.	Action By	Action	Result
6/16/2020	1	City Council	adopt	Pass

Resolution Approving Change Order 1 to Contract 2017-10684 with CSG Systems, Inc. in the Estimated Amount of \$571,000 for City Services Statement Printing and Mailing Services

Council Priority: Maintain Infrastructure and Provide Sustainable Growth Opportunities

Department: Water Resources  
Council District: All

Public Hearing: N/A  
Advertising Date/By: N/A

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**PURPOSE:**

The Water Resources Department requests a one-year extension to a three-year contract (2017-10684) with CSG Systems, Inc. for City Services Statement Printing and Mailing Services due to COVID-19.

**BACKGROUND:**

The three-year contract in the amount of \$1,711,851 with Business Ink, Co. (subsequently sold to CSG Systems, Inc.) for bill printing, mailing preparation, and postage was awarded by City Council on September 19, 2017 by resolution is ending in October and a one-year extension is requested due to limitations during the COVID-19 pandemic. CSG Systems, Inc. has agreed to continue to honor the unit pricing in the existing contract.

Currently, the Department requires printing and mailing services for about 1.2 million bills per year. This is a critical process and there are several technical issues that require careful planning and attention when new vendors are chosen. Often, site visits are required ensure that the bill printing and mail preparation process meets City specifications. With the current travel restrictions and the uncertainty surrounding the pandemic,

there are concerns that the normal verification and testing process may be compromised, which could result in impacts to billing operations. The bill print and mailing service has operated smoothly during the shelter-in-place with CSG Systems, Inc., and the City hasn't experienced any service delays. The Department will plan to issue a new RFP at the end of the extension period.

Water Resources consulted with the MWBE Office on the contract extension, and no MWBE vendors were identified within the City's 27-county area.

**BUDGET IMPACT:**

Funding for the contract extension in the amount of \$571,000 is budgeted in the FY 2020-2021 Water Resources Operating Fund account 501-7012-02. \$93,300 is budgeted for bill printing and processing, and \$477,700 is budgeted for postage.

**RECOMMENDATION / ACTION REQUESTED:**

The Water Resources Department recommends approval for Change Order 1 to Contract 2017-10684 with CSG Systems, Inc. in the estimated amount of \$571,000 for City Services Statement Printing and Mailing Services.