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NEWPORT BEACH

City Council Staff Report

January 27, 2026
Agenda Item No. 12

TO: HONORABLE MAYOR AND MEMBERS OF THE CITY COUNCIL

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TITLE: Professional Services Agreement with Infosend, Inc. for Document Printing, Mailing Services and Online Presentment

ABSTRACT:

The City of Newport Beach (City) issues a high volume of bills and notices each cycle, primarily for utility billing serving approximately 26,000 accounts and supporting revenue collection for essential municipal services. InfoSend has provided document printing, mailing, online bill presentment, and payment integration services for more than 10 years. For the City Council's consideration is the approval of a three-year professional services agreement (PSA) with InfoSend, Inc. (InfoSend) not to exceed \$810,000 to provide document printing, mailing services, online bill presentment, and payment services.

RECOMMENDATIONS:

- a) Determine this action is exempt from the California Environmental Quality Act (CEQA) pursuant to Sections 15060(c)(2) and 15060(c)(3) of the CEQA Guidelines because this action will not result in a physical change to the environment, directly or indirectly;
- b) Approve the Professional Services Agreement with InfoSend, Inc. of Anaheim, CA for Document Printing, Mailing Services and Online Presentment for an initial three-year term ending January 27, 2029, with two optional one-year terms, and a total not-to-exceed amount of \$810,000, and authorize the Mayor and City Clerk to execute the agreement.

DISCUSSION:

The City generates and distributes a high volume of bills and notices each billing cycle, with utility billing accounting for the majority of mailed and electronically presented documents. These billing activities support critical revenue operations for essential municipal services, including water, sewer, business licenses, alarm permits and other City programs. The City currently serves approximately 26,000 utility accounts, which comprise the majority of all billed accounts.

InfoSend has provided document printing, mailing, online presentment, and payment services to the City for more than 10 years. During this time, InfoSend demonstrated consistent performance, reliability and a strong understanding of the City's billing systems, operational requirements, and customer service needs. Services provided

include document composition, printing, envelope stuffing, mailing, electronic bill presentment and integration with online payment platforms.

Approval of the proposed agreement will allow the City to continue these essential services without disruption, ensuring operational efficiency, timely and accurate customer billing, and reliable revenue collection.

The agreement was procured using a piggyback method in accordance with Administrative Policy AP-001, Section 4.2. This section of the City's purchasing policy authorizes the use of contracts competitively awarded by another public agency when it is determined to be in the City's best interest.

Staff piggybacked on a competitively solicited and awarded contract issued by the City of Glenn Heights, Texas. Staff reviewed the originating procurement and determined that the scope of services, pricing structure and contract terms are substantially similar to the City's operational needs and represent a cost-effective and efficient procurement approach.

FISCAL IMPACT:

The total not-to-exceed cost of the agreement is \$810,000 over three years. Sufficient funds are budgeted annually within the appropriate departmental operating budgets that support utility billing and related City services. There is no additional fiscal impact beyond the proposed agreement amount.

ENVIRONMENTAL REVIEW:

Staff recommends the City Council find this action is not subject to the California Environmental Quality Act (CEQA) pursuant to Sections 15060(c)(2) (the activity will not result in a direct or reasonably foreseeable indirect physical change in the environment) and 15060(c)(3) (the activity is not a project as defined in Section 15378) of the CEQA Guidelines, California Code of Regulations, Title 14, Chapter 3, because it has no potential for resulting in physical change to the environment, directly or indirectly.

NOTICING:

The agenda item has been noticed according to the Brown Act (72 hours in advance of the meeting at which the City Council considers the item).

ATTACHMENT:

Attachment A – Professional Services Agreement with InfoSend