



City of Santa Ana
20 Civic Center Plaza, Santa Ana, CA 92701
Staff Report
April 19, 2022

TOPIC: Data Processing, Printing and Mailing, and Electronic Bill Present Services

AGENDA TITLE:

Approve Renewal Agreement with InfoSend, Inc. for Data Processing, Printing and Mailing, and Electronic Bill Present Services in an amount not to exceed \$10,904,376 (General and Non-General Fund)

RECOMMENDED ACTION

Authorize the City Manager to execute a renewal agreement with InfoSend, Inc. for data processing, printing and mailing, and electronic bill presentment services for Municipal Utility Services, Business License, Proactive Residential Enforcement Program, Dog Licensing, Paramedic Subscriptions, and City newsletters and other City-related miscellaneous mailing notices. Said renewal agreement is to be for an amount not to exceed \$10,904,376, which includes a 15% contingency funding for annual Cost Price Index ("CPI") adjustments and a further 15% contingency set-aside for anticipated United States postage increases – altogether totaling \$2,516,394 over the maximum 8½-year life of the agreement. The renewal agreement commences April 19, 2022 and contains a base term covering FY 2021-22, 2022-23, 2023-24 and FY 2024-25, expiring December 31, 2025, with provision for two renewal options of three years, and one year, respectively, ending December 31, 2029.

DISCUSSION

The Treasury & Customer Service Division ("Treasury") of the Finance and Management Services Agency ("FMSA") is responsible for the billing and payment processing for Municipal Utility Services ("MUS") accounts, Business Licenses, and Proactive Residential Enforcement Program ("PREP") accounts, Dog Licenses, and Paramedic Subscription services. Billing and payment services require data processing, printing and mailing services, and e-business services (electronic billing and payment presentation ("EBPP") online and/or accepting and reporting payment transactions via the internet).

InfoSend, Inc.'s ("InfoSend") scope of bill print services include, but are not limited to, the following: data processing, printing, and mailing services. InfoSend's data processing, printing, and mailing services encompass the following City operations: MUS, Business License, PREP, and Dog Licenses, and include other City-related miscellaneous mailings of associated billing statements, notices, advisories, form correspondence, as well as City

newsletters and a variety of other miscellaneous independent communications or notices. InfoSend's EBPP services include an online bill payment portal for Dog Licensing.

InfoSend is a full billing services provider and utilizes the most current technology and offers an innovative approach with flexible and secure solutions for organizations such as the City, who seek outsourced data processing, printing, mailing, and electronic presentment and/or payment services. The City has benefitted from InfoSend business perspective as they have recognized the City's unique needs and have personalized the way they build solutions for the City's data processing, printing, mailing, and electronic presentment services. InfoSend is fundamentally involved with and has extensive knowledge of, the City's data processing, bill printing, mailing, and EBPP services. In addition, despite significant anticipated increases in USPS postal rates, InfoSend has agreed to maintain the City's current postage deposit on hand in the amount of \$13,040.

InfoSend is able to solely-handle all requested data processing, print, mail services, and associated e-business services. Their professional services include project management for each print job from beginning to end, as well as providing a high level of quality assurance through their Quality Control Department by checking mail files at multiple stages throughout the production process. InfoSend's information technology, document formatting, electronic payment service, and document production currently integrates seamlessly into our various existing Treasury billing structures, as it presently generates all electronic document files, exchanges them with other integrated vendors, inserts mailing pieces, meters postage, and prepares all mail items for delivery.

All standard paper and envelopes sourced by InfoSend are Sustainable Forestry Initiative Certified ("SFI"). The SFI program is a comprehensive system of principles, objectives and performance measures developed by professional foresters, conservationists and scientists, among others that combines the perpetual growing and harvesting of trees with the long-term protection of wildlife, plants, soil and water quality. InfoSend's standard double window #10 and single window #9 envelopes are sustainably produced and are provided to clients at no cost. Additionally, because of ongoing worldwide shortages of certain paper grades (the most affected type being recycled paper stock) and as a response to their client's ongoing needs, InfoSend during this time has worked closely with their current suppliers and have established new vendor relationships to ensure an uninterrupted supply of paper stock (which is SFI Certified) to protect against any unexpected disruptions in the supply chain.

Furthermore, beginning in Fiscal Year 2019-20, the Finance and Management Services ("FMSA"), Public Works ("PWA"), and Information Technology ("IT") agencies undertook development of a program for the implementation of Advanced Metering Infrastructure ("AMI") to provide modern smart metering services for the City's water utility operation and for MUS customers to which InfoSend's services are tied. In March 2020, Treasury started a comprehensive upgrade to the City's existing water, sewer, sanitation, and

refuse customer information service/utility billing system, enQuesta, to ensure the City is keeping up with best practices as they relate to utility customer service, billing technology, and to ensure compatibility with AMI systems. The AMI program is dependent on expanded use of the City's upgraded MUS enQuesta system, with which InfoSend's services are integrated. InfoSend's services directly support and are bilaterally integrated with this comprehensive upgrade. The cost to implement an equivalent bill print and e-business service provider is unknown, but would require new software and substantial additional integration expenses to the City as InfoSend is fully integrated into all Treasury programs that require bill print/e-business services.

In connection with the AMI program development, PWA has launched an Awareness and Education Campaign as a sustained effort to educate residents and boost public awareness about AMI smart metering services for the City. As a response to the COVID-19 pandemic, the City launched various community assistance programs to provide much-needed services to the City's residents and business community. Inclusively, the City adopted a Rent Stabilization Ordinance effective November 19, 2021, which requires mailing notices to various tenants and Santa Ana rental property owners. For these community outreach reasons and because InfoSend is the City's data processing, printing, and mailing service provider, budgeted amounts for the other agencies, like the City Manager's Office ("CMO"), who use InfoSend's printing and mailing services, need to be expanded to cover service use and avoid overspending maximum compensation spending caps.

In addition to the data processing, printing and mailing, and e-business services, there are other related critical payment processing agreements, like the City's walk-in cashiering station merchant processing services, online cloud-based electronic billing and payment presentation/bill print services, and 24-7/365 walk-up payment kiosk services. Based on the synchronization of all of these payment-processing services, the City will achieve full PCI-DSS compliance, thereby transferring future credit card fraud liability from the City to the payment card providers. The enQuesta agreement with which this InfoSend renewal agreement is synchronized runs through December 31, 2025, with optional extensions through December 31, 2029. Moreover, the renewal agreement for the City's integrated Interactive Voice Response ("IVR") contract, which was approved by the City Council on August 17, 2021, was constructed to be co-extensive with the underlying Systems & Software enQuesta Municipal Utility Services billing system software agreement because they are integrated and effectively are sole-source providers due to their extensive and expensive custom software systems integrations.

Therefore, staff recommends the approval of a renewal agreement with InfoSend to assure annual data processing, printing and mailing, and e-business services for the City. By approving the InfoSend renewal agreement, the City Council will be harmonizing agreements with other critical payment processing contracts, such as the enQuesta/AMI integrated project agreements.

Below is a breakdown of costs, including the optional costs:

| City Agency | Contracted Amount | Contingency (Plus Annual CPI Increases) | Annual Postal Rate Increases | Maximum Amount |
|--------------------------------------|--------------------|---|------------------------------|---------------------|
| FMSA - Treasury & Customer Service | \$2,457,696 | \$368,654 | \$368,654 | \$3,195,004 |
| FMSA - Service Enhancement | \$409,616 | \$61,442 | \$61,442 | \$532,500 |
| PWA - Water Miscellaneous Expenses | \$3,264,420 | \$489,663 | \$489,663 | \$4,243,746 |
| PWA - Refuse Collection Service | \$455,000 | \$68,250 | \$68,250 | \$591,500 |
| CMO - General | \$170,000 | \$25,500 | \$25,500 | \$221,000 |
| CMO - General Non-Departmental | \$170,000 | \$25,500 | \$25,500 | \$221,000 |
| CMO - Revive Fund | \$80,000 | \$12,000 | \$12,000 | \$104,000 |
| SAPD - Fiscal & Budget | \$425,000 | \$63,750 | \$63,750 | \$552,500 |
| CDA - Inclusionary Housing Fund | \$233,750 | \$35,063 | \$35,063 | \$303,876 |
| CDA - Housing Authority-Vouchers ADM | \$170,000 | \$25,500 | \$25,500 | \$221,000 |
| CDA - Service Enhancement | \$85,000 | \$12,750 | \$12,750 | \$110,500 |
| CDA - Economic Development | \$42,500 | \$6,375 | \$6,375 | \$55,250 |
| PRCSA - Recreation & Comm. Svs. | \$212,500 | \$31,875 | \$31,875 | \$276,250 |
| PRCSA - Park Facilities | \$212,500 | \$31,875 | \$31,875 | \$276,250 |
| Totals: | \$8,387,982 | \$1,258,197 | \$1,258,197 | \$10,904,376 |

ENVIRONMENTAL IMPACT

There is no environmental impact associated with this action.

FISCAL IMPACT

Funds for this renewal agreement and services are budgeted and available in the FMSA – Treasury & Customer Service Contract Services-Professional (No. 01110130-62300); FMSA – Service Enhancement Contract Services-Professional (No. 01110017-62300); PWA Water – Miscellaneous Expenses (No. 06017642-65220); PWA – Refuse Collection Service Contract Services-Professional (No. 06917640-62300); CMO – Contract Services-Professional (No. 01103010-62300); CMO – General Non-Departmental Contract Services-Professional (No. 01105015-62300); CMO – Revive Fund Contract Services-Professional (No. 18103013-62300); SAPD – Fiscal & Budget (No. 01114401-63001); CDA – Inclusionary Housing Fund (No. 41718820-62300); CDA – Housing Authority-Vouchers ADM (No. 14018760-62300); CDA – Service Enhancement (No. 01118017-62300); CDA – Economic Development (No. 01118810-62300); PRCSA – Recreation & Comm. Svs. (No. 01113230-63001); PRCSA – Park Facilities (No. 01113250-63200). Funds will be budgeted for expenditure as follows:

| FY | Accounting Unit - Account No. | Fund Description | Accounting Unit - Accounting No. Description | Contracted Amount | Contingency (Plus Annual Postage Rate & CPI Increases) | Maximum Amount |
|----------------|--------------------------------------|--------------------------------------|---|--------------------------|---|-----------------------|
| 2021-22 | 01110130-62300 | FMSA - Treasury & Customer Service | Contract Services Professional | \$288,462 | \$86,538 | \$375,000 |
| | 01110017-62300 | FMSA - Service Enhancement | Contract Services Professional | \$48,077 | \$14,424 | \$62,501 |
| | 06017642-65220 | PWA Water – Miscellaneous Expenses | Treasury/Accounting Services Charges | \$384,615 | \$115,384 | \$499,999 |
| | 06917640-62300 | PWA - Refuse Collection Service | Contract Services Professional | \$80,000 | \$24,000 | \$104,000 |
| | 01103010-62300 | CMO - General | Contract Services Professional | \$20,000 | \$6,000 | \$26,000 |
| | 01105015-62300 | CMO - General Non-Departmental | Contract Services Professional | \$20,000 | \$6,000 | \$26,000 |
| | 18103013-62300 | CMO - Revive Fund | Contract Services Professional | \$20,000 | \$6,000 | \$26,000 |
| | 01114401-63001 | SAPD - Fiscal & Budget | Misc. Operating Expenses | \$50,000 | \$15,000 | \$65,000 |
| | 41718820-62300 | CDA - Inclusionary Housing Fund | Contract Services Professional | \$27,500 | \$8,250 | \$35,750 |
| | 14018760-62300 | CDA - Housing Authority-Vouchers ADM | Contract Services Professional | \$20,000 | \$6,000 | \$26,000 |
| | 01118017-62300 | CDA - Service Enhancement | Contract Services Professional | \$10,000 | \$3,000 | \$13,000 |

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|---------|----------------|------------------------------------|--------------------------------------|-----------|-----------|-----------|
| | 01118810-62300 | CDA - Economic Development | Contract Services Professional | \$5,000 | \$1,500 | \$6,500 |
| | 01113230-63001 | PRCSA - Recreation & Comm. Svs. | Misc. Operating Expenses | \$25,000 | \$7,500 | \$32,500 |
| | 01113250-63200 | PRCSA - Park Facilities | Contract Services Professional | \$25,000 | \$7,500 | \$32,500 |
| 2022-23 | 01110130-62300 | FMSA - Treasury & Customer Service | Contract Services Professional | \$288,462 | \$86,538 | \$375,000 |
| | 01110017-62300 | FMSA - Service Enhancement | Contract Services Professional | \$48,077 | \$14,424 | \$62,501 |
| | 06017642-65220 | PWA Water - Miscellaneous Expenses | Treasury/Accounting Services Charges | \$384,615 | \$115,384 | \$499,999 |
| | 06917640-62300 | PWA - Refuse Collection Service | Contract Services Professional | \$50,000 | \$15,000 | \$65,000 |
| | 01103010-62300 | CMO - General | Contract Services Professional | \$20,000 | \$6,000 | \$26,000 |
| | 01105015-62300 | CMO - General Non-Departmental | Contract Services Professional | \$20,000 | \$6,000 | \$26,000 |
| | 18103013-62300 | CMO - Revive Fund | Contract Services Professional | \$20,000 | \$6,000 | \$26,000 |
| | 01114401-63001 | SAPD - Fiscal & Budget | Misc. Operating Expenses | \$50,000 | \$15,000 | \$65,000 |
| | 41718820-62300 | CDA - Inclusionary Housing Fund | Contract Services Professional | \$27,500 | \$8,250 | \$35,750 |
| | 14018760-62300 | CDA - Housing Authority- | Contract Services Professional | \$20,000 | \$6,000 | \$26,000 |

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|----------------|----------------|------------------------------------|--------------------------------------|-----------|-----------|-----------|
| | | Vouchers ADM | | | | |
| | 01118017-62300 | CDA - Service Enhancement | Contract Services Professional | \$10,000 | \$3,000 | \$13,000 |
| | 01118810-62300 | CDA - Economic Development | Contract Services Professional | \$5,000 | \$1,500 | \$6,500 |
| | 01113230-63001 | PRCSA - Recreation & Comm. Svs. | Misc. Operating Expenses | \$25,000 | \$7,500 | \$32,500 |
| | 01113250-63200 | PRCSA - Park Facilities | Contract Services Professional | \$25,000 | \$7,500 | \$32,500 |
| 2023-24 | 01110130-62300 | FMSA - Treasury & Customer Service | Contract Services Professional | \$288,462 | \$86,538 | \$375,000 |
| | 01110017-62300 | FMSA - Service Enhancement | Contract Services Professional | \$48,077 | \$14,424 | \$62,501 |
| | 06017642-65220 | PWA Water - Miscellaneous Expenses | Treasury/Accounting Services Charges | \$384,615 | \$115,384 | \$499,999 |
| | 06917640-62300 | PWA - Refuse Collection Service | Contract Services Professional | \$50,000 | \$15,000 | \$65,000 |
| | 01103010-62300 | CMO - General | Contract Services Professional | \$20,000 | \$6,000 | \$26,000 |
| | 01105015-62300 | CMO - General Non-Departmental | Contract Services Professional | \$20,000 | \$6,000 | \$26,000 |
| | 18103013-62300 | CMO - Revive Fund | Contract Services Professional | \$20,000 | \$6,000 | \$26,000 |
| | 01114401-63001 | SAPD - Fiscal & Budget | Misc. Operating Expenses | \$50,000 | \$15,000 | \$65,000 |

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|----------------|----------------|--------------------------------------|--------------------------------------|-----------|-----------|-----------|
| | 41718820-62300 | CDA - Inclusionary Housing Fund | Contract Services Professional | \$27,500 | \$8,250 | \$35,750 |
| | 14018760-62300 | CDA - Housing Authority-Vouchers ADM | Contract Services Professional | \$20,000 | \$6,000 | \$26,000 |
| | 01118017-62300 | CDA - Service Enhancement | Contract Services Professional | \$10,000 | \$3,000 | \$13,000 |
| | 01118810-62300 | CDA - Economic Development | Contract Services Professional | \$5,000 | \$1,500 | \$6,500 |
| | 01113230-63001 | PRCSA - Recreation & Comm. Svs. | Misc. Operating Expenses | \$25,000 | \$7,500 | \$32,500 |
| | 01113250-63200 | PRCSA - Park Facilities | Contract Services Professional | \$25,000 | \$7,500 | \$32,500 |
| 2024-25 | 01110130-62300 | FMSA - Treasury & Customer Service | Contract Services Professional | \$288,462 | \$86,538 | \$375,000 |
| | 01110017-62300 | FMSA - Service Enhancement | Contract Services Professional | \$48,077 | \$14,424 | \$62,501 |
| | 06017642-65220 | PWA Water - Miscellaneous Expenses | Treasury/Accounting Services Charges | \$384,615 | \$115,384 | \$499,999 |
| | 06917640-62300 | PWA - Refuse Collection Service | Contract Services Professional | \$50,000 | \$15,000 | \$65,000 |
| | 01103010-62300 | CMO - General | Contract Services Professional | \$20,000 | \$6,000 | \$26,000 |
| | 01105015-62300 | CMO - General Non-Departmental | Contract Services Professional | \$20,000 | \$6,000 | \$26,000 |

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| | 18103013-62300 | CMO - Revive Fund | Contract Services Professional | \$20,000 | \$6,000 | \$26,000 |
| | 01114401-63001 | SAPD - Fiscal & Budget | Misc. Operating Expenses | \$50,000 | \$15,000 | \$65,000 |
| | 41718820-62300 | CDA - Inclusionary Housing Fund | Contract Services Professional | \$27,500 | \$8,250 | \$35,750 |
| | 14018760-62300 | CDA - Housing Authority-Vouchers ADM | Contract Services Professional | \$20,000 | \$6,000 | \$26,000 |
| | 01118017-62300 | CDA - Service Enhancement | Contract Services Professional | \$10,000 | \$3,000 | \$13,000 |
| | 01118810-62300 | CDA - Economic Development | Contract Services Professional | \$5,000 | \$1,500 | \$6,500 |
| | 01113230-63001 | PRCSA - Recreation & Comm. Svs. | Misc. Operating Expenses | \$25,000 | \$7,500 | \$32,500 |
| | 01113250-63200 | PRCSA - Park Facilities | Contract Services Professional | \$25,000 | \$7,500 | \$32,500 |
| 2025-26 | 01110130-62300 | FMSA - Treasury & Customer Service | Contract Services Professional | \$288,462 | \$86,538 | \$375,000 |
| | 01110017-62300 | FMSA - Service Enhancement | Contract Services Professional | \$48,077 | \$14,424 | \$62,501 |
| | 06017642-65220 | PWA Water - Miscellaneous Expenses | Treasury/Accounting Services Charges | \$384,615 | \$115,384 | \$499,999 |
| | 06917640-62300 | PWA - Refuse Collection Service | Contract Services Professional | \$50,000 | \$15,000 | \$65,000 |

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|----------------|----------------|--------------------------------------|--------------------------------------|-----------|-----------|-----------|
| | 01103010-62300 | CMO - General | Contract Services Professional | \$20,000 | \$6,000 | \$26,000 |
| | 01105015-62300 | CMO - General Non-Departmental | Contract Services Professional | \$20,000 | \$6,000 | \$26,000 |
| | 01114401-63001 | SAPD - Fiscal & Budget | Misc. Operating Expenses | \$50,000 | \$15,000 | \$65,000 |
| | 41718820-62300 | CDA - Inclusionary Housing Fund | Contract Services Professional | \$27,500 | \$8,250 | \$35,750 |
| | 14018760-62300 | CDA - Housing Authority-Vouchers ADM | Contract Services Professional | \$20,000 | \$6,000 | \$26,000 |
| | 01118017-62300 | CDA - Service Enhancement | Contract Services Professional | \$10,000 | \$3,000 | \$13,000 |
| | 01118810-62300 | CDA - Economic Development | Contract Services Professional | \$5,000 | \$1,500 | \$6,500 |
| | 01113230-63001 | PRCSA - Recreation & Comm. Svs. | Misc. Operating Expenses | \$25,000 | \$7,500 | \$32,500 |
| | 01113250-63200 | PRCSA - Park Facilities | Contract Services Professional | \$25,000 | \$7,500 | \$32,500 |
| 2026-27 | 01110130-62300 | FMSA - Treasury & Customer Service | Contract Services Professional | \$288,462 | \$86,538 | \$375,000 |
| | 01110017-62300 | FMSA - Service Enhancement | Contract Services Professional | \$48,077 | \$14,424 | \$62,501 |
| | 06017642-65220 | PWA Water - Miscellaneous Expenses | Treasury/Accounting Services Charges | \$384,615 | \$115,384 | \$499,999 |

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|---------|----------------|--------------------------------------|--------------------------------|-----------|----------|-----------|
| | 06917640-62300 | PWA - Refuse Collection Service | Contract Services Professional | \$50,000 | \$15,000 | \$65,000 |
| | 01103010-62300 | CMO - General | Contract Services Professional | \$20,000 | \$6,000 | \$26,000 |
| | 01105015-62300 | CMO - General Non-Departmental | Contract Services Professional | \$20,000 | \$6,000 | \$26,000 |
| | 01114401-63001 | SAPD - Fiscal & Budget | Misc. Operating Expenses | \$50,000 | \$15,000 | \$65,000 |
| | 41718820-62300 | CDA - Inclusionary Housing Fund | Contract Services Professional | \$27,500 | \$8,250 | \$35,750 |
| | 14018760-62300 | CDA - Housing Authority-Vouchers ADM | Contract Services Professional | \$20,000 | \$6,000 | \$26,000 |
| | 01118017-62300 | CDA - Service Enhancement | Contract Services Professional | \$10,000 | \$3,000 | \$13,000 |
| | 01118810-62300 | CDA - Economic Development | Contract Services Professional | \$5,000 | \$1,500 | \$6,500 |
| | 01113230-63001 | PRCSA - Recreation & Comm. Svs. | Misc. Operating Expenses | \$25,000 | \$7,500 | \$32,500 |
| | 01113250-63200 | PRCSA - Park Facilities | Contract Services Professional | \$25,000 | \$7,500 | \$32,500 |
| 2027-28 | 01110130-62300 | FMSA - Treasury & Customer Service | Contract Services Professional | \$288,462 | \$86,538 | \$375,000 |
| | 01110017-62300 | FMSA - Service Enhancement | Contract Services Professional | \$48,077 | \$14,424 | \$62,501 |

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|----------------|----------------|--------------------------------------|--------------------------------------|-----------|-----------|-----------|
| | 06017642-65220 | PWA Water - Miscellaneous Expenses | Treasury/Accounting Services Charges | \$384,615 | \$115,384 | \$499,999 |
| | 06917640-62300 | PWA - Refuse Collection Service | Contract Services Professional | \$50,000 | \$15,000 | \$65,000 |
| | 01103010-62300 | CMO - General | Contract Services Professional | \$20,000 | \$6,000 | \$26,000 |
| | 01105015-62300 | CMO - General Non-Departmental | Contract Services Professional | \$20,000 | \$6,000 | \$26,000 |
| | 01114401-63001 | SAPD - Fiscal & Budget | Misc. Operating Expenses | \$50,000 | \$15,000 | \$65,000 |
| | 41718820-62300 | CDA - Inclusionary Housing Fund | Contract Services Professional | \$27,500 | \$8,250 | \$35,750 |
| | 14018760-62300 | CDA - Housing Authority-Vouchers ADM | Contract Services Professional | \$20,000 | \$6,000 | \$26,000 |
| | 01118017-62300 | CDA - Service Enhancement | Contract Services Professional | \$10,000 | \$3,000 | \$13,000 |
| | 01118810-62300 | CDA - Economic Development | Contract Services Professional | \$5,000 | \$1,500 | \$6,500 |
| | 01113230-63001 | PRCSA - Recreation & Comm. Svs. | Misc. Operating Expenses | \$25,000 | \$7,500 | \$32,500 |
| | 01113250-63200 | PRCSA - Park Facilities | Contract Services Professional | \$25,000 | \$7,500 | \$32,500 |
| 2028-29 | 01110130-62300 | FMSA - Treasury & Customer Service | Contract Services Professional | \$288,462 | \$86,538 | \$375,000 |

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|--|----------------|--------------------------------------|--------------------------------------|-----------|-----------|-----------|
| | 01110017-62300 | FMSA - Service Enhancement | Contract Services Professional | \$48,077 | \$14,424 | \$62,501 |
| | 06017642-65220 | PWA Water - Miscellaneous Expenses | Treasury/Accounting Services Charges | \$384,615 | \$115,384 | \$499,999 |
| | 06917640-62300 | PWA - Refuse Collection Service | Contract Services Professional | \$50,000 | \$15,000 | \$65,000 |
| | 01103010-62300 | CMO - General | Contract Services Professional | \$20,000 | \$6,000 | \$26,000 |
| | 01105015-62300 | CMO - General Non-Departmental | Contract Services Professional | \$20,000 | \$6,000 | \$26,000 |
| | 01114401-63001 | SAPD - Fiscal & Budget | Misc. Operating Expenses | \$50,000 | \$15,000 | \$65,000 |
| | 41718820-62300 | CDA - Inclusionary Housing Fund | Contract Services Professional | \$27,500 | \$8,250 | \$35,750 |
| | 14018760-62300 | CDA - Housing Authority-Vouchers ADM | Contract Services Professional | \$20,000 | \$6,000 | \$26,000 |
| | 01118017-62300 | CDA - Service Enhancement | Contract Services Professional | \$10,000 | \$3,000 | \$13,000 |
| | 01118810-62300 | CDA - Economic Development | Contract Services Professional | \$5,000 | \$1,500 | \$6,500 |
| | 01113230-63001 | PRCSA - Recreation & Comm. Svs. | Misc. Operating Expenses | \$25,000 | \$7,500 | \$32,500 |
| | 01113250-63200 | PRCSA - Park Facilities | Contract Services Professional | \$25,000 | \$7,500 | \$32,500 |

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|---------|-----------------|--------------------------------------|--------------------------------------|-----------|----------|-----------|
| 2029-30 | 01110130-62300 | FMSA - Treasury & Customer Service | Contract Services Professional | \$150,000 | \$45,000 | \$195,000 |
| | 01110017-62300 | FMSA - Service Enhancement | Contract Services Professional | \$25,000 | \$7,500 | \$32,500 |
| | 06017642-65220 | PWA Water - Miscellaneous Expenses | Treasury/Accounting Services Charges | \$187,500 | \$56,250 | \$243,750 |
| | 06917640-62300 | PWA - Refuse Collection Service | Contract Services Professional | \$25,000 | \$7,500 | \$32,500 |
| | 011103010-62300 | CMO - General | Contract Services Professional | \$10,000 | \$3,000 | \$13,000 |
| | 011105015-62300 | CMO - General Non-Departmental | Contract Services Professional | \$10,000 | \$3,000 | \$13,000 |
| | 011114401-63001 | SAPD - Fiscal & Budget | Misc. Operating Expenses | \$25,000 | \$7,500 | \$32,500 |
| | 41718820-62300 | CDA - Inclusionary Housing Fund | Contract Services Professional | \$13,750 | \$4,126 | \$17,876 |
| | 14018760-62300 | CDA - Housing Authority-Vouchers ADM | Contract Services Professional | \$10,000 | \$3,000 | \$13,000 |
| | 01118017-62300 | CDA - Service Enhancement | Contract Services Professional | \$5,000 | \$1,500 | \$6,500 |
| | 01118810-62300 | CDA - Economic Development | Contract Services Professional | \$2,500 | \$750 | \$3,250 |
| | 01113230-63001 | PRCSA - Recreation & Comm. Svs. | Misc. Operating Expenses | \$12,500 | \$3,750 | \$16,250 |

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|--|----------------|-------------------------|--------------------------------|------------------|------------------|---------------------|
| | 01113250-63200 | PRCSA - Park Facilities | Contract Services Professional | \$12,500 | \$3,750 | \$16,250 |
| | | | | Subtotal: | Subtotal: | Grand Total: |
| | | | | \$8,387,982 | \$2,516,394 | \$10,904,376 |

EXHIBIT(S)

1. InfoSend, Inc. Renewal Agreement

Submitted By: Kathryn Downs, CPA, Executive Director of Finance & Management Services

Approved By: Kristine Ridge, City Manager