

## Legislation Text

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File #: 15-11426, Version: 1

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### Delinquency Letter Printing and Mailing Services

#### **Action:**

- A. Approve a unit price contract with United Printing Company for delinquency letter printing and mailing services for an initial term of two years, and**
- B. Authorize the City Manager to renew the contract for up to three, one-year terms with possible price adjustments and to amend the contract consistent with the purpose for which the contract was approved.**

#### **Staff Resource(s):**

David Czerr, Charlotte Water  
Steve Miller, Charlotte Water

#### **Explanation**

- This contract provides daily processing, printing, and mailing of delinquency letters to water customers who have a past due balance and have not submitted payment after two previous overdue notices.
- Delinquent customers receive an initial past due notification on their bill. If needed, a second notice is provided via phone call.
- On May 30, 2019, the city issued a Request for Proposals (RFP); three responses were received.
- United Printing Company best meets the city's needs in terms of qualifications, experience, cost, and responsiveness to RFP requirements.
- Annual expenditures are estimated to be \$183,600.

#### **Charlotte Business INclusion**

No subcontracting goal was established because there are no subcontracting opportunities (Part C: Section 2.1(a) of the Charlotte Business Inclusion Policy).

#### **Fiscal Note**

Funding: Charlotte Water Operating Budget