

LOWNDES COUNTY BOARD OF COMMISSIONERS  
COMMISSION AGENDA ITEM

SUBJECT: InfoSend Bill Print Contract

DATE OF MEETING: January 23, 2024

Work Session/Regular Session

BUDGET IMPACT: \$75,000.00

FUNDING SOURCE:

- Annual
- Capital
- N/A
- SPLOST
- TSPLOST

COUNTY ACTION REQUESTED ON: InfoSend Bill Print Contract

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HISTORY, FACTS AND ISSUES: With the replacement of the utility billing system, staff has been reviewing all current customer service processes to improve customer satisfaction and reduce costs. After research and due diligence, we have identified that in-house bill print and mailing is not the best option for Lowndes County. Several factors, including increased information on the utility bill, USPS mail tracking, and the ability to include inserts with our statements, create a better option for our customers and Lowndes County. In addition, the bill print and mail vendors work directly with the USPS and receive a bulk mail discount. Both of these factors proved to reduce the cost of printing and mailing, plus provide higher quality bills and information for our customers. InfoSend, Inc. meets or exceeds our needs and expectations for the bill print and mailing service. The contract will coincide with the go live of the new utility billing system in March. Staff recommends approval and authorize the Chairman to sign the contract with InfoSend, Inc.

OPTIONS: 1. Approve  
2. Board's Pleasure

RECOMMENDED ACTION: Approve

DEPARTMENT: Utilities

DEPARTMENT HEAD: Steve Stalvey

ADMINISTRATIVE COMMENTS AND RECOMMENDATIONS: