

**REPORT/RECOMMENDATION TO THE BOARD OF SUPERVISORS
OF SAN BERNARDINO COUNTY
AND RECORD OF ACTION**

June 10, 2025

FROM

ENSEN MASON, Auditor-Controller/Treasurer/Tax Collector

SUBJECT

Agreement with InfoSend, Inc. for Printing and Mailing Services

RECOMMENDATION(S)

Approve **Agreement No. 25-349** with InfoSend, Inc., to provide printing and mailing services in a total amount not to exceed \$8,134,591 for the five-year period of June 10, 2025, through June 9, 2030.

(Presenter: Ensen Mason, Auditor-Controller/Treasurer/Tax Collector, 382-7000)

COUNTY AND CHIEF EXECUTIVE OFFICER GOALS & OBJECTIVES

Improve County Government Operations.

Operate in a Fiscally Responsible and Business-Like Manner.

FINANCIAL IMPACT

Approval of this item will not result in the use of additional Discretionary General Funding (Net County Cost). Associated costs are partially offset by reimbursements from fees, participating taxing agencies, and the County General Fund. Sufficient appropriation has been included in the Auditor-Controller/Treasurer/Tax Collector's (ATC) 2024-25 budget and will be included in future recommended budgets.

BACKGROUND INFORMATION

The San Bernardino County Tax Collector operates as a state-mandated function governed by the California Revenue and Taxation Code, Government Code, and Code of Civil Procedures. ATC's Tax Collector Division is responsible for billing and collecting secured, unsecured, and supplemental property taxes, transient occupancy tax (TOT), racehorse tax, and various direct charges for all taxing entities within San Bernardino County. This includes approximately 915,000 property tax bills and generates around \$4.2 billion in property tax revenue and other fees annually.

The Tax Collector processes an average of 2.5 million pieces of mail each month. The largest volume of bill printing and mailing occurs at the end of September for the annual secured tax bill mailing, which involves approximately 750,000 pieces of mail, including informational inserts and envelopes. This printing and mailing process is mandated by the Revenue and Taxation Code and must adhere to strict guidelines. Currently, the County's Innovation and Technology Department (ITD) handles tax bill printing services, while the Purchasing Department (Purchasing) manages the mailing process; however, ITD is discontinuing these printing services due to the approaching end-of-support for their mainframe printer.

Agreement with InfoSend, Inc. for Printing and Mailing Services
June 10, 2025

Since ITD will no longer be able to provide printing services, ATC initially explored the option of transferring this service to Purchasing's Printing Services division (Printing Services). After discussing the specific printing and mailing requirements, Printing Services thoroughly assessed the scope and determined that additional staffing, equipment and resources would be necessary to complete this service due to the complexity and volume of mail pieces required with this request. As a result, the Tax Collector issued a formal solicitation to find a printing vendor and selected InfoSend, Inc. to manage the printing and mailing of all property tax bills, along with related letters and reports. The Agreement with InfoSend (Agreement) includes secured, unsecured, delinquent, and corrected property tax bills, as well as tax sale notices of power to sell and notices of intent to sell. Additionally, InfoSend, Inc. will provide services for printing and mailing letters for excess proceeds, property tax payment plans, collections, refund claims, TOT returns, Form W-9s, proof of payments, stale-dated notifications and other reports.

The Agreement requires the County to place the cost of two months' estimated postage on deposit with InfoSend, Inc. upon the effective date of the Agreement. InfoSend, Inc. will purchase the postage required for these mailings and pass the costs to the County through itemized billing every 30 days. Upon either termination or expiration of the Agreement, the postage deposit will be returned to the County, less any outstanding amounts due InfoSend, Inc. This transition is intended to ensure continued efficiency, accuracy and timely delivery of all taxpayer communications.

PROCUREMENT

The County Administrative Office approved and authorized the release of Request for Proposals (RFP) No. ACT125-ACTT-5699 with the Purchasing Department on December 13, 2024, to solicit proposals from interested and qualified vendors to provide printing and mailing services. The RFP was posted to the County's Electronic Procurement Network (ePro). Proposals from the two vendors listed below met the minimum requirements and continued through the evaluation process.

Vendor	Location
InfoSend, Inc.	Irvine, CA
Inland Presort and Mailing Services	Redlands, CA

An evaluation committee comprised of individuals from ATC's Tax Collector, Property Tax, and Information Technology divisions reviewed and evaluated the proposals based on the criteria listed in the RFP. The evaluation criteria included: proposer qualifications, financial review, technical review (including business requirements and implementation approach), total cost, and references.

Based on the evaluation criteria, the evaluation committee determined that InfoSend, Inc. best met the needs of ATC and recommended them for contract award to provide printing and mailing services. Award and denial letters were sent to all responsible and responsive proposers on February 11, 2025. No formal appeals were received during the protest period.

Purchasing supports this competitive procurement based on the formal solicitation described above.

REVIEW BY OTHERS

This item has been reviewed by County Counsel (Kristina Robb, Deputy County Counsel, 387-5455) on May 12, 2025; Purchasing (Jessica Barajas, Supervising Buyer, 387-2065) on May 9,

**Agreement with InfoSend, Inc. for Printing and Mailing Services
June 10, 2025**

2025; Risk Management (Greg Ustaszewski, Staff Analyst, 386-9008) on May 12, 2025; Auditor-Controller/Treasurer/Tax Collector (Franciliza Zyss, Chief Deputy, Property Tax, 382-3170) on May 7, 2025; Finance (Jenny Yang, Administrative Analyst, 387-4884) on May 19, 2025; and County Finance and Administration (Paloma Hernandez-Barker, Deputy Executive Officer, 387-5423) on May 23, 2025.

Agreement with InfoSend, Inc. for Printing and Mailing Services
June 10, 2025

Record of Action of the Board of Supervisors
San Bernardino County

APPROVED (CONSENT CALENDAR)

Moved: Joe Baca, Jr. Seconded: Curt Hagman
Ayes: Col. Paul Cook (Ret.), Jesse Armendarez, Dawn Rowe, Curt Hagman, Joe Baca, Jr.

Lynna Monell, CLERK OF THE BOARD

BY 
DATED: June 10, 2025



cc: ATC - Younger w/agree
Contractor - c/o ATC w/agree
File - w/agree
CCM 06/12/2025