

VILLAGE OF LOMBARD
REQUEST FOR BOARD OF TRUSTEES ACTION
For Inclusion on Board Agenda

	Resolution or Ordinance (Blue)		<i>Waiver of First</i>
X	Recommendations of Boards, Commissions & Committees (Green)		
	Other Business (Pink)		

TO: PRESIDENT AND BOARD OF TRUSTEES

FROM: Scott Niehaus, Village Manager

DATE: October 24, 2025 (COW)(B of T) Date: November 6, 2025

TITLE: Award of a Three (3) Year Contract with Matrix Imaging for water and sewer bill printing and mailing services, including postage costs, not to exceed \$100,000 in Year 1, \$105,000 in Year 2, and \$110,000 in Year 3

BACKGROUND/POLICY IMPLICATIONS:

Staff recently requested quotes for utility bill printing and mailing services. The purpose of this request was to procure a new contract for the above services. Our current contract with Matrix Imaging (previously DataProse) expires in October 2025.

The RFQ was sent directly to known printing and processing vendors. Proposals were received from three vendors.

- Matrix Imaging (previously DataProse)
- Sebis
- Infosend

Attached is the memo prepared by staff, the agreement with Matrix Imaging, and an analysis of all proposals submitted for utility bill printing and mailing services. Matrix Imaging submitted the lowest priced proposal as well as demonstrated that all the Village's needs can be met. In addition, the Village has worked with Matrix Imaging since 2019 and are pleased with their services. The estimated annual cost for printing services in year 1 is \$17,096, with an annual increase based on the annual CPI increase. Postage costs are also part of this contract and are passed through to Lombard based on USPS bulk postage rates and will increase based on any USPS increases during the duration of the contract. Total annual cost of the contract (printing and postage) for year 1 will not exceed \$100,000, of which over 80% is for pass through postage costs. Staff recommends that the Village Board award a three-year contract (October 2025-October 2028) to Matrix Imaging for utility bill printing and mailing with an option for three additional years (October 2028-October 2031), provided both parties choose to proceed with the extension at that time.

Fiscal Impact/Funding Source: 510.170.425.73140

Review (as necessary):

Village Attorney X	Date
Finance Director X <i>Scott Niehaus</i>	Date <i>10/27/25</i>
Village Manager X	Date



MEMORANDUM

To: Tim Sexton, Finance Director

From: Scott Gargano, Customer Service Systems Manager

Date: October 24, 2025

Subject: Water Bill Printing and Mailing

Our contract with our current printer, Matrix Imaging (previously DataProse), expires in October 2025. We sent a Request for Quote (RFQ) to three bill printers for water and sewer bill printing and mailing. These vendors included Matrix Imaging, InfoSend, and Sebis. Our goal was to secure similar or better pricing with the same level of features and services.

We received three submittals from our request. All three (3) vendors offered similar services. However, Matrix Imaging's price per bill was lower than the other two vendors. In addition, it should be noted that the Village has worked with Matrix Imaging since 2019 and are pleased with their services. A breakdown and comparison of all fees is included in the attached document.

Based on the comparisons of the responding vendors' services and pricing, staff is recommending that we enter into another 3-year contract with Matrix Imaging for water and sewer bill printing and mailing services (October 2025-October 2028), with the option for an additional 3-year extension (October 2028-October 2031), should both parties be agreeable to the extension at that time.

Summary of Vendor Quotes for Water & Sewer Billing, Printing & Mailing Costs

Vendor:	2025	2025	2025
	<u>Matrix Imaging (Dataprose)</u>	<u>Infosend</u>	<u>Sebis</u>
8 1/2 x 11 paper	Included	\$0.016	Included
#10 Window envelope	Included	\$0.025	\$0.017
#9 Window envelope - Village addressed	Included	\$0.022	\$0.015
Folding & Insert	Included	Included	Included
Data Processing	Included	\$0.061	Included
Postage	Pass through	Pass through	Pass through
PDF Generation	Included	Included	Included
Laser Printing	Included	Included	\$0.076
Image View	\$0.0121	Included	Included
Per Print Cost	\$0.1206	\$0.124	\$129 per thousand
PDF Cost	\$0.0100	\$0.010	Included
PDF Per Month: 2,000	\$20.0000	\$20.0000	Included
Printed Bill Monthly Estimate: 11,800	\$1,423.08	\$1,463.20	\$1,677.00
Annual Estimate: 141,600	\$17,096.960	\$17,578.400	\$20,124.000
One Time Setup Fee:	NA	NA	\$355.00

Statement of Work A-1

8.1. Set-up Implementation Cost

Our proposal provides development up to 80 hours of programming. This reflects our average timeframe to develop and onboard a typical customer application. A final number of hours will be refined and provided once requirements gathering is completed in our Technical Specifications Document (TSD).

8.2. Postage

Pre-funded postage account required; Matrix will not mail without postage funds present.

8.3. Materials:

Material purchases such as forms, paper, and envelopes are subject to change according to procurement cost fluctuations. Stock replenishment purchase costs, if applicable, will be provided to CLIENT for review as outlined in the Master Services Agreement.

Setup and Implementation	▶ 90-Day Timeline ▶ Dedicated Project Manager ▶ Testing and Training ▶ Post-Live Support	0.00
Statement Container	▶ Data Processing ▶ 8.5 x 11" Paper with Perforated Payment Coupon ▶ Full color CYMK Imaging Front and Back ▶ #10 Window Envelope ▶ #9 Window Return Envelope ▶ Fold, Insert, Presort, and Deliver to USPS	0.1206
Additional Pages	▶ Each new sheet with printing on both sides required after the first page	0.0427
Oversized Bills (8-99 pages)	▶ Includes 9 x 12" Envelope ▶ Inserting of Statements More than 8 Pages	0.35
Oversized Bills (100 + pages)	▶ Includes the Window Box	4.00
Additional Inserts	▶ Client-supplied materials inserted into the statement container (Newsletter, Reports, Buck Slips, etc.)	0.01
Offline Folding for	▶ Client-supplied flat inserts.	0.01
Email Template	▶ Design and implementation for a new email template.	300
Email Notifications	▶ Digital delivery of notifications to customers.	0.025
Monthly API	▶ Provides S&V clients a back-end connection linking their application or website to indexed PDFs in our system.	125

Statement of Work A-1

Matrix View Bill Archive	▶ Includes 12 Months of Storage, additional years of storage available upon request.	0.0121
Bill Suppressions	▶ Records included in the file sent but not printed.	0.05
NCOA	▶ Corrections are provided in our standard reports so you can update your records and prevent future charges.	0.35
Additional Programming	▶ Client Requested/Approved Change Requests	125
Special Handling	▶ Overnight + FedEx or UPS Delivery	Cost
Estimated Postage	▶ Based on a 1–3-ounce piece and the lowest possible 5-digit zip code rate. Actual postage will apply as determined by the USPS.	0.590

Matrix Imaging Solutions, LLC

CLIENT

Name: _____

Name: _____

Title: _____

Title: _____

Signature: _____

Signature: _____

Date: _____

Date: _____