



Department Source: City Utilities

To: City Council

From: City Manager & Staff

Council Meeting Date: December 16, 2024

Re: Authorizing an agreement for utility bill printing and mailing services with Matrix Imaging Solutions, LLC, dba Dataprose, LLC

Executive Summary

Staff has prepared for Council consideration a resolution authorizing the City Manager to execute a contract with Matrix Imaging Solutions, LLC, dba Dataprose, LLC for utility bill printing and mailing services.

Discussion

In Fiscal Year 2019, the City of Columbia competitively bid the utility bill printing and mailing services. The contract for these services was awarded to Dataprose, LLC. This contract will expire in February 2025. Staff would like to amend the previous contract to extend these services for the initial term of one (1) year commencing on the effective date of this agreement with renewals for up to four (4) successive one (1) year terms.

Currently, the Utility Department has approximately 68,000 utility accounts with a portion of customers participating in paperless billing. Matrix Imaging Solutions, LLC currently provides the following printing and mailing services.

1. Utility billing statements (monthly)~43,000
2. Past due notices (monthly)
3. City Source (monthly)
4. Postcards (as needed)
5. Utility water and electric rate increase letters (as needed)
 - a. Water rate increase letter – ~45,000
 - b. Electric rate increase letter – ~ 37,000

Matrix Imaging Solutions has provided very reliable service by printing and mailing the utility bills in a timely manner along with providing a job tracking portal. This job tracking portal allows city staff to load all utility bills and statements and track the job as it is processed and mailed. This functionality has streamlined the whole billing and mailing process and made it much more efficient.

Fiscal Impact

Short-Term Impact: The annual cost impact will be approximately \$370,000 for the first two years.

Long-Term Impact: The annual cost impact will be approximately \$380,000 beyond the first two years.



City of Columbia

701 East Broadway, Columbia, Missouri 65201

Strategic & Comprehensive Plan Impact

[Strategic Plan Impacts:](#)

Primary Impact: Not Applicable, Secondary Impact: Not Applicable, Tertiary Impact: Tertiary

[Comprehensive Plan Impacts:](#)

Primary Impact: Not Applicable, Secondary Impact: Not applicable, Tertiary Impact: Tertiary

Legislative History

| Date | Action |
|------|--------|
| None | None |

Suggested Council Action

Approve the resolution.