Council Meeting Date: June 28, 2022

THE CITY OF ASHEVILLE

Staff Report

Subject: Master Mail Management Services Contract

Staff Resource(s): Jade Dundas, Capital Projects Department; Amanda van Roekel, Facility Operations Manager

Action Requested: Adoption of a resolution authorizing the City Manager to contract with Mail Management Services, LLC to provide mail services for the City of Asheville in the amount of $408,000 annually for one year and additionally authorize the City Manager to approve up to 4 annual renewals at an annual cost of $408.000 for a not to exceed a total five-year cost of $2,040,000.

Background:

- The Fiscal Year (FY) 2022-23 annual cost for this contract to provide for citywide postage and mail services is $408,000 across all departments.
- Allocations include $85,000 in General Services/Facility Operations, $300,000 in Water Resources, and $23,000 in Public Works/Stormwater.
- The City provides municipal services to more than 60,000 accounts, which primarily encompasses the following: water meters, business licenses, permits, and general correspondence to residents and visitors.
- The customer base is divided into multiple billing cycles and by general information correspondence each month.
- In response to a Request for Proposals, the following firms submitted proposals:
    - Mail Management Services (Asheville, NC) and
    - Williamsburg Mailing Systems (Maryville, TN)
- The initial contract term is proposed for one year, with the option upon approval by the City for up to four one-year renewals, for a maximum potential duration of five years not to exceed $2,040,000.00.
- The multi-year contract is subject to the annual appropriation process.
- If the adopted budget for any given fiscal year does not include an appropriation for the service, the City shall have the right to terminate the contract.

Vendor Outreach Efforts:

- Staff performed outreach to minority and women-owned businesses through solicitation processes which include posting on the State's Interactive Purchasing System and requiring prime contractors to reach out to Minority & Women-Owned Business Enterprise (MWBE) service providers for subcontracted services.
- Williamsburg Mail Services is a Woman-owned firm.
- The proposal submitted by Mail Management Services demonstrated that the firm and its staff have excellent qualifications and experience directly related to the services being procured.
- Although WMS gained points with slightly lower costs on key charges/fees, Mail Management Services scored higher on the remaining factors with very high service levels and verified performance.
- Scoring by the review team indicated the submission from Mail Management Services as the highest-rated proposal.

Council Goal(s):

- Smart City

Committee(s):

- None

Pro(s):

- Allows performance of a mandatory activity (mail service) necessary for the operation of municipal services, including billing;
- Facilitates key communication mechanism (written correspondence) to & from citizens, businesses, visitors, and other stakeholders; and
- Provides long-term cost containment while maintaining a verifiable high level of service delivery.

Con(s):

- None

Fiscal Impact:

- Funding is included in the City's FY 2022-23 budget for mail management services in both the General Fund and Enterprise Funds.

Suggested Motion:

- Motion to adopt a resolution authorizing the City Manager to contract with Mail Management Services, LLC to provide mail services for the City of Asheville in the amount of $408,000 annually for one year and additionally authorize the City Manager to approve up to 4 annual renewals at an annual cost of $408.000 for a not to exceed total five-year cost of $2,040,000.

Attachment(s)

- Resolution

RESOLUTION NO. 22-_____

RESOLUTION AUTHORIZING THE CITY MANAGER TO CONTRACT WITH MAIL MANAGEMENT SERVICES, LLC TO PROVIDE MAIL SERVICES FOR THE CITY OF ASHEVILLE

WHEREAS, the City of Asheville has authority pursuant to Article 3 of Chapter 160A of the North Carolina General Statutes to enter into contracts for services with other entities; and

WHEREAS, the City of Asheville provides municipal services to more than 60,000 accounts; and desires to contract with Vendor to provide mail management services for the City; and

WHEREAS, the City of Asheville issued a Request for Proposals and deemed the proposal submitted by Mail Management Services, LLC as the highest-rated proposal; and

WHEREAS, the contract amount for the current fiscal year is $408,000 and the monies have been budgeted in the General Fund and Enterprise Funds in the FY 2022-23 Budget;

NOW, THEREFORE, BE IT RESOLVED BY THE CITY COUNCIL OF THE CITY OF ASHEVILLE THAT:

The City Manager is hereby authorized to contract with Mail Management Services, LLC to provide mail services for the City of Asheville in the amount of $408,000 annually for one year and additionally authorized to approve up to 4 annual renewals for a not to exceed a total five year cost of $2,040,000.

Read, approved and adopted this the 28th day of June, 2022.

_____ _____

City Clerk Mayor

Approved as to form:

_____

City Attorney