



# Board Agenda Item 33

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DATE: April 21, 2026

TO: Board of Supervisors

SUBMITTED BY: Oscar J. Garcia, CPA, Auditor-Controller/Treasurer-Tax Collector

SUBJECT: Amendment No. 2 to the Agreement No. 21-133 with InfoSend, Inc. to extend the terms of service and updating pricing on Data Processing, Printing, and Mailing Services

RECOMMENDED ACTION(S):

**Approve and authorize the Chairman to execute Amendment No. 2 to Agreement No. 21-133 (“Amendment”) with InfoSend, Inc. extending the base term of the original agreement for one additional year, with an option for two additional 12-month extensions, effective April 27, 2026, and increasing the total maximum compensation from \$1,800,000 to \$2,850,000 (4/5 vote).**

Approval of the recommended action would authorize the Tax Collection Division of the Auditor-Controller/Treasurer-Tax Collector Department (Tax Collector) to focus resources on the system transition to a new property tax system, rather than diverting resources to implement and test vendor processes within the current system and then retesting under the upcoming property tax system. This item is countywide.

ALTERNATIVE ACTION(S):

Not approving the recommended action will result in the responsibility of printing and mailing the statutorily required tax bills and statement returning to the Tax Collector, which does not have adequate internal resources to perform that work timely.

FISCAL IMPACT:

There is no increase in Net County Cost associated with the recommended action. Sufficient appropriations are included in the FY 2025-26 Org 0410 Adopted Budget to cover the cost related to these services. Ongoing annual cost will be included in future budget requests.

DISCUSSION:

On April 23, 2024, your Board approved Agreement No. 24-182, which constitutes Amendment No. 1 to Agreement No. 21-133 with Infosend, Inc. to add Address Change Services (ACS) and update pricing for data processing, printing, and mailing services. The addition of ACS has improved efficiency within the Tax Collector’s Office by ensuring timely delivery of notices and bills to intended recipients and enabling faster transmission of updated address information electronically to the Assessor’s Office.

During the two allowable two-year extension periods, the Tax Collector evaluated Infosend, Inc.’s performance and determined that the services provided were satisfactory. Their performance has continued to be satisfactory.

Over the next three years, the Tax Collector's Office and the Assessor's Office will be implementing the new property tax system, Megabyte, which your Board approved on March 17, 2026. This represents the County's third attempt to modernize and/or implement a new property tax system. To minimize the diversion of limited resources required to test and transition vendor processes, extending the current agreement will allow staff to focus on new system testing and any redesign of property tax bills, rather than conducting duplicative testing with a new vendor during these pivotal implementation periods.

Amendment No. 2 also updates the pricing structure to include a monthly \$50.00 Data Security Infrastructure Surcharge, which was not part of the initial agreement. This surcharge reflects the vendor's cost to maintain compliance with evolving information security requirements. The amendment also adds a provision allowing for an annual price escalation of up to five percent (5%) from the effective date of the agreement. The amendment further requests approval to adjust mailing and printing costs, not to exceed \$350,000 for the first year and \$350,000 for each of the two one-year extension periods, with total compensation under the agreement not to exceed \$2,850,000.

In addition to the above changes, this Amendment adds a provision designating Infosend, Inc. as a service provider under the California Consumer Privacy Act of 2018, as amended by the California Privacy Rights Act (CCPA/CPRA). This ensures personal information is processed solely for performing services and not sold, shared, retained, or used otherwise.

The recommended Amendment No. 2 will extend the agreement from April 27, 2026, through April 26, 2027, with an option for two additional one-year extensions. Once it is established that the implementation and migration to the new property tax system are progressing as planned, and the Tax Collector's Information Technology team confirms the technical requirements needed for the new print vendor, the Tax Collector will promptly issue a Request for Proposals (RFP) incorporating the new system's specifications, rather than waiting until the end of the allowable extension period.

REFERENCE MATERIAL:

BAI #29, April 23, 2024  
BAI #23, April 27, 2021

ATTACHMENTS INCLUDED AND/OR ON FILE:

On file with Clerk - Amendment No. 2 to Agreement No. 21-133 with InfoSend, Inc.

CAO ANALYST:

Paige Benavides