



BOARD OF SUPERVISORS
AGENDA LETTER

Agenda Number:

Clerk of the Board of Supervisors
105 E. Anapamu Street, Suite 407
Santa Barbara, CA 93101
(805) 568-2240

Department Name: Social Services
Department No.: 044
For Agenda Of: 08/26/08
Placement: Administrative
Estimated Tme:
Continued Item: No
If Yes, date from:
Vote Required: Majority

TO: Board of Supervisors

FROM: Department Kathy M. Gallagher, Director (805) 346-7101
Director(s)
Contact Info: Lauren Moore, IT Manager (805) 681-4529

**SUBJECT: Amendment No. 1 with Document Fulfillment Services for CalWIN Client
Correspondence Printing and Mailing**

County Counsel Concurrence

As to form: Yes

Auditor-Controller Concurrence

As to form: Yes

Other Concurrence: Risk Management

As to form: Yes

Recommended Actions:

Approve and authorize the Chair to execute Amendment No 1 with Document Fulfillment Services (DFS), for the purpose of printing and mailing client correspondence from the CalWIN System to adjust compensation by an additional \$120,000.00 for the period 3/1/07 through 6/30/09 for a total contract in the amount of \$587,167.00.

Summary Text:

On 1/23/07 the Board approved a two year contract with Document Fulfillment Services to provide printing and mailing services for CalWIN Client Correspondence for Santa Barbara County Department of Social Services. The Department of Social Services (DSS) will exceed the contract amount due to a 2% postage increase effective May 12th, 2008. In addition to the postage increase, Electronic Data System (EDS) recently made State regulated font changes on the non-English Notice of Actions (NOA's) which caused an increase in the number of pages mailed to each client. Additionally, two mass mailings were approved to Medi-Cal (MC) and Food Stamp (FS) recipients which incur additional handling costs.

Failure to authorize this amendment will result in client correspondence not being processed by the vendor. The vendor, based on contractual stipulations, could terminate services upon non-receipt of payment, thus leaving the Department without a vendor to deliver time sensitive correspondence to clients on public assistance programs. All client correspondence is required by regulation and failure to produce these documents could result in sanctions to the County.

Background:

On November 23, 1999, the Department of Social Services received your Board's approval of the CalWIN Technology Agreement with Electronic Data Systems (EDS). The Santa Barbara County Department of Social Services implemented a new primary business application called CalWORKs Information Network (CalWIN), for determining public assistance eligibility, computing and issuing benefits, and tracking the provision of social services in March 2006.

On January 12, 2006, the Department of Social Services requested approval to contract with Document Fulfillment Services (DFS), not a local vendor, for the purpose of printing and mailing client correspondence from the CalWIN System. The Board of Supervisors authorized the Department to enter into a one year contract, for the period 3/1/06 through 2/28/07, to allow time for the Department to engage in a procurement process that included local vendor outreach.

On September 7, 2006 DSS released a Request for Proposal (RFP) which began the procurement process to select a vendor. Three (3) bids were received in response to our efforts by the requested due date, none of which was a local vendor. Following a comprehensive evaluation, the contracted was awarded to DFS for the period 3/1/07 through 6/30/09. Key considerations were: lowest aggregated cost, most comprehensive Disaster Recovery Plan, proximity and relationship with the primary CalWIN application vendor, and experience serving 14 of the 18 CalWIN counties.

Performance Measure:

DFS will provide printing and mailing services for client correspondence generated out of the CalWIN computer system to Santa Barbara County.

- Errors not remedied by DFS quality control, involving 100 or more pieces from a single mailing will incur a penalty credit in favor of the County in the amount of \$.04 per piece. This will include client correspondence mailed 24 hours after the target mailing date.
- DFS will verify that services are provided using fully automated processes that are capable of tracking each individual mail piece through the printing, inserting and mailing processes. Duplicated, missing and misprinted documents and inserts and other errors must be identified and remedied before mailing. Any errors or variation must be reported to the County immediately.
- The contractor's performance will be measured by evaluating daily print reports received by DFS which detail daily correspondence volume processed, printed and mailed. These reports are compared to CalWIN caseload activity to ensure consistency is present.
- A DSS Help Center database is utilized to track questions, problems, issues and general communication with the vendor. This allows us to create a knowledgebase of information for more effective contract monitoring.

- A DSS Help Center database report is generated and reviewed quarterly to ensure that 100% of the approximated 5 calls quarterly are resolved by DFS to DSS's satisfaction, within two business days.

The vendor has consistently met and exceeded the above performance measures set forth in the contract.

Fiscal and Facilities Impacts:

Budgeted: Select_Budgeted

Fiscal Analysis:

<u>Funding Sources</u>	<u>Current FY Cost:</u>	<u>Annualized</u> <u>On-going Cost:</u>	<u>Total One-Time</u> <u>Project Cost</u>
General Fund	\$4,800		
State	\$39,600		
Federal	\$75,600		
Fees			
Other:			
Total	\$120,000	\$ -	\$ -

Narrative:

Approval and execution of this contract amendment will result in direct contract expenditures of \$120,000. Funding will come primarily from a mixture of Federal and State Funds. There is a 4.0% County Share. Appropriations for this amendment are included in our FY 2008-09 approved budget.

Staffing Impacts:

Legal Positions:
0

FTEs:
0

Special Instructions: After execution by the Chair, please return, along with (1) copy of the minute order to:

Linda Rodriguez-Contracts Coordinator
2125 S Centerpointe Parkway, 3rd floor
Santa Maria, CA 93455

Attachments:

Amendment to Agreement for Independent Contractor

Authored by:

Karin Traber

cc: