



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: 1/5/16
Placement: Administrative
Estimated Time:
Continued Item: No
If Yes, date from:
Vote Required: Majority

TO: Board of Supervisors

FROM: Department Daniel Nielson, Director (805) 346-7101
Director(s)
Contact Info: Laura Mejia, Manager, Social Services (805) 346-7609

SUBJECT: Amendment to Agreement with Bit California LLC dba Document Fulfillment Services to provide CalWORK's Information Network (CalWIN) System Printing and Mailing Services

County Counsel Concurrence

As to form: Yes

Auditor-Controller Concurrence

As to form: Yes

Other Concurrence: Risk Management

As to form: Yes

Recommended Actions:

- a) Approve and authorize the Chair to execute the First Amendment to the Agreement with Bit California LLC dba Document Fulfillment Services to provide CalWORK's Information Network (CalWIN) System Printing and Mailing Services for the period of July 1, 2013 through June 30, 2016, to increase the contract amount by \$272,000.00, for a contract amount not to exceed \$532,000.00 for FY 15-16, and a total contract amount not to exceed of \$1,052,000.00; and
- b) Determine that the approval and execution of the First Amendment to the Agreement is exempt from the California Environmental Quality Act (CEQA) pursuant to CEQA Guidelines Section 15061(b)(3), finding that the approval and execution of the First Amendment to the Agreement is covered by the general rule that CEQA applies only to projects which have the potential for causing a significant effect on the environment, and where it can be seen with certainty that there is no possibility that the activity may have a significant effect on the environment, the activities are not subject to CEQA.

Summary Text:

This item is on the agenda in order to approve the amendment to the agreement with Bit California LLC dba Document Fulfillment Services (DFS). On June 4, 2013, your Board approved the initial Agreement. Since March 2006, CalWIN has been the primary business application utilized by the Santa Barbara County Department of Social Services and seventeen (17) additional California counties for determining public assistance eligibility, computing and issuing benefits, and tracking the provision of public social services. Within this application is functionality needed to print mandated client correspondence. The CalWIN system itself is governed by a consortium of 18 counties and while it is critical that printing and mailing of correspondence must interface efficiently with CalWIN, it is the responsibility of individual counties to decide on the mechanism needed to ensure that all mandated correspondence is provided to clients in the timeframes outlined in law.

There is a very high volume of client letters and notices generated by current caseloads. The agreement with DFS requires correspondence to be printed, collated, folded, stuffed, stamped and mailed daily. Outsourcing of the CalWIN client correspondence printing and mailing task is the only viable approach to meeting business needs and mandated requirements for our time-sensitive correspondence.

Implementation of the Affordable Care Act (Health Care Reform) began in October 2013, which contained a major Medi-Cal component. The department was not able to anticipate the impact to the CalWIN client correspondence printing and mailing volume which has increased over the last two fiscal years (FY 13/14 and 14/15). The department has now analyzed the increased volume of correspondence and determined the necessary increase in services. As anticipated, the department is returning to the Board to increase this contract.

Background:

A request for proposal was released on February 6, 2013 seeking vendors that have the ability and experience in producing high volume printing and mailing. The Department received two proposals. Following a comprehensive evaluation, the Evaluation Panel recommended awarding the contract to DFS. DFS has been the client correspondence printing provider for all the CalWIN Consortium counties who do not complete their printing in-house. DFS has been the printing provider for Santa Barbara County since March 2006.

Performance Measure:

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

The performance measures focus on measuring the quality of vendor support and quantifying service response time.

- 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.

- DFS’s performance will be measured by evaluating daily print reports received from DFS which detail the 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 will be utilized to track questions, problems, issues and general communication with DFS. This allows DSS to create a knowledgebase of information for more effective contract monitoring.
- A DSS Help Center database report will be run and reviewed quarterly to ensure that 90% of all DSS reported questions or issues were resolved by DFS to DSS’s satisfaction, within two (2) business days.

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

In addition to the performance measures listed above, Santa Barbara County participates in monthly client correspondence meetings held at the project level to discuss print processes, satisfaction and other general information where counties who share this print vendor can comment and compare service experience.

Fiscal and Facilities Impacts:

Budgeted: Yes

Fiscal Analysis:

<u>Funding Sources</u>	<u>Current Total Contract Cost FY 13/14-15/16</u>	<u>Total Increase Cost FY 13/14 - 15/16</u>	<u>Total Amended Contract Cost</u>
General Fund	47,814.00	\$ 16,673.60	\$ 64,487.60
State	319,878.00	\$ 111,547.20	\$ 431,425.20
Federal	412,308.00	\$ 143,779.20	\$ 556,087.20
Fees			
Other:			
Total	\$ 780,000.00	\$ 272,000.00	\$ 1,052,000.00

Narrative:

Approval and execution of this Amendment will result in an increase of \$272,000.00 for a total cost not to exceed \$1,052,000.00, for the term of the Agreement from FY 13/14 through FY 15/16. This accounts for the increase of 30% in FY14/15 and an estimated increase of 71% for FY15/16. DSS was not originally able to anticipate the impact to the CalWIN client correspondence printing and mailing costs. The department has now analyzed the increased volume costs since implementing Health Care Reform to determine the necessary increase in services. Appropriations and funding for all three Fiscal Years were included in the Department of Social Services recommended budget. Funding for this contract is a blending of Federal, State, and county matching funds, based on the following ratios: Federal 52.86%, State 41.01%, and County 6.13%.

The contract includes a clause that allows the County to reduce the contracted “not-to-exceed” amount if revenues are not realized at the Department’s anticipated level.

Key Contract Risks:

The risk assessment worksheet has been completed. DSS has had a positive and productive relationship with DFS since 2000 and is confident of DFS’ abilities to continue providing services through June 2016.

Staffing Impacts:

Legal Positions:

0

FTEs:

0

Special Instructions:

Please send one (1) duplicate original First Amendment to the Agreement and a copy of the Minute Order to:

Department of Social Services
Contracts Unit
2125 S. Centerpointe Parkway, 3rd floor
Santa Maria, CA 93455

Attachments:

DFS for CalWIN Printing Amendment

Authored by:

Laura Mejia, Manager