



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: 1/23/18
Placement: Administrative
Estimated Time: N/A
Continued Item: No
If Yes, date from:
Vote Required: Majority

TO: Board of Supervisors

FROM: Department Daniel Nielson, Social Services Director
Director(s) (805) 346-7101
Contact Info: Rene Garcia, CalWIN Manager (805) 681-4540
Lauren Moore, IT Manager (805) 681-4529

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

County Counsel Concurrence

As to form: Yes

Other Concurrence Risk Management

As to form: Yes

Auditor-Controller Concurrence

As to form: Yes

Recommended Actions:

That the Board of Supervisors:

- a) Approve and authorize the Chair to execute an Agreement with Bit California LLC dba Document Fulfillment Services, not a local vendor, for the purpose of printing and mailing client correspondence from the CalWORKS's Information Network System, in an amount not to exceed \$2,400,000 for the period from February 1, 2018 through June 30, 2022; and
- b) Determine under CEQA Guidelines Section 15061(b) (3) that this activity is exempt from review on the basis that it can be seen with certainty that there is no possibility that the activity may have a significant effect on the environment.

Summary Text:

This item is on the agenda in order to approve the Agreement with Bit California LLC dba Document Fulfillment Services (DFS) for the purpose of printing and mailing client correspondence from the CalWORKS's Information Network (CalWIN) System for the period from February 1, 2018 through June 30, 2022. The Department of Social Services (DSS) recommends the approval of the Agreement.

Background:

Since March 2006, CalWIN has been the primary business computer application used by DSS and seventeen (17) other counties. CalWIN determines public assistance eligibility, computes and issues benefits, and tracks the provision of public social services. Within this application is functionality that allows for the printing of mandated client correspondence. While it is the responsibility of individual counties to decide the mechanism needed to ensure that all mandated correspondence is provided to clients in the timeframes outlined in law, it is critical that printing and mailing of correspondence interface efficiently with CalWIN as it is the system that initiates these mandated correspondences.

There is a very high volume of client letters and notices generated by the current caseload. This agreement requires correspondence to be printed, collated, folded, stuffed, stamped and mailed daily for an estimated 280,000 images per month. 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. Failure to comply with regulations governing the timely printing and mailing of correspondence to clients could result in sanctions to the County.

DFS has been the printing provider for DSS since March 2006. On April 5, 2016, your Board approved DSS' request to partner with the participating CalWIN Consortium counties to join Sacramento County Department of Human Assistance's (DHA) competitive procurement process for CalWIN System Printing and Mailing services. The key advantage of partnering with participating CalWIN Consortium counties to join Sacramento County DHA's competitive procurement process is the economy of scale that will be realized as a result of the competitive pricing schedule issued by the vendor.

The CalWIN Print and Mail Correspondence Request for Proposal (RFP) and resulting contract award is a complex project. Sacramento County DHA, acting as lead for the participating CalWIN Consortium counties, completed a competitive bid procurement (RFP 8352) giving participating CalWIN Consortium counties the ability to reference Sacramento County DHA's RFP to complete their own agreements. On September 16, 2016, DFS was notified as the selected bidder as a result of the RFP.

Sacramento County's Department of Finance conducted a contract review of the current DFS contract to ensure thorough due diligence in awarding the contract. Due to the length of time the contract review would take, on December 13, 2016, Sacramento County's Board of Supervisors authorized its DHA to extend their current contract with DFS for six (6) months to enable a continuity of services while DHA continued to review DFS's contract. Other CalWIN Consortium counties who partnered with Sacramento County DHA followed suit and extended their agreements through February 28, 2018.

Following the comprehensive evaluation, Sacramento County executed an Agreement with DFS on June 6, 2017 for the period of September 1, 2017 through June 30, 2022. As a result, DSS returns to the Board with a request to enter into an Agreement with DFS for the period of February 1, 2018 through June 30, 2022.

Performance Measure:

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

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

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

- 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’ performance will be measured by evaluating daily print reports received by DFS which detail our 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 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.

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

Fiscal and Facilities Impacts:

Budgeted: Yes

Fiscal Analysis:

<u>Funding Sources</u>	<u>1/1/2018 - 6/30/2022</u>		<u>Total Contract Cost</u>
General Fund	\$	146,844.00	\$ 146,844.00
State	\$	984,516.00	\$ 984,516.00
Federal	\$	1,268,640.00	\$ 1,268,640.00
Fees			\$ -
Other:			\$ -
Total	\$	2,400,000.00	\$ - \$ 2,400,000.00

Narrative: Approval and execution of this Amendment will result in a total cost not to exceed \$2,400,000, for the term of the Agreement from February 1, 2018 through June 30, 2022.

Appropriations and funding for an annualized amount for fiscal year 2017/2018 was included in our recommended budget. Funding for this contract is a composite of federal, state, and county matching funds across various programs, based on the following ratios: Federal 52.86%, State 41.02%, and County 6.12%.

Key Contract Risks:

The risk assessment worksheet has been completed and DSS has determined that DFS is a medium risk vendor. DFS has been providing CalWIN Printing and Mailing services since 2006. DSS is confident of DFS’ abilities to provide services.

Staffing Impacts:

Legal Positions:
None

FTEs:
None

Special Instructions:

Please scan, email and send one (1) duplicate original Agreement, and a copy of the minute order to:

DSS Contracts Unit

C/O Tricia Beebe

2125 S. Centerpointe Parkway, 3rd Floor

Santa Maria, CA 93455

t.beebe@sbcsocialserv.org

Attachments:

1. Attachment 1 – Agreement – DFS – CalWIN Print

Authored by:

Rene Garcia, CalWIN Manager

Lauren Moore, IT Manager

Tricia Beebe, Contracts Coordinator