



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: May 10, 2022
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: Christina Groppetti, Operations Manager
(805) 346-7116
SUBJECT: **First Amendment to the Agreement with Bit California LLC dba Document Fulfillment Services to provide CalWORKs 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 the First Amendment to the Agreement with Bit California LLC dba Document Fulfillment Services, not a local vendor, for the purpose of printing and mailing services from the CalWORKs Information Network System, in an amount not to exceed \$600,000 for the period from July 1, 2022 through June 30, 2023; 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 First Amendment to the Agreement with Bit California LLC dba Document Fulfillment Services (DFS) for the purpose of CalWORKs Information Network (CalWIN) printing and mailing services for the period from July 1, 2022 through June 30, 2023. The Department of Social Services (DSS) recommends the approval of the First Amendment.

Background:

Since March 2006, CalWIN has been the primary business computer application used by DSS and seventeen (17) other counties to determine public assistance eligibility, issue benefits, and track the provision of public social services. Within CalWIN is functionality that allows for the printing of mandated client correspondence.

DFS has been the printing and mailing provider for DSS since CalWIN implementation in 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 to seek new competitive pricing for CalWIN System Printing and Mailing services.

Sacramento County DHA, acting as lead for the participating CalWIN Consortium counties, completed a competitive bid procurement (Request for Proposal (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.

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 and extension through December 31, 2023 to allow the other 15 CalWIN to also seek contract extensions by referencing their approved contract extension. Your Board approved the Agreement between DSS and DFS for the period of February 1, 2018 through June 30, 2022. We are requesting to renew this Agreement for the term of July 1, 2022 through June 30, 2023. This will allow DSS to continue its services with DFS until migration to the new single statewide automated system, California Statewide Automated Welfare System (CalSAWS) in April 2023. To accommodate any unexpected delays in the DSS CalSAWS migration, DSS recommends the Board authorize the contract extension with DFS through June 30, 2023.

Performance Measure:

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>7/1/2022 - 6/30/2023</u>
General Fund	\$ 76,317
State	\$ 233,983
Federal	\$ 289,700
Total	\$ 600,000

Narrative:

Execution of this First Amendment to the Agreement with Bit California LLC dba Document Fulfillment Services will result in a total cost not to exceed \$600,000 in Fiscal Year (FY) 2022-2023. DSS appropriated funds in its FY 2022-2023 budget to make payments under the agreement as amended. Funds will be primarily derived from non-General Fund sources (48% federal and 39% State); the balance will be funded by General Fund as local match.

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 First Amendment, 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
tbeebe@countyofsb.org

Attachments:

1. Attachment 1 – First Amendment– DFS – CalWIN Printing and Mailing

Authored by:

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Tricia Beebe, Contracts Coordinator