



**COUNTY OF SAN MATEO**  
Inter-Departmental Correspondence  
Child Support Services



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<b>Date:</b>	May 7, 2012
<b>Board Meeting Date:</b>	May 22, 2012
<b>Special Notice / Hearing:</b>	None
<b>Vote Required:</b>	Majority

**To:** Honorable Board of Supervisors  
**From:** Iliana Rodriguez, Director  
**Subject:** Agreement with Swift Attorney Service for Process Service for the Department of Child Support Services

**RECOMMENDATION:**

Adopt a Resolution authorizing:

- A) An Agreement with Swift Attorney Service to provide process service for the term of July 1, 2012 through June 30, 2015, in an amount not to exceed \$540,000; and  
B) The Director or the Director's designee to execute contract amendments which modify the County's maximum fiscal obligation by no more than \$25,000 (in aggregate), and/or modify the contract term and/or services so long as the modified term or services is/are within the current or revised fiscal provisions.

**BACKGROUND:**

The San Mateo County Department of Child Support Services obtains and enforces court orders for child support and health insurance. The Department is mandated to provide this service to all recipients of CalWORKs and anyone else that applies for child support services. Obtaining and enforcing child support and health insurance orders is a legal process requiring formal service of process to the defendant party. The San Mateo County Department of Child Support Services currently refers approximately 2,500 legal documents a year for service of process.

**DISCUSSION:**

In January, 2012, the San Mateo County Department of Child Support Services issued a Request for Proposals for Process Service to 49 firms. The Department also publicized the request for one week in two Bay Area newspapers. Proposals were received from four (4) firms. A four (4) member review committee evaluated the proposals and selected four (4) finalists based on the following six factors:

1. Cost
2. Prior Experience
3. Demonstrated ability to work well with public agencies
4. Ability to complete the work within the selected time frame

5. Accessible on line website
6. References from clients

Formal interviews were held on March 5, 2012, with four (4) finalists. Swift Attorney Service was selected as the contractor of choice based on the evaluation criteria and interview. Please reference the attached Request for Proposal Matrix for a summary of the key evaluation criteria and overall process followed in selecting this contractor.

The Agreement with Swift Attorney Service is for the period July 1, 2012 through June 30, 2015 and will not exceed \$540,000.00.

The Contractor does not comply with the Contractor Employee Jury Service Ordinance requirement. Waiver of this requirement by your Board allows for a large volume of family law documents to be served by process servers with over twenty years experience and dedication to quality service to clients as well as the Department. If not for services provided by the Contractor the Department would be unable to proceed with the establishment and enforcement of child support orders as per State mandate. The Contractor has assured compliance with all other contract provisions that are required by County ordinance and administrative memoranda, including but not limited to insurance, hold harmless, non-discrimination and equal benefits.

County Counsel has reviewed and approved the attached Agreement.

**PERFORMANCE MEASURE(S):**

Measure	FY 2010-11 Actual	FY 2011-12 Projected
Percent of cases with orders for child support	91%	90%
Total amount of child support collected (in millions)	\$29.7	\$29

**FISCAL IMPACT:**

The term of this Agreement is from July 1, 2012 through June 30, 2015. The estimated per year cost is \$180,000. Funding for this Agreement has been included in the FY 2012-13 Recommended Budget. The Department of Child Support Services is fully funded through Federal and State subventions, thus there is no Net County Cost associated with the adoption of this Agreement.

**Exhibit A**  
**Request for Proposal Matrix**

1.	General Description of RFP	Process Service Contract for the San Mateo County Department of Child Support Services
2.	List key evaluation criteria	<ul style="list-style-type: none"> <li>• Prior experience serving a large volume of family law documents</li> <li>• Demonstrated ability and competence in providing a high level of professional service to local child support agencies</li> <li>• Cost</li> <li>• Ability to complete work in estimated timeframe</li> <li>• Number, capability, expertise, training and experience of personnel to be assigned to the contract</li> <li>• Contractor's overall ability to manage increased workload and meet all facets of our process serving needs</li> <li>• Ability to meet qualifications and conditions as specified in the Request for Proposals</li> <li>• Accessible on line website for status of pending service referrals</li> <li>• Client references</li> </ul>
3.	Where advertised	The San Francisco Chronicle The San Jose Mercury News
4.	In addition to any advertisement, list others to whom RFP was sent	Swift Attorney Service (current contractor) All process servers within a fifty (50) mile radius and identified by the National Association of Professional Process Servers website
5.	Total number sent to prospective proposers	49
6.	Number of proposals received	4
7.	Who evaluated the proposals	<p>The Evaluation Committee consisted of the following four individuals, representing management and legal child support staff:</p> <ul style="list-style-type: none"> <li>• Patty Arteaga, Department Child Support Manager</li> <li>• Kim Cagno, Department Child Support Manager</li> <li>• Eric Tannenwald, Department Child Support Lead Attorney IV, and</li> <li>• Rita Cortes, Department Administrative Division Manager</li> </ul>
8.	In alphabetical order, names of proposers (or finalists, if applicable) and location	D&R Legal Process Service, Fremont, California GOTCHA Legal Services, San Mateo, California Swift Attorney Service, Redwood City, California Triumph Diamond Group, Inc., Bakersfield, California