



**COUNTY OF SAN MATEO**  
Inter-Departmental Correspondence  
Human Services Agency



**Date:** August 15, 2013  
**Board Meeting Date:** September 17, 2013  
**Special Notice / Hearing:** None  
**Vote Required:** Majority

**To:** Honorable Board of Supervisors

**From:** Beverly Beasley Johnson, JD, Director, Human Services Agency

**Subject:** Agreement with Document Fulfillment Services

**RECOMMENDATION:**

Adopt a Resolution waiving the Request for Proposal process and authorizing an agreement with Document Fulfillment Services for the purpose of generating client correspondence, for the term of July 1, 2013 through June 30, 2016, in the amount of \$750,000.

**BACKGROUND:**

The Human Services Agency migrated to the CalWORKs Information Network (CalWIN) on October 1, 2005, for the purpose of generating client correspondence. Due to the complexity of printing and mailing of this correspondence it was deemed necessary to contract out for these services. The specialized knowledge, processes and efficiencies developed since first contracting with Document Fulfillment Services (DFS) in 2005 means this Contractor is considered an expert in providing these services, and has developed unique processes specifically for the County of San Mateo.

**DISCUSSION:**

This Agreement with DFS will provide for the printing of client correspondence in connection with CalWIN. It is in the best interest of the County to waive the RFP process because it would be costly for a new print set-up to print and mail the Notices of Action for Clients, generated by the CalWIN system.

The Contractors have assured compliance with the County's Contractor Employee Jury Service Ordinance, as well as 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 Agreement and Resolution as to form and the Contractor meets the insurance requirements.

Approval of this Agreement contributes to the Shared Vision 2025 outcome of a Prosperous Community by enabling the Human Services Agency to communicate with (CalWIN) clients in a timely manner, and, as a result, improve the lives of residents of San Mateo County. Contractor is expected to print, fold, sort and deliver 93% of the correspondence from DVDs to the United States Postal Services in time for next day delivery. August of 2013 the number of correspondences was 32,170.

**PERFORMANCE MEASURE(S):**

<b>Measure</b>	<b>FY 2013-14 Actual</b>	<b>FY 2014-15 Projected</b>
DVD disks are picked-up promptly from HP Enterprise Services' Data Center.	Within 3 hours	Within 3 hours
Percent of correspondence from DVDs that are printed, folded, sorted and delivered for next day delivery to client.	92%	93%

**FISCAL IMPACT:**

The term of the Agreement is July 1, 2013 through June 30, 2016. The total obligation of the Agreement is \$750,000, with annual payments of \$250,000. The appropriation is covered in the FY 2013-2014 tentatively adopted budget and will be covered in the effected budgets within the service life of the Agreement. Funding for the Agreement is covered 100% by CalWIN allocations. There is no Net County Cost.