



**COUNTY OF SAN MATEO**  
Inter-Departmental Correspondence  
Treasurer-Tax Collector



**Date:** December 11, 2012

**Board Meeting Date:** January 29, 2013

**Special Notice / Hearing:** None

**Vote Required:** Majority

**To:** Honorable Board of Supervisors

**From:** Sandie Arnott, Treasurer-Tax Collector  
Girdie Bernard, Revenue Services Manager

**Subject:** Agreement with RevQ - a Columbia Ultimate Company to Print and Mail  
Collection Notices

**RECOMMENDATION:**

Adopt a Resolution waving the Request for Proposals Process and authorizing an agreement with RevQ - a Columbia Ultimate Company to provide bill/invoice printing and mailing of collection notices for the term of March 1, 2013 through February 29, 2016, in an amount not to exceed \$750,000

**BACKGROUND:**

The Revenue Services Division of the Treasurer-Tax Collector's Office recovers funds due to the County from individuals for the Courts, San Mateo County Medical Center, the Human Services Agency, the Probation Department, the Sheriff's Office, and various other County Agencies. As part of the collection effort, the organization mails out approximately 200,000 collection notices annually on outstanding debts owed to the County.

**DISCUSSION:**

This agreement with RevQ will provide bill/invoice printing and mailing services for accounts identified by the County. RevQ will also provide an in-house technical service department which is available 8:00 AM to 5:00 PM, Monday through Friday, with turnaround times that must be 24 hours or less. We are recommending that this agreement be approved for the time period March 1, 2013 through February 29, 2016 with an amount not to exceed \$750,000.

It is in the County's best interest to waive the RFP process since RevQ – a Columbia Ultimate Company has been providing this type of service to our division for several years. The Immedia Software is a feature of the RevQ proprietary collection software that is being used by our Revenue Services Division. The use of this feature has shown

that it is more cost-effective and efficient to utilize this vendor for these mailing services than other contractors due to the ability to transmit data electronically between the County's database and the vendor's mailing system. The material costs for envelopes, paper, printing, folding, inserting, and sorting are competitive with other agencies. This feature enables us to obtain postage discounts while meeting all postal requirements. In addition, the integration of this feature with our existing collection software allows us to maintain a history of all outgoing correspondence.

County Counsel has reviewed and approved the agreement and Resolution as to form. The contractor meets the County's insurance requirements, but a waiver of the Contractor Employee Jury Service Ordinance is requested since the contractor is located in Vancouver, Washington and have no employees that live in San Mateo County.

Approval of this Resolution will contribute to the Shared Vision 2025 outcome of a Collaborative Community by allowing Revenue Services to continue using cost-effective and efficient mailing services to support County departments in their effort to recover revenues due to the County.

**PERFORMANCE MEASURE:**

<b>Measure</b>	<b>FY 2011-12 Actual</b>	<b>FY 2012-12 Projected</b>
Percent of debtors contacted within five days of receipt	<b>100%</b>	<b>100%</b>

**FISCAL IMPACT:**

The amount of the contract will not exceed \$250,000 per fiscal year. The cost of the contract for the three year term will remain flat and be fully offset with revenue collected. There is no impact to the Net County Cost. Appropriation for the first year of this contract has been included in the FY 2012-13 Adopted Budget. Similar arrangements will be made in future years.