



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



**Date:** December 28, 2016  
**Board Meeting Date:** February 14, 2017  
**Special Notice / Hearing:** None  
**Vote Required:** Majority

**To:** Honorable Board of Supervisors

**From:** Iliana Rodriguez, Director, Human Services Agency

**Subject:** Agreement with Document Fulfillment Services for client correspondence

**RECOMMENDATION:**

Adopt a resolution authorizing an amendment to the agreement with Document Fulfillment Services to continue generating client correspondence, extending the term to October 30, 2017 and increasing the contract amount by \$200,000, to an amount not to exceed \$1,700,000.

**BACKGROUND:**

On September 17, 2013, the Board of Supervisors approved an agreement with Document Fulfillment Services ("DFS"), by Resolution No. 072813, for the term of July 1, 2013 through June 30, 2016 in an amount not to exceed \$750,000, to provide printing and mailing services for client correspondence in connection with the CalWIN benefits and assistance system used by the CalWIN Consortium of Counties (the "Consortium"). On April 14, 2015 the agreement was amended to increase funding by \$750,000 and extend the term of the agreement to February 28, 2017, to allow Sacramento County, on behalf of the Consortium, to evaluate and prepare a Request for Proposals ("RFP").

Sacramento County is the lead county for contracting printing and mailing services for the Consortium, and San Mateo County is one of 15 counties in the Consortium entitled to make use of Sacramento County's RFP process to contract with the same vendor. Due to evaluative concerns, Sacramento County was not able to complete its process so it has extended DFS for six months to allow for completion of the RFP process.

**DISCUSSION:**

Document Fulfillment Services provides the Human Services Agency (HSA) with printing and mailing of client correspondence in connection with the CalWIN system. These services include daily pickup of data files from HP Enterprise Services' Data Center, printing all documents, folding, sorting, and mailing via the United States Postal Service. HSA is requesting your Board to authorize an eight month extension of the

contract term to ensure the continuation of client correspondence generation, a vital part of providing HSA clients with timely notification of requirements, responsibilities, updates, and benefits announcements, while Sacramento County completes the RFP for printing and mailing services for the Consortium. Accordingly, HSA is submitting for approval an amendment that will increase the current agreement by \$200,000 for a new amount not to exceed \$1,700,000 and extend the term of the agreement through October 30, 2017.

The County's Information Services Department has reviewed and signed the Special Services Review form.

The agreement and resolution have been reviewed and approved by County Counsel as to form. The Contract Compliance Committee has approved a waiver to extend the term of the agreement beyond the three years.

This amendment contributes to the Shared Vision 2025 outcome of a Prosperous Community by providing timely notices to HSA clients, encouraging self-sufficiency and promoting communication. It is anticipated that less than 1% of electronic files will be retrieved late from the HP Enterprise Services' Data Center and 94% of correspondence from electronic files will be printed, folded, sorted, and sent to be delivered to clients through next day delivery.

**PERFORMANCE MEASURE(S):**

Measure	FY 2016-17 Actual	FY 2017-18 Projected
Percentage of electronic files retrieved late from HP Enterprise Services' Data Center.	< 1%	< 1%
Percentage of correspondence from electronic files that are printed, folded, sorted, and sent to be delivered to clients through next day delivery.	93%	94%

**FISCAL IMPACT:**

The printing portion of this agreement is 100% funded through the CalWIN allocation. All postage and mailing expenses are Cost Applied throughout the agency. Appropriations were included in the FY 16-17 Adopted Budget and will be included in the FY 17-19 Recommended Budget.