



# County of San Mateo

## Inter-Departmental Correspondence

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**Department:** HUMAN SERVICES AGENCY

**File #:** 20-692

Board Meeting Date: 9/15/2020

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**Special Notice / Hearing:** None  
**Vote Required:** Majority

**To:** Honorable Board of Supervisors  
**From:** Ken Cole, Director, Human Services Agency  
**Subject:** Agreement with the Document Fulfillment Services, Inc.

**RECOMMENDATION:**

Adopt a resolution authorizing an agreement with Document Fulfillment Services, Inc. to provide distribution of client correspondence for the term of September 1, 2020 through June 30, 2022 and for a total obligation amount not to exceed \$900,000.

**BACKGROUND:**

The Welfare Client Data System (WCDS or the Consortium) is a consortium of eighteen (18) counties in California that share an automated system called CalWIN. CalWIN is an integrated on-line, real-time automated system with 26 subsystems to support eligibility and benefits determination, client correspondence, management reports, interfaces, and case management for public assistance programs.

The client correspondence subsystem of CalWIN produces Notices of Action (NOAs) and other correspondence in English and twelve other languages. A considerable portion of the correspondence is generated based on actions completed within the CalWIN system for benefit issuance, employment services, childcare, benefit calculations, client correspondence, case management, and reporting for the CalWORKs, Medi-Cal, CalFresh, Foster Care, and Cash Assistance Program for Immigrants (CAPI).

In June 2017, Sacramento County, as the lead agency for the Consortium, completed a Request for Proposals (RFP#8352) for print management services and issued a 5-year agreement to Document Fulfillment Services, Inc. (DFS). Each Consortium County processed its own agreement with DFS. After receiving approval by your Board, by Resolution No. 075436, the Human Services Agency (HSA) entered into an agreement with DFS for the term of September 1, 2017 through August 31, 2020 for a total obligation amount not to exceed \$1,500,000. The contract supports the processing and mailing of client correspondence that San Mateo County is required to send to applicants and recipients.

**DISCUSSION:**

HSA’s agreement with DFS expired on August 31, 2020, however, the Consortium is authorized to contract with DFS through June 30, 2022. Therefore, HSA requests authorization to enter into an agreement with DFS for the term of September 1, 2020 through June 30, 2022 to be in conjunction with the Consortium and to continue providing client correspondence as required by the State. This agreement will allow DFS to continue to provide services relating to the generation, handling, printing, and sending of client correspondence from CalWIN. DFS will provide all materials, equipment, and labor to process and mail client correspondence on a cost-effective and timely basis. Services included in this agreement will cover all costs related to the purchasing of paper, envelopes and United States postage needed for the management of CalWIN client correspondence. There is no increase to the payment rates for service.

The resolution contains the County’s standard provisions allowing amendments of the County’s fiscal obligations by a maximum of \$25,000 (in aggregate).

The agreement and resolution have been reviewed and approved by County Counsel as to form.

It is anticipated for FY2020-21, that 93% of correspondence electronically transmitted will be printed, folded, sorted and delivered to the United States Postal Services in time for next day delivery to client addresses. This is projected to increase to 95% for FY2021-22.

**PERFORMANCE MEASURE:**

<b>Measure</b>	<b>FY 2020-21 Anticipated</b>	<b>FY 2021-22 Projected</b>
Percentage of correspondence electronically transmitted data that is printed, folded, sorted, and delivered to United States Postal Services in time for next day delivery to client addresses.	93%	95%

**FISCAL IMPACT:**

The term of this agreement is September 1, 2020 through June 30, 2022. The total agreement obligation is \$900,000 and is fully funded through the CalWIN allocation. All postage and mailing expenses are funded 82% by State and Federal Welfare Administration Sources, and 18% Net County Costs. Appropriations were included in the FY 2020-21 tentatively Adopted Budget, and the remaining amounts will be included in the future Recommended Budgets.