



**County of Fresno
Request for Proposal NO. 966-4123
CalWIN Client Correspondence Printing
And Mailing Services**

**Submitted By
Document Fulfillment Services
910 Riverside Parkway Suite 40
W Sacramento, CA 95605**

**COUNTY OF FRESNO
REQUEST FOR PROPOSAL
NUMBER: 966-4123**

**CALWIN CLIENT CORRESPONDENCE PRINTING AND MAILING SERVICES
June 20, 2005**

ORG/ Requisition: 56107004-5615001632	PURCHASING USE JOL	G:\RFP\966-4123 CALWIN CLIENT CORRESPONDENCE PRINTING AND MAIL SERVICES.DOC
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IMPORTANT: SUBMIT PROPOSAL IN SEALED PACKAGE WITH PROPOSAL NUMBER, CLOSING DATE AND BUYER'S NAME MARKED CLEARLY ON THE OUTSIDE TO:

COUNTY OF FRESNO, Purchasing
4525 EAST HAMILTON AVENUE
FRESNO, CA 93702-4599

CLOSING DATE OF BID WILL BE AT 2:00 P.M., ON JULY 29, 2005.

PROPOSALS WILL BE CONSIDERED LATE WHEN THE OFFICIAL PURCHASING TIME CLOCK READS 2:00P.M.
Proposals will be opened and publicly read at that time. All proposal information will be available for review after contract award.

Clarification of specifications are to be directed to: **Gary Parkinson, phone (559) 456-7110, FAX (559) 456-7831.**

GENERAL CONDITIONS

See County Of Fresno Purchasing Standard Instructions and Conditions for Request for Proposals (RFP'S)
and Requests for Quotations (RFQ'S)" attached.

BIDDER TO COMPLETE

UNDERSIGNED AGREES TO FURNISH THE COMMODITY OR SERVICE STIPULATED IN THE ATTACHED PROPOSAL SCHEDULE AT THE PRICES AND TERMS STATED, SUBJECT TO THE "COUNTY OF FRESNO PURCHASING STANDARD INSTRUCTIONS AND CONDITIONS FOR REQUEST FOR PROPOSALS (RFP'S) AND REQUESTS FOR QUOTATIONS (RFQ'S)" ATTACHED.

Except as noted on individual items, the following will apply to all items in the Proposal Schedule.

1. Complete delivery will be made within _____ calendar days after receipt of Order.
2. A cash discount of _____ % _____ days will apply.

Document Fulfillment Services

COMPANY

910 Riverside Parkway Suite #40

ADDRESS

West Sacramento

CA

95605

CITY

STATE

ZIP CODE

(916)374-9002

(916)374-9011

Sshill@dfsml.com

TELEPHONE NUMBER

FACSIMILE NUMBER

E-MAIL ADDRESS

TAXPAYER FEDERAL I.D. NO.: **37-1443695**



SIGNED BY

Steven Shill

PRINT NAME

General Manager

TITLE

PARTICIPATION

The County of Fresno is a member of the Central Valley Purchasing Group. This group consists of Fresno, Kern, Kings, and Tulare Counties and all governmental, tax supported agencies within these counties.

Whenever possible, these agencies co-op (piggyback) on contracts put in place by one of the other agencies.

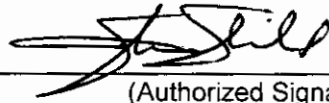
Any agency choosing to avail itself of this opportunity, will make purchases in their own name, make payment directly to the contractor, be liable to the contractor and vice versa, per the terms of the original contract, all the while holding the County of Fresno harmless. If awarded this contract, please indicate whether you would extend the same terms and conditions to all tax supported agencies within this group as you are proposing to extend to Fresno County.



Yes, we will extend the contract terms and conditions to all qualified agencies within the Central Valley Purchasing Group.



No, we will not extend contract terms to any agency other than the County of Fresno.



(Authorized Signature)

General Manager

Title

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Proposal Identification Sheet

PROPOSAL IDENTIFICATION SHEET

RESPONDENT TO COMPLETE AND RETURN WITH PROPOSAL

Our proposal is attached and identified as:

DFS Response to RFP for CalWin print and mail project for County of
Fresno

The undersigned agrees to furnish the service stipulated at the prices and terms stated in the cost proposal.

Work services will commence within 30 calendar days after signing of the final contract.

Company: Document Fulfillment Services

Address: 910 Riverside Parkway Suite #40

West Sacramento, CA Zip: 95605

Signed by: 

Steven Shill
Print Name

General Manager
Print Title

(916) 374-9002 (916) 374-9011 Sshill@dfsmail.com
Telephone Fax Number E-Mail Address

Date: 7/20/05

Taxpayer Identification No.: 37-1443695


||

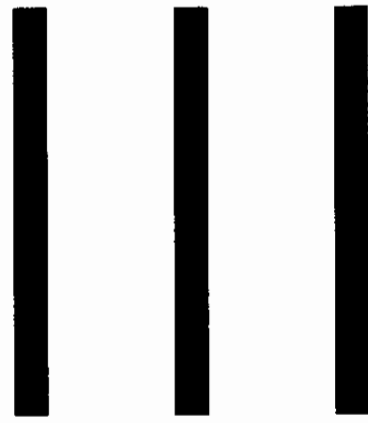
Cover Letter

Cover Letter

BIT California DBA Document Fulfillment Services, a limited liability company located at 910 Riverside Parkway Suite 40 in West Sacramento, is pleased to submit our proposal to Fresno County

Submitted by Steven Shill, authorized agent for the company.

Name	<u>Steven Shill</u>
Signature	<u></u>
Title	<u>General Manager</u>
Date	<u>7/20/05</u>



Conflict of Interest

Conflict of Interest

Contractor covenants that it presently has no interest and that it will not acquire any interest, direct or indirect, that represents a financial conflict of interest under state law or that would otherwise conflict in any manner or degree with the performance of its services hereunder. Contractor further covenants that in the performance of this Agreement no person having any such interests shall be employed. In addition, if requested to do so by County, Contractor shall complete and file and shall require any other person doing work under this Agreement to complete and file a "Statement of Economic Interest" with County disclosing Contractor's or such other person's financial interests.

IV

Trade Secret

Acknowledgement

TRADE SECRET ACKNOWLEDGEMENT

I have read and understand the above "Trade Secret Acknowledgement."


I understand that the County of Fresno has no responsibility for protecting information submitted as a trade secret if it is not delivered in a separate binder plainly marked "Trade Secret."

Enter Company name on appropriate line:

_____ has submitted information identified as
 (Company Name) Trade Secrets

Document Fulfillment Services has **not** submitted information identified as
 (Company Name) Trade Secrets

ACKNOWLEDGED BY:



 Signature

 Telephone (916) 374-9002

Steven Shill - General Manager
 Print Name and Title

 Date 7/20/05

910 Riverside Parkway Suite #40

 Address

West Sacramento
 City

CA
 State

95605
 Zip

V

Exceptions

- A. Exceptions to general requirements - None
- B. Exceptions to background/scope of work - None
- C. Exceptions to specific terms and conditions - None
- D. Exceptions to proposal content requirements - None

VI

**Vendor
Company
Data**

Vendor Company Data

- A.** Document Fulfillment Services' responsibility is to produce your work accurately, on time and to ensure delivery. DSF blends the right concepts, designs, programs, controls, equipment and personnel to make that a certainty- the first time and every time.

DFS's customers are providers of financial services, Cardlock Fuel jobbers, and Government agencies.

Each document we produce is important-a check, an invoice, a statement, or a notice of action-each has a recipient awaiting the document's arrival. Each document received will result in another business transaction, healthcare choice or planning decision. It is our responsibility to be sure that our customer's information is conveyed accurately, timely and well presented.

- B.** Document Fulfillment Services currently has contracts for processing CalWin correspondences for the following counties:

Sacramento County

Placer County

Yolo County

Santa Cruz County

Sonoma County

C. The owners and management team here at Document Fulfillment Services has a vast amount of knowledge and experience in statement processing of critical mail operations. Our programming team specializes in PCL applications and has developed a system specifically designed for CalWin correspondences.

D. Provided from other counties upon request.

E. DFS has Cannon 105 Laser printing technology and utilizes Bell & Howell mailstar 500 inserting equipment. We have geared up for an additional 3,000,000 laser impressions per month based on projections from Sacramento County. This means that even on high volume days, DFS has plenty of excess capacity. DFS does not outsource any of its work to other vendors. Our current production hours are Monday – Saturday, 5:00 am to midnight.

Dispute Resolution Plan

PURPOSE

The overall goal of the DFS DRP is to resolve disputes among employees and or clients without legal action or administrative intercession.

CONFIDENTIALITY

The dispute resolution session and all information and materials discussed during the DRP are confidential. The complainant, the alleged responsible individual or company, or the third-party mediator may not discuss any information.

DISPUTE RESOLUTION

The dispute resolution process is used to resolve a dispute when the problem first takes place. The disputants drive this process, and only they can decide if and how the disagreement is resolved. DRP must be completed within 30 days from the initial date of the DRP session. If there are still unresolved issues at the end of the 30-day period, the employee or company will state these concerns in writing at the closing DRP session. The unresolved issues will be saved for a later attempt in the formal complaint phase.

FACT-FINDING

Fact-finding is a form of dispute resolution with a formal investigation in a two-stage session.

- The first stage of the conference includes a neutral fact-finder who resolves issues arising over matters of fact. Evidence is shown in a condensed manner. This allows the parties to assess the strengths and weaknesses of each position.
- The second stage is guided by the third-party neutral, in which they engage in deliberations of how to resolve the issue with an improved understanding of the risks involved should the issue not be resolved and end up in legal action

At the completion of the fact-finding sessions, a mediator will make clear the issues brought forth and will survey settlement agreements again. Both the accuser and the accused will have an opportunity to testify in support of their positions and/or rebut.

If by the end no agreement is decided upon, the mediator will conclude the investigation by receiving additional interviews and obtaining relevant documents. This should be completed within one or two days whereupon the complainant will receive a copy of the completed report.

DFS Disaster Recovery Plan

For Fresno County

In the event of fire, flood, earthquake, or any other natural disaster that would require DFS to instigate its disaster recovery plan, the following has been setup to ensure that processing can and will proceed during the recovery process.

1. DFS maintains an offsite disaster/Recovery computer that warehouses all internal programs and customer programs necessary for processing all data files.
2. An external FTP site has been setup for customer transmission of files, if necessary.
3. A contract has been setup with Ray Morgan to allow DFS to rent the necessary space and laser printers necessary to handle print volumes.
4. A contract has been setup with Mailroom Dynamics to allow DFS to rent necessary inserting equipment to handle mail volumes.
5. DFS stores monthly backups off all customer data at an offsite location that is on a rotation schedule.
6. DFS also has a contract with BIT LLC in Seattle, Washington. BIT is a mirrored site to DFS and warehouses our programs.

VII

Scope of Work

Understanding of Project

Because DFS is currently processing CalWin correspondence for other counties, we have a tremendous amount of knowledge of the processing requirements. As you can see from the attached control totals and reports, DFS separates all files by weight and by letter type (Letter or Legal). We also provide a service that we call "Householding". This means that if multiple documents have the exact same Name, Address, City, State, Zip, and Case Number, we combine them into one mail piece saving the County postage monies. I have attached a report based on initial numbers from Sacramento showing that the postage savings basically pays for our service with the exception of the days that we run QR7's and QR2's.

DFS provides numerous "workarounds" due to insufficient data provided by EDS. We include worker codes on all QR7's that show through a custom reply envelope to assist your staff when receiving return mail. We also "shrink to fit" foreign language images that run off the outer boundaries of the physical page for Russian and Spanish QR2's. We include barcodes and key line numbers on each mail piece for 100% tracking of documents.

Hopefully this will help you to understand that DFS has a tremendous knowledge about the CalWin project that other print and mail vendors do not have.

SCOPE OF SERVICES

CONTRACTOR agrees to exercise special skill to accomplish the following results:

- 1) The processing for CalWIN documentation will be integrated, run at the EDS Data Center at 10888 White Rock Road, Rancho Cordova California.
- 2) Several types of client correspondence will be printed under this Agreement. All subject documents will be produced for mailing out to clients. Documents may be single or double sided, may require that a duplicate copy be sent, and may require that return envelopes or other items be stuffed with them.

A daily batch cycle will be run each night, seven days a week, and a merged output file for Fresno County will be produced the following morning. This file will be available at EDS in the morning, Sunday through Saturday, usually by 6:00 AM. In the event of a delay or damage in output issued by EDS, output may be delayed to USPS, but will be delivered within 24 hours. In normal output delivery, output will be rendered and delivered to the United States Postal Service (USPS) in time for next day delivery to the addressee, unless other timeframes are agreed to by the COUNTY and the CONTRACTOR. (The standard for COUNTY mail delivery is to: West Sacramento Post Office, by 8:00 PM.) There are other cycles that are run less frequently than daily. Some of these will have output as well.

Document Fulfillment Services (DFS) will arrange to pick up the data DVD disks at the EDS location in Rancho Cordova daily. The processing will take place at the DFS office located at 910 Riverside Parkway, Suite 40 in West Sacramento.

The mail pieces would be turned over to the USPS daily by 8:00 PM.

- 3) Client correspondence that is created by the batch process is contained in multiple files of Printer Control Language 5 (PCL5) images. Each document contains a header section. The header section contains PCL5 "non-op". The non-op section is a part of the PCL stream in each set of client correspondence -not a separate record. This header section identifies the information regarding each correspondence. These files will be stored on up to 5 data DVD disks. PCL5 images are used because the client correspondence is printed in many different languages including English, Russian and Spanish. These PCL5 images are sorted in client address order. Alternatively, EDS may electronically transmit smaller batches of PCL5 files to the processing site. CONTRACTOR may be able, at CONTRACTOR'S cost; to secure the data delivered on DVD's by other means. DFS has a secure FTP site with 128-bit encryption capability.
- 4) Services shall include materials (paper, envelopes, etc.) and processing (receiving and batching data, printing, folding, inserting, presorting, delivery to USPS, etc.) using postage invoiced separately to COUNTY. Postage shall be reimbursed to the CONTRACTOR at the same discounted postal rate that is actually applied to the letters.
- 5) Additional COUNTY supplied inserts may be included in each run. A return envelope may also be required, depending on the type of document. Inserts must be selectively inserted in each document, triggered by information on the document. Inserts will be approved and scheduled by the counties.
- 6) Documents produced in monthly cycles may need to be held for later mailing. These may be mixed with other documents on peak days.

Any and all documents that need to be held for later mailings will be

identified prior to processing daily work. These documents will be identified by account or invoice number and will be treated as a “pull statements” item. If these documents need to be inserted in later mailings, DFS will be notified when and where this is to occur. A special handling charge will apply (See pricing list – Attachment 2).

- 7) Quality control measures must be inherent in the process. CONTRACTOR must certify that services are provided using fully automated production processes that are capable of tracking each individual mail piece through the printing, inserting, and mailing processes. Duplicated, missing and misprinted documents and inserts and other errors must be identified and remedied before mailing. Mail must be in the hands of the USPS as described above. Any errors or variation must be reported to the COUNTY immediately. A report including the date and time items were mailed, the unique batch identifier, the number of documents printed, items mailed, inserts included, and postage used will be sent to the COUNTY daily at the completion of the process.

DFS utilizes it's own custom built software, Client Document Services (CDS), which automates the production process and offers extensive quality control measures. This program allows DFS to track the work order process from creation to completion, as well as the individual mail pieces through out. A unique “key-line code” is added to each document for tracking purposes and reprints. This code, which includes a sequence number, work order number and location identifier, makes it possible to track an individual document at any time.

The CDS program includes a “Mail Wizard” module that automates the postage process by tracking the usage levels by weight and job name. The date, meter time and cumulative account balance are available in detail through this module as well. The program offers a variety of reports

showing summary and/or detailed usage for a designated time period.

The automated inventory module of the CDS system allows DFS to keep a close watch on the available resources. Specific thresholds are determined for each inventory resource and quantities are depleted upon work order completion. Again, this module offers a variety of reports showing summary and/or detailed usage for a designated time period.

- 8) Errors not remedied by CONTRACTOR's quality control, involving 100 or more pieces from a single mailing, will incur a penalty credit in favor of the COUNTY in the amount of \$.04 per piece. This will include client correspondence mailed after the target mailing date.
- 9) CONTRACTOR must be USPS CASS certified to ensure address cleansing and correction capability.
- 10) CONTRACTOR will submit a weekly progress report on the activities outlined above.

VIII

Reports

Sacramento County Processing Summary

System File Date - **05-19-2005**

Work Order Number - **6271**

Letter 1 ounce	3226
Letter 2 ounce	327
Letter 3 ounce	138
<hr/> Total Letters	<hr/> 3691
Legal 1 ounce	15
Legal 2 ounce	24
Legal 3 ounce	3
<hr/> Total Legal	<hr/> 42
<hr/>	
Total Document Headers	7914
Total Laser Printed Images	19742
Total Sheets	9871
Total #10 Envelopes	3241
Total 6 x 9 Envelopes	327
Total 9 x 12 Envelopes	165
Total Return Envelopes	539
<hr/>	
Mail Pieces - English	3363
Mail Pieces - All Other Languages	370

Total Mail Pieces

3733

Reporting Period
5-23-2005

Client Postage Summary
Sacramento County
Document Fulfillment Services

Report Date
May 24, 2005

JOB DESCRIPTION	WEIGHT	PIECES	AMOUNT
Sacramento County Daily	1 oz.	3,226	996.834
	2 oz.	327	174.618
	3 oz.	141	117.030
	4 oz.	35	37.100
	5 oz.	3	3.870
	7 oz.	1	1.750
	Total	3,733	1,331.202
Sacramento County QR7	2 oz.	1	0.534

CLIENT POSTAGE SUMMARY FOR ALL JOBS

CLIENT TOTALS	WEIGHT	QUANTITY	AMOUNT
DEPOSITS		1	13,715.650
ADJUSTMENTS		0	0.000
POSTAGE	1 oz.	3,226	996.834
	2 oz.	328	175.152
	3 oz.	141	117.030
	4 oz.	35	37.100
	5 oz.	3	3.870
	7 oz.	1	1.750
	Total	3,734	1,331.736
BALANCE			33,073.760

Sacramento County Processing Summary

System File Date - 06-24-2005

Work Order Number - 6709

Letter 1 ounce	14005
Letter 2 ounce	620
Letter 3 ounce	39
Total Letters	14664
Legal 1 ounce	0
Legal 2 ounce	0
Legal 3 ounce	8
Total Legal	8
Total Document Headers	16238
Total Laser Printed Images	93312
Total Sheets	46656
Total #10 Envelopes	14005
Total 6 x 9 Envelopes	620
Total 9 x 12 Envelopes	47
Total Return Envelopes	14672
Mail Pieces - English	13014
Mail Pieces - All Other Languages	1658

Total Mail Pieces**14672**

Analysis of CalWIN Project of Sacramento County

Date	Images	Documents	Mail Pieces	Service Fee	Postage Savings due to Householding
3/4/05	2344	453	227	\$106.65	\$51.98
3/5/05	2462	501	319	\$112.02	\$41.86
3/8/05	5812	1989	849	\$264.45	\$262.20
3/9/05	5150	1678	697	\$234.33	\$225.63
3/10/05	5112	2001	760	\$232.60	\$285.43
3/11/05	5902	2145	871	\$268.54	\$293.02
3/14/05	5820	2321	828	\$264.81	\$343.39
3/15/05	7436	3142	1133	\$338.34	\$462.07
3/16/05	7198	3094	1084	\$327.51	\$462.30
3/17/05	32258	9874	8878	\$1,467.74	\$229.08
3/18/05	7344	2998	1096	\$334.15	\$437.46
3/19/05	7042	3156	1061	\$320.41	\$481.85
3/22/05	7940	3412	1604	\$361.27	\$415.84
3/23/05	6914	3121	1023	\$314.59	\$482.54
3/24/05	10018	4098	1774	\$455.82	\$534.52
3/25/05	7878	3214	1270	\$358.45	\$447.12
3/26/05	65272	17645	15167	\$2,969.88	\$569.94
3/29/05	8334	3675	1332	\$379.20	\$538.89
3/30/05	101074	18125	16201	\$4,598.87	\$442.52
4/1/05	8360	3214	1221	\$380.38	\$458.39
4/4/05	13442	5012	2297	\$611.61	\$624.45
4/5/05	10792	4269	1821	\$491.04	\$563.04
4/6/05	10476	4085	1483	\$476.66	\$598.46
4/7/05	9396	3639	1373	\$427.52	\$521.18
4/8/05	9450	3697	1400	\$429.98	\$528.31
4/11/05	8650	3419	1263	\$393.58	\$495.88
Totals	371876	113977	67032	\$16,920.36	\$10,797.35

* As you can see, other than the days that we run QR7's and QR2's, the postage savings due to householding offsets the service fee.

DFS[®]

CalWIN Project

Onboarding Process

County Name: _____ County ID#: _____

Special Reporting: *(other than currently provided by DFS)*

Return Address: *(for outbound mailpieces)*

Archival Requirements: ☐ DVD ☐ Online

Office Codes for QR7's

(i.e.: V123)

_____ Associated Worker Code _____

_____ Associated Worker Code _____

_____ Associated Worker Code _____

_____ Associated Worker Code _____

_____ Associated Worker Code _____

_____ Associated Worker Code _____

_____ Associated Worker Code _____

_____ Associated Worker Code _____

_____ Associated Worker Code _____

_____ Associated Worker Code _____

Expected Go Live date: _____

Estimated Monthly Postage: \$ _____

DFS

IX

Cost

Proposal

Task	First Year	Second Year	Third Year	Fourth Year
Initial Set-up	\$10,000			
Price per Image	.052	.05	.047	.0455
Price per document (Based on An Average of 6 images per document)	.312	.30	.282	.273
Inserts by machine (including folding and inserting)	.015	.015	.015	.015
Inserts by hand (Including folding and inserting)	.15	.15	.15	.15
IT Changes/Enhancements per hour	\$85	\$85	\$85	\$85

X

Reference List

Firm: Document Fulfillment Services**REFERENCE LIST**

Provide a list of at least five (5) customers for whom you have recently provided similar services (preferably California State or local government agencies). Be sure to include addresses and phone numbers.

Reference Name: County of Sacramento City: Sacramento
 Contact Dan Wilson Phone No.: (916) 875-3784
 Date: 3/2005 – Present
 Service Provided: CalWin Project

Reference Name: County of Santa Cruz City: Santa Cruz
 Contact Ann Woody Phone No.: (831)454-4068
 Date: 5/2005 – Present
 Service Provided: CalWin Project

Reference Name: County of Placer City: Placer/Auburn
 Contact Larry Risser Phone No.: (530)886-1811
 Date: 5/2005 – Present
 Service Provided: CalWin Project

Reference Name: County of Yolo City: Woodland
 Contact Bunni Howard Phone No.: (530)661-2750 x 4430
 Date: 5/2005 – Present
 Service Provided: CalWin Project

Reference Name: MPC City: Phoenix, Arizona
 Contact Marc Vagnozzi Phone No.: (623)587-7100
 Date: 1/2003 – Present
 Service Provided: Print and mail for cardlock fuel invoices and statements