



Memorandum
Department of Information Technology

18799

DATE: April 26, 2011

TO: Board of Acquisition and Contract

FROM: Marguerite C. Beirne, Chief Information Officer
Department of Information Technology

RE: AUTHORITY TO ENTER INTO AN AGREEMENT (IT-1198) WITH SHARC CREATIVE, INC., FOR THREE YEARS TO PROVIDE MESSAGING ON HOLD SERVICES COMMENCING ON MAY 1, 2011 AND TERMINATING ON APRIL 30, 2014, FOR A TOTAL NOT TO EXCEED CONTRACT AMOUNT OF \$5,250

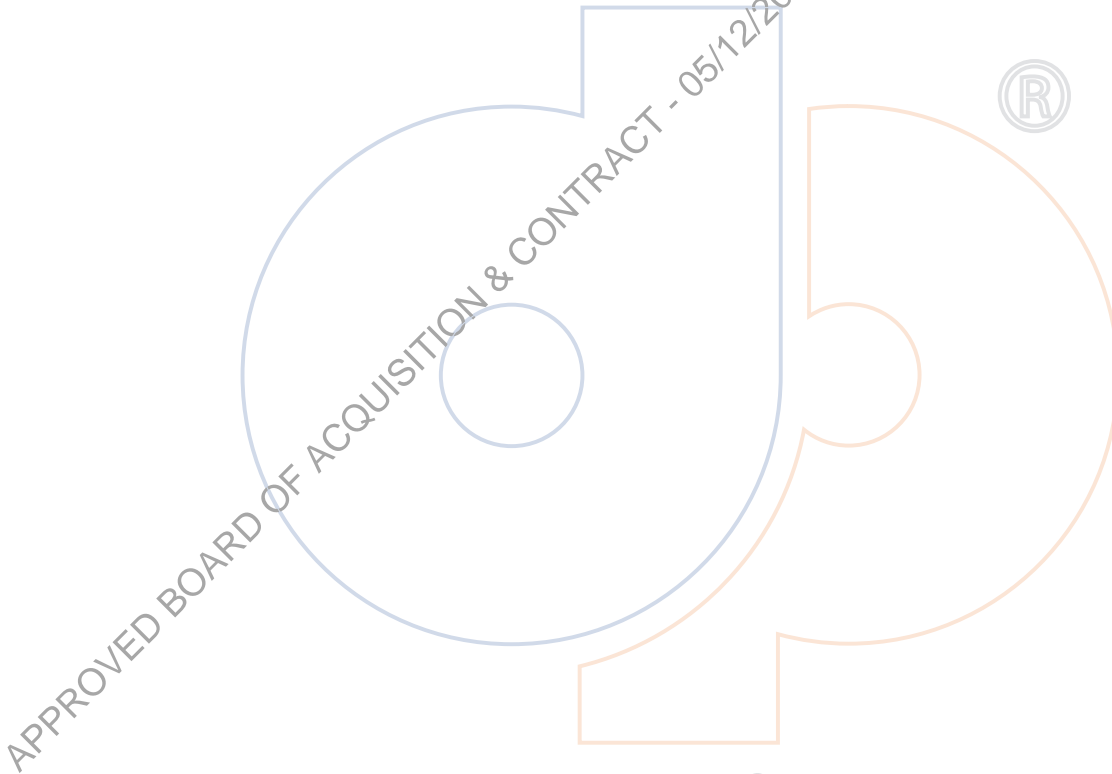
BACKGROUND:

- Currently, callers to Westchester County are placed on silent hold. A messaging on hold service will allow the County to provide public service information to callers, as well as notify the public of current County events.
- Three quotations for messaging on hold services were solicited from vendors that customarily provide the services and are included with the attached proposed resolution. The quotation from Sharc Creative, Inc. provided the most advantageous offer to the County.
- If approved, the resolution would authorize the County of Westchester ("the County") to enter into an agreement with Sharc Creative, Inc. ("Sharc"), whereby Sharc will provide messaging on hold on all County telephones.
- Pursuant to the proposed agreement, Sharc will provide messaging on hold services on all County telephones for a three year period commencing on May 1, 2011 and terminating on April 30, 2014 for a total not to exceed contract amount of \$5,250. The County will pay Sharc \$2,250 in the first year, \$1,500 in the second year and \$1,500 in the third year. Sharc will write, produce and support Sharc boxes which will be installed on the County's telecommunication switches. The Sharc boxes will be used to play County public service announcements and events which callers will hear once placed on hold.
- The public purpose of the requested contract for messaging on hold services is to provide information to the public while placed on hold.
- The goals and objectives of the requested services are to provide County awareness to the public in an efficient and cost effective manner. It is in the best interest of the County since it provides the public with information about news and events within Westchester while waiting on hold.

ACTION REQUESTED:

- Authorization to enter into an agreement with Sharc Creative, Inc. (IT-1198), having a place of business located at 12 Cambridge Street, Valhalla, New York, 10595, for messaging on hold services on all County telephones for a three year period commencing on May 1, 2011 and terminating on April 30, 2014 for a total not to exceed contract amount of \$5,250 subject to County appropriations, payable in the amount of \$2,250 in the first year, \$1,500 in the second year and \$1,500 in the third year.

Accordingly, the attached resolution is submitted for your consideration.



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RESOLUTION

UPON A COMMUNICATION FROM THE CHIEF INFORMATION OFFICER, DEPARTMENT OF INFORMATION TECHNOLOGY, BE IT HEREBY

RESOLVED: that the County of Westchester ("the County") is authorized to enter into an agreement (IT-1198) with Sharc Creative, Inc., having a place of business located at 12 Cambridge Street, Valhalla, New York, 10595, for messaging on hold services on all County telephones for a three year period commencing on May 1, 2011 and terminating on April 30, 2014 for a total not to exceed contract amount of \$5,250, payable in the amount of \$2,250 in the first year, \$1,500 in the second year and \$1,500 in the third year; and be it further

RESOLVED, that this Agreement is subject to County appropriations; and be it further

RESOLVED, that this Agreement is also subject to further financial analysis of the impact of any New York State Budget (the "State Budget") proposed and adopted during the term of this Agreement. The County shall retain the right, upon the occurrence of any release by the Governor of a proposed State Budget and/or the adoption of a State Budget or any amendments thereto, and for a reasonable period of time after such release(s) or adoption(s), to conduct an analysis of the impacts of any such State Budget on County finances. After such analysis, the county shall retain the right to either terminate this Agreement or to renegotiate the amounts and rates approved herein. If the County subsequently offers to pay a reduced amount to the Contractor, then the Contractor shall have the right to terminate this Agreement upon reasonable prior written notice; and be it further

RESOLVED, that the County Executive or his duly authorized designee is hereby authorized to execute and deliver any and all documents and to take all action necessary and appropriate to effectuate the purposes hereof.

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RESOLUTION

Account to be Charged/Credited:

Year	Fund	Dept	Major Program, Program & Phase Or Unit	Object/ Sub-Object	Trust Account	Dollars
2011	101	16	6600	4070		\$2,250
2012	101	16	6600	4070		\$1,500
2013	101	16	6600	4070		\$1,500
2014	101	16	6600	4070		0

Budget Funding Year(s): 2011-2014 Start Date: May 1, 2011 End Date: April 30, 2014

Funding Source:

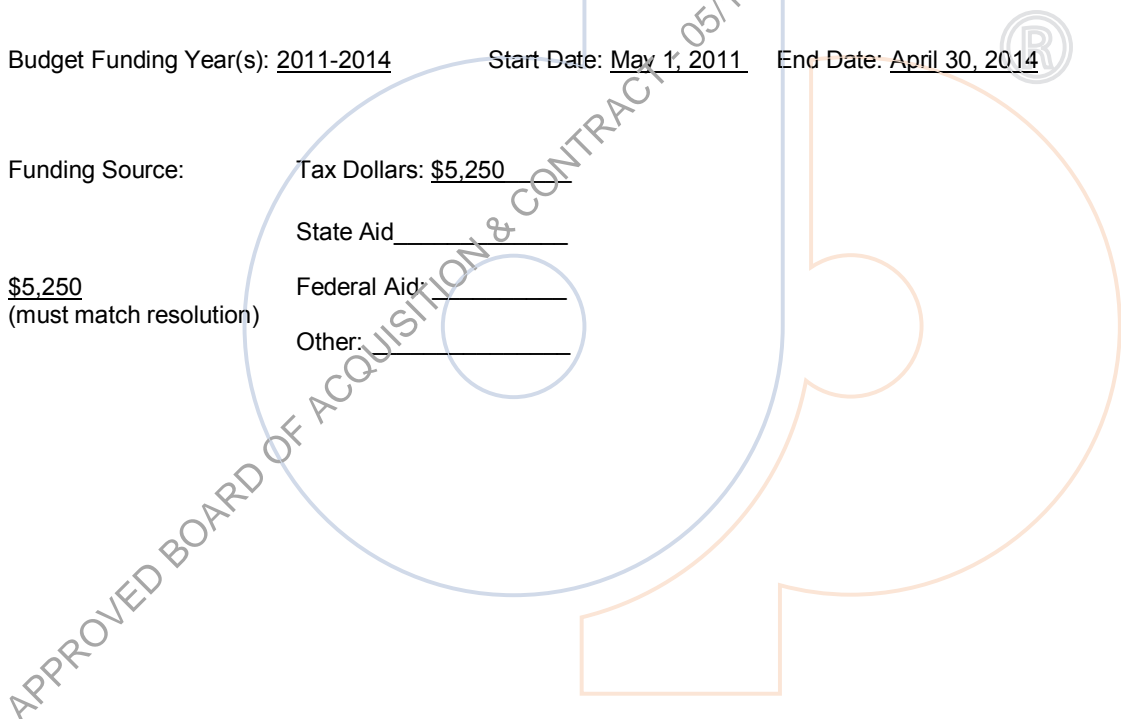
Tax Dollars: \$5,250

State Aid _____

Federal Aid: _____

Other: _____

\$5,250
(must match resolution)



VENDOR QUOTATIONS

1. Sharc Creative, Inc.
12 Cambridge Street
Valhalla, New York, 10595
4 updates/yr
\$2,250 Year 1, \$1,500 years 2 & 3
\$5,250 for 3 years

2. On Hold Marketing
2720 Enterprise Parkway
Suite 110
Richmond, VA 23294
4 updates/yr
\$2,844 annual fee
\$8,532 for 3 years
(Plus cost of Equipment)

3. On Hold Inc.
1440 Coral Ridge Drive
Suite 277
Coral Ridge, FL 33071
4 updates/yr
\$3,204 annual fee
\$9,612 for 3 years

