

39387

DATE: April 1, 2014

TO: Board of Acquisition and Contract

FROM: John B. McCaffrey, Chief Information Officer
Department of Information Technology

RE: AUTHORITY TO AMEND AN AGREEMENT (IT-1198) WITH SHARC CREATIVE, INC. BY INCREASING THE AMOUNT OF THE AGREEMENT BY \$4,500 AND EXTENDING THE TERM OF THE AGREEMENT BY THIRTY-SIX MONTHS TO A NEW TERMINATION DATE OF APRIL 30, 2017 FOR A TOTAL NOT TO EXCEED CONTRACT AMOUNT OF \$9,750.

BACKGROUND:

- By resolution approved May 12, 2011, your Honorable Board authorized the County of Westchester to enter into an agreement (the "Agreement") with Sharc Creative, Inc. ("Sharc"), pursuant to which Sharc was to provide messaging on hold services on all County telephones for a three year period commencing May 1, 2011 and terminating April 30, 2014 for a total not to exceed contract amount of \$5,250. IT-1198 was subsequently executed.
- Sharc has been writing, producing and recording announcements which are remotely loaded onto Sharc boxes installed on the County's telecommunication switches. Instead of callers hearing nothing when placed on hold, messaging on hold service allows the County to provide public service announcements as well as notify the public of current County events. This service has successfully communicated web site information, emergency notification details, recycling as well as other County services to the public.
- Due to the positive effect of keeping communication flowing, we would like to continue providing this messaging on hold service, utilizing the current equipment which has been configured and connected to the County telecommunications switches.
- 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.
- The public purpose of the requested contract for messaging on hold service 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.

- We now come before your Honorable Board requesting approval to extend the term of the agreement by thirty-six months until April 30, 2017 and to increase the amount by \$4,500 for a new not to exceed amount of \$9,750 with all terms and conditions to remain the same.

ACTION REQUESTED:

- Authorization to amend an agreement (IT-1198) with Share 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 by increasing the amount of the agreement by \$4,500 and extending the term of the agreement for thirty-six months to a new termination date of April 30, 2017 for a total not to exceed amount of \$9,750.

Accordingly, the attached resolution is submitted for your consideration.

APPROVED BOARD OF ACQUISITION & CONTRACTS - 04242014 - JOMARY VIEIRA, SECRETARY

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 amend 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 by increasing the amount of the agreement by \$4,500 and extending the term of the agreement for thirty-six months to a new termination date of April 30, 2017 for a total not to exceed amount of \$9,750; 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.

RESOLUTION

Original Agreement: \$ 5,250.00
This Amendment: \$ **4,500.00**
Total: \$ 9,750.00

Agreement IT-1171
Account to be Charged/Credited:

Year	Fund	Dept	Major Program, Program & Phase Or Unit	Object/ Sub- Object	Trust Account	Dollars
2014	101	16	6600	4070		\$1,000
2015	101	16	6600	4070		\$1,500
2016	101	16	6600	4070		\$1,500
2017	101	16	6600	4070		\$ 500

Budget Funding Year(s): 2014-2017 Start Date: May 1, 2014 End Date: April 30, 2017

Funding Source: Tax Dollars: \$4,500

 State Aid

 \$4,500 Federal Aid:
(must match resolution)

 Other:

APPROVED BOARD OF ACQUISITION'S CONTRACT - 04/24/2014 - SHERY WEIRA, SECRETARY

VENDOR QUOTATIONS

1. **Sharc Creative**

12 Cambridge Street
Valhalla, New York, 10595
4 updates per year
\$1,500 annual fee
\$4,500 for 3 years

2. **On Hold Inc.**

1440 Coral Ridge Dr., Suite 277
Coral Ridge, FL 33071
4 updates per year
\$2,136 annual fee
\$6,408 for 3 years

3. **On Hold Marketing**

2720 Enterprise Parkway, Suite 110
Richmond, VA 23294
4 updates per year
\$1,993 Year 1; \$1,355 Years 2 and 3
\$4,703 for 3 years

APPROVED BOARD OF ACQUISITION & CONTRACT - 04/24/2014 - JOMARY VIEIRA, SECRETARY