

**46546**

Date: April 28, 2015

To: The Honorable Board of Acquisition and Contract

From: Kevin J. Plunkett  
Deputy County Executive

Re: **Resolution to exempt from the Westchester County Procurement Policy an agreement with the United Way of Westchester and Putnam for the operation of the Hudson Valley Region 211 Call Center to provide free information and referral services to County residents pursuant to Section 3(a)xxi of the Westchester County Procurement Policy and Procedures**

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Authority is hereby requested from your Honorable Board to exempt from the Westchester County Procurement Policy an agreement with the United Way of Westchester and Putnam (the "United Way") to operate the Hudson Valley Region 211 Call Center to provide callers from Westchester County (the "County") with health and human services information, as well as call referral to appropriate County departments for the term May 1, 2014 through April 30, 2015, at a cost of \$100,000. The Hudson Valley Region 211 Call Center, operated by the United Way, allows the approximately two million residents of Westchester, Rockland, Putnam, Orange, Ulster and Dutchess counties to make a free 211 call, 9:00 a.m. to 7:00 p.m., seven days a week, to obtain information and, if necessary, immediate telephone transfer to the appropriate County department. Information and referrals are provided for questions regarding basic needs, law, health, mental health, income security, education, consumer issues and environmental quality.

United Way has operated a successful helpline in the County for approximately the past twenty years. Incorporating the existing expertise of the United Way in this area, it has operated the 211 Call Center since September 2005 which transfers calls to the appropriate County department and provides the County with a unique and valuable resource. In addition, because United Way will be operating the 211 Call Center for the five other involved counties, United Way is the only operator that can provide this service with continuity and efficiency for all six counties.

Pursuant to Section 3(a)xxi, the Westchester County Procurement Policy and Procedures are not applicable to any procurement for which this Honorable Board determines, by resolution passed prior to commencing such procurement, that compliance with the policy would not be in the best interests of the County. Given the nearly ten years of experience that United Way has as operator of the 211 Call Centers for all six involved New York counties, the best interests of the County would be served by exempting the procurement of this agreement from the County Procurement Policy.

Accordingly, a resolution to exempt the procurement of an agreement with the United Way for the operation of the Hudson Valley Region 211 Call Center with the United Way is hereby submitted for your consideration.

KJP/lac  
Attachment

APPROVED BOARD OF ACQUISITION & CONTRACT - 05/28/2015 - PRIMARY VIEW - SECURITY

## **RESOLUTION**

Upon a communication from the Deputy County Executive, be it hereby

**RESOLVED**, that pursuant to Section 3(a)(xxi) of the Westchester County Procurement Policy and Procedures, it is hereby determined that application of the procedural requirements contained therein, including the necessity of soliciting proposals, is neither cost effective nor expedient, and accordingly, not in the best interests of the County in connection with the procurement of an agreement for the operation of the Hudson Valley Region 211 Call Center with the United Way of Westchester and Putnam.

APPROVED BOARD OF ACQUISITION & CONTRACT - 05/20/2015 - JDMARY VIERA, SECRETARY