



Department of Emergency Services

Memorandum

52935

Date: October 13, 2016

To: The Honorable Board of Acquisition and Contract

From: John M. Cullen
Commissioner of Emergency Services

Re: **Resolution to Exempt from the Westchester County Procurement Policy an Agreement with United Way of Westchester and Putnam, Inc. ("United Way") in order to utilize United Way's 2-1-1 service to assist with the continued operation of the County of Westchester's Special Needs Registry.**

Authority is hereby requested from your Honorable Board to exempt from the Westchester County Procurement Policy, a contract with United Way in order to utilize United Way's 2-1-1 service to assist with the continued operation of the County's Special Needs Registry. The current agreement with United Way to utilize the 2-1-1 service expires on September 30, 2016. Through the use of the United Way 2-1-1 service, United Way will provide information about the County's Registry to those inquiring; utilize the County's web-based registry to register those interested; and to conduct annual updates of registrants presently in the system. United Way has proven to be a valuable partner in this emergency planning initiative as they provide a pathway to registration for the population that doesn't have access to, or familiarity with computers or online registration. In addition, United Way will assist the county during times of emergency, to provide information and referral services as relates to the emergency event upon request, including extending operations from 10 to 24 hours a day.

The term of the proposed agreement will be for three years, commencing on October 1, 2016 and expiring on September 30, 2019, with the County having the sole option to renew the Agreement once for an additional two years. In consideration for the services to be rendered the County will pay United Way on a quarterly basis in equal installments an amount not-to-exceed Nineteen Thousand (\$19,000.00) Dollars per year for a total amount not-to-exceed Fifty Seven Thousand Dollars (\$57,000.00) for the initial term of three years, pursuant to an approved budget. The County reserves the right to terminate the agreement on ten days notice.

United Way provides year round extensive referral assistance and addresses the needs of the County's residents. As such, United Way is in a unique position to screen individuals who may or may not know about the Special Needs Registry and make them aware of this initiative and immediately register them.

United Way will provide the following services:

During non-emergency operations, the Consultant shall:

- Provide a representative to serve as liaison to the County for the term of the contract;
- Have call center specialists available for no less than 10 hours a day, 365 days a year, while having the ability to extend to 24 hours during emergencies;
- Provide information to callers inquiring about the County's SNR";
- Complete a SNR application, with the caller/applicant's consent, on behalf of the caller/applicant, including reviewing all SNR acknowledgements and legal disclaimers with caller/applicant prior to submission of the application. 2-1-1 will facilitate registrations for individuals whose primary language is not English by utilizing a language line;
- Conduct annual updates of SNR registrants, which shall include querying the SNR database monthly for near expiring SNR registrants, conducting registrant updates as outlined in the *SNR Registrant Update Guide* and reporting the status to the County who will maintain responsibility for written correspondence;
- Provide detailed monthly reports on SNR calls and registration updates for the reporting period including but not limited to the number individuals requesting information about the registry, the number of new applicants registered, number of updated registrants including inactive status and associated detail on contract status, and recommendations for removal with documentation of communications;
- Provide call center specialists, staff and volunteers to participate in County-facilitated training and exercises (two exercises annually and initial and/or refresher training annually for each call taker/operator);
- Provide training in conjunction with the County to call center specialists, call center staff and volunteers handling the calls, including provision of training supplies and materials;
- Provide periodic reports on training and exercise conduct, including numbers of individuals trained;
- Update training policies and procedures, in conjunction with the County;
- Recruit and retain volunteers to support enhanced capabilities as described in the following "emergency operations" scope of work.

During emergency operations, the Consultant shall:

- Extend its operating hours as needed or requested by the County. One expanding operation from 10 to 24 hours included in the annual not-to-exceed amount with additional expanded operations for an additional cost of \$4,505.00 for each 14 hour period (see attached budget). The County will, to the best of their ability, provide 2-1-1 a three hour mobilization time to extend 2-1-1's hours of operation;
- Provide information and referral services by phone and on the web to Westchester residents, workers and visitors. Information may include, but is not limited to, evacuation routes, shelter-in-place locations, reception centers, potassium iodide locations, shelters, and commodity distribution points (e.g. food, water, dry ice) as appropriate;

- Adapt normal information-gathering and service delivery procedures to meet the circumstances of the specific emergency;
- Follow directions from the County as critical information emerges and actively disseminate such information to the general public, including: individuals impacted by the emergency, evacuees, and concerned citizens outside of affected areas;
- Provide information to the County on the types and volumes of calls being received and on any prevailing trends in questions or misinformation. This should include any specific requests or information that warrant further vetting or follow-up by the County;
- Facilitate effective communication flow between the County and the Consultant, to ensure timely and accurate information exchange;
- Participate in post incident analysis and review.

Goals & Objectives: The goal of this contract is to continue to incorporate the already existing infrastructure, staffing and expertise of the United Way 2-1-1 answering center and enhance the County's efforts to operate the SNR and provide information during times of major emergencies or disasters. This unique, unmatched, call taking center has the experience and capacity to assist the County in reaching its objective to identify as many of the County residents needing information and assistance during an emergency as possible, including the ability to expand operations and communicate with those whose primary language is not English.

Public Benefit: This contract will enable the County to use the 2-1-1 call taking/processing professionals to expertly and efficiently assist individuals to register for SNR and to provide information during times of major emergencies or disasters when activated by the County.

Monitoring: This contract will be monitored for performance and quality assurance of data entered on a weekly basis by the Department of Emergency Services staff, reporting to the Commissioner.

In light of the above, it is proposed that the best interests of the County would be served by exempting the procurement of the agreement with United Way from the County Procurement Policy. Pursuant to Section 3(a)(xxi) of the Westchester County Procurement Policy, where this Honorable Board determines, by resolution passed prior to the commencement of procurement, that compliance with the Westchester County Procurement Policy would not be in the best interests of the County, the requirements of the policy may be waived. Accordingly, a resolution to exempt the procurement with United Way is hereby submitted for your consideration.

JMC/JMW/jrc
Attachment

RESOLUTION

Upon a communication from the Commissioner of the Department of Emergency Services,
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 price quotations, is neither cost effective nor expedient, and accordingly, not in the best interests of the County in connection with the procurement of an agreement with United Way of Westchester and Putnam, Inc. to assist with the continued operation of the Westchester County Special Needs Registry.

APPROVED BOARD OF ACQUISITION & CONTRACT 11/10/2016 LISA MRIJAJ, SECRETARY