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Date: March 27, 2020

To: The Honorable Board of Acquisition and Contract

From: Ken Jenkins
Deputy County Executive

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

Authority is hereby requested from your Honorable Board to exempt from the application of the Westchester County Procurement Policy and Procedures pursuant to Section 3(a)(xxi) thereof, the procurement of an agreement between the United Way and the County, pursuant to which the United Way will operate the Hudson Valley Region 211 Call Center to provide callers from the County with health and human services information, as well as call referral to appropriate County departments for the term January 1, 2020 through December 31, 2020, at a cost not to exceed \$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 is 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 United Way’s years of experience operating the 211 Call Centers for all six involved New York counties, it is proposed that the best interests of the County would be served by exempting the procurement of the 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.

Attachment

APPROVED BOARD OF ACQUISITION & CONTRACT - 04/02/2020 - LISA MRIJAJ, SECRETARY

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 of Westchester (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 04/02/2020 J. J. MURRAY, SECRETARY