

**83002**

**TO:** Honorable Members of the Board of Acquisition and Contract

**FROM:** Honorable George Latimer  
Westchester County Executive

**DATE:** March 1, 2021

**SUBJECT:** Resolution to exempt the procurement of an agreement with United Way of Westchester and Putnam, Inc. pursuant to Section 3(a)(xxi) of the Westchester County Procurement Policy.

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Authority is hereby requested from your Honorable Board to exempt the procurement of an agreement (the "Agreement") between the County of Westchester (the "County") and United Way of Westchester and Putnam, Inc. ("United Way"), pursuant to Section 3(a)(xxi) of the Westchester County Procurement Policy and Procedures. United Way will operate the Hudson Valley Region 211 Call Center (the "Call Center") to provide free information and referral services to Westchester County residents, for a term commencing on January 1, 2021 and continuing through December 31, 2021.

Ordinarily under Section 6 of the Westchester County Procurement Policy, the County is required to solicit competitive proposals for a procurement expected to cost \$75,000.00 or more for these type of services, through a request for proposals ("RFP"). However, soliciting competitive proposals through the issuance of an RFP is not in the best interest of the County as United Way is uniquely qualified to provide these services, specializing in its long-standing helpline which has operated successfully in the County for approximately the past 20 years. Incorporating the existing expertise of the United Way in this area, it has operated the Call Center since September of 2005 which transfers calls to the appropriate County department and provides the County with a unique and valuable resource. Furthermore, because United Way will also be operating the Call Center for Rockland, Putnam, Orange, Ulster and Dutchess counties, it is the only operator that can provide this service with continuity and efficiency for the approximately two million residents of all six counties.

The Call Center allows individuals to make a free 211 call, 9 a.m. to 7 p.m. seven days a week, 365 days a year, to obtain information and, if necessary, immediate telephone transfer to the appropriate County department. The other counties also enter into agreements with United Way for the operation of the Call Center. Information and referrals are provided for questions

regarding basic needs, legal, health, mental health, income security, education, consumer and environmental quality.

The proposed Agreement will serve a public purpose by facilitating residents' access to critical services that will improve their quality of life. Access to the Call Center will allow for a more efficient use of County resources by encouraging public referrals to relevant County departments before an emergency situation arises thereby avoiding a possible emergency response by law enforcement or other departments.

The following are United Way's goals and objectives under the proposed Agreement.

- Identify the types of calls received based on aggregated data in order to assist the County to anticipate demand for services and mobilize resources to meet changing needs.
  - Call specialists will capture accurate data on caller demographics, area of expressed need, and referrals made or info given.
  - United Way will meet with the County for review of progress and to generate ideas for additional efficiencies as requested or needed.
- Enable more County departments to use the Call Center in their outreach and information activities.
  - United Way will implement new initiatives with the County.

The goals and objectives of the proposed Agreement will be tracked and monitored by the County Executive's Office.

Given United Way's experience, capabilities, and past work for Westchester County, it is proposed that the best interests of the County would be served by again exempting the procurement of the proposed Agreement from the Westchester County Procurement Policy and Procedures pursuant to Section 3(a)(xxi) thereof. Accordingly, a resolution to exempt this procurement is hereby submitted for your consideration.

We respectfully recommend the adoption of the attached resolution.

# RESOLUTION

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

**RESOLVED**, that pursuant to Section 3(a)(xxi) of the Westchester County Procurement Policy, 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 in connection with the procurement of an agreement with United Way of Westchester and Putnam, Inc. ("United Way"), for a term commencing on January 1, 2021 and continuing through December 31, 2021, pursuant to which United Way will operate the Hudson Valley Region 211 Call Center to provide free information and referral services to Westchester County residents.

APPROVED BOARD OF ACQUISITION & CONTRACT ADMINISTRATION, SECRETARY