

83700

DATE: March 24, 2021

TO: Board of Acquisition and Contract

FROM: Marguerite Beirne
Chief Information Officer
Department of Information Technology

RE: Resolution to exempt from the Westchester County Procurement Policy and Procedures, pursuant to Section 3(a)(xxi) thereof, the procurement of an agreement (IT-1682) with Axispoint Technology Solutions Group, Inc. for off-premises after-hours and auxiliary 'help desk' call center services, for the period from September 18, 2020 through September 17, 2023.

Authority is hereby requested from your Honorable Board to exempt from the Westchester County Procurement Policy and Procedures, pursuant to Section 3(a)(xxi) thereof, the procurement of an agreement between the County of Westchester (the "County") and Axispoint Technology Solutions Group, Inc. ("Axispoint"), pursuant to which Axispoint will provide off-premises after-hours and auxiliary 'help desk' call center services (the "Services"), for the period from September 18, 2020 through September 17, 2023 (the "Agreement").

The County requires the Services now more than ever before due to staffing availability and the increase in 'help desk' calls due to 'telework' during the pandemic. Axispoint is uniquely positioned to provide the Services both immediately and effectively, as it is already intimately familiar with the County environment, including the telephone system and internal protocols and procedures as they relate to the Services, and it already has the relationships with Department of Information Technology staff that are needed in order to help facilitate timely resolution of issues. It is also beneficial that Axispoint is based locally, which aids in terms of response time, communication, and coordination. Previous competitive procurements of the Services have consistently resulted in Axispoint providing the most competitively-priced offers.

Therefore, it is proposed that the best interests of the County would be served by 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.

MB/SF/bdm/nn

RESOLUTION

UPON A COMMUNICATION FROM THE CHIEF INFORMATION OFFICER,
DEPARTMENT OF INFORMATION TECHNOLOGY, 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 between the County and Axispoint Technology Solutions Group, Inc. ("Axispoint"), pursuant to which Axispoint will provide off-premises after-hours and auxiliary 'help desk' call center services, for the period from September 18, 2020 through September 17, 2023.

APPROVED BOARD OF ACQUISITION & CONTRACT - 04/15/2022 - PUBLIC SECRETARY