



Office of the County Executive

Monroe County, New York

Adam J. Bello
County Executive

October 9, 2020

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No.	200330
Not to be removed from the Office of the Legislature Of Monroe County	
Committee Assignment	
HUMAN SERVICES	-L
WAYS & MEANS	

To The Honorable
Monroe County Legislature
407 County Office Building
Rochester, New York 14614

Subject: Authorize a Contract with Goodwill of the Finger Lakes, Inc. for COVID-19 Call Center and Phone Triage Database Support Services for the Monroe County Department of Public Health

Honorable Legislators:

I recommend that Your Honorable Body authorize a contract with Goodwill of the Finger Lakes, Inc., in an amount not to exceed \$128,085, for COVID-19 call center and phone triage database support services for the Monroe County Department of Public Health, for the period of October 16, 2020 through October 15, 2021, with the option to renew for two (2) additional one-year terms, in an amount not to exceed \$128,085 annually.

This contract will support the Monroe County COVID-19 hotline phone number. Goodwill of the Finger Lakes, Inc. will provide COVID-19 Call Center services twenty-four (24) hours a day, seven (7) days a week for the Monroe County Department of Public Health. These services include responding to questions, making referrals to other agencies or websites for assistance, and facilitating service escalation for immediate clinical input or to the Monroe County Department of Public Health's phone triage database.

A Request for Proposals was issued for this contract with Goodwill of the Finger Lakes, Inc. the sole responder.

The specific legislative action required is to authorize the County Executive, or his designee, to execute the contract, and any amendments thereto, with Goodwill of the Finger Lakes, Inc., 422 S. Clinton Avenue, Rochester, New York 14620, for COVID-19 Call Center and phone triage database support services for the Monroe County Department of Public Health, in an amount not to exceed \$128,085, for the period of October 16, 2020 through October 15, 2021, with the option to renew for two (2) additional one-year terms, in an amount not to exceed \$128,085 annually.

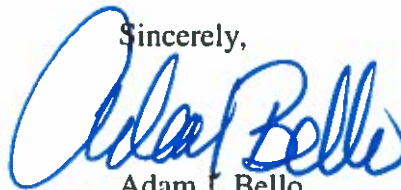
This action is a Type II Action pursuant to 6 NYCRR § 617.5(c) and is not subject to review under the State Environmental Quality Review Act.

Funding for this contract is included in the 2020 operating budget of the Department of Finance, general fund 9001, funds center 1209070100, State of Emergency and the 2020 operating budget of the Department of Public Health, general fund 9300, funds center 5801090000, Public Health Preparedness. No net County support is required in the current Monroe County budget.

Goodwill of the Finger Lakes, Inc. is a not-for-profit entity, and the records in the Office of the Monroe County Treasury have indicated that it does not owe any delinquent Monroe County property taxes.

I recommend that this matter be referred to the appropriate committee(s) for favorable action by Your Honorable Body.

Sincerely,



Adam J. Bello
Monroe County Executive

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