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TO: Susan Filburn, Office of General Services (OGS)

FROM: Christine McCann, Empire State Development (ESD)

CC: Timothy Fiori, New York State Preferred Source Program for People who are Blind (NYSPSP); Beth Warren, ESD; Christine Irvine, OGS

DATE: September 13, 2016

RE: Application for Preferred Source New Service: Call Center Services-Inbound and Call Center Services-Outbound

ESD has completed its review of the application from NYSPSP regarding lifting the restrictions on the number of call centers that NYSPSP is allowed to open in New York State. This application also includes the request to remove the limit to hiring visually impaired employees at the Rochester location.

I spoke to several answering services across New York and all stated that they do not have the equipment available to hire people who are visually impaired. Also, none expressed an interest in purchasing special equipment to hire them. Therefore, New York State call centers will not be affected by lifting the restrictions requested in this application.

Empire State Development has no objections to this application.