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July 29, 2016

Susan Filburn
Deputy Chief Procurement Officer
Office of General Services
38th Floor, Corning Tower, ESP
Albany, NY 12242

Dear Susan,

The New York State Preferred Source Program for People who are Blind (“NYSPSP”) is requesting the New York State Procurement Council approve a revision or expansion to the prior approval for our affiliated members to provide Call Center Services-Inbound and Call Center Service-Outbound. As noted on Section D of the List of Approved Preferred Source Offerings, NYSPSP has checkmarks to provide these services.

However, it was recently brought to our attention by the staff of the Procurement Council that there were limitations in place upon our approval to provide Call Center services. In May 2003, the Procurement Council approved the services however limited the approval to only 40 seats at the Rochester location. In 2004, the Procurement Council approved Call Center services at an Albany location and refused to lift the prior limitation of only 40 seats at the Rochester location.

As you know, NYSPSP was not the facilitating entity when the limitations were imposed and we have been unable to find a justification for these limitations. We respectfully request the Procurement Council remove any restrictions of location and seat numbers for our Call Center services. We have other affiliated members who are able to provide these services. These services have and will be performed by our member non-profit agencies using their own employees and providing the requisite direct blind labor as required under the Preferred Source law and guidelines.

We appreciate your consideration of this request. Please do not hesitate to contact us with any question or concerns.

Sincerely,

Carrie Laney
Executive Director

CC: Christine Irvine
Noreen VanDoren