



**Department of
Environmental
Protection**

59-17 Junction Boulevard
Flushing, New York
11373-5108

**Christopher O. Ward
Commissioner**

Stuart M. Erdfarb, P.E.
AGENCY CHIEF CONTRACTING OFFICER

Tel (718) 595-3300
Fax (718) 595-3278
STUE@DEP.NYC.GOV

May 30, 2002

William H. Thompson, Jr.
Comptroller
Municipal Building
One Centre Street
New York, New York 10007
ATTN: Stanley Rosanoff

Michael A. Cardozo
Corporation Counsel
59 Maiden Lane
New York, New York 10038
ATTN: Steven Stein Cushman

Re: Declaration of EMERGENCY
Written Determination
Contract WTC-CALL
PIN 82602WTCCALL

Gentlemen:

This letter shall serve as the Written Determination required by §3-06(c)(3) of the Procurement Policy Board Rules ("PPB Rules") for the procurement conducted pursuant to §3-06 of the PPB Rules under a Declaration of EMERGENCY for **ESTABLISHMENT OF A CALL CENTER FOR THE USE OF RESIDENTS IN THE VICINITY OF THE WORLD TRADE CENTER SITE.** (Contract "WTC-CALL"). On May 6, 2002, oral approval was provided by the Corporation Counsel, and on May 7, 2002, such approval was provided by the Comptroller. The Declaration of EMERGENCY was signed by Commissioner Christopher O. Ward on May 7, 2002. On May 13, 2002, written approval was provided by the Corporation Counsel and on May 28, 2002, such approval was provided by the Comptroller.

The following narrative is provided pursuant to §3-06(e)(3) of the PPB Rules.

Introduction: As a result of the terrorist attacks of September 11, 2001, and the destruction of the World Trade Center ("WTC"), buildings in the surrounding areas were damaged, if not destroyed. In the aftermath of the attacks, in order to minimize adverse effects persons and property, various remediation activities were immediately instituted. As a follow-up to the remediation efforts that were undertaken in October and November, 2001, this Department ("DEP"), in conjunction with the United States Environmental Protection Agency ("EPA") and the New York State Department of Labor ("DOL"), visited the buildings in the vicinity of the WTC site. Buildings containing debris from the impact of the collapse of the World Trade Center were identified for remediation, and such remediation was commenced. The debris removal from the immediate area of



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WTC site is nearing completion, and the remaining unoccupied buildings identified as potentially contaminated must be cleaned. Local residents (in the vicinity of the WTC site) are concerned their that apartments may contain debris from the destruction of the WTC; and in order to provides those residents with an address to voice their concerns and request certain clean-up assistance, DEP determined that a specialized Call Center operation would be needed. The Call Center will provide residents and residential building owners with the means to secure the services of a contractor for testing, and if deemed necessary, clean-up.

Procurement: DEP's Bureau of Environmental Compliance identified five contractors able to perform the scope of work required for the emergency establishment of a Call Center. The bidder list is as follows:

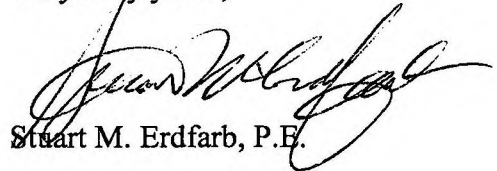
- The Answer System
- Gage Marketing
- NewTel, Inc.
- Relay Communications Center
- Telephone Concepts Unlimited/DBA Integrated Marketing Concepts

On May 16, 2002, the solicitation documents were provided to the five firms. Only one bid was received at the May 23, 2002 bid opening. **The sole bid, \$391,500, was submitted by Telephone Concepts Unlimited/DBA Integrated Marketing Concepts ("IMC").** IMC was the successful contractor for the New York City Department of Health's Call Center established in response to the West Nile Virus crisis. IMC received satisfactory evaluations for its work on this contract.

A review of the VENDEX database shows no cautions for IMC.

If you require any additional information I may be reached at (718) 595-3300.

Very truly yours,


Stuart M. Erdfarb, P.E.

cc: Ward, Chapin, Hoffer, Fenves, Schiano, Avaltroni, Gilsenan, Smyth , Singleton