



STATE OF NEW YORK
EXECUTIVE CHAMBER
ALBANY 12224

DAVID A. PATERSON
GOVERNOR

VALERIE GREY
DIRECTOR OF STATE OPERATIONS

MEMORANDUM

TO: Heads of State Agencies and Public Authorities

FROM: Valerie Grey, Director of State Operations
Office of Taxpayer Accountability *Val*

SUBJECT: Audio Conference Bridging Services

DATE: March 3, 2010

This memorandum is an installment in the continuing series of directives regarding efforts to reduce spending, and directs agencies to utilize Intercall as their primary vendor for audio conference bridging services. **Public authorities are strongly urged to contract with this vendor and take the actions set forth in this directive for the good of the State.**

An August 17, 2009 memorandum requested that agencies and authorities supply information on their audio conference bridging costs. After discovering that agencies pay anywhere from three to twenty-five cents a minute for audio conference bridging services, the Office of Taxpayer Accountability partnered with the Office of General Services and CIO/OFT to identify a more cost-effective solution.

In cooperation with CIO/OFT, OGS solicited best and final offers from audio conferencing vendors that are currently on State contract and selected Intercall (Contract #PS63101) to perform all audio conferencing services for New York State agencies and authorities. Intercall will provide reservationless audio conference bridging services for \$.01532/minute. This service offers customers audio conferencing service 24 hours a day, 7 days a week, without the need to make a reservation or utilize an operator.

All agencies and authorities are directed to discontinue use of alternate vendors and to exclusively use Intercall for audio conferencing services by April 15, 2010. As of that date, OFT will no longer provide audio conferencing services. Reservations past that date will not be held, and should be booked with Intercall. Please provide the name and contact information of a representative from your agency to serve as a liaison with Intercall to kalin.delehanty@chamber.state.ny.us.

In addition, your representative may also reach out directly to Intercall by contacting Joseph Kirch at 631-261-1781 or jkirch@intercall.com. Please also note that Intercall will give a presentation on their services at the March 10, 2010 OTA Interagency Task Force.

Please address your questions on this memorandum to Kalin Delehanty at (518) 408-2588.