



Kenneth W. Jenkins
County Executive

Department of Social Services

Leonard G. Townes
Commissioner

114129

DATE: July 21, 2026

TO: Board of Acquisition and Contract

FROM: Leonard G. Townes
Commissioner, Department of Social Services

SUBJECT: Authority to enter into an agreement with TipCo Automated Systems LLC for implementation and provision, on a 'software-as-a-service' basis, of a virtual phone assistant program, for the period from July 1, 2026 through December 31, 2027, for a total amount not-to-exceed \$656,566.00.

Authority is requested from your Honorable Board for the County of Westchester (the "County") to enter into an agreement (DSS7014-26) with TipCo Automated Systems LLC ("TipCo"), pursuant to which TipCo will perform design, configuration, integration, testing, training, and deployment for, and, on a 'software-as-a-service' basis, provide, its artificial-intelligence-based 'Eligibility Verification Assistant' virtual phone assistant program, for the automation of processes currently performed manually by 160 members of the Department of Social Services ("DSS") staff, (the "Services") for the period from July 1, 2026 through December 31, 2027, for a total amount not-to-exceed \$656,566.00, payable pursuant to an approved budget (the "Agreement").

The proposed Agreement will serve a public purpose by automating common processes currently performed manually by DSS staff.

The goal and objective of the proposed Agreement is to automate common processes currently performed manually by DSS staff.

The goal and objective of the proposed Agreement is in the best interests of the County in terms of fiscal responsibility, as automating common processes currently performed manually by DSS staff is anticipated to allow such staff to have more time to focus on other work, such as processing cases.

The goal and objective of the proposed Agreement will be tracked and monitored by the staff of DSS.

The procurement of the Services, under the proposed Agreement, is exempt from the Westchester County Procurement Policy and Procedures pursuant to Section 7 thereof, as DSS has determined, after reasonable investigation, that TipCo is the sole practicable source for the Services.

This procurement is federally-funded and it must, therefore, also satisfy the terms of the Westchester County Procurement Policy and Procedures that are applicable to federally-funded procurements. This procurement complies with Section 11 of the Procurement Policy, which specifies that each procurement that is funded, in whole or in part, by federal funds shall be made in accordance with any and all applicable federal laws, regulations, rules, guidance, instructions, or grant terms. Specifically, this procurement complies with 2 C.F.R. 200.320(c)(2), which allows for non-competitive procurement when “[t]he procurement transaction can only be fulfilled by a single source”, based upon DSS’s investigation into the marketplace and its finding that no other entity could provide the Services.

I respectfully recommend the adoption of the attached resolution.

LGT/MD/bdm/nn

APPROVED BOARD OF ACQUISITION & CONTRACT - 08/06/2026 - RAYMOND D. SCHEIDT, SECRETARY

RESOLUTION

Upon a communication from the Commissioner of Social Services, be it hereby:

RESOLVED, that the County of Westchester (the "County") is hereby authorized to enter into an agreement (DSS7014-26) with TipCo Automated Systems LLC ("TipCo"), pursuant to which TipCo will perform design, configuration, integration, testing, training, and deployment for, and, on a 'software-as-a-service' basis, provide, its artificial-intelligence-based 'Eligibility Verification Assistant' virtual phone assistant program, for the automation of processes currently performed manually by 160 members of the Department of Social Services staff, for the period from July 1, 2026 through December 31, 2027, for a total amount not-to-exceed \$656,566.00, payable pursuant to an approved budget (the "Agreement"); and be it further

RESOLVED, that the Agreement is subject to County appropriations; and be it further

RESOLVED, that the Agreement is also subject to further financial analysis of the impact of the New York State Budget ("State Budget") proposed and adopted during the term of the contracts. The Agreement shall contain a provision that the County shall retain the right, upon the occurrence of any release by the Governor of a proposed State Budget and/or the adoption of the State Budget or any amendments thereto, and for a reasonable period of time after such release(s) or adoption(s) to conduct an analysis of the impacts of any State Budget on County finances. After such analysis, the County shall retain the right to either terminate the Agreement or to renegotiate the amounts and rates approved herein. If the County subsequently offers to pay a reduced amount to the contractor, then the contractor shall have the right to terminate the Agreement upon reasonable prior written notice; and be it further

RESOLVED, that the County Executive or his duly authorized designee is hereby authorized to execute any documents and take any actions reasonably necessary and appropriate to effectuate the purposes of this resolution.

1. Account to be Charged/Credited:

	Fund	Dept.	Major Program, Program & Phase Or Unit	Object/ Sub- Object	Trust Account	Dollars
2026	101	22	5000:5200	4420		\$235,522
2027	101	22	5000:5200	4420		\$421,044

2. Budget Funding Year(s): 2026-2027
 Start Date: July 1, 2026 End Date: December 31, 2027
 (must match resolution)

3. Funding Source:

Federal	49%	CFDA#(s) N/A			
State	10%	State ID#(s)			
Operating/Tax Levy	41 %				
Capital	N/A				

4. Total NTE: \$656,566.00
 (must match resolution)

APPROVED BOARD OF ACQUISITION & CAPITAL PROGRAMS
 10/03/2026 - RAYMOND SCULKY, SECRETARY