



# ERIE COUNTY

REQUEST FOR PROPOSAL (RFP)

) TO PROVIDE OFF-SITE/ON-SITE  
OPHTHALMOLOGY AND/OR OPTOMETRY  
SERVICES

RFP # 2023-034VF

Date: 05/03/2023

**Sheriff John Garcia**  
**Erie County Sheriff Office**  
**10 Delaware Avenue**  
**BUFFALO, NEW YORK 14202**

## **SCHEDULE OF EVENTS**

RFP Release date:	May 04, 2023
Deadline for receipt of questions e-mail:	May 18, 2023
Due date for RFP Responses:	June 01, 2023
Intended date for Contract Award:	June 14, 2023
Intended Contract Implementation date:	July 14, 2023

## **INTRODUCTION AND INSTRUCTIONS**

### **INTRODUCTION**

Erie County is seeking a contractor(s) to provide on-site and/or off-site Ophthalmology and/or Optometry Services.

### **CONTRACT PERIOD**

The contract period is two years beginning upon final contract signature, the parties may agree to three one-year extensions after careful evaluation and mutual agreement.

### **POINT OF CONTACT**

From the date that this request for proposal (RFP) is issued until a contractor is selected and announced by the Evaluation Officer, contractors shall not communicate with any official regarding this procurement, except at the direction of Sandra Amoia and Mary Armitage, the procurement officer in charge of the solicitation. Any unauthorized contact may disqualify the contractor from further consideration. Contact information for the single point of contact is:

Evaluation Officer: Sandra Amoia and Mary Armitage

Telephone Number: 716-858-8920, 716-858-8941

E-mail Address: [Sandra.Amoia@erie.gov](mailto:Sandra.Amoia@erie.gov) , [Mary.Armitage@erie.gov](mailto:Mary.Armitage@erie.gov)

### **REQUIRED REVIEW**

#### **Review of RFP / Form of Questions**

Contractors will carefully review the entire RFP and shall promptly notify the evaluation officer identified above VIA E-MAIL of any ambiguity, inconsistency or error they discover. Additionally, any questions requiring clarification or interpretation of any section in this RFP must be addressed VIA E-MAIL to the evaluation officer listed above on or before May 18, 2023. Please reference to the section, page and item in question must be included in the communication. Questions received after May 18, 2023 will not be considered.

## Response

Sandra Amoia and Mary Armitage will provide a written response to questions by deadline date May 30, 2023 via blind-copy e-mail to all parties. Contractors shall sign and return with their RFP response an Acknowledgment of Addendum for any addendum issued.

## **GENERAL REQUIREMENTS**

### Resulting Contract

This RFP and any Addenda, the contractor's proposal, including any amendments, a final offer, and any clarification question responses will be incorporated by reference in any resulting contract.

### Mandatory Requirements

To be eligible for consideration a contractor must meet all mandatory requirements as identified in the RFP. Erie County will determine whether a contractor's proposal complies with the requirements, and those that fail to meet any of the mandatory requirements may be disqualified.

### Understanding of Specifications and Requirements

By submitting a response to this RFP, the contractor acknowledges it understands and will comply with the specifications and requirements.

### Contractors Signature

The contractor's proposal must be signed in ink by an individual authorized to legally bind the contractor. The signature guarantees that the offer has been established without collusion. Contractor will provide proof of authority of the person signing the RFP upon Erie County's request.

## **SUBMITTING A PROPOSAL**

### Organization of Proposal

Contractors must organize their proposal into sections that follow the format of this RFP. Proposals must include tabbed dividers separating each section. The following tabbed sections are required in the proposal in the following order:

1. Cover letter
2. Company Profile and Experience
3. Scope of Services (Responses to Specifications and Requirements)
4. Cost Proposal
5. References and Resumes

Erie County will not search through a proposal, literature and/or web references to find a required response. Please be sure all required information is either immediately available in the section prescribed or provide page numbers and/or sections if referenced in another section of the proposal.

### Failure to Comply with Instructions

Contractors failing to comply with these instructions may be subject to point deductions. Further, Erie County may disqualify it from further consideration if it does not follow the response format, is difficult to read or understand, or is missing requested information.

### Copies Required and Deadline for Receipt of Proposal

Contractors must submit one original proposal and three copies to Erie County. Erie County reserves the right to request an electronic copy of the RFP response. Each proposal must be sealed and labeled on the outside of the package indicating it is a response to **RFP 2023-034VF**: Proposals must be received at the desk of Sandra Amoia and Mary Armitage prior to 4:00PM on Thursday, June 01, 2023. Contractor is solely responsible for assuring delivery by the designated time. Fax responses will not be accepted.

### Late Proposals

Regardless of cause, Erie County will not accept late proposals. After June 01, 2023 such proposals will be automatically disqualified from consideration.

### Costs / Ownership of Materials

Erie County is not responsible for preparation costs. Contractor is solely responsible for all costs it incurs prior to contract execution.

The contractor will be responsible for the required interface costs with Erie County Correctional Health EMR system.

## **RFP STANDARD INFORMATION**

### Contractor Competition

Erie County encourages free and open competition to obtain quality, cost-effective services and supplies. Erie County designs specifications, proposal requests, and conditions to accomplish this objective.

### Evaluation of Proposals

An evaluation committee will evaluate all qualified proposals based on stated criteria and MAY recommend award to the highest scoring contractor; yet reserves the right to make the award on subjective criteria in which Erie County determines a proposal best serves the needs and requirements of itself. The evaluation committee may initiate discussion, negotiation, or best and final offer.

### Opportunity for Discussion / Negotiation and/or Oral Presentation / Product Demonstration

After receipt of proposals and prior to the recommendation of award Erie County may initiate discussion with one or more of the contractors should clarification or negotiation be necessary. Contractors may also be required to make an oral presentation and/or product demonstration. These shall be at the contractor's expense.

### Best and Final Offer

Erie County may request a best and final offer if additional information is required to make a final decision.

### Request for Documents Notice

Erie County, upon selection of a contractor after the evaluation process, will request required documents and information, such as insurance documents, contract performance security, an electronic copy of any requested material and any other requested documents. This does not constitute a contract and no work may begin until a contract signed by all parties is in place. Erie County will notify all other contractors of its selection.

### Contract Execution

Upon receipt of all required materials a contract incorporating the selected contractor's proposal will be provided to the contractor selected. If the selected contractor does not accept all material requirements Erie County may move to the next contractor or cancel the RFP. Work under the contract may not begin until all parties have signed the contract.

### Erie County Right Reserved

While Erie County has every intention to award a contract resulting from this RFP, issuance of the RFP in no way constitutes a commitment by Erie County to award and execute a contract. Upon determination such actions would be in its best interest, Erie County, in its sole discretion, reserves the right to:

- Cancel or terminate the RFP
- Reject any or all proposals received in response to this RFP
- Waive any provision of this RFP
- Not award a contract
- Terminate a contract if Erie County determines that adequate funds are not available.

## **SCOPE OF SERVICES**

### **SCOPE OF WORK**

Erie County is seeking a contractor(s) to provide on-site and/or off-site Ophthalmology and/or Optometry services for the incarcerated individuals.

### **FACILITY INFORMATION**

Listed below are the facilities and brief descriptions of each that will participate in this contract.

- **Erie County Holding Center:** located in downtown Buffalo, New York. Maintains secure custody of individuals detained and awaiting trial and/or disposition. Approximately 9000 individuals in custody received treatment in 2022. The average daily census of the facility is 350.
- **Erie County Correctional Facility:** Located in Alden, New York. A medium security facility housing sentenced and unsentenced individuals, class D & E felons, New York State parole violators, and overflow inmates from the Holding Center. Approximately 9000 individuals in custody received treatment in 2022. The average daily census of the facility is 450.

### **SPECIFICATIONS AND REQUIREMENTS**

#### 1. **On-Site and/or Off-Site Ophthalmology and Optometry Services**

- 1.1 The contractor must maintain compliance with all Ophthalmology and/or Optometry standards and applicable federal and New York State laws, rules, and regulations governing on-site diagnostic operations.
- 1.2 Contractor must follow applicable standards-of-care guidelines in effect at each facility. These standards include but are not limited to the National Commission on Correctional Health Care (NCCHC).
- 1.3 Contractor must be certified by the New York State Department of Health. Proof must be submitted at time of proposal submission.
- 1.4 Contractor must assign a single point-of-contact to be responsible for all aspects of contract management for Erie County.
- 1.5 Contractor must describe the process in how services will be provided on a 24-hour, 7 day a week basis in detail.
- 1.6 Contractor must describe the issue escalation process for facility concerns.
- 1.7 Contractor must describe the type and availability of each service provided.

#### 2. **Delivery**

- 2.1 Contractor to provide services seven (7) days a week, 24 hours a day. Contractor to describe proposed order cut-off times and delivery of service times as part of submissions for routine versus emergent services.
- 2.2 Within 15 calendar days of the award the successful contractor must provide Erie County Correctional Health with the identity and pedigrees of all employees wishing to access the secure facilities.

3. Operations Management

- 3.1 Immediately following the contract award the successful contractor must meet with the Erie County Correctional Health leadership team to develop, implement, and facilitate the transition of new services provided.
- 3.2 The contractor must monitor and review all present and future services provided to Erie County Correctional Health.
- 3.3 The contractor must consult with the Chief Medical Officer to ensure the appropriate and most efficient services are being utilized.
- 3.4 List and describe your company's approach to other cost-containment strategies and management of care.

4. Reporting

- 4.1 Describe reporting capabilities, which include but are not limited to utilization reports, specific facility reports, and any further reports requested by the Erie County Correctional Health Division.
- 4.2 The contractor must provide Erie County Correctional Health, upon request, with facility-specific reporting and summary reporting, inclusive of all Erie County-operated facilities.
- 4.3 The contractor must provide an accessible online reporting system for Erie County Correctional Health representatives to access reports specific to, providers, patients and facilities. Describe the system and/or provide details with submission of proposal.

5. Service Requirements

- 5.1 The contractor must utilize licensed Ophthalmologists and Optometrists for all facilities that are being served.
- 5.2 Service must be available 24 hours a day, seven days a week.
- 5.3 The contractor must participate in a quarterly review of services to evaluate and evaluate cost and utilization as convened by the Erie County Correctional Health Administrative Team.
- 5.4 The contractor must organize and direct information programs as related to new developments in their field of expertise and make recommendations for the most cost-effective means of providing these services.
- 5.5 The contractor must provide initial ON-SITE in-service training and consultation to clinical personnel at each facility regarding testing and the process in place.

6. Additional Requirements

- 6.1 Describe the transition plan from current service including proposed timelines should an award be granted.
- 6.2 Describe the orientation program available to clinical personnel.
- 6.3 Provide details of the contractor's Quality Assurance program(s).
- 6.4 On a monthly basis the contractor must submit detailed invoices to Correctional Health, by facility, Inmate/patient, provider responsible for order, and services performed.
- 6.5 Please see Appendix A, "Instructions for County of Erie Standard Insurance Certificate" for required insurance; reference Vender Classification "C: Professional Services".

## **RIGHT TO INVESTIGATE AND REJECT**

Erie County may make such investigations as deemed necessary to determine the contractor's ability to perform the services specified. Erie County reserves the right to reject a proposal if the information submitted by, or investigation of, the contractor fails to satisfy Erie County that the contractor is properly qualified to perform the obligations of the contract. This includes Erie County's ability to reject a proposal based on negative references.

## **CONTRACTOR QUALIFICATIONS**

NOTE: Each item must be thoroughly addressed. Contractors taking exception to any requirements in this section may be subject to point deductions and/or disqualification.

### **Client Reference Form**

Contractor shall provide THREE (3) client references that are using or have used services of the type proposed **in** this RFP. The references may include facilities for which the contractor, preferably within the last FOUR (4) years is providing Ophthalmology and/or Optometry Services. Erie County may contact the client references for validation of information provided.

### **Company Profile and Experience**

Include a company profile containing the following information:

- Name, address, telephone and fax numbers
- If a corporation, date of incorporation
- Names and addresses of principle officers, directors or partners
- A brief biography of the person or persons who will administer the contract
- Company history, including all current and past ownership, company name changes, etc.
- List the total number of employed full-time personnel.

Contractor will address the following:

- The number of years your company has been providing Ophthalmology and/or Optometry services to correctional Facilities under current company name and ownership.
- The number of correctional facilities you are contracting with (as of the date of the proposal submission) for Ophthalmology and/or Optometry Services.



## Resumes

A resume or summary of qualifications, work experience, education and skills must be provided for all key personnel who will be performing aspects of the contract. Include years of experience providing similar services to those required, education, and certifications where applicable. Identify the role each person would fulfill in performing the work identified in this RFP.

## Contractor Project Manager

The Contractor Project Manager will manage the day-to-day projected activities on behalf of the contractor. Please include the following information regarding the Contractor Project Manager:

- Name
- Address
- Telephone (office and cell)
- Fax
- E-mail

## **COST PROPOSAL**

Erie County will evaluate the proposed cost to determine the relative score for each offer. Proposals must include sufficient, detailed information to support the offered costs. Erie County in no way guarantees a minimum number of Ophthalmology and/or Optometry tests.

- Supply a list of Services available along with cost of each service.
- Supply the cost of service in relation to the time offered (Scheduled service vs Stat service).
- Supply the schedule of costs pertaining to Days of the week, Holiday, time frame each day.
- Supply the time frame of receiving results for routine and stat services.

## **EVALUATION PROCESS**

### **BASIS OF EVALUATION**

The evaluation committee will review and evaluate the offers and reserves the right to grant an award based on a subjective assessment of the needs of Erie County and the ability of the contractor best suited to provide such services deemed to be in the best interests of Erie County.