

ERIE COUNTY DEPARTMENT OF SOCIAL SERVICES

QUESTIONS & ANSWERS

RFP # 2025-013VF: OnBase Program Development

Questions submitted via email and at the Informational Meeting on February 20, 2025.

1. Are there programmatic goals?

ECDSS is seeking to convert paper processes, consolidate smaller databases to a centralized system, decrease manual counts/processes and integrate with other databases.

2. Is the project start and outcomes identified or will it be collaborative?

It will be collaborative, dividing projects between contractor and DSS staff.

3. Will the business outcomes be measured?

We are looking to decrease processing costs and gain clarity of services provided. Due to most systems currently being in paper form, there is limited data to measure differences in performance. We are seeking to develop dashboards/reporting going forward to make data driven decisions.

4. Is there the expectation of knowledge transfer?

If it makes sense for the situation.

5. With increasing the use of workflow are you going to need to increase licensing?

We monitor usage and will update as needed, but that is not the responsibility of the vendor.

6. Is IES considered in decisions?

We are working with the IES team to ensure there is no duplication with IES. We do not use IEDR. There hasn't been an overlap thus far with our OnBase Usage.

7. Is there a preferred delivery model?

We are open to either a statement of work or staff augmentation model, whichever makes the most sense for DSS, chosen vendor, and specific project.

8. Do the staff have an understanding of projects currently developed?

The OnBase team has varying skill levels. Our setup and maintenance of our OnBase systems was developed in-house. Most items have been developed internally. We have outsourced the more complicated ones.