

Questions Relating to RFP# 2025-038VF

1. Can we get the complete package?

Answer: The complete package is contained within the RFP located on the Erie County website.

2. Will the selected consultant be responsible for developing a shift relief factor?

Answer: Yes

3. The RFP includes two different timelines: a 90-day goal for project completion (page 6) and a six-month contract period beginning upon final contract signature (page 2). Can you clarify which timeline should be followed?

Answer: The County would like the project to be completed within 90 days.

4. The RFP references qualifications related to operating kitchen services and providing pharmacy services (page7). Can you confirm whether these qualifications are relevant to this solicitation?

Answer: Those qualifications are not relevant to the solicitation.

5. The RFP directs respondents to submit pricing based on Appendix B (page 8): however, Appendix B was not included in the provided materials. Will an appendix be issued, or should vendors use a self-developed cost format?

Answer: There is no Appendix B. The contract will be a fixed price or lump sum cost contract. Therefore, all proposals must contain a Lump Sum Cost Proposal for the scope of services delineated, inclusive of all expenses (there will be no reimbursables). Proposals must include a breakdown by cost and person hours. As a supplement, a schedule of billable rates for all key personnel (Principle in Charge, Project Manager, primary personnel, etc.) must be included in the proposal. Proposals must also include the ranges of billable rates for technical staff and support personnel. Vendors shall note separately the vendor's Overhead & Profit rate that is to be added to each hourly rate. Cost proposals should be submitted in a separate sealed envelope.

6. The RFP refers to a “Client Reference Form” (page 7), but no form appears to be included in the documents provided. Can you clarify whether a specific form will be issued, and how many references should be included?

Answer: There is no Client Reference Form. Please provide three references.

7. Are there MWBE participation goals or requirements associated with this contract?

Answer: Vendors are encouraged to include Certified Minority and Women Owned Business Enterprises (M/WBE) in their teams in order to meet Erie County’s goals of 15% MBE and 5% WBE participation. Pursuant to Erie County Local Law 5-1 (2023), vendors are encouraged to include Service-Disabled Veteran- Owned Businesses (SDVOBs) in their teams in order to meet Erie County’s goal of 6% SDVOB participation. Certified proposers shall include proof of certification under the New York State Service-Disabled Veteran-Owned Business Act.

8. Will the County accept a digitally signed proposal, or is an original ink signature (page 3) required for submission?

Answer: An original ink signature is required.

9. Can you share the total number of employees impacted by the shift change evaluation? This information would help us appropriately scope the proposed effort.

Answer: Approximately 200 at the Correctional Facility and 370 at the Holding Center.

10. Upon execution, will the County be able to provide any information regarding the root cause of overtime?

Answer: Yes

11. Does the County have defined hourly staffing requirements defined (labor demands)? If so, will those be available upon execution?

Answer: There are minimum staffing levels per shift.

12. Within the Cost Proposal instructions found on page 8 of the RFP, it indicates we are to submit pricing on the list attached (Appendix B) with our proposed bid rate applied to each line item and specified NDC used to establish each price. We are

unable to locate Appendix B, therefore would request the RFP be updated to include or please advise where to locate it.

Answer: Please disregard the language on page 8 under Cost Proposal. There is no Appendix B. The contract will be a fixed price or lump sum cost contract. Therefore, all proposals must contain a Lump Sum Cost Proposal for the scope of services delineated, inclusive of all expenses (there will be no reimbursables). Proposals must include a breakdown by cost and person hours. As a supplement, a schedule of billable rates for all key personnel (Principle in Charge, Project Manager, primary personnel, etc.) must be included in the proposal. Proposals must also include the ranges of billable rates for technical staff and support personnel. Vendors shall note separately the vendor's Overhead & Profit rate that is to be added to each hourly rate. Cost proposals should be submitted in a separate sealed envelope.

13. Within the Cost Proposal instructions found on page 8 of the RFP, could you clarify what a NDC is?

Answer: Please disregard the language on page 8 under Cost Proposal. There is no Appendix B. The contract will be a fixed price or lump sum cost contract. Therefore, all proposals must contain a Lump Sum Cost Proposal for the scope of services delineated, inclusive of all expenses (there will be no reimbursables). Proposals must include a breakdown by cost and person hours. As a supplement, a schedule of billable rates for all key personnel (Principle in Charge, Project Manager, primary personnel, etc.) must be included in the proposal. Proposals must also include the ranges of billable rates for technical staff and support personnel. Vendors shall note separately the vendor's Overhead & Profit rate that is to be added to each hourly rate. Cost proposals should be submitted in a separate sealed envelope.

14. Within the Cost Proposal instructions found on page 8 could you please provide or clarify the pricing arrangement? Will contractors be invoicing based on a 1.) a fixed milestone/deliverable schedule 2.) at hourly rates based on hours incurred, or 3.) based on actual costs incurred?

Answer: Please disregard the language on page 8 under Cost Proposal. There is no Appendix B. The contract will be a fixed price or lump sum cost contract. Therefore, all proposals must contain a Lump Sum Cost Proposal for the scope of services delineated, inclusive of all expenses (there will be no reimbursables). Proposals

must include a breakdown by cost and person hours. As a supplement, a schedule of billable rates for all key personnel (Principle in Charge, Project Manager, primary personnel, etc.) must be included in the proposal. Proposals must also include the ranges of billable rates for technical staff and support personnel. Vendors shall note separately the vendor's Overhead & Profit rate that is to be added to each hourly rate. Cost proposals should be submitted in a separate sealed envelope.

15. Under the evaluation criteria listed on page 8, there are three percentages tied to blank specific requirements under the cost section, for a total of 25%. Could you clarify what the criteria is for the different weights under that section?

Answer: The evaluation criteria has been revised. Erie County may short list from the proposals and interviews may be required. Scoring and ranking will include the following factors:

A. Background of Vendor

1. Company profile and experience	20	_____
2. Client references	20	_____
3. M/WBE participation	10	_____

B. Approach to project

1. Quality and clarity of proposed approach	15	_____
2. Understanding of tasks	15	_____
3. Schedule	10	_____
4. Cost	10	_____

Total	100	_____
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16. Can you confirm the availability and format of historical staffing, overtime, leave, and training data for the past 12-24 months for both facilities?

Answer: Historical staffing, overtime, leave, and training data for both facilities will be made available.

17. Are data from two facilities the same/contain the same variables?

Answer: No

18. Approximately how many correctional officers and deputies work at the Erie County Holding Center and Erie County Correctional Facility?

Answer: There are approximately 370 deputies at the Holding Center and 200 Correctional Officers at the Correctional Facility.

19. Could you provide clarification on post or shift requirements between officers and deputies that should be considered?

Answer: Both facilities are 24/7 operations that require the staffing of many posts for the safe and orderly operation of the facilities. Correction Officers are the title for those who work at the Correctional Facility and Deputies are the title for those who work at the Holding Center. Both facilities currently have three (3) eight (8) hour shifts per day. They are 11p to 7a, 7a to 3p and 3p to 11p.

20. What is the anticipated process for our team to conduct surveys and interviews with correctional officers, deputies, and management staff at both facilities.

Answer: Staff will be made available at both facilities.

21. Are there any existing union contracts or departmental policies that might impact shift changes or schedule decisions?

Answer: Yes, there are two separate unions, one at each facility with their own Collective Bargaining Agreement.

22. Given that answers to questions will be provided on August 13 and this is due August 20, would you consider a week's extension, changing the proposal due date to August 27 to give us time to incorporate the answers to our questions. Since this is a hard copy submission, our proposals will need to be shipped a few days before the due date to ensure delivery.

Answer: Answers to the questions will be provided in an email by no later than August 11, 2025. Proposals are due by August 20, 2025.

23. Reference Requirements: Could you please clarify the number of references you would like us to submit with our proposal? In one place (Specifications and Requirements #5 References on page 6) it says, The Vendor will provide five (5) customer references for accounts similar in size and scope to the County. Under Contractor qualifications, Client Reference Form page 7, it says, Contractor shall provide THREE (3) client references that are using or have used services of the type proposed in this RFP.

Answer: Three references are required.

24. Reference Form, page 7: Where can we find the client reference form?

Answer: There is no client reference form. Please provide three references.

25. Contract Period, page 2. The RFP states that the contract period is six months, and the parties may agree to a six-month extension after careful evaluation and mutual agreement. Should we provide a budget for just the initial six-month period, or would you like a budget for the six-month extension period as well?

Answer: See answer to question three. The County would like the project to be completed in 90 days.

26. Under Specifications and Requirements 6. General Requirements states, Estimated project timeline (goal: completion within 90 days of contract award). Can you clarify what needs to be completed in 90 days, as this is meant to be a six-month schedule?

Answer: The County would like the project to be completed in 90 days.

27. Under Contractor Qualifications, Company Profiles and Experience, the RFP states that we need to address the “number of years your company has been providing pharmacy services to correctional facilities.” Can you clarify this? As this proposal is not for pharmacy services, is this an incorrect statement?

Answer: This is an incorrect statement, please disregard.

28. Under Cost Proposal, there are several references to prescriptions, cost unit price per tablet, and dispensing fees. Can you clarify if this is an error?

Answer: That language is an error, please disregard.