



ERIE COUNTY

REQUEST FOR PROPOSAL (RFP)
TO PROVIDE
QUEUING MANAGEMENT SYSTEM

RFP # 2026-008VF

Erie County Department of Social Services

**EDWARD A. RATH COUNTY OFFICE BUILDING
95 FRANKLIN STREET
BUFFALO, NEW YORK 14202**

COUNTY OF ERIE, NEW YORK
REQUEST FOR PROPOSALS (“RFP”) # 2026-008VF
TO PROVIDE QUEUING MANAGEMENT SYSTEM

Contents

I.	INTRODUCTION	3
II.	FUNDING AND BUDGET	3
III.	PROPOSAL TIMEFRAMES	4
IV.	GENERAL REQUIREMENTS	5
V.	SCOPE OF PROFESSIONAL SERVICES REQUIRED	7
	INTRODUCTION	7
	HISTORY AND CONTEXT	7
	SCOPE OF WORK	7
	GENERAL REQUIREMENTS:	8
	COMPENSATION	9
	VENDOR EXPERIENCE AND QUALIFICATIONS	9
VI.	STATEMENT OF RIGHTS	9
	UNDERSTANDINGS	9
	EVALUATION	10
	EVALUATION PROCESS	11
	CONTRACT	11
	INDEMNIFICATION AND INSURANCE	11
	INTELLECTUAL PROPERTY RIGHTS	12
	NON-COLLUSION	12
	CONFLICT OF INTEREST	12
	COMPLIANCE WITH LAWS	13
	CONTENTS OF PROPOSAL	13
	EFFECTIVE PERIOD OF PROPOSALS	13
	ERIE COUNTY EQUAL PAY CERTIFICATION	14
	GUIDELINES FOR STANDARD INSURANCE PROVISIONS REQUIRED	15
	PROPOSAL REQUIREMENTS	16
	RFP APPENDIX A: Proposal to Provide Service	17
	SCHEDULE A	20
	RFP APPENDIX B: Fiscal	21
	RFP APPENDIX B: Fiscal	22
	RFP APPENDIX C: Supplemental Information	23

I. INTRODUCTION

The County of Erie, New York (the “County”) is currently seeking proposals from qualified agencies (“Proposer”) interested in providing queuing management system for Erie County Department of Social Services (ECDSS). ECDSS utilizes a Solutions Focused Principles-Trauma Informed Care system of care framework and incorporates the principles of Diversity, Equity, and Inclusion (DEI) into its practices and procedures. Proposers interested in providing this service are invited to respond to this request.

In responding to this RFP, Proposers must follow the prescribed format as outlined. By so doing, each Proposer will be providing the ECDSS comparable data, and thus, be assured fair and objective treatment in the ECDSS review and evaluation process. It is the ECDSS’ intent to select the Proposer that provides the best solution for the ECDSS’ needs.

The County reserves the right to amend this RFP, reject any or all of the proposals, or any part thereof, submitted in response to this RFP, and reserves the right to waive any irregularities or informalities, if such action is deemed to be in the best interest of the County. The County reserves the right to request additional information from any Proposer, and to award negotiated contracts to one or more Proposers.

This RFP is not intended and shall not be construed to commit the County to pay any costs incurred in connection with any proposal or to procure or contract with any firm.

The County will only contract with firms that do not discriminate against employees or applicants for employment because of race, creed, color, national origin, sex, age, disability, marital status, sexual orientation, citizenship status or any other status protected by New York State and Federal laws.

II. FUNDING AND BUDGET

A total of \$45,000 is potentially available for the requested queuing management system for 2026.

The award is subject to annual contract renewal, contingent upon the Proposer’s successful performance of project objectives and the continued need and desire for such services as articulated by Erie County DSS. Initial award and renewals are subject to inclusion of funding in the County Executive Recommended Budget and as adopted by the Erie County Legislature, as well as, contingent upon availability of New York State funds appropriated for this purpose. All contract appropriations are subject to Legislative approval.

Future awards will be dependent on available funds and subject to the demonstrated fiscal and programmatic stability of the applicant agency, as well as their meeting all of the Erie County Department of Social Services requirements.

III. **PROPOSAL TIMEFRAMES**

The following schedule is for informational purposes only. The County reserves the right to amend this schedule at any time.

Issue RFP: January 7, 2026

RFP Informational Meeting: January 16, 2026 at 11:00 a.m. via Webex

Join from the meeting link
<https://erie.webex.com/erie/j.php?MTID=m04b3dc6a856f647ff793780a72d3b08a>

Join by meeting number
Meeting number (access code): 2488 802 9958
Meeting password: hHxHeAv4E53

Tap to join from a mobile device (attendees only)
[+1716-858-2250](tel:+1716-858-2250).,[24888029958##](tel:+1415-655-0003) United States Toll (Buffalo)
[+1-415-655-0003](tel:+1415-655-0003).,[24888029958##](tel:+1415-655-0003) United States Toll

Join by phone
+1 716-858-2250 United States Toll (Buffalo)
+1-415-655-0003 United States Toll
[Global call-in numbers](#)

Join from a video system or application
Dial 24888029958@webex.com
You can also dial 173.243.2.68 and enter your meeting number.

Proposals Due: February 6, 2026 by 4:00 p.m.

Selection Made by: April 2026

Contract Signed: Following all necessary County approvals.

IV. GENERAL REQUIREMENTS

1. Each proposal shall be prepared simply and economically, avoiding the use of elaborate promotional materials beyond what is sufficient to provide a complete, accurate and reliable presentation.
2. Your proposal must be comprised of 3 sections:

Appendix A

- Proposal to Provide Service
- Signed Schedule A
- For agencies not currently contracted with ECDSS to provide the requested service:
References and data from similar work

Appendix B

- Signed Fiscal Form
- Budget Forms

Appendix C

- Most recent Audit report prepared by an independent CPA
- Most recent Management Letter
- Listing of Officers and Board of Directors

Failure to follow the prescribed format for responses may result in disqualification.

3. Proposals MUST be signed using the attached Schedule A: Proposer Certification. Unsigned proposals will be rejected.
4. Submission of the proposals shall be uploaded as three separate documents (Appendix A, B and C) to: [OnBase Unity Form](#). *You will receive an email confirming if it has been submitted.*

If unable to upload the proposal, a printed submission may be submitted to: Erie County Department of Social Services, Attn: Carrie Godfrey, 95 Franklin Street Room 804, Buffalo, NY 14202. Note: must be on 8.5x11 paper, one-sided and no staples.

5. All proposals must be submitted on or before February 6 at 4:00 p.m. Regardless of cause, proposals received after the above date and time will not be considered. Requests for extension will not be granted. The County is under no obligation to return proposals.
6. Requests for clarification of this RFP must be written and submitted to Carrie Godfrey at the above address, or at Carrie.Godfrey@erie.gov no later than January 15, 2026. A list of questions and answers will be posted on the County website by January 21, 2026, if applicable. No communication of any kind will be binding against the county, except for the formal written responses to any request for clarification.
7. Proposers may be required to give an oral presentation to the County to clarify or elaborate on the written proposal. Those Proposers will be notified to arrange specific times.
8. No proposal will be accepted from nor any agreement awarded to any Proposer that is in arrears upon any debt or in default of any obligation owed to the County. Additionally, no agreement will be awarded to any Proposer that has failed to satisfactorily perform pursuant to any prior agreement with the County.
9. Information on the Standard Insurance Provisions required of agencies selected as a contractor of this service is included in this RFP. This document is for informational purposes only and is not to be submitted by the Proposer for the purposes of this RFP.
10. All potential contract-holders with Erie County shall agree to comply with Executive Order 13 (2014), and the Agency shall make such records available, upon request, to the County's Division of Equal Employment Opportunity for review. (A copy of Executive Order 13 is available here: [Executive Order 13](#)). All contract holders will be required to sign the Erie County Equal Pay Certification (attached). The

County shall have the right, upon reasonable notice and at reasonable times, to inspect the books and records of the Agency, its offices and facilities, for the purpose of verifying information supplied in the Erie County Equal Pay Certification and for any other purpose reasonably related to confirming the Agency's compliance with Erie County Executive Order No. 13 (2014). Violation of the provisions of Executive Order 13 (2014), which is attached hereto and made a part hereto and made a part hereof, can constitute grounds for the immediate termination of a contract, and may constitute grounds for determining that a bidder is not qualified to participate in future county contracts.

11. All potential contract-holders with Erie County shall agree that administrative costs may not exceed 15% of the requested funds.
12. Certified Minority Business Enterprise/ Women's Business Enterprise (MBE/WBE) proposers shall include the Erie County MBE/WBE Certification letter with their proposal.
13. A business that is a certified Service-Disabled Veteran Owned Business (SDVOB) under the New York State Service-Disabled Veteran-Owned Business Act shall include the letter indicating their company is 51% or more veteran-owned with their proposal.
14. All proposers must disclose the name, title, and department of any employee or officer who is or was an employee or officer of Erie County within the 12 months immediately prior to the proposal.
15. If requested, proposers must provide a list of at least three references from community partners and collaborators or an individual with knowledge of and experience with the specific services being offered.
16. All proposers must provide a list of all prime contractors and subcontractors that their agency does business with related to the service in this RFP.
17. All proposers must include the name of their Language Access Coordinator. A copy of your Language Access Policy is required at contracting.
18. All proposers must include the name of their Americans with Disabilities Act (ADA) Coordinator. A copy of a written ADA policy is required at contracting.

V. SCOPE OF PROFESSIONAL SERVICES REQUIRED

INTRODUCTION

Erie County Department of Social Services is seeking a queuing system to enable clients to join a first-come, first-served virtual queue from an on-site kiosk, enable workers to serve clients efficiently and track services. Services to begin May 1, 2026.

HISTORY AND CONTEXT

Approximately 240,000 individuals are served annually with up to 500 at any given time by 555 employees. The actual number may be more or less, depending on the needs of the Department. Currently 11 queuing locations within 3 buildings, with possible expansion to 24 queueing locations.

SCOPE OF WORK

Software must:

- Be a web-based cloud application
- Be supported by all widely used browsers, (Chrome, Edge, Firefox)
- Work consistently between all widely used browsers (Chrome, Edge, Firefox)
- Not use proprietary hardware or downloads required, as well as no local servers needed.
- System must allow ticket issuance without collecting client PII.
- Support ticket-based queuing with no requirement for name or phone number (anonymous option).
- Have ticket-based queueing that allows tickets to be printed by self-service kiosk as well as manual ticket issuance for reception area staff without kiosk login, especially for low-traffic areas.
- Have ability to reprint lost tickets from both kiosk and staff interface.
- Have an optional phone number input for SMS notifications but not required.
- Include SMS text notifications for appointment reminders, queue updates, etc.
- Include application for waiting area monitors that show waiting ticket numbers and that also allow for voice call outs of ticket numbers and area to proceed towards.
- Include application for waiting area monitors that works consistently between all browsers (Chrome, Edge, Firefox) including voice call outs.
- Must take tickets as first come first serve but also allow for ticket triaging as either a built in function or by allowing workers to pull specific tickets by service type.
- Be operable over both wired and wireless networks.
- Must be resilient to minor internet disruptions, especially in wireless environments. I.E, Application does not require a restart after any disruption in wireless network
- Have automatic software updates that do not interfere with application during working hours.
- Support Single Sign-On (SSO) via Microsoft Azure Active Directory, including usernames with apostrophes
- Support two-factor authentication.
- Must accept usernames with apostrophes.
- Have role-based access control with:
 - 750 named user/agent licenses
 - 15 named admin licenses
- iOS, Android and Windows compatible.

Features required:

- Queues and service types must be able to manage per location and without vendor support.
- Tickets must be customizable without vendor support
- Voice call outs must be customized as far as calling clients to specific rooms/windows without vendor support per queue per location.
- SMS messages must be customizable by the queue and service type.
- Appointment scheduling for client self-scheduling and staff scheduling which include booking limits.

- Capacity to generate customer surveys.
- Have de-identified displayed information on signs if using phone number option instead of ticket
- Provide instruction in multiple languages.
- Kiosk interface must support translation into 8 languages: English, Spanish, Arabic, Burmese, Somali, Swahili, and Bengali. Translation may be provided.
- Vendor must only charge for languages implemented, with a clear timeline for deployment
- Provide cloud hosting, ongoing support and maintenance.
- All efforts made to utilize current county-owned hardware; no proprietary hardware.
- Vendor must provide list of non-proprietary compatible hardware and equipment recommendations
- Vendor must confirm compatibility with pre-existing equipment (list to be provided).
 - Current Equipment in use includes:
 - 32" Samsung TV (Not Smart TVs) -LU32J590UQNXZA
 - 55" LG TVs (Not Smart TVs) - 5UR640S9UD
 - Epson Thermal Printer TM-T88VHP Pro t550 Thin Client (uses Firefox for Kiosk Mode)Mini PCs – MINISFORUM N40 MINI PC FANLESS SILENT DESKTOP COMPUTER 4GB RA M, 64GB EMMC MICRO PC, CELERON N4020 UP TO 2.8GHZ (Windows uses Edge for Kiosk Mode)
 - Azulle Access 4 Mini PC
 - Kiosks- with hardware TDS 2102C 21.5" PCAP LCD, Orientation: Landscape
- Azulle Access 4 Mini PC, Citizen Thermal Printer CT-S601, Operating System: Windows (Windows uses Edge for Kiosk Mode)Queues programmable to activate/deactivate on a schedule editable by admin users.
- If a device cannot be set up in Windows Kiosk mode than vendor must support remote access and diagnostics for all components, including kiosks and monitors.

Reporting features required

- Live dashboard for real-time queue and appointment monitoring for each queue and location.
- Standard reports by queue, worker and by date with a granularity from hour, day, week, month and year with the ability to filter by queue, location and transaction type. Examples:
 - Queue wait times
 - Service durations
 - Outcomes over time
 - Service transactions by employee or queue
 - Delays – time for customers to return once summoned
 - Average number of queued customers by time
 - Client flow across queues, locations, and services
 - Lifecycle report showing:
 - Time spent in each queue
 - Time at each location
 - Time per service
 - Overall visit duration and flow between locations per customer
- Reports must be exportable (CSV, PDF, etc.) and not require manual manipulation to obtain key metrics.
- Ability to download all data metrics into Excel or CSV format.
- Not required, but preferred if available:
 - Ad hoc/custom reporting capabilities, with user-friendly interface.
 - Ability to schedule and email reports.

GENERAL REQUIREMENTS:

- Vendor to configure initial setup; system must be editable by internal admin users post-launch.
- Must allow admin-level queue and service configuration without vendor intervention.

- Vendor must include a discovery phase with project planning and timeline for implementation
- Must allow mass upload of user permissions for initial setup and future updates.
- Manage and retain a skilled and appropriately educated workforce.
- Verify the credentials and licensing of staff and employees as contained in county, state, and federal requirements.
- Provide training for front-line, supervisory and technical support staff.
- Provide Training materials and documentation must be included.
- Maintain regular communication with ECDSS in a timely manner.
- Include ongoing support plan with clearly defined Service Level Agreement (SLA).
- Vendor must outline: How application and browser updates are handled, How performance issues are mitigated post-upgrade and How support tickets are tracked and escalated.
- Vendor must provide transparent communication regarding Feature rollouts, Known issues and Planned maintenance
- Submit required data and abide by designated documentation regulations in a timely manner, as instructed by County in order to claim reimbursement for services.

COMPENSATION

Reimbursement method: Invoicing with supporting documentation required

VENDOR EXPERIENCE AND QUALIFICATIONS

- Minimum of 5 years of experience in delivering web-based queuing and appointment management systems. 7 or more years of experience preferred.
- Preferred experience in government or non-profit sectors
- Preferred experience integrating with Microsoft Azure AD SSO
- Demonstrated ability to support multilingual kiosk interfaces
- Provide at least 3 client references which must include organization name, contact person's name and title, phone number and/or email address and brief description of the implementation and services provided

VI. STATEMENT OF RIGHTS

UNDERSTANDINGS

Please take notice, by submission of a proposal in response to this request for proposals, the Proposer agrees to and understands:

- that any proposal, attachments, additional information, etc. submitted pursuant to this Request for Proposals constitute merely a suggestion to negotiate with the County and is not a bid under Section 103 of the New York State General Municipal Law,
- submission of a proposal, attachments, and additional information shall not entitle the Proposer to enter into an agreement with the County for the required services,
- by submitting a proposal, the Proposer agrees and understands that the County is not obligated to respond to the proposal, nor is it legally bound in any manner whatsoever by submission of same,
- that any and all counter-proposals, negotiations or any communications received by a proposing entity, its officers, employees or agents from the County, its elected officials, officers, employees or agents, shall not be binding against the County, its elected officials, officers, employees or agents unless and until a formal written agreement for the services sought by this RFP is duly executed by both parties and approved by the Erie County Legislature and the Office of the Erie County Attorney.

In addition to the foregoing, by submitting a proposal, the Proposer also understands and agrees that the County reserves the right, and may at its sole discretion, to exercise the following rights and options with respect to this Request for Proposals:

- To reject any or all proposals,
- To issue amendments to this RFP,
- To issue additional solicitations for proposals,
- To waive any irregularities or informalities in proposals received after notification to Proposers affected,
- To select any proposal as the basis for negotiations of a contract, and to negotiate with one or more of the Proposers for amendments or other modifications to their proposals,
- To conduct investigations with respect to the qualifications of each Proposer,
- To exercise its discretion and apply its judgment with respect to any aspect of this RFP, the evaluation of proposals, and the negotiations and award of any contract,
- To enter into an agreement for only portions (or not to enter into an agreement for any) of the services contemplated by the proposals with one or more of the Proposers,
- To select the proposal that best satisfies the interests of the County and not necessarily on the basis of price or any other single factor,
- To interview the Proposer(s),
- To request or obtain additional information the County deems necessary to determine the ability of the Proposer,
- To modify dates,
- All proposals prepared in response to this RFP are at the sole expense of the Proposer, and with the express understanding that there will be no claim, whatsoever, for reimbursement from the County for the expenses of preparation. The County assumes no responsibility or liability of any kind for costs incurred in the preparation or submission of any proposal,
- While this is an RFP and not a bid, the County reserves the right to apply the case law under General Municipal Law § 103 regarding bidder responsibility in determining whether a Proposer is a responsible vendor for the purpose of this RFP process,
- The County is not responsible for any internal or external delivery delays, which may cause any proposal to arrive beyond the stated deadline. To be considered, proposals MUST arrive at the place specified herein and be time-stamped before the deadline.

EVALUATION

The following criteria, not necessarily listed in order of importance, will be used to review the proposals. The County reserves the right to weigh its evaluation criteria in any manner it deems appropriate:

- A determination that the Proposer has submitted a complete and responsive proposal as required by this RFP.
- Proposers MUST sign the Proposal Certification attached hereto as Schedule "A". Unsigned proposals will be rejected.
- The Proposer's demonstrated capability to provide the services.
- Evaluation of the professional qualifications and experience of program staff.
- The Proposer's experience in performing the proposed services.
- The Proposer's financial ability to provide the services.
- Evaluation of the Proposer's fee submission. It should be noted that while price is not the only consideration, it is an important one.
- An evaluation of the Proposer's projected approach and plans to meet the requirements of this RFP.
- Proposers may be required to give an oral presentation to the County to clarify or elaborate on the written proposal. Any information shared by the Proposer's presentation will be considered while scoring.

- No proposal will be accepted from nor any agreement awarded to any Proposer that is in arrears upon any debt or in default of any obligation owed to the County. Additionally, no agreement will be awarded to any Proposer that has failed to satisfactorily perform pursuant to any prior agreement with the County.

EVALUATION PROCESS

Each proposal will undergo an initial administrative review for completeness. In order for a proposal to be evaluated, it must include all required documents. Upon completion of the administrative review, and at the sole discretion of the Commissioner, the Department will request any missing documentation from the Proposer and will review all documents for completeness upon receipt of the missing documents. All required documents for a complete proposal, as set forth in this RFP, must be submitted and be completed to the satisfaction of the Department within forty-eight (48) hours of request in order for the proposal to be deemed responsive and eligible for Contract award.

Complete proposals will be judged by a scoring committee. The scoring committee will consist of Department of Social Services employees and experienced individuals from outside the Department.

The proposals will be scored based on the overall proposal (Technical Proposal & Service Delivery [55%], Implementation Plan & Support Model [15%], Vendor Experience, Qualifications & Professional Conducts [10%], compliance with RFP requirements [10%], MWBE [10%] and fiscal components.

CONTRACT

After selection of the successful Proposer, a formal written contract will be prepared by the County and will not be binding until signed by both parties and, if necessary, approved by the Erie County Legislature, the Erie County Fiscal Stability Authority and the Office of the County Attorney. NO RIGHTS SHALL ACCRUE TO ANY PROPOSER BY THE FACT THAT A PROPOSAL HAS BEEN SELECTED BY THE COUNTY FOR SUBMISSION TO THE ERIE COUNTY LEGISLATURE AND/OR IF NECESSARY, THE ERIE COUNTY FISCAL STABILITY AUTHORITY FOR APPROVAL. THE APPROVAL OF SAID LEGISLATURE AND/OR AUTHORITY MAY BE NECESSARY BEFORE A VALID AND BINDING CONTRACT MAY BE EXECUTED BY THE COUNTY.

The contract will include the submitted proposal and any subsequent agreement with the Department to service provision. The award period will be for a one-year term, with the option to renew for additional terms, subject to annual contract renewal, contingent upon the Proposer's successful implementation of the program, data collection, monitoring, goal attainment, and compliance with required reporting. Initial award and renewals are subject to inclusion of funding in the County Executive Recommended Budget and as adopted by the Erie County Legislature, as well as, contingent upon availability of New York State funds appropriated for this purpose.

INDEMNIFICATION AND INSURANCE

The Proposer accepts and agrees that language in substantially the following form will be included in the contract between the Proposer and the County:

"In addition to, and not in limitation of the insurance requirements contained herein the Proposer agrees:

(a) that except for the amount, if any, of damage contributed to, caused by or resulting from the negligence of the County, the Proposer shall indemnify and hold harmless the County, its officers, employees and agents from and against any and all liability, damage, claims, demands, costs, judgments, fees, attorneys' fees or loss arising directly or indirectly out of the acts or omissions hereunder by the Proposer or third parties under the direction or control of the Proposer; and

(b) to provide defense for and defend, at its sole expense, any and all claims, demands or causes of action directly or indirectly arising out of this Agreement and to bear all other costs and expenses related thereto.

Upon execution of any contract between the Proposer and the County, the Proposer will be required to provide proof of the applicable insurance coverage.

Insurance coverage in amount and form shall not be deemed acceptable until approved by the County Attorney.

INTELLECTUAL PROPERTY RIGHTS

The Proposer accepts and agrees that language in substantially the following form will be included in the contract between the Proposer and the County:

All deliverables created under this Agreement by the Proposer are to be considered "works made for hire". If any of the deliverables do not qualify as "works made for hire", the Proposer hereby assigns to the County all right, title and interest (including ownership of copyright) in such deliverables and such assignment allows the County to obtain in its name copyrights, registrations and similar protections which may be available. The Proposer agrees to assist the County, if required, in perfecting these rights. The Proposer shall provide the County with at least one copy of each deliverable.

The Proposer agrees to defend, indemnify, and hold harmless the County for all damages, liabilities, losses and expenses arising out of any claim that a deliverable infringes upon an intellectual property right of a third party. If such a claim is made, or appears likely to be made, the Proposer agrees to enable the County's continued use of the deliverable, or to modify or replace it. If the County determines that none of these alternatives is reasonably available, the deliverable will be returned.

All records compiled by the Proposer in completing the work described in this Agreement, including but not limited to written reports, source codes, studies, drawings, blueprints, negatives of photographs, computer printouts, graphs, charts, plans, specifications and all other similar recorded data, shall become and remain the property of the County. The Proposer may retain copies of such records for its own use.

NOTE: All contracts executed by the Erie County Department of Social Services will be posted electronically on the County's website.

NON-COLLUSION

The Proposer, by signing the proposal, does hereby warrant and represent that any ensuing agreement has not been solicited, secured or prepared directly or indirectly, in a manner contrary to the laws of the State of New York and the County of Erie, and that said laws have not been violated and shall not be violated as they relate to the procurement or the performance of the agreement by any conduct, including the paying or the giving of any fee, commission, compensation, gift, gratuity or consideration of any kind, directly or indirectly, to any County employee, officer or official.

CONFLICT OF INTEREST

All Proposers must disclose with their proposals the name of any officer, director or agent who is also an employee of the County. Further, all Proposers must disclose the name of any County employee who owns, directly or indirectly, an interest of ten percent (10%) or more in the firm or any of its subsidiaries or affiliates.

There shall be no conflicts in existence during the term of any contract with the County. The existence of a conflict shall be grounds for termination of a contract.

COMPLIANCE WITH LAWS

By submitting a proposal, the Proposer represents and warrants that it is familiar with all federal, state and local laws and regulations and will conform to said laws and regulations. The preparation of proposals, selection of Proposers and the award of contracts are subject to provisions of all Federal, State and County laws, rules and regulations.

CONTENTS OF PROPOSAL

The New York State Freedom of Information Law as set forth in Public Officers Law, Article 6, Sections 84 et seq., mandates public access to government records. However, proposals submitted in response to this RFP may contain technical, financial background or other data, public disclosure of which could cause substantial injury to the Proposer's competitive position or constitute a trade secret. Proposers who have a good faith belief that information submitted in their proposals is protected from disclosure under the New York Freedom of Information Law shall:

a) insert the following notice in the front of its proposal:

"NOTICE

The data on pages ____ of this proposal identified by an asterisk (*) contains technical or financial information constituting trade secrets or information the disclosure of which would result in substantial injury to the Proposer's competitive position.

The Proposer requests that such information be used only for the evaluation of the proposal but understands that any disclosure will be limited to the extent that the County considers proper under the law. If the County enters into an agreement with this Proposer, the County shall have the right to use or disclose such information as provided in the agreement, unless otherwise obligated by law."

and

b) clearly identify the pages of the proposals containing such information by typing in bold face on the top of each page "*** THE PROPOSER BELIEVES THAT THIS INFORMATION IS PROTECTED FROM DISCLOSURE UNDER THE STATE FREEDOM OF INFORMATION LAW."**

The County assumes no liability for disclosure of information so identified, provided that the County has made a good faith legal determination that the information is not protected from disclosure under applicable law or where disclosure is required to comply with an order or judgment of a court of competent jurisdiction.

The contents of the proposal, which is accepted by the County, except portions "Protected from Disclosure", may become part of any agreement resulting from this RFP.

EFFECTIVE PERIOD OF PROPOSALS

All proposals must state the period for which the proposal shall remain in effect (i.e. how much time does the County have to accept or reject the proposal under the terms proposed). Such period shall not be less than one hundred eighty (180) days from the proposal date.

(For Informational Purposes Only)

ERIE COUNTY EQUAL PAY CERTIFICATION

In order to comply with Executive Order 13 dated November 6, 2014, we hereby certify that we are in compliance with federal law, including the Equal Pay Act of 1963, Title VII of the Civil Rights Act of 1964, and New York State Labor Law Section 194 (together "Equal Pay Law"). We understand that this certification is a material component of this contract. Violation of the provisions of Executive Order 13, which is attached hereto and made a part hereof, can constitute grounds for the immediate termination of this contract and may constitute grounds for determining that a bidder is not qualified to participate in future county contracts.

We have evaluated wages and benefits to ensure compliance with the Equal Pay Law. We certify that we have not been the subject of an adverse finding under the Equal Pay Law within the previous five years and, in the alternative, if we were the subject of an adverse finding under the Equal Pay Law within the previous five years, we have annexed a detailed description of the finding(s). In addition, we have annexed a detailed description of any currently pending claims under the Equal Pay Law in which we are involved.

Contractor Signature

Verification

STATE OF _____)
COUNTY OF _____) SS:

A)

_____, being duly sworn, states they are the owner of (or a partner in) _____, and is making the foregoing Certification and that the statements and representations made in the Certification are true to their own knowledge.

OR

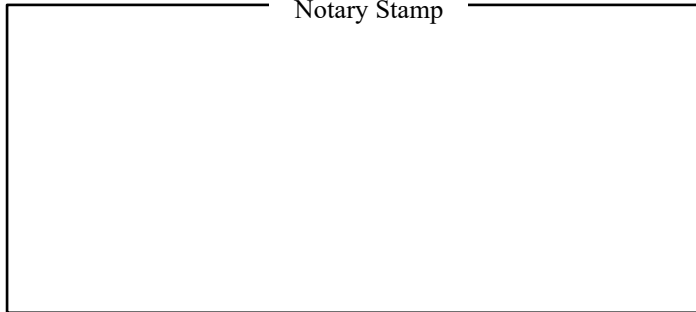
B)

_____, being duly sworn, states that they are the _____, of _____, the enterprise making the foregoing Certification, that they have read the Certification and knows its contents, that the statements and representations made in the Certification are true to their own knowledge, and that the Certification is made at the direction of the Board of Directors of the Corporation.

Sworn to before me this _____
day of _____, 20____

Notary Public

Notary Stamp



GUIDELINES FOR STANDARD INSURANCE PROVISIONS REQUIRED

Commercial General Liability	\$1,000,000 minimum each occurrence
Umbrella/ Excess * If CGL general aggregate is \$2,000,000 or more, Umbrella/ Excess is not necessary	\$1,000,000 minimum each occurrence
Automobile * If transporting; otherwise, a Waiver must be executed	\$1,000,000 minimum combined single limit
Professional Liability * Not needed for all contracts	\$5,000,000 minimum
Workers' Compensation	NYS Certificate

Certificate holder must be listed as:

County of Erie or Erie County 95
Franklin Street
Buffalo, NY 14202

It can include "Department of Law".

It **cannot** include "Department of Social Services" or any other department of Erie County (i.e. Department of Health, Youth Bureau, etc.).

The County must also be listed as an Additional Insured for all the above policies. That can be done by placing a "Y" or "X" in the "ADDL INSR" column next to each policy, or it can be specifically noted in the "Description" box near the bottom of the page.

The "ACORD" form certificate may be used in place of the County of Erie Standard Insurance Certificate, provided that all of the above referenced requirements are incorporated into the "ACORD" form certificate.

PROPOSAL REQUIREMENTS

In order for Proposers to be considered for an award, the terms, conditions and instructions contained in this RFP and attachments must be met. Any proposals which do not meet these criteria may be considered non-responsive. Currently funded programs must re-apply to be considered for continued funding.

Your proposal must be comprised of 3 sections, presented as separate documents:

- Appendix A
 - Proposal to Provide Service
 - Signed Schedule A
 - References and data from similar work
- Appendix B
 - Signed Fiscal Form
 - Proposed Budget
- Appendix C
 - Most recent Audit report prepared by an independent CPA¹
 - Most recent Management Letter
 - Listing of Officers and Board of Directors

Submission of the proposals shall be uploaded as three separate documents (Appendix A, B and C) to: [OnBase Unity Form](#). *You will receive an email confirming if it has been submitted.*

Electronic versions of Appendix A and B are available as additional files to the RFP on the Erie County Purchasing website at: <https://www3.erie.gov/purchasing/requests-proposals-construction-bids>

Please note: Indirect Administrative Costs must be itemized, or a copy of your Federal Indirect Cost Rate must be attached.

By application, you certify that your agency can provide the following documentation at any time during the course of the selection process: (You do not need to provide it now, only if asked.)

- Proof of 501(c)(3) status, if applicable.
- Agency's most recent organizational chart and a letter of support signed by the CEO and the Board President.
- Resumes for all program staff (associated with the proposed service), including administrators, program supervisors, direct service staff and aides.
- References or letters of testimony from other agencies for whom you have provided this or a similar service with contact information.

Applications are expected to comply with stated guidelines including but not limited to desired program outcomes identified in the Request for Proposal (RFP). It will be the responsibility of the applicant to submit proposals consistent with the RFP requirements. By applying, your agency asserts that the Request for Proposal document has been reviewed in its entirety and that, if selected, the agency will abide by the conditions for funding set forth therein.

¹ If not available, the latest tax return may be submitted in lieu of the audit report and/or management letter. Tax-Exempt Organizations not required to File Form 990 or 990-EZ, shall submit Form 990-N.

**RFP APPENDIX A: Proposal to Provide Service**

Department of Social Services
RFP# 2026-008VF

All fields must be completed. If not applicable, list "N/A". Incomplete proposals may be considered non-responsive.

AGENCY INFORMATION

(If submitted electronically, this information will be completed upon upload)

Official Agency Name		
Agency Name –List another name if used.		
Agency Telephone Number		
Agency Mailing Address		
City	State	Zip
Website address (if applicable)		
Leadership - List the name of your agency's Chief Executive Officer, Executive Director, or President.		
Leader's E-mail Address		
Contact Person for proposal		
Contact Person's Telephone Number		
Contact Person's E-mail Address		
Federal Employer ID# (FEIN) - Please provide your agency's Employer Identification Number.		
501(c)(3) not-for-profit entity <input type="checkbox"/> Yes <input type="checkbox"/> No		
Certified Minority Business Enterprise/ Women's Business Enterprise (MBE/WBE) <input type="checkbox"/> Yes <input type="checkbox"/> No		
Service-Disabled Veteran Owned Business (SDVOB) <input type="checkbox"/> Yes <input type="checkbox"/> No		
Subcontractors - List all subcontractors that your agency does business with related to this service.		
Amount of Funding Request to ECDSS for this proposed contract \$		
Unit of Service for this proposal (e.g.: hour):		
Number of units to be served		
Cost per unit of service for this proposal (county funding + in-kind)/# units		
Name, title, and department of any employee or officer who was an employee or officer of Erie County within the 12 months immediately prior to the proposal		



RFP Appendix A: Proposal to Provide Service
Department of Social Services
RFP# 2026-008VF

Agency Name - List the official name of your organization.
501(c)(3) not-for-profit entity - If non-profit, please provide date established as 501(c)(3).
Language Access Coordinator – List the name of the designated Language Access Coordinator. (Required)
ADA Coordinator – List the name of the designated ADA Coordinator. (Required)

- ☐ Certified Minority Business Enterprise/ Women's Business Enterprise (MBE/WBE) Certification Letter attached
- ☐ Letter indicating agency is 51% or more veteran-owned attached

Vendor Profile		
Organizational Structure		
<input type="checkbox"/> Sole Proprietorship	<input type="checkbox"/> Partnership	<input type="checkbox"/> Corporation
Ownership Status		
<input type="checkbox"/> Independent	<input type="checkbox"/> Subsidiary, Name of Parent Organization:	
Date founded		
Company History		
Office location(s), personnel and expertise		
Products and services offered		
Describe relevant partnerships including company names, nature of relationship, and how the partnership is relevant to providing support services.		
Description of the firm's experience in performing similar work. Please include a list of no more than three similar projects within the last five years giving the size of the project in dollars, the client, including the name and phone number of the person to whom the firm was accountable.		
Provide organizational chart, identifying the project manager and team members with their titles.		

- ☐ Resumes of key personnel attached

Professional Conduct

Describe any situation where a customer has terminated a contract with vendor "for cause" claiming breach of contract.

Service Delivery Model

Any services delivered by offshore (outside North America) resources? If so, please provide details

Any deliverables scoped, developed, tested or supported by offshore (outside North America) resources? If so, please describe details.

Describe customer support. How do customers report issues, open cases, check case status, and receive break/fix deliverables?

Service Delivery

Describe the process and turnaround time for each of the following implementation phases:

- Creation of high-level project plan
- Identification of locations, queues, schedulable resources, administrators, attendants, and employees
- Account setup
- Setup of first location and queue
- Administrator training
- Attendant training
- Setup of additional locations
- Setup of additional queues

Provide any additional information that would distinguish your organization in its service to Erie County.

Provide copies of available reports.

Responsible Bidder

Demonstrate that the bidder is a "responsible bidder" by attesting that the bidder:

- a. Complies with all laws prerequisite to doing business in New York
- b. Complies with U.S. Equal Opportunity Employer provisions
- c. The bidder has no Erie County outstanding tax liability.

☐ Signed Schedule A Proposer Certification attached

SCHEDULE A
PROPOSER CERTIFICATION

The undersigned agrees and understands that this proposal and all attachments, additional information, etc. submitted herewith constitute merely an offer to negotiate with the County of Erie (the "County") and is NOT A BID. Submission of this proposal, attachments, and additional information shall not obligate or entitle the proposing entity to enter into a service agreement with the County for the required services. The undersigned agrees and understands that the County is not obligated to respond to this proposal nor is it legally bound in any manner whatsoever by the submission of same. Further, the undersigned agrees and understands that any and all proposals and negotiations shall not be binding or valid against the County, its directors, officers, employees or agents unless an agreement is signed by a duly authorized County officer and, if necessary, approved by the Erie County Legislature, the Office of the County Attorney and/or the Erie County Fiscal Stability Authority.

It is understood and agreed that the County reserves the right to reject consideration of any and all proposals including, but not limited to, proposals which are conditional or incomplete. It is further understood and agreed that the County reserves all rights specified in the Request for Proposals (RFP).

It is understood and agreed that the undersigned, prior to entering into an agreement with Erie County, will properly execute the County of Erie Standard Insurance Certificate (example on pp. [] of this RFP), and that it will be complete and acceptable to Erie County.

It is represented and warranted by those submitting this proposal that except as disclosed in the proposal, no officer or employee of the County is directly or indirectly a party to or in any other manner interested in this proposal or any subsequent service agreement that may be entered into.

By:

Proposer Agency Name

Signature

Name and Title



RFP APPENDIX B: Fiscal
Department of Social Services
RFP# 2026-008VF

FINANCIAL INFORMATION

Payee Name of Agency (if different than Legal Name)	
Financial Contact Person Name/Title	
Street Address/City/State/Zip	
Financial Contact Person Phone Number	Financial Contact Person Email
Agency's Fiscal Year (Start date - End date)	
Amount of Funding Request to ECDSS for this proposed contract	
FY of Request (Start date - End date)	

V. CERTIFICATION

The undersigned certifies that they are a principal officer of the applicant agency and has knowledge of and certifies that the information contained herein is complete and accurate.

Furthermore, the undersigned certifies that the applicant sponsored programs, services and activities are available to the general public, advertised as such, and not subject to discrimination based on sex, race, creed, religion or national heritage.

SIGNATURE

DATE

NAME/TITLE



COST

Please provide a pricing breakdown that includes the following:

Costs	2026	2027	2028
One-time software costs	\$	\$	\$
One-time hardware costs	\$	\$	\$
One-time training costs	\$	\$	\$
Other one-time costs (e.g. setup, customization, or integration)	\$	\$	\$
Recurring software costs	\$	\$	\$
Recurring training and support costs	\$	\$	\$
Other recurring costs	\$	\$	\$
Narrative:			

Where appropriate, please indicate which costs may vary based on the number of physical locations, number of queues at each location, and number of customers served through the queuing system.



RFP APPENDIX C: Supplemental Information

Department of Social Services
RFP# 2026-008VF

Provide one copy of the most current information as noted below. These materials cannot be returned.

- Most recent Audit report prepared by an independent CPA
- Most recent Management Letter
- Listing of Officers and Board of Directors

If not available, the latest tax return may be submitted in lieu of the audit report and/or management letter. Tax-Exempt Organizations not required to File Form 990 or 990-EZ, shall submit Form 990-N.