



ERIE COUNTY

REQUEST FOR PROPOSAL (RFP)
FOR JUVENILE JUSTICE SERVICES CASE
MANAGEMENT PLATFORM

RFP #2026-052VF

September 15, 2026

Gale R. Burstein, MD, MPH, FAAP, Commissioner
Department of Health

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

COUNTY OF ERIE, NEW YORK

REQUEST FOR PROPOSALS (“RFP”) #2026-052VF

JUVENILE JUSTICE SERVICES CASE MANAGEMENT PLATFORM

I. BACKGROUND

The County of Erie, New York (the “County”) is currently seeking proposals from qualified entities (“Proposer”) able to provide a customizable case management platform for outcome tracking with justice involved juveniles to facilitate compliant data management and detailed case reporting. In addition to case management, data including outcomes and practices of each treatment provider will be tracked to inform systems level improvements. Proposers interested providing these services to the County are invited to respond to this request.

It is the County's intent to select the Proposer(s) that provides the best solution for the County's needs. The County anticipates that contracts from this RFP would be for a period of 2 years with the option to extend based on satisfaction, program needs, and available funding, commencing by the end of 2026.

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

The award is subject to approval by the Erie County Legislature, as well as, contingent upon the availability of funding appropriated for this purpose. This RFP will fund one award for up to \$17,000 in the first year to include the cost of software development and training. Anticipated extended funding for years two and three shall be at a maximum of \$8,000 per year.

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:	September 15, 2026
Questions due:	September 22, 2026
Answers posted:	September 24, 2026
Proposals Due:	October 15, 2026, 4:00 p.m.
Selection Made By:	November 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. Specific instructions for the proposal format and content are outlined below.
2. One (1) PDF copy (by email) of the full proposal shall be submitted. Proposals **MUST** be signed using the attached Schedule A: Proposer Certification. Unsigned proposals will be rejected.
3. Submission of the proposals shall be directed to:

Erie County Department of Health
health@erie.gov
Edward A. Rath County Office Building
95 Franklin Street
Buffalo, NY 14202

All proposals must be delivered to the above office on or before **October 15, 2026 at 4:00 p.m.** Proposals received after the above date and time will not be considered. The County is under no obligation to return proposals.

4. Requests for clarification of this RFP must be written and submitted to Department of Health at the above address or at **health@erie.gov no later than September 22, 2026 at 4:00 p.m.** A list of questions and answers will be posted on the County website on **September 24, 2026**. No communications of any kind will be binding against the County.
5. Proposers may be required to give an oral, written or visual presentation to the County to clarify or elaborate on the written proposal. Those Proposers will be notified to arrange specific times.
6. 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.
7. 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.
8. 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. 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.
9. Certified Minority Business Enterprise/ Women's Business Enterprise (MBE/WBE) proposers should include the Erie County MBE/WBE Certification letter with their proposal.
10. Proposers who operate a Veteran-Owned Business should include the letter indicating their company is 51% or more veteran-owned with their proposal.

11. All Proposers must disclose the 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.
12. All Proposers must provide a list of at least 3 references from community partners and collaborators or an individual with knowledge of and experience with the specific services being offered relevant to software development for Health and Human Services. Erie County departments or employees may not be used as references.
13. All Proposers must provide a list of all prime contractors and subcontractors with whom their agency does business.

V. SCOPE OF SOFTWARE SERVICES REQUIRED

INTRODUCTION

Erie County (The County), on behalf of the Department of Health, is seeking a company to provide and support a customizable case management platform used for work with at risk and justice involved youth with behavioral health needs including substance use disorder. Youth case details and outcomes will be tracked in the software including referrals to treatment providers with data capture at various intercepts to measure the rate of success of interventions. This software will support the Juvenile Substance Use Services Coordination Program through its pilot period and into its implementation phase. As such the ability to continue to customize and improve data collection and reporting is paramount to the measure of success of implemented programming and evaluation of treatment resources.

NECESSARY COMPONENTS

Administrative

Qualified respondents will have experience in the creation of HIPAA compliant secure software platforms for case management focusing on youth and juvenile justice.

Qualified respondents will confirm that all data entered into the platform must be and remain the sole and exclusive property of the County. The Proposer is prohibited from sharing data with third parties without expressed written consent.

Qualified respondents' platform must support data retention in a manner that is searchable and compliant with records retention laws and best practices.

Proposer may not suspend or terminate the County's access to The County's Data or the system for breach of contract without providing reasonable notice and opportunity to remediate an alleged breach.

Qualified respondent will provide a timeline outlining the length of time from issue of the award to completion of the platform including expectations of the County at each point in the setup process.

Qualified respondents shall explain scalability of programming including any associated fees to support growth.

Qualified respondents will include information on the respondent's frequency of software updates and a report of the percentage of down time over the last 2 years.

Technical

Qualified respondents will have software that is cloud-based and tested on portable mobile devices.

Qualified respondents shall describe the encryption standards utilized by the platform.

Qualified respondents will provide documentation ensuring HIPAA compliance and third-party audits of data practices such as SOC 2 Type II.

Qualified respondents shall provide secure user authentication through role-based access controls and support Multi-Factor Authentication (MFA). The platform shall maintain audit logs of user activity and administrative actions.

Qualified respondents will adhere to parameters laid out in section VI. Data Management, Infrastructure, Ownership and Security.

Programmatic

Qualified respondents should provide an explanation of secondary portals to share information with families and providers without exposing sensitive or protected information.

Qualified respondents' software should include means to contact clients, treatment providers, Probation Officers, Judges, and other outside providers as needed through the platform for appointment notifications as well as necessary forms requiring secure signatures that are then retained in the platform.

Qualified respondents should provide a list of included validated behavioral health screening tools included in the platform for youth and adolescents under the age of 25.

Qualified respondents will include the ability to send text reminders to youth and their families about services and appointments.

Operational

Qualified respondents will demonstrate the ability to support the creation of customizable forms and reports based on the requests of the County.

Qualified respondents will provide training on the use of the software platform as well as technical support request responses within one business day at no additional cost.

Qualified respondents should provide an example of an available dashboard interface or landing page to provide an overview of case load, status, tasks, and outcomes visible to staff overseeing case management work.

Qualified respondents shall have a platform that is user-friendly and does not require excessive coding by the end-user to create forms and reports.

VI. DATA MANAGEMENT, INFRASTRUCTURE, OWNERSHIP, AND SECURITY

The County will be the sole owner of collected data within the infrastructure of the software program.

US Only Data Storage Requirement:

All data collected, processed, transmitted or stored as part of the case management platform shall reside **exclusively within the United States**. The Proposer must utilize data centers located physically within U.S. territory for all primary systems, backups, disaster recovery environments, and log retention systems. No County data may be transferred, accessed, stored, or backed up outside of the United States at any time.

The Proposer shall certify that:

- All cloud hosting, storage and backup solutions maintain U.S. based infrastructure only

- No foreign nationals or foreign operated entities have access to County data unless explicitly approved in writing by the County.
- All subcontractors with any system access also comply fully with the U.S. only data requirement.

The county reserves the right to audit vendor compliance with U.S. data residency, including reviewing hosting locations, subcontractor relationships and infrastructure documentation.

Vendor shall handle all Erie County data in accordance with the County’s mandatory minimum information security requirements, including required protection of the confidentiality, integrity, and availability of information assets. Vendor shall process, store, transmit, retain, and dispose of data according to its classification level (Restricted, Confidential, Internal, Public) and shall comply with all County directives governing information handling.

1. Data Sovereignty

1.1 Geographic Restrictions

Vendor shall ensure that all County data—including primary data, backups, metadata, logs, credentials, derived data, cache, and replicated copies—remain stored, processed, transmitted, and retained exclusively within geographic regions explicitly approved by Erie County. No data may be transferred, accessed from, stored within, or routed through non-approved jurisdictions.

1.2 Prohibition on Offshore Storage or Processing

Vendor shall not store or process County data outside of approved locations. Offshore replication, cloud region failover, or indirect access via foreign support personnel is prohibited unless the County grants explicit written authorization.

1.3 Verification and Documentation

Vendor shall maintain real-time configuration controls (e.g., geofencing, region locking) to enforce data sovereignty. Upon request, Vendor shall provide documentation validating the geographic residency of County data.

1.4 Subcontractor Restrictions

Any subcontractors involved in service delivery must comply with all sovereignty requirements; Vendor is fully responsible for subcontractor adherence.

2. Use of Erie County Identity Provider (IdP)

2.1 Exclusive Authentication Source

Vendor shall integrate the Service with the County’s designated identity provider (IdP). All County users—including employees, contractors, volunteers, and administrators—shall authenticate exclusively through the County’s IdP using approved federation standards (SAML, OAuth2, or OpenID Connect).

2.2 Prohibition on Local Accounts

Vendor shall not create local usernames, local passwords, or proprietary identity systems for County user access. Local accounts are prohibited except for break-glass emergency accounts explicitly authorized by the County. Such accounts must be strictly controlled, logged, monitored, and reviewed monthly.

2.3 Identity Governance Requirements

Vendor must support the following County identity security controls:

- Multi-Factor Authentication (MFA) enforced via County IdP
- Least privilege authorization
- Immediate deactivation of access upon termination or role change
- Quarterly access reviews
- Prevention of shared, generic, or service accounts with interactive login
- Full logging of authentication, privilege escalation, failed login attempts, and administrative actions
- Continuous monitoring for orphaned accounts and credential misuse

2.4 Directory Integration and API Support

Vendor shall support modern authentication protocols, SCIM user provisioning (if applicable), audit log export, and integration with County directory governance processes.

3. Access Control Requirements

Vendor shall:

- Enforce role-based access control (RBAC) aligned to County-defined permissions.
- Protect all credentials via secure salted hashing and encryption.
- Log and retain records of all access events.
- Deprovision accounts immediately at County request.
- Prevent concurrent administrative sessions unless specifically allowed.
- Ensure privilege escalation events are auditable and monitored.

4. Vulnerability & Patch Management

Vendor shall maintain a formal vulnerability management program including:

- Timely remediation of vulnerabilities based on severity:
 - Critical: remediation within 7 days
 - High: remediation within County-required timeframes
- Monitoring of CVE/OVAL and vendor advisories
- Use of vendor-trusted patch sources only
- Documented patch processes and testing before deployment
- Notification to County within 24 hours of any vulnerability that impacts systems hosting County data

5. Security Monitoring and Logging

Vendor must implement monitoring and logging systems to detect, block, or alert on:

- Unauthorized access attempts
- Malware and intrusion activity
- Privilege misuse
- Configuration changes
- Data exfiltration anomalies
- Break-glass account usage

Logs must be retained for one year minimum. Logs must be exportable upon County request.

6. Incident Response Requirements

Vendor shall maintain an incident response program capable of:

- Immediate detection and containment of security events
- 24-hour notification to the County of any actual or suspected incident
- Full cooperation during County-led investigations
- Providing complete post-incident documentation including root cause analysis, impact assessment, and remediation steps
- Preserving evidence as required for forensic review

7. Data Protection Requirements

- Encrypt all County data in transit (TLS 1.2+) and at rest (AES-256 or equivalent)
- Protect all backups with encryption and region controls
- Ensure proper disposal of data using NIST-compliant secure deletion
- Ensure credential conversion from legacy systems follows secure methods
- Retain County data only as strictly required for contracted services
- Purge or delete data securely upon termination or at County request

8. Compliance With County Policies and Laws

Vendor shall comply with all applicable:

- Erie County Information Security Policies
- NIST and industry cybersecurity standards
- State and federal regulations governing privacy, PII, PHI, and CJIS (if applicable)

Vendor agrees that these County policies supersede Vendor policies where conflicting.

9. Third-Party, Subcontractor, and Provider Controls

Vendor shall impose identical security obligations on all subcontractors or service providers. Vendor remains fully accountable for subcontractor compliance and shall not permit any subcontractor access to County data or systems without County approval.

10. Audit & Security Assessment Rights

County reserves the right to:

- Review Vendor's security controls and documentation
- Request export of logs, identity events, and configuration states
- Conduct security assessments or audits directly or through a third party
- Require remediation of deficiencies within agreed timeframes

Vendor shall fully cooperate with such assessments.

11. Termination, Data Return & Secure Disposal

Upon termination of the Agreement:

- Vendor shall immediately cease processing County data
- Vendor shall return all data in a County-approved format
- Vendor shall securely delete all County data and provide written certification within 30 days
- Vendor shall remove all credentials, cached data, logs containing sensitive identifiers, and backups containing County data

12. Material Breach & Enforcement

Non-compliance with any requirement in this Exhibit constitutes a material breach of the Agreement. The County may suspend services or terminate the Agreement if Vendor fails to meet security requirements.

VII. 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.
- 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; 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 a RFP and not a bid, the County reserves the right to apply the case law under New York State General Municipal Law § 103 regarding bidder responsibility in determining whether a Proposer is a responsible vendor for the purpose of this RFP process; and
- 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 prior to the deadline.

VIII. EVALUATION

The County reserves the right to weigh its evaluation criteria in any manner it deems appropriate. The following criteria, will be used to review the proposals by a team consisting of members from multiple stakeholder departments and weighted as described in Appendix I including:

- The Proposer's demonstrated capability to provide the services outlined in Section V.
- Evaluation of the identified experiences of references as end users of the product.
- A determination that the Proposer has submitted a complete and responsive proposal as required by this RFP.
- An evaluation of the Proposer's projected approach and plans to meet the requirements of this RFP.
- Proposers MUST sign the Proposal Certification attached hereto as Schedule A. Unsigned proposals will be rejected.
- 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.

Proposals will be scored on a scale of unacceptable (0) – outstanding (4) and raw scores have a predetermined weight. Evaluation criteria and the associated weight reflect Section V. Evaluation Schedule is in Schedule D.

Administrative Response	15%
Technical Response	25%
Programmatic Response	30%
Operational Response	15%
Financial Response	15%

IX. 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 approved by the Erie County Legislature and the County. 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 FOR APPROVAL.

X. 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, as outlined in **Schedule C**, shall not be deemed acceptable until approved by the County Attorney.

XI. 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.

XII. 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.

XIII. 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.

XIV. 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 following: **"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.

XV. 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.

PROPOSAL CONTENT

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. All proposals must be **limited to fifteen (15) pages, not including required schedules and attachments.**

1. RFP Coversheet.
2. Executive Summary
 - a. Include company background and qualifications
3. Administrative responses
 - a. Include relevant government experience, juvenile justice experience, project team, training, certifications obtained or required, and references
 - b. Identify Proposer's key contact personnel for project related matters including contract management and permission as signee entering a contract with the County and technical support staff.
4. Technical responses
 - a. Cloud hosting, security, multi-factor identification, HIPPA compliance, data ownership, data sharing policies, mobile compatibility, disaster recovery and management, records retention, software updates and frequencies, multi-factor authentication, user logs, technical support parameters aligning at minimum with the specifications in section VI.
5. Programmatic responses
 - a. Including information on outcome tracking, youth intake, case management and planning, referral management, diversion management, family engagement and interaction, built in screening and assessment tools, document management, electronic signature capture, data sharing capabilities outside of the platform
6. Operational responses
 - a. Include examples and descriptions of workflow configuration, task management, available dashboards, custom forms and reporting, notifications, user roles and experience, search functionality, notification, quality assurance measures
7. Financial Response
 - a. A complete breakdown of all anticipated costs including setup, implementation, training, licensing, future costs, optional models and add-ins relevant to the work, scalability costs, data retention after discontinuation of services, data extraction, and five-year cost of ownership
8. Supplemental documentation:
 - a. Include the signed **Schedule A - Proposer Certification.**
 - b. Include the signed **Schedule B - Erie County Equal Pay Certification.**
9. Provide any other information that you feel would distinguish your organization's approach to the delivery of the requested services, including any prior experiences, successes and written referrals with contact information.

ERIE COUNTY RFP COVERSHEET
RFP # 2026-052vf

Name of Company:	
Company Mailing Address:	
Executive Director:	
Executive Director's Phone Numbers:	
Executive Director's Email:	
Project Contact Person:	
Project Contact Person's Phone Number:	
Project Contact Person's Email:	
Company Website:	
Federal Employer ID# (FEIN):	
Is agency debarred/suspended from receiving funds/doing business with the Federal government?	
Please provide DUNS #, if available:	
Is agency a non-profit or unit of government?	
If non-profit, please provide 501(c)(3) not-for-profit entity ID # and date established as such:	
If non-profit, please provide roster of agency's volunteer board:	Please provide attachment
Copy of companies' most recent annual audit:	Please provide attachment
Is agency a Certified Minority Business Enterprise/ Women's Business Enterprise (MBE/WBE)?	Please provide the Erie County MBE/WBE Certification letter as attachment
Is agency a Veteran-Owned Business?	Please provide the letter indicating their company is 51% or more veteran-owned as attachment
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:	
List of all prime and subcontractors that your agency does business with:	Please provide attachment if more space needed

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, approved by the Erie County Legislature and the Office of the County Attorney.

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 provide proof of insurance in accordance with the instructions herein.

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.

Proposer Agency Name

By:

Name and Title

SCHEDULE B

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, Federal Executive Order 11246 of September 24, 1965 and New York State Labor Law Section 194 (together "Equal Pay Law"). The average compensation for female employees is not consistently below the average compensation for male employees, taking into account mitigating factors. 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 Federal Equal Pay Law.

Signature

Verification

STATE OF _____)
COUNTY OF _____) SS:
A)

_____, being duly sworn, states he or she is 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 his or her own knowledge.

B)
_____, being duly sworn, states that he or she is the Name of Corporate Officer _____, of _____, Title of Corporate Officer Name of Corporation the enterprise making the foregoing Certification, that he or she has read the Certification and knows its contents, that the statements and representations made in the Certification are true to his or her 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____

SCHEDULE C

INSTRUCTIONS FOR COUNTY OF ERIE STANDARD INSURANCE CERTIFICATE

I. Insurance shall be procured and certificates delivered before commencement of work or delivery of merchandise or equipment.

II. CERTIFICATES OF INSURANCE

A. Shall be made to the "County of Erie, 95 Franklin St, Buffalo NY, 14202."

B. Coverage must comply with all specifications of the contract.

C. Must be executed by an insurance company, agency or broker, which is licensed by the Insurance Department of the State of New York. If executed by a broker, notarized copy of authorization to bind or certify coverage must be attached.

III. Forward the completed certificate to: County of Erie, (Department or Division) responsible for entering into the agreement for construction, purchase, lease or service.

IV. Minimum coverage with limits are as follows:

Vendor Classification	A Construction and Maintenance	B Purchase or Lease of Merchandise or Equipment	C Professional Services	D Property Leased To Others Or Use Of Facilities Or Grounds	E Concession-Aires Services	F Livery Services	G All Purposes Public Entity Contracts
Commercial Gen. Liab.	\$1,000,000 per occ.	\$1,000,000 CSL	\$1,000,000 CSL	\$1,000,000	\$1,000,000 CSL	\$1,000,000	\$1,000,000 CSL
General Aggregate	\$2,000,000						
Products Comp. Ops.	\$2,000,000						
Blanket Broad Form	Not Excluded or Limited		INCLUDE	INCLUDE	INCLUDE	INCLUDE	INCLUDE
Contractual Liability							
Broad Form P.D.							
X.C.U.							
Liquor Law				INCLUDE			
Auto Liab.	\$1,000,000 CSL		\$1,000,000 CSL	\$1,000,000 CSL	\$1,000,000 CSL	\$1,000,000 CSL	\$1,000,000 CSL
Owned	INCLUDE		INCLUDE	INCLUDE	INCLUDE	INCLUDE	INCLUDE
Hired	INCLUDE		INCLUDE	INCLUDE	INCLUDE	INCLUDE	INCLUDE
Non-Owned	INCLUDE		INCLUDE	INCLUDE	INCLUDE	INCLUDE	INCLUDE
Excess/Umbrella Liab.	\$5,000,000	\$1,000,000	\$1,000,000	\$1,000,000	\$1,000,000	\$5,000,000	\$1,000,000
Worker's Compensation & Employer's Liability	STATUTORY	STATUTORY	STATUTORY	STATUTORY	STATUTORY	STATUTORY	STATUTORY
Disability Benefits	STATUTORY	STATUTORY	STATUTORY	STATUTORY	STATUTORY	STATUTORY	STATUTORY
Professional Liability			\$5,000,000				
Erie County To Be Named Add'l Insd.	Gen. Liab., Auto Liab., & Excess	Broad Form Vendors May Be Required	Gen. Liab., Auto Liab., & Excess	Gen. Liab., Auto Liab., & Excess	Gen. Liab., Auto Liab., & Excess	Gen. Liab., Auto Liab., & Excess	Gen. Liab., Auto Liab., & Excess

V. Construction contracts require excess Umbrella Liability limits of \$5,000,000.

VI. Coverage must be provided on a primary-non contributory bases.

VII. Designated Construction Project General Aggregate Limit Per Location Endorsement CG 25 03 is Required.

VIII. In the event the concessionaire is required to have a N.Y.S. license to dispense alcoholic beverages an endorsement for liquor liability is required.

IX. Transportation of people in buses, vans or station wagons requires \$5,000,000 excess liability.

X. Workers Compensation: State Workers' Compensation Board form DB-155 is required for proof of compliance with the New York State Disability Benefits Law.

Locations of operation shall be "All locations in Erie County, New York."

For those entities who request permits, licenses, or contracts are required to provide either an Affidavit of Exemption (BP-1) or Certificate of Insurance 105.2, Certificate of Self Insurance SI-12, DB-155, or a Certificate of Attestation CE-200 to evidence exemption of coverage by statute.

It will be necessary to require alternate coverage and limits which will be defined in the bid specifications, contract, lease or agreement.

The alternative specifications should be evidenced on the certificate in lieu of the standards printed above.

XI. 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.

Juvenile Services Case Management Software

RFP# _____

Reviewer: _____

NAME OF AGENCY/PROPOSER:

	Unacceptable 0	Marginal 1	Acceptable 2	Good 3	Outstanding 4	Score (raw)	Weight	Total (weighted)
Administrative Response	Fails to meet the minimum administrative requirements or provides insufficient information for evaluation.	Meets only some requirements; significant concerns exist regarding the Respondent's ability to perform successfully.	Adequately meets the minimum administrative requirements but lacks detail or demonstrate moderate risk.	Meets all administrative requirements with only minor weaknesses.	Exceeds all administrative requirements with exceptional experience, a highly qualified team, and a comprehensive implementation and support approach.		15%	
Technical Response	Does not meet the County's minimum technical requirements.	Meets only some technical requirements; significant deficiencies or concerns are identified.	Meets the minimum technical requirements but presents moderate technical limitations or implementation risk.	Meets all technical requirements with only minor limitations.	Technical solution exceeds County requirements and demonstrates exceptional security, flexibility, reliability, and scalability.		25%	
Programmatic Response	Does not adequately support the County's required programmatic functions.	Provides limited support for required program functions; significant concerns exist.	Adequately supports required program functions but includes moderate gaps or limitations.	Meets all programmatic requirements with only minor limitations.	Provides comprehensive functionality that exceeds programmatic requirements and significantly enhances service delivery.		30%	

Juvenile Services Case Management Software
RFP# _____

Operational Response	Does not adequately support the County's operational needs.	Operational functionality is limited or difficult to use, creating concerns for adoption.	Supports basic operational needs but may require additional effort or workarounds.	Meets operational requirements and supports efficient day-to-day use.	System is highly intuitive, configurable, and significantly improves daily operations and user efficiency.		15%	
Financial Response	Pricing is incomplete, nonresponsive, or cannot be reasonably evaluated.	Pricing appears incomplete, unreasonable, or presents significant financial risk.	Pricing is generally acceptable but includes moderate concerns regarding cost, clarity, or future expenses.	Pricing is reasonable, complete, and represents good overall value.	Pricing is comprehensive, transparent, and represents exceptional overall value with minimal long-term financial risk.		15%	
Proposal Strengths								
Proposal Weaknesses								
Reviewer Name (printed): Date:				Signature:				