



Office for the Aging

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Publication of Questions and Answers for Allegany County's RFP for Personal Emergency Response Systems (PERS) and Services for senior citizens enrolled in Office for the Aging Programs.

- 1) Could you please confirm the approximate number of homes/participants anticipated to be covered under this program?

The Allegany County Office for the Aging currently has 229 subscribers for the PERS Program.

- 2) In terms of service deployment, should we expect installations to occur on a rolling basis as new participants enroll, or is there an initial bulk rollout followed by ongoing additions?

Concerning service installations, an initial bulk rollover for current subscribers will be required as well as ongoing installations for new subscribers as they are referred for services by the Office for the Aging.

- 3) If installations are ongoing, are there any service level expectations or timelines for deploying equipment once a participant is approved?

Concerning service installation timelines, PERS equipment should be installed within five (5) business days after receiving the referral from the Office for the Aging. Installations should take place during normal business hours unless otherwise requested by the subscriber.

- 4) For the PERS RFP, can you provide a breakdown of the current vendor's equipment types and fee schedule?

The current vendor's equipment includes landline PERS, cellular PERS, mobile PERS plus the added option of fall detection at no additional cost. Medication management devices are available for an additional cost. The current contracted rates for services range from \$13.50 to \$25.00 per month.

- 5) Is there a deadline for the awarded contractor to complete the transition of collecting all existing equipment and installation of new units?

The transition of collecting old equipment and installations of new equipment should be completed no later than September 30, 2026.

- 6) The RFP states that Minority- and Women-Owned Business Enterprises (MWBEs) are strongly encouraged to submit proposals. Our company is federally recognized as a minority-owned business. Will this be considered in the evaluation process, and are any additional points or consideration given for this designation?

Minority and Women Owned Business Enterprises (MWBEs) are strongly encouraged to submit proposals. There is no separate evaluation criteria for MWBE(s).

- 7) Would references from similar programs outside of New York State be considered equally acceptable as those from within New York State? If so, would there be any impact on the evaluation score if references are from outside New York State?

Yes, references from outside New York State are acceptable and will be evaluated based on the criteria located on page 14 in the RFP.

- 8) On page 4, it mentions that contractors must provide insurance prior to entering the contract. However, page 14 indicates that insurance certificates are required as part of the proposal submission. If full coverage meeting the County's requirements is not currently in place, would it be acceptable to provide proof of insurance upon award of the contract and adjust coverage levels at that time, rather than at the time of proposal submission?

The proposal requires proof of insurance in the amounts required and subject to the terms and conditions of the County's standard insurance requirements as indicated in the RFP beginning on page 22. Proof of insurance coverage at the time of proposal submission is required. Allegany County's Standard Insurance Requirements provides the minimum insurance coverage that is required by the contractor(s) prior to an executed services agreement with Allegany County.

- 9) On page 11, it mentions that 229 older adults are currently receiving PERS services. Could you provide a detailed breakdown of the types of equipment and services currently in use, including:

The Allegany County Office for the Aging currently has 232 older adults receiving PERS. The type of PERS equipment used is provided below.

- * Landline PERS (with and without fall detection) 106 older adults
- * Cellular PERS (with and without fall detection) 31 older adults
- * Mobile PERS (with GPS & with or without fall detection) 95 older adults

Medication dispensers is an optional service offered but currently there is no enrollment for this service.

- 10) Additionally, can you confirm whether a single vendor will be selected for all services, and provide the current contractor(s) and the pricing associated with each of these service types?

A single vendor will be selected for the PERS program. The current contracted rates for services range from \$13.50 to \$25.00 per month for services.

- 11) The RFP mentions a private pay option for participants. Could you provide a breakdown of:
- * The number of private pay clients currently enrolled
 - * The types of devices/services they are using (similar breakdown as above)
 - * The rates currently being charged for each service type

The private pay option for services is arranged between the vendor and the older adult (subscriber). Currently, the vendor offers the same service rates to the older adults. The current rate for service ranges from \$13.50 to \$25.00 per month.

- 12) The RFP states that in the event of an unsuccessful monthly test, the vendor must contact the Office for the Aging by phone. Would an email notification be as acceptable as a phone call?

Yes, email notification is acceptable.

13) Is there an expected timeline for transitioning the current 229 PERS clients to the awarded vendor?

Currently, there are 232 PERS clients. The transition for removing old equipment and the installations of new equipment should be completed no later than September 30, 2026.

14) How should the transition be handled for privately paying clients? Will private pay clients also be transitioned to the awarded vendor? Will existing pricing for private pay clients remain in place, or can new pricing be established by the awarded vendor?

The transition of private pay subscribers would be handled by arrangements between the subscribers and the PERS vendor.

15) What is the anticipated start date of the contract?

The anticipated start date for the contract is June 1, 2026. The transition of removing existing equipment and installations of new equipment should be completed no later than September 30, 2026.

16) Does the County anticipate the PERS program remaining at its current size, or is growth expected over the contract term?

PERS subscribers is expected to continue to grow over the contract term.

17) Additionally, can you provide insight into the current funding for the program and whether additional or expanded funding is anticipated?

Funding for the program is received through Federal and State grant funding awards as well as through local contributions and contributions from not-for-profit sources. Funding for services has increased as the need for services has increased.

18) If a vendor is able to provide a single device type (for example, a mobile GPS unit with fall detection) at the same cost as other device types, would the County permit offering this device universally to participants who prefer it, in place of landline or standard cellular units?

Yes, if the cost is the same as other devices, and the subscriber has a desire to obtain the service device, the Office for the Aging would support the device.

19) In addition to the evaluation criteria outlined in the RFP, are there any more specific details, priorities, or examples you can share regarding how proposals are evaluated within each category, to help ensure alignment with the County's expectations?

The evaluation criteria used for proposals is provided on page 14 of the RFP document.

20) If vendors offer additional services, enhancements, or optional add-ons beyond the core PERS requirements, should these be included as part of the proposal and budget, or presented separately?

Any and all services, devices, and add-ons being proposed should be included as part of the proposal and reflected in the budget accordingly.

21) Will there be multiple providers selected?

No, one PERS vendor will be selected.

22) Do you have a local installer that you prefer we use?

No, the installation of equipment is the responsibility of the vendor.

23) Would the total number of PERS to be provided be more than the 229?

Yes, there are currently 232 subscribers and PERS subscribers fluctuates based on service need.

24) Would the current PERS installed need to be replaced?

Yes, currently there are 232 PERS subscribers and the removal of existing equipment and installation of new equipment should be completed no later than September 30, 2026.

25) What is the eligible population that we'd be looking at?

The eligible population includes Office for the Aging program participants aged 60 and older living in rural Allegany County.

26) Would we be correct in assuming that only one (1) PERS provider would be selected?

Yes, only one PERS vendor will be selected.

Submitted by: Anita Mattison, Director of the Allegany County Office for the Aging

Allegany County in accordance with the provisions of Title VI of the Civil Rights Act of 1964 and New York State Labor Law; Article 8 - Public Work, Section 220e hereby notifies all contractors that it will affirmatively ensure that any contracts awarded as a result of this proposal solicitation will be awarded without discrimination on the grounds of race, color, sex, or national origin.

