



COUNTY OF ERIE

MARK C. POLONCARZ

COUNTY EXECUTIVE

January 30, 2026

Erie County Legislature
92 Franklin Street – Fourth Floor
Buffalo, New York 14202

**Re: Department of Social Services – Authorization to enter into Contract with
Clarity Partners, LLC**

Dear Honorable Members:

The Department of Social Services is seeking approval to enter into contract with Clarity Partners, LLC to develop new solutions and modify existing ones, related to the OnBase Package, specifically, projects to expand WorkFlow and WorkView.

Should your Honorable Body require further information, I encourage you to contact Commissioner Karen Rybicki at the Department of Social Services. Thank you for your consideration of this request.

Sincerely yours,

A handwritten signature in blue ink that reads "Mark C. Poloncarz". The signature is fluid and cursive, with "Mark" and "C." being more stylized and "Poloncarz" being more clearly legible.

Mark C. Poloncarz, Esq.
Erie County Executive

MCP/mmk
Enclosure
cc: Commissioner of Social Services Karen Rybicki

MEMORANDUM

To: Honorable Members of the Erie County Legislature
From: Erie County Department of Social Services
Re: Authorization to enter into Contract with Clarity Partners, LLC
Date: January 30, 2026

SUMMARY

This proposed resolution authorizes the Department of Social Services to enter into contract with Clarity Partners, LLC to develop new solutions and modify existing ones, related to the OnBase Package, specifically, projects to expand WorkFlow and WorkView with the possibility of adding API Codes as necessary to meet the agreed to requirements and specifications.

FISCAL IMPLICATIONS

The funding for this project is available in the 2026 Adopted Budget.

REASONS FOR RECOMMENDATION

Erie County Department of Social Services (ECDSS) is seeking to expand paperless office efficiencies. ECDSS issued a Request for Proposal (RFP) #2025-013VF to provide OnBase program development. ECDSS consists of multiple program areas, including but not limited to Temporary Assistance, Supplemental Nutrition Assistance Program, Home Energy Assistance, Medicaid, Child Protective Services, Children's Services, Adoption and Family Services, Adult Protective Services, Office of Child Support Enforcement, Day Care Assistance, Comprehensive Employment, Special Investigations, Legal Assistance to the Disabled, and Youth Services. ECDSS utilizes OnBase as its document repository and through the use of internal and external resources has been able to develop work flow and application tracking systems for several program areas. This contract is needed to support the consultation for the development and design of additional program systems within OnBase.

CONSEQUENCES OF NEGATIVE ACTION

These important services could not be continued.

STEPS FOLLOWING APPROVAL

The Department of Social Services will establish a contract with Clarity Partners, LLC to support the development and design of additional program systems within OnBase.



Department of Social Services

Recommendation for RFP 2025-011VF: OnBase Program Development

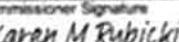
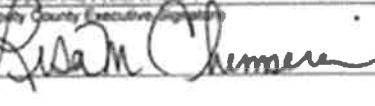
Date: 5/7/25

The review panel has completed its task of evaluating the proposals for the above-named RFP. The proposals were graded individually by each panel member as well as by Administration as to compliance with the RFP requirements and fiscal compliance/soundness.

Agency	TOTAL SCORE	RANKING by Score	Requested Amount	Recommended Award	RANKING by Vote
CLARITY PARTNERS, LLC	71.33	1	\$177,600.00	\$177,600.00	1
KONICA MINOLTA BUSINESS SOLUTIONS U.S.A., INC.	68.67	2	\$199,875.00	\$0.00	2
ELEGANT ENTERPRISE-WIDE SOLUTIONS, INC.	67.00	3	\$518,400.00	\$0.00	3
HYLAND SOFTWARE, INC.	65.00	4	\$199,180.00	\$0.00	4
NORTHWOODS CONSULTING PARTNERS, INC.	61.67	5	\$200,000.00	\$0.00	5
DATA BANK INDEX	60.33	6	\$199,920.00	\$0.00	6

It is recommended that OnBase Program Development be funded as outlined above for Erie County in 2026. Supporting documentation is included in this packet.

The Department of Social Services has complied with all applicable provisions of Section 26.08 of the Erie County Administrative Code.

Program Director Signature  Amanda Felt (May 12, 2025 12:05:50T)	Printed Name Amanda Felt	Date 05/24/2025
Commissioner Signature  Karen Rybicki (May 24, 2025 12:12:50T)	Printed Name Karen Rybicki	Date 05/24/2025
Deputy County Executive Signature  Lisa Chimera	Printed Name Lisa Chimera	Date 5/27/25

Once reviewed and approved, please return to Carrie Godfrey, Assistant Social Services Program Director at Carrie.Godfrey@erie.gov or Rath 867 for processing. Thank you.

**A RESOLUTION SUBMITTED BY:
DEPARTMENT OF SOCIAL SERVICES**

Re: Authorization to enter into Contract with Clarity Partners, LLC

WHEREAS, the Department of Social Services stores the majority of its records on OnBase and through the use of internal and external resources has been able to develop work flow and application tracking systems for several programs; and

WHEREAS, funds are available in the 2026 Adopted Budget; and

WHEREAS, the Department of Social Services issued a Request for Proposal (RFP) RFP #2025-013VF; and

WHEREAS, Clarity Partners, LLC. responded to the RFP with a strong proposal; and

WHEREAS, the Department of Social Services wishes to have Clarity Partners, LLC develop new solutions, and modify existing ones, related to the OnBase Package; and

WHEREAS, the Department of Social Services is seeking to expand paperless office efficiency.

NOW, THEREFORE, BE IT

RESOLVED, that the Erie County Legislature hereby authorizes the County Executive or the Deputy County Executive to enter into contract with Clarity Partners, LLC in the amount of \$177,600 to develop new solutions, and modify existing ones, related to the OnBase Package; and be it further

RESOLVED, that authorization is hereby given to the Division of Budget and Management to make any additional budget adjustment which may be required in order to match expenses with State funding allocation adjustments; and be it further

RESOLVED, that authorization is hereby given to the Division of Budget and Management to make any technical adjustments necessary to effectuate this resolution; and be it further

RESOLVED, that certified copies of this resolution shall be forwarded to the Erie County Executive's Office, Comptroller's Office, Department of Social Services, and Division of Budget and Management.