



# COUNTY OF ERIE

**MARK C. POLONCARZ**

COUNTY EXECUTIVE

April 24, 2026

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

**Re: Department of Social Services – Authorization to Enter into Contract with WaitWell, Inc.**

Dear Honorable Members:

The Department of Social Services is seeking approval to enter into contract with WaitWell, Inc. to provide queuing management systems.

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 Poloncarz". The signature is written in a cursive style and is positioned below the "Sincerely yours," text.

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 WaitWell, Inc.  
**Date:** April 24, 2026

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### **SUMMARY**

This proposed resolution authorizes the Department of Social Services to enter into contract with WaitWell, Inc. to provide queuing management system for Social Services reception and waiting areas.

### **FISCAL IMPLICATIONS**

The funding for this project is available in the Lab and Tech and Maintenance Contract lines of the 2026 Adopted Budget.

### **REASONS FOR RECOMMENDATION**

Erie County Department of Social Services (ECDSS) is seeking to implement a new queuing system to improve client service delivery, reduce wait times, enhance operational efficiency, and provide a more accessible and transparent experience for both the public and staff across multiple service locations. The Erie County Department of Social Services issued a Request for Proposal (RFP) #2026-008VF to provide queuing services. The Department of Social Services consists of multiple program areas including but not limited to Temporary Assistance, Supplemental Nutrition Assistance Program (SNAP), Home Energy Assistance (HEAP), Medicaid, Child Protective Services, Children's Services, Adoption and Family Services, Adult Protective Services, Day Care Assistance, and Special Investigations. This contract is needed to support implementation and ongoing support for a new queuing system.

### **CONSEQUENCES OF NEGATIVE ACTION**

The consequence of not implementing an updated queuing system would include poor client experience, operational inefficiencies, increased support burden and increase in hidden costs for supporting current unstable systems.

### **STEPS FOLLOWING APPROVAL**

The Department of Social Services will establish a contract with WaitWell, Inc. to support the development and design of queuing system.

A RESOLUTION SUBMITTED BY:  
DEPARTMENT OF SOCIAL SERVICES

Re: Authorization to Enter into Contract with WaitWell, Inc.

WHEREAS, the Department of Social Services uses a queuing system to enable clients to join a first-come, first served virtual queue from an on-site kiosk, which enable workers to serve clients efficiently and track services; and

WHEREAS, funds are available in the Lab and Tech and Maintenance Contracts lines of the 2026 Adopted budget; and

WHEREAS, the Department of Social Services issued a Request for Proposal (RFP) in December 2025 RFP #2026-008VF; and

WHEREAS, WaitWell, Inc. responded to the RFP with a strong proposal; and

WHEREAS, the Department of Social Services wishes to have WaitWell, Inc. implement a new queuing system to improve client service delivery, reduce wait times, enhance operational efficiency, and provide a more accessible and transparent experience for both the public and staff across multiple service locations; and

NOW, THEREFORE, BE IT

RESOLVED, that the Erie County Legislature hereby authorize the County Executive or Deputy County Executive to enter into contract with WaitWell, Inc. to implement a new queuing system; and be it further

RESOLVED, that the sufficient funds to cover the cost of this contract already exists within the Department of Social Services 2026 General Fund Budget (Fund 110, Funds Center 120) Account 516030 and Account; and be it further

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



Department of Social Services

Recommendation for RFP 2026-008VF: Queuing Management System


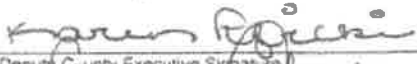
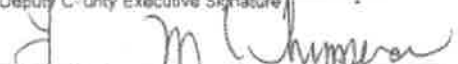
Date: 3/4/26

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
WAITWELL INC.	68.00	2	\$38,000.00	\$38,000.00	1
CXM FRONTDESK INC	73.00	1	\$34,216.80	-	2
NORTHWOODS CONSULTING PARTNERS, INC.	67.00	3	\$44,935.06	-	3
ACF TECHNOLOGIES, INC.	62.67	4	\$54,927.63	-	4
NEMO-Q INC.	61.33	5	\$79,059.00	-	5
WAVETEC NORTH AMERICA INC	58.00	6	\$44,480.00	-	6
FSH TECHNOLOGIES	30.00	7	\$0	-	7

It is recommended that Waitwell Inc. be funded to provide a Queuing Management System for Erie County in 2026-27. 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.

Director of Social Services Technical Support Signature 	Printed Name Amanda Felt	Date 3/4/26
Commissioner Signature 	Printed Name Karen Rybicki	Date 3/4/26
Deputy County Executive Signature 	Printed Name Lisa Chimera	Date 3/5/26

Once reviewed and approved, please return for processing. Thank you.