



ERIE COUNTY

REQUEST FOR PROPOSAL (RFP) TO PROVIDE:

Web-Based Training Content Delivered Through a Learning
Management System

RFP # 2026-035VF

ADDENDUM NO. 2

May 1, 2026

**Erie County Department of Personnel
Brian C. Bray, Commissioner**

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

These are the Questions and Answers from the Informational Meeting that was held on Wednesday April 29, 2026, via WebEx. For clarity, in the event of any discrepancies, the responses included in this RFP addendum document will be considered final, superseding any answers provided during the above-mentioned informational meeting.

Erie County RFP #2026-035VF

Vendor Questions

Prepared for April 29, 2026, Informational Meeting | DISS Internal Reference

1. Administrative & Procurement

#	Question	Similar/Duplicate Questions	Answer
1	What is the legally binding proposal due	<i>Asked by 5+ vendors</i>	The proposal due date is Friday May

	date — May 1 or May 8, 2026? (Asked by multiple vendors)		8 th by 4pm EST
2	Will the County consider extending the submission deadline given the compressed turnaround after April 27 Q&A distribution?		No, since we have clarified the proposal due date is May 8 th
3	Is there an incumbent vendor? If so, who is it and what is the current contract scope, term, and pricing?	<i>Asked by 4+ vendors</i>	Yes, Percipio (Skillsoft).
4	Has the County set a budget for	<i>Asked by 3+ vendors</i>	We are not providing financial

<p>6</p>	<p>this effort? If so, what is it?</p> <p>Will the WebEx informational meeting on April 29 be recorded and distributed to all registered vendors?</p>		<p>information to ensure a financially competitive response.</p> <p>Yes, it was recorded and was emailed to attendees on May 1, 2026</p>
<p>7</p>	<p>Are there formatting requirements for the proposal (font size, margins, binders)?</p>		<p>No, refer to II.B. General requirements in RFP pg. 3</p>
<p>8</p>	<p>Is credit given for NYS-certified SDVOB participation?</p>		<p>Refer to II.B. General requirements in RFP pg. 3</p>

9	Does the County anticipate awarding to one primary provider or multiple vendors?		This RFP is for a single vendor.
10	What is the anticipated contract start date? Is July 19, 2026 fixed or negotiable?	<i>Asked by 2 vendors</i>	The contract start date is fixed for July 19, 2026.

2. Current State & Existing Systems

#	Question	Similar/Duplicate Questions	Answer
1	Is the County currently using an LMS? What system is currently in use for compliance or workforce training?	<i>Asked by 5+ vendors</i>	Percipio is our current LMS

2	Will the incumbent vendor be responding to this RFP?		They have been invited to respond.
3	What gaps or challenges is the County seeking to address through this RFP?	<i>Asked by 2 vendors</i>	The County is seeking to address several key gaps and challenges through this RFP, including the need for automatic updates to course content to ensure alignment with the most current versions. Additionally, the County aims to enhance reporting capabilities by enabling department supervisors to independently generate compliance reports. Improving user experience is also a priority, specifically by providing users with the ability to reset

			their passwords directly through the LMS application or website.
4	What has been the approximate annual budget for these services over the past two years?		We aren't providing that information because we want competitive responses.
5	What systems does the County currently use for HRIS, performance management, ATS?	<i>Asked by 2 vendors</i>	SAP is currently used as our ERP/HRIS software
6	What tools does the County use for communication (Slack, Teams, email)?		Microsoft 365/Teams/Outlook and WebEx
7	Does the County have a document		SharePoint/Microsoft 365/OneDrive

	management system such as SharePoint?		
8	Are all employees on-site or is there a hybrid work model?		We have a wide variety of work locations, onsite, field work, work from home, etc.
9	What external authoring tools are currently in use?		Currently none licensed
10	What is the current onboarding process for new hires?		New Employees attend orientation & new hires are expected to complete their mandated online training courses within the first 90 days and then on an annual basis.

3. Content Requirements

#	Question	Similar/Duplicate Questions	Answer
1	Does the County require the LMS vendor to provide all listed course libraries natively, or is third-party/integrated content acceptable?	<i>Asked by 3 vendors</i>	We want the ability to host internal content. Vendors should indicate if this is possible in their response. Third-party content is permitted but any additional vendors must meet requirements for security and accessibility.
2	For NYS-specific compliance topics (sexual harassment,	<i>Asked by 2 vendors</i>	NYS-specific

	ethics, EEO), does the County require content explicitly aligned to NY State statutes or will general public sector courseware be acceptable?		
3	What is the expected depth of compliance content — general awareness or role-specific scenario-based training?		Both varies by topic
4	Are there Erie County content authors who will be creating content within the system?	<i>Asked by 3 vendors</i>	We have potential internal L&D capacity. Different departments have dedicated trainer roles who help create

			content for their teams.
5	Who will be responsible for creating company-specific content?	<i>Asked by 4 vendors</i>	This may vary by department or topic
6	Will the County provide PowerPoints to be built into Storyline, or will the vendor design based on content provided?		Vendor responses should indicate if there is a difference in cost for vendor-designed vs County provided.
7	What is the County's expectation for content curation support and availability of new/refreshed content monthly?		Vendors should indicate any content refresh schedule in their response. Minimally, content must be updated if

			NYS or other compliance standards change.
8	What is the County's expectation for retirement of content?		Content should be retired if it is replaced by new training material. User transcripts should reflect the version they completed.
9	Does the County require specialized OSHA/PESH safety courses tailored for distinct operational units (e.g., Public Works vs. Health)?		Not at this time.
10	Would the County consider driver safety training as		We are not looking to add that at this time.

	part of the program?		
11	Is pre-built compliance content reviewed/certified by a third party? What agencies?		Not at this time.
12	Are there language requirements for the content?		English only.

4. LMS Platform & Technical Requirements

#	Question	Similar/Duplicate Questions	Answer
1	Is there a preferred LMS framework (Moodle,		No preference stated

<p>3</p>	<p>Canvas, Docebo, etc.)? Does the online training solution support centralized authentication such as LDAP, Kerberos, or Active Directory/SSO?</p>	<p><i>Asked by 3 vendors</i></p>	<p>Azure AD/Microsoft 365 SSO expected</p>
<p>6</p>	<p>Does the County enforce MFA at the Microsoft identity layer or must the LMS provide native MFA?</p>		<p>MFA enforced at Microsoft layer</p>
<p>7</p>	<p>Does the LMS need to support legacy IE11 browsers?</p>		<p>Windows 11/Edge/Chromium standard</p>

5. Integration & Data Migration

#	Question	Similar/Duplicate Questions	Answer
4	How many years of historical compliance data need to be migrated?	<i>Asked by 2 vendors</i>	From 2020 - beginning of new contract.
6	Are there active SCORM packages currently owned by the County that must be ingested into the new platform?		No current SCORM packages are owned. If vendors allow for internally created SCORM packages to be uploaded into the platform, this should be indicated in their response.
7	Does the LMS need to push training		No.

	certificates into Hyland OnBase for archival?		
10	Are there existing content libraries or internal resources the solution should integrate with?		No existing channels or libraries. If this is an option for the vendor for future consideration, it should be indicated in their response.

6. Reporting & Compliance Tracking

#	Question	Similar/Duplicate Questions	Answer
1	Can completion be tracked across both vendor-provided and custom/internal content in a single report?	<i>Asked by 2 vendors</i>	Completion data for both vendor-provided and internal content should be

			possible in a single report.
2	Please describe the County's expectations for reporting and audit readiness including completion tracking, certificate generation, and data export.	<i>Asked by 3 vendors</i>	RFP Section H covers this
3	Can reports be automated and scheduled?		Listed in RFP requirements
4	What level of dashboard customization is available by department, role, etc.?	<i>Asked by 2 vendors</i>	Department-level reporting essential for 20+ depts

7. Implementation & Support

#	Question	Similar/Duplicate Questions	Answer
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2	Does the County have a dedicated administrator who will be trained and heavily interact with the system?	<i>Asked by 3 vendors</i>	There will be at least one dedicated administrator
3	How many team members will be involved in creating content and administration?	<i>Asked by 2 vendors</i>	From DISS there will be 2, additional creators may contribute content from other departments
4	What internal milestones and resource allocations should be considered for implementation?		
5	What post-implementation support is included in the cost?	<i>Asked by 3 vendors</i>	Question for vendors to answer in proposal
10	Will the LMS be managed by HR	<i>Asked by 2 vendors</i>	DISS is functional

	or Operations? Who will be the system owner?		owner, Personnel is contractual owner
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8. Accessibility & Compliance Standards

#	Question	Similar/Duplicate Questions	Answer
1	Please clarify the required accessibility standard and evidence format — WCAG 2.1 AA, VPAT, or Section 508?	<i>Asked by 3 vendors</i>	We are required to meet the WCAG 2.1 AA accessibility standards.
2	Does the County require strict third-party audited WCAG 2.1 AA certification or is a vendor VPAT sufficient?		Vendor VPAT (Voluntary Product Accessibility Template) should be sufficient.

3

What screen readers are standard-issue across Erie County departments (JAWS, NVDA, VoiceOver)?

The standard issue screen readers available to all county employees includes those built into Microsoft products (such as Windows Narrator, Read Aloud) or, for people using the Mac OS, the built-in Apple screen reader (VoiceOver). Free screen readers are also integrated into Microsoft Edge and

			<p>Google Chrome internet browsers by default. Other screen readers (like JAWS or NVDA) are not available to our all of our employees by default.</p>
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9. Licensing & User Counts

#	Question	Similar/Duplicate Questions	Answer
1	Should proposers assume all 6,000 employees require access, or will	<i>Asked by 3 vendors</i>	All employees will need access to their assigned training.

	licensing be limited to specific departments or roles?		Managers and supervisors will need access to employee dashboards.
2	Are all 6,000 users active concurrent users or is this the total historical database size?		6000 is the anticipated active user count. Actual number may fluctuate with hiring cycles.
7	How many months per year will each unique user need to access the LMS?		Users will need continuous access. Annual training dates vary by department and employee hire date.
8	Does the County have established		Yes. Some requirements are county-

annual
compliance
training
requirements
per
employee?

wide for all
employees.
Some are
role- or
department-
specific.