



ERIE COUNTY

REQUEST FOR PROPOSAL (RFP) TO PROVIDE:

Web-Based Training Content Delivered Through a Learning Management System

RFP # 2026-035VF

ADDENDUM NO. 3

May 5, 2026

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

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

This is the **Final version** of 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 date — May 1 or May 8, 2026? (Asked by multiple vendors)	<i>Asked by 5+ vendors</i>	The proposal due date is Friday May 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 this effort? If so, what is it?	<i>Asked by 3+ vendors</i>	We are not providing financial information to ensure a financially competitive response.
5	Please provide a breakdown of the approximately 6,000 users by department and/or role.	<i>Asked by 2 vendors</i>	Will provide breakdown in a separate addendum, see addendum 4 on RFP page.

6	Will the WebEx informational meeting on April 29 be recorded and distributed to all registered vendors?		Yes, it was recorded and was distributed to attendees.
7	Are there formatting requirements for the proposal (font size, margins, binders)?		No, refer to II.B. General requirements in RFP pg. 3
8	Is credit given for NYS-certified SDVOB participation?		Yes, Refer to II.B. General requirements in RFP pg. 3
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 on 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 management system such as SharePoint?		SharePoint/Microsoft 365/OneDrive
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 Employee 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, ethics, EEO), does the County require content explicitly aligned to NY State statutes or will general public sector courseware be acceptable?	<i>Asked by 2 vendors</i>	NYS-specific
3	What is the expected depth of compliance content — general awareness or role-specific scenario-based training?		Both it 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 part of the program?		We are not looking to add that at this time.

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, Canvas, Docebo, etc.)?		No preference stated
2	Are there restrictions on AI use within the LMS?		AI features must be opt-in, not train vendor models on County data, and provide administrative controls to disable. No external sharing of prompts/outputs without authorization. Log and audit AI interactions.
3	Does the online training solution support centralized authentication such as LDAP, Kerberos, or Active Directory/SSO?	<i>Asked by 3 vendors</i>	Azure AD/Microsoft 365 SSO expected
4	For SSO, should vendors configure SAML 2.0 or OAuth 2.0/OIDC?		Support SAML 2.0 and OIDC/OAuth 2.0 federation with Microsoft Entra ID (Azure AD). Enforce County MFA via Conditional Access. Provide role-based access control (RBAC), least privilege, and detailed audit trails for all administrative actions.
5	Does the County support SCIM 2.0 within Azure AD for automated user provisioning?		Yes — County supports SCIM 2.0 with Microsoft Entra ID for automated user provisioning and de-provisioning (role- and group-based).

		Vendors must provide a documented SCIM 2.0 endpoint, attribute mapping, error handling, and deprovisioning behavior (hard vs. soft delete).
6	Does the County enforce MFA at the Microsoft identity layer or must the LMS provide native MFA?	MFA enforced at Microsoft layer
7	Does the LMS need to support legacy IE11 browsers?	Windows 11/Edge/Chromium standard
8	Are there cybersecurity frameworks that must be met?	The LMS must demonstrate alignment with NIST CSF 2.0, NIST SP 800-53 Rev. 5 (moderate), ISO/IEC 27001:2022, and relevant NYS ITS policies and NYS SHIELD Act obligations. Vendor shall provide current SOC 2 Type II or ISO 27001 certification, with control mappings for the above frameworks. The solution must comply with the FBI CJIS Security Policy.
9	What are the County's disaster recovery expectations (RPO/RTO)?	Minimum RPO ≤ 24h; RTO ≤ 8h for core LMS functionality. Provide tested DR plans, annual failover test evidence, and dependencies (e.g., identity providers, content networks).
10	Is the County open to NYS Excelsior Cloud hosting or must the environment be vendor-hosted autonomously?	The County may require Vendor to host the solution in the New York State Excelsior Cloud, compliant with NYS ITS policy ITS-P19-002. Alternatively, Vendor-hosted environments are acceptable provided they integrate with NYS Private Cloud services and meet all applicable NYS security, governance, and legal requirements.
11	Does DISS require SIEM log forwarding from the LMS (e.g., to Splunk)?	Provide near real-time log forwarding to the County Splunk SIEM. Include authentication events, admin changes, content changes, API calls, SCIM events, exports, and error/security events. Provide log schemas and retention settings.

12	Are there CJIS-compliant authentication requirements for law enforcement personnel?		LMS must comply with CJIS MFA, encryption, auditing, incident response, personnel screening for support access, and data segregation as required. Provide CJIS compliance documentation.
13	What is the current available bandwidth at the Rath Building and remote locations for concurrent video streaming?		A site with ~160 PCs sharing a 10Mbps circuit. At Rath Building most users are 1GBps to the closet, then the building is 10GBps to the Internet (40-60% utilized).
14	Does the County mandate AES-256 encryption for data at rest?		AES-256 for data at rest; TLS 1.2+ (preferably TLS 1.3) for all data in transit. Disclose KMS/HSM usage and key rotation policies; support CMK where available.

5. Integration & Data Migration

#	Question	Similar/Duplicate Questions	Answer
1	Please clarify whether the County expects HRIS integration beyond batch-file uploads/downloads.	<i>Asked by 2 vendors</i>	Skillsoft is currently a hosted version, so no integration exists.
2	What is the anticipated go-live date for SAP SuccessFactors? Will the LMS need to integrate with legacy SAP ECC 6.0 before SuccessFactors is operational?		Since LMS is independent from SAP, it doesn't have any impact on LMS Implementation.
3	Will migration of historical training data be required?	<i>Asked by 4 vendors</i>	Yes, see below for years of compliance training migration
4	How many years of historical compliance data need to be migrated?	<i>Asked by 2 vendors</i>	From 2020 - beginning of new contract.

5	Will DISS extract legacy data into CSV/JSON or is the vendor expected to query databases directly?		Vendor should be prepared to extract, convert, and/or query as needed (every solution is different).
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 certificates into Hyland OnBase for archival?		No
8	For Public Works, is there a requirement to integrate safety training completions with Aurigo Masterworks?		No
9	For Central Police Services, is there a requirement to integrate with CHARMS or ENTPortal?		No
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.	Asked by 3 vendors	Refer to III.H. Reporting requirements in RFP pg. 6
3	Can reports be automated and scheduled?		Refer to III.H. Reporting requirements in RFP pg. 6
4	What level of dashboard customization is available by department, role, etc.?	Asked by 2 vendors	Department-level reporting essential for 20+ depts
5	What KPIs or SLAs will the County use to measure platform success in the first 12 months?	Asked by 2 vendors	This will be decided post contract process.

7. Implementation & Support

#	Question	Similar/Duplicate Questions	Answer
1	Who will be the dedicated LMS administrator on the County's side?	Asked by 5+ vendors	DISS can be the dedicated LMS Administrator. It's really up to Personnel.
2	Does the County have a dedicated administrator who will be trained and heavily interact with the system?	Asked by 3 vendors	There will be at least one dedicated administrator
3	How many team members will be involved in creating content and administration?	Asked by 2 vendors	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?		None. We are focused on tracking completion.

5	What post-implementation support is included in the cost?	<i>Asked by 3 vendors</i>	The vendor would determine this
6	Please clarify 24/7 support expectations — live around the clock or self-service plus after-hours severity-based?	<i>Asked by 2 vendors</i>	Self-Service during non-business hours with an in-person response, if necessary, in a reasonable time frame.
7	What communication plan and marketing materials is the vendor expected to develop per Section I.2.b?	<i>Asked by 2 vendors</i>	Descriptions of courses and an explanation why an employee should take.
8	What is the County's plan for launching the LMS — phased rollout or all at once?		All at once.
9	Does the technical support need to interface with Erie County technical support systems?		Yes. Vendor support shall integrate with County processes, provide named support contacts, SLAs, and escalation paths, and respect change management windows.
10	Will the LMS be managed by HR or Operations? Who will be the system owner?	<i>Asked by 2 vendors</i>	DISS is functional owner, Personnel is contractual owner

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 Google Chrome internet browsers by default. Other screen readers (like JAWS or NVDA) are not available to our all of our employees by default.
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9. Licensing, Legal & Contractual

#	Question	Similar/Duplicate Questions	Answer
1	Please confirm the County will accept licensed pre-existing LMS software under vendor standard terms — the draft contract assigns ownership of all deliverables to the County as works made for hire.	<i>Asked by 4+ vendors</i>	Yes, but will need to be vetted by our county attorney's office.
2	Will the County confirm it is not seeking ownership of vendor IP or SaaS platform components?	<i>Asked by 3 vendors</i>	Vendor (and its licensors) retains all right, title, and interest in and to the SaaS platform, software, and underlying intellectual property. The County owns all Customer Data, custom reports, analyses, and deliverables created by or on behalf of the County during the term, and is granted a perpetual, royalty-free license to use such deliverables post-termination.
3	Will the County consider a non-exclusive non-transferable SaaS license model?	<i>Asked by 2 vendors</i>	Vendor grants the County a limited, revocable, non-exclusive, non-transferable, non-sublicensable license

			to access and use the SaaS platform solely for the County's internal business purposes during the Term.
4	Will the County consider reasonable limitations of liability consistent with SaaS standards?		Except for liability arising from gross negligence, willful misconduct, fraud, or indemnification obligations, Vendor's aggregate liability under this Agreement shall not exceed the fees paid by the County to Vendor under this Agreement in the twelve (12) months preceding the claim. Neither party shall be liable for any indirect, special, incidental, consequential, or punitive damages.
5	Will termination for convenience account for prepaid SaaS subscriptions?		Either party may terminate this Agreement for convenience upon thirty (30) days' prior written notice. Upon termination by the County, Vendor shall refund any prepaid, unused subscription fees prorated for the remainder of the then-current term within thirty (30) days of the effective date.
6	Does the County require pricing fixed for the full term and renewals?		Yes.
7	Will the County accept annual upfront billing?		Yes.
8	Can non-applicable insurance requirements be waived?		Yes.
9	Is the County able to procure off existing Erie 1 BOCES Consortium contracts to streamline pricing compliance?		Unknown at this time.
10	If procured via NYS OGS PBITS vehicle, does the County enforce 15% MBE and 15% WBE participation goals?		Yes.
11	Will the County accept electronically signed documents for required signatures including Schedule A?		Refer to II.B. General requirements in RFP pg. 3

12	Are hard copy submissions strictly required, or will electronic-only submissions be accepted?	Asked by 2 vendors	Yes, Refer to II.B. General requirements in RFP pg. 3
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10. Licensing & User Counts

#	Question	Similar/Duplicate Questions	DISS Notes	Answer
	Should proposers assume all 6,000 employees require access, or will licensing be limited to specific departments or roles?	Asked by 3 vendors		All employees will need access to their assigned training. 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.
3	What percentage of employees are deskless/field workers relying primarily on mobile devices?			This is hard to pinpoint as our workforce is ever changing.
4	Are seasonal, temporary, or volunteer workers included in the user count?			Yes, the user count is inclusive of any seasonal or temporary employees.
5	Do Erie Community College personnel require access to this LMS instance?			No.
6	What is the potential for user growth annually over the next 5 years?			Expected to be steady.
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 annual compliance training requirements per employee?			Yes. Some requirements are county-wide for all employees. Some are role- or department-specific.
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11. Data Storage & Record Retention

#	Question	Similar/Duplicate Questions	DISS Notes	Answer
1	Must long-term storage of training records be within the hosted LMS indefinitely, or would export in standard formats satisfy this requirement?	<i>Asked by 2 vendors</i>		Export in standard formats would satisfy this requirement.
2	Will the vendor be required to migrate historical training data for employees who have already separated from the County?			Yes, same as for existing employees. From 2020 - beginning of new contract.
3	What are the specific storage requirements in terabytes anticipated for the first 36 months?			Total TB unknown. Formats and storage needs will vary. Vendor should be prepared to host records indefinitely.
4	What data sovereignty constraints apply beyond standard US-based hosting?			All Customer Data and backups shall be stored and processed within the United States only. Vendor shall comply with applicable U.S. federal and New York State data residency and protection laws, implement encryption in transit and at rest, restrict cross-border transfer, and grant the County audit rights to verify compliance.

