



RFP #70

## Learning Management System for Public Libraries

### Questions and Answers

Question Number	Question	Answer
1	If the primary bidder is both MBE and WBE certified, can the bidder self-fulfill the M/WBE requirements associated with this RFP? If so, are there any specific instructions on how to complete the M/WBE forms? If not, are they still expected to subcontract 30% to receive credit for full participation? Thank you.	Yes, a bidder certified as both MBE and WBE will fulfill the MWBE requirements at full participation. Please complete the MWBE forms indicating full participation listing yourself as the participating vendor. You may subcontract up to 30% but will not be expected to achieve an additional 30% subcontracting for MWBE purposes.
2	<p>Hello! The following question is essential in order to confirm if we can participate, is there any chance you can release answers to this question ASAP, to ensure we have time to work on the RFP?</p> <p>Could you please advise if FedRAMP or Cloud Security Alliance is mandatory in order to participate in your RFP?</p> <p>"If cloud-based services are a component of the solution or services to be provided by Vendor, Vendor must comply with the standards set forth by Cloud Security Alliance and/or FedRAMP for cloud services, and other applicable federal and/or New York State laws, regulations and requirements."</p>	<p>The Question and Answer document is posted once in order to answer all questions at the same time.</p> <p>IF you use cloud-based services, you must comply with the standards set forth by Cloud Security Alliance and/or FedRAMP for cloud services, and other applicable federal and/or NYS laws, regulations and requirements. They are not required if you do not use cloud-based services.</p>

3	<p>Hello! The following question is essential in order to confirm if we can participate, is there any chance you can release answers to this question ASAP, to ensure we have time to work on the RFP?</p> <p>Could you please advise if any of the items in the State of New York Agreement, Appendix A and Appendix A-1 are negotiable? Or will we be required to agree to all terms?</p> <p>Thank you!</p>	<p>The standard terms of the NYS Agreement, Appendix A and A-1 must be agreed to upon signing the contract, if awarded. Generally these terms are not negotiable, however any questions or requests regarding modifications during the contract finalization may be redirected to our Office of Counsel for assistance.</p>
4	<p>Please outline the key functionality requirements and features you need in the LMS.</p>	<p>The software requirements are listed on page 8 of the RFP. This details the capabilities desired for the administrator, creation of multiple media and reporting.</p>
5	<p>What integration capabilities are required for the LMS?</p>	<p>There are no specified integration requirements.</p>
6	<p>Can you provide an overview of your technical environment, including current systems and software?</p>	<p>The State Library does not currently have a Learning Management System (LMS).</p>
7	<p>How many total number of active licenses are required?</p>	<p>This should be one subscription/instance with the ability for 30,000 users and a small number of NYSL administrators.</p>
8	<p>When do you plan to make a decision on the LMS vendor? What is your target date for having the new LMS live and accessible to users?</p>	<p>An award decision may be made by October or November 2025. The contract start date is January 1, 2026. The RFP states on page 9 that the software should be fully available for use in the 5th month of the first year.</p>
9	<p>Is the LMS intended solely for internal workers only, or will it be accessible to a broader audience?</p>	<p>As stated on page 6 of the RFP the purpose of the LMS is to provide continuing education for library workers and trustees across the state.</p>
10	<p>What systems do you currently use for HRIS, performance management, ATS, etc.? Please provide the names of these systems. What are your essential integration needs for the LMS?</p>	<p>The State Library does not have these systems within the library. If they exist within the State Education Department, of which the library is a part, they will not be integrated into the LMS.</p>

11	How many team members will be involved in creating content, and do you have a designated administrator?	Different staff members (10-15 people) in the State Library will be responsible for creating content with the continuing education coordinator coordinating the content.
12	Is pre-built content important to you? If so, what topics are you interested in?	Pre-built content is important. Topics should be library-focused.
13	How many years of historical data need to be migrated? How many courses need to be migrated from your current system on average?	A migration will likely not be needed. We may be adding selected webinars that we already have (perhaps 10-20) but we would add them as we would add new ones. Currently none are in an LMS.
14	Who will be in charge of the LMS implementation on your team? How many team members are dedicated to this project?	The continuing education coordinator will be coordinating implementation and approximately 3-5 staff members will be involved in the project, not including content creators.
15	Will the LMS be managed by the HR or Operations team? Who will be the system owner?	The LMS will be managed by the State Library's Division of Library Development. System owner (if applicable) will be the same.
16	What are your main goals for the LMS platform? Why are you looking to change your LMS now? What are the top three issues you are currently facing that we can help address?	The State Library does not currently have an LMS. The goal is to better provide and track continuing education for librarians, rather than relying on posting webinars to our website.
17	What external authoring tools are you using currently? What has been your experience with these tools? Are there any language requirements for the content?	To date webinars have been hosted and recorded in Zoom or WebEx. Then they are closed captioned and uploaded to Vimeo.
18	What is your budget for this LMS project?	There is no established budget. However, all proposed costs will be reviewed for reasonableness. Please keep in mind that this RFP employs a "best value" method of procurement, with 30 percent of the overall points awarded based on cost. (See "Criteria for Evaluating Bids" section of the RFP for additional information). Bidders are encouraged to submit budgets that are cost effective.
19	Are you currently using an LMS? If so, who is the vendor?	The State Library does not currently have an LMS.

20	What tools do you use for company communication? (e.g., Slack, Teams, email). Do you have a document management system like SharePoint? Where do you store important documents and SOPs?	This is not relevant to the LMS, as the LMS is primarily for librarians and trustees outside of the State Library.
21	Are all employees on-site, or do you have a hybrid work model?	This is not relevant to the LMS, as the LMS is primarily for librarians and trustees outside of the State Library.
22	What is your current onboarding process for new hires and is the onboarding training something you want to incorporate in your LMS as a part of onboarding? Do you have any coaching or mentorship programs as part of your learning initiatives?	This is not relevant to the LMS, as the LMS is primarily for librarians and trustees outside of the State Library (not employees of the State Library). The State Library does not currently have any mentorship programs for library staff/trustees outside of the State Library.
23	<p>1. Is a specific business license or business registration required to perform work under this RFP in New York? If so, may the selected vendor obtain and provide the required license and business registration after contract award, or must it be submitted as part of the proposal?</p> <p>2. Is the selected vendor permitted to engage personnel located outside the United States (e.g., in India) to fulfill the project requirements?</p> <p>3. Are there any requirements for in-person meetings either before or after the contract is awarded? If so, how frequently are these meetings expected to occur?</p>	<p>#1 All requirements are described in the RFP and Submission Documents posted with the RFP: <a href="https://www.nysed.gov/funding-opportunities/rfp-70-learning-management-systems-public-libraries">https://www.nysed.gov/funding-opportunities/rfp-70-learning-management-systems-public-libraries</a>. Some of these requirements, like proof of insurance coverage, are not required as part of the bid submissions, however, NYSED encourages bidders to include them in their bid submission to expedite contract execution if the bidder is awarded the contract.</p> <p>If awarded a contract, a vendor will need to obtain a NYS Vendor ID through the Statewide Financial System (SFS) and register with the Department of State, among other requirements. Please review the complete descriptions in the RFP documents.</p> <p>#2 The selected vendor will be expected to complete all the terms of the RFP. Unless otherwise noted in the RFP, there are no personnel location restrictions.</p> <p>#3 We do not expect that in-person meetings will be required. We believe that all meetings, assistance and training can be done online.</p>

24	I wanted to clarify a point with you regarding compliance with NYSED's Minority and Women-Owned Business Enterprises (M/WBE) participation goals. Can you confirm if sub goals are needed for COTS software?	<p>M/WBE goals are required for all bidders. If 30% participation cannot be met, bidders may submit a good faith effort for a waiver. The M/WBE percentage is a goal which can be achieved through subcontracting or purchases.</p> <p>The 30% subcontracting percentage is a limit, not a goal. Subcontractors may or may not be M/WBE vendors.</p>
25	Will NYSED accept AI-powered LMS platforms like EzeLogs LMS AI that can generate training courses and videos tailored to librarian certification and continuing education requirements?	Any use of AI should be disclosed. Support for the API is not mandatory.
26	Will NYSED accept AI-powered LMS platforms like EzeLogs LMS AI that can generate training courses and videos tailored to librarian certification and continuing education requirements?	Any use of AI should be disclosed. Support for the API is not mandatory.
27	Is support for SCORM 1.2, xAPI (Tin Can), and multimedia-rich learning formats (e.g., AI-generated videos, interactive quizzes) mandatory?	Support for SCORM 1.2, xAPI (Tin Can), and multimedia-rich learning formats (e.g., AI-generated videos, interactive quizzes) is not mandatory
28	Does NYSED intend to integrate the LMS with an external system for public librarian certificate tracking, or should the LMS (like EzeLogs LMS AI) include this natively?	The LMS should include certification tracking natively. This should be handled automatically by the LMS and connected to users' accounts.
29	Can NYSED confirm that inclusion of an AI-powered "course suggestion engine" (such as in EzeLogs LMS AI) to match user learning paths with training needs will meet or exceed functional expectations?	NYSED cannot confirm that inclusion of any "course suggestion engine" will meet or exceed functional expectations without knowing the details.
30	If vendors use secure public cloud or hybrid infrastructure with FedRAMP-Ready environments, will that meet compliance?	If you use cloud-based services, you must comply with the standards set forth by Cloud Security Alliance and/or FedRAMP for cloud services, and other applicable federal and/or NYS laws, regulations and requirements.
31	Does NYSED permit a multi-tenant environment with regional access control and system-wide administration, such as the structure offered in EzeLogs LMS AI?	NYSED does not have a prohibition against a multi-tenant environment with regional access control and system-wide administration.

32	Will NYSED require vendors to support automatic backup, AI-based uptime monitoring, and disaster recovery with a 24-hour restore SLA?	NYSED requires backup and disaster recovery facilities that can restore full operations within 24 hours of a disaster or significant data loss or hardware failure.
33	Is compliance with WCAG 2.1 Level AA and screen reader compatibility sufficient?	The LMS must be in compliance with NYSED ITS Policy NYSED-WEBACC-001, “Web Accessibility Policy.” (see page 3 of RFP).
34	Will NYSED accept AI-generated training content in accessible formats (e.g., voice-narrated videos with captions and transcripts)?	The State Library cannot guarantee acceptance of AI-generated content without review.
35	Should the LMS provide AI-powered analytics to suggest new courses or visualize training gaps across library systems?	The State Library cannot guarantee acceptance of AI-generated content without review.
36	Can all reports be exported in Excel, CSV, and JSON formats, and scheduled using AI-based rules (e.g., recurring compliance summaries)?	The State Library cannot guarantee acceptance of AI-generated content without review.
37	Does NYSED require all quarterly training to be delivered live, or will AI-generated on-demand video modules (as offered in EzeLogs LMS AI) meet the requirement?	Quarterly trainings must be live.
38	Will NYSED accept training systems that include an embedded “AI Tutor” or virtual guide to assist library staff in real-time?	The State Library cannot guarantee acceptance of AI-generated content without review.
39	Is Tier 1–3 support expected to be centralized under NYSED, or can vendors like EzeLogs LMS AI offer distributed and automated support via AI chatbot and admin-level ticketing tools?	The State Library cannot guarantee acceptance of AI-generated content without review.
40	Will NYSED require integration with existing library system portals or permit LMSs like EzeLogs LMS AI to serve as a standalone learning and reporting platform?	The LMS is not required to integrate with existing library system portals.
41	Are API-based connections to third-party libraries (e.g., YouTube EDU, LinkedIn Learning) encouraged for supplemental training content alongside AI-generated training modules?	The State Library cannot guarantee acceptance of AI-generated content without review.

42	Will platforms like EzeLogs LMS AI, developed by a NYS-certified M/WBE (AZH Consulting), and capable of delivering all LMS modules with minimal subcontracting, meet the full participation target?	The State Library cannot answer this without review.
43	If the LMS system (e.g., EzeLogs LMS AI) is developed and maintained by a NYS-certified M/WBE, can subcontracting waivers be streamlined or pre-approved for efficiency?	<p>There is no subcontracting waiver process. Subcontracting is a limit, not a goal. Subcontractors should be identified in the bid's cost proposal in the subcontracting form. Subcontractors may or not be M/WBE vendors.</p> <p>Contractors are expected to fulfill M/WBE goals throughout the life of the contract, either through subcontracting or purchasing. If a bidder cannot achieve full participation, they may submit a good faith effort for a waiver.</p>
44	If an LMS like EzeLogs LMS AI is already deployed and used in similar government or education environments, will NYSED allow for accelerated implementation with condensed training phases?	External deployment and use will not affect NYSED's implementation or training timelines.
45	Can NYSED clarify if "software and templates" in Month 4 includes AI-driven course generation templates, user onboarding workflows, and default compliance course libraries (which EzeLogs LMS AI provides)?	AI-driven course generation templates, user onboarding workflows, and default compliance course libraries would fall under the category of software and templates. The State Library cannot guarantee acceptance of AI-generated content without review.
46	Will NYSED allow platforms like EzeLogs LMS AI to retain ownership of proprietary software code while ensuring all course data, usage statistics, and content created by NYSED remain State-owned?	The selected vendor will retain ownership of proprietary software code, while all State Library-created content, data and usage statistics will be owned by the State Library.
47	Can vendors like EzeLogs LMS AI fulfill the requirement for full data return at contract conclusion via structured JSON/CSV exports of users, certifications, and course engagement?	The State Library cannot answer this without review.
48	Which LMS are you currently using?	The State Library does not currently have an LMS.

49	How many users do you anticipate will be using the LMS at launch?	Unknown at launch. The system should be able to provide for access for approximately 30,000 users based on number of library staff and trustees in NYS. They will likely start to use it gradually.
50	What is your system of record/HRIS?	The State Library does not currently have an LMS. The State Library also does not have an HRIS and the LMS is not intended to be integrated with an HRIS.
51	How will users authenticate into the LMS? Is SSO required? What identity provider are you using?	SSO is not required. The State Library does not currently have an LMS so identity provider does not currently apply.
52	What are your essential integration requirements for this project?	The LMS does not need to be integrated with other systems.
53	Are there other internal systems the LMS will need to integrate with? Which ones?	The LMS does not need to be integrated with other systems.
54	What is your anticipated implementation start date?	The contract start date is January 1, 2026. The RFP states on page 9 that the software should be fully available for use in the 5th month of the first year.
55	Do you have content to migrate to the new LMS? If yes, how much (# courses) and what format(s) is it in?	A migration will likely not be needed. We may be adding selected webinars that we already have (perhaps 10-20) but we would add them as we would add new ones. Currently none are in an LMS.
56	To clarify your request for a 12-hour response time to system issues, are you referring to the time by which you expect the vendor to begin addressing the issue (initial engagement), or is this the timeframe within which you expect the issue to be fully resolved?	The vendor should initiate a response within 12 hours.
57	To help us plan effectively for annual training requirements, could you please provide more details on the following: -How many individuals require training each year? -What are the roles of these individuals (e.g., administrators, content creators, learners, etc)?	This is new to the State Library. A rough estimate for individuals needing training on the use of the product is from 100 to 1000, depending on delivery method. Training at the regional system level could include 23 regional systems (with one or two staff per system for a total estimate of 46 people). Administrative training for NYSL staff could include up to 5 people. Training for content creators at the State Library could include 10-15 people.



58	<p>Dear Administrator,</p> <p>Hope all is well. I would like to ask for help in obtaining a copy of proposal documents that NYS Department of Education, New York has for Learning Management System for Public Libraries ? I would like to confirm as well if there are any recent awards or incumbents of this type of contract.</p> <p>Please let me know ahead of an estimate of reproduction fees prior to sending the documents. Thank you in advance for your help in this matter.</p>	<p>The RFP and supporting documents are posted to the NYSED procurement website:  <a href="https://www.nysed.gov/funding-opportunities/rfp-70-learning-management-systems-public-libraries">https://www.nysed.gov/funding-opportunities/rfp-70-learning-management-systems-public-libraries</a>.</p> <p>There are no incumbents of this contract.</p> <p>There are no reproduction fees for submitting a proposal and NYSED does not pay for preparation of proposals.</p> <p>For information about FOIL requests and any fees, please go to <a href="https://www.nysed.gov/new-york-state-education-department-foil-requests">https://www.nysed.gov/new-york-state-education-department-foil-requests</a>.</p>
59	<p>Re: "Eligible applicants are vendors with demonstrated experience in hosting and operating online continuing education training management systems for a large number of libraries and sites in a statewide environment."</p> <p>We are considering submitting a proposal in response to this opportunity. While we do not have experience specifically hosting and operating online continuing education training management systems for a large number of libraries in a statewide environment, we do have experience providing LMS hosting and support for K-12 school systems and professional development initiatives across multiple regions. Would this type of experience meet the eligibility requirement, or would it preclude us from bidding?</p>	<p>You are eligible to apply if you can perform the work required in the RFP deliverables, including mandatory requirements. All bids will be reviewed for mandatory requirements and then scored according to the technical criteria in the RFP.</p>

60	Can you please confirm if M/WBE participation is a requirement for bidding? If so, how is MWBE participation evaluated/scored and points awarded, if applicable? We ask because we expect most of the contract value for this engagement to consist of SaaS licenses.	<p>M/WBE goals are required for all bidders. If 30% participation cannot be met, bidders may submit a good faith effort for a waiver. The M/WBE percentage is a goal which can be achieved through subcontracting or purchases.</p> <p>The M/WBE is not factored into the scoring. If awarded a contract, the M/WBE documents will be reviewed and any corrections made prior to signing the contract.</p>
61	<p>This question is related to goals for NYSED library training content.</p> <p>1) does NYSED currently develop it's own online courses and learning modules, or does it instead curate a catalog of third-party courses such as from WebJunction and then provide a portal access to those courses? Further, can you identify those current resources, catalogs and partners to provide an understanding of the scope including formats and design</p>	The State Library does not currently have a portal for courses. Some webinars are posted on the library's website and there is a link to WebJunction.
62	<p>This question is related to goals for NYSED library training content</p> <p>2) in what ways does NYSED seek to develop and/or directly host online courses including course authoring tools in the LMS?</p>	NYSL seeks an LMS supporting the creation of educational materials, which also provides access to a library of resources created by the vendor and other users.
63	<p>This question is related to goals for NYSED library training content.</p> <p>3) Third, in what ways does NYSED seek to develop more interactive courses that may mirror in design an effective, online, self-paced continuing education course delivered by an academic institution such as including ongoing checks of knowledge and enabling adaptive pathways. Further, is NYSED interested in considering such functionality within the procured platform especially if there is easy to use functionality requiring no coding expertise?</p>	The LMS must have the capability for interactive quizzes and forms; additional interactive functionality is not required.

64	What user roles are expected in the LMS (e.g., learner, administrator, regional training coordinator)?	Administrator and learner roles are required.
65	Should the platform allow for scheduling and managing training calendars in advance, or will sessions be created as needed?	Sessions will be added/created as needed.
66	Anticipated level of use Please provide expectations regarding: Annual user count Concurrent user load	Because this is a new area for NYSL, these are not known.
67	Should the tracking of professional development hours be handled automatically by the LMS, or is manual entry by users or administrators expected?	This should be handled automatically by the LMS and connected to users' accounts.
68	Managed System Security Could you provide more details on what features or certifications are expected under "managed system security"?	Details are provided on page 3 of RFP.
69	Do you prefer a native mobile app or is a mobile-responsive web platform sufficient?	There is not a preference.
70	Does NYSED have preferred tools or platforms for webinar integration (e.g., Zoom, Microsoft Teams), or should Excelsoft recommend options?	There is not a preference.
71	Statistical data incorporation Are there predefined data fields expected to be available for statistical reporting, or should vendors propose a customizable schema?	There are no predefined data fields, but usage must be captured.
72	Will Single Sign-On (SSO) be required, and if so, what authentication standards should be supported (e.g., SAML, OAuth)?	SSO is not required.
73	Are there any third-party licensing restrictions on existing content that will be uploaded to the LMS?	Vendor must obtain approval for any third-party content used.
74	Established Administrative Accounts What would be the levels/peronas of administrative access required ? How may administrative users approximately would be there.	This will depend on the available administrative levels in the LMS. A minimum of 5 administrative users will be assigned.

75	<p>Software Requirements: Capability for use and creation of multiple media types</p> <p>Are simple uploads sufficient, or is requirement for built-in tools for creating/editing media within the LMS? How many licenses will be required for content creators.</p>	Simple uploads would not be sufficient. Required license numbers will depend on LMS structure, but the LMS must accommodate at least 5 administrators.
76	<p>Post Implementation Support</p> <p>What would be the expected support required post implementation of the application.</p>	These are stipulated on pages 9 and 10 of the RFP.
77	<p>Will the LMS be used to host a central repository of shared training resources, or will each regional system manage its own content space?</p>	The LMS will be used to host a central repository of shared training resources, with the possibility of each regional system additionally managing its own content space.
78	<p>Should reports and analytics be available at multiple levels - state, regional, and local while respecting data visibility boundaries?</p>	The LMS must have the capability to generate State, regional library system, and local level statistics, allow for statistics to be customized at various levels, and combine statistics from previous years in graphic reports.
79	<p>Training Support</p> <p>What would be an approx number of training sessions expected after the implementation ?</p> <p>Can you provide the number of administrators planned to be using the solution.</p>	Training requirements are stipulated on pages 9 and 10 of the RFP. A minimum of 5 administrators will be assigned.
80	<p>Will there be a requirement for payment gateway integration to collect training fees or costs for certain programs?</p>	No.
81	<p>Will the dedicated staff be involved in creating course content or only tracking learners' completed hours?</p>	NYSL staff will be involved in creating course content. The LMS must have built-in mechanisms for tracking learners' progress.
82	<p>What media types should the LMS support for learning content (e.g., video, audio, SCORM, PDFs)?</p>	This is stipulated on page 8 of the RFP.
83	<p>Will you be willing to extend the submission date by 2 weeks?</p>	NYSED has not extended the deadline. Proposals must be received by August 18, 2025.

84	Could the New York State Education Department - New York State Library (NYSL) provide a description of the challenges it is facing with its current system, as well as outline the reasons why it is going out to RFP to seek out a new Continuing Education Learning Management System? Are there any specific pain points that you are seeking to resolve by implementing a new Learning Management System?	The State Library does not currently have a portal for courses.
85	Could the New York State Education Department - New York State Library (NYSL) describe the format in which it is currently delivering its training? Does the NYSL currently have an LMS in place that you wish to use to deliver online training content, and if so, which is it?	NYSL currently offer online and in-person training, with recordings hosted online. The State Library does not currently have a portal for courses.
86	Does the New York State Education Department - New York State Library (NYSL) plan to deliver any additional training beyond the Professional Development courses contemplated in this RFP? Are you seeking to provide training to contractors or to audiences that may not be NYSL employees, including potentially the general public?	Additional training is not planned at this time. Note that the user training includes library staff and trustees at public libraries around the state (these are not NYSL employees). The product/training is not intended for the general public.
87	Is the New York State Education Department - New York State Library (NYSL) seeking to migrate any completion data for training completed prior to the go-live date of your new platform?	No. The State Library does not have any training data to transfer.
88	What is the New York State Education Department - New York State Library (NYSL)'s intended go-live date for its new platform?	The contract start date is January 1, 2026. The RFP states on page 9 that the software should be fully available for use in the 5th month of the first year.

89	A figure of 30,000 learners is quoted as the potential user population for his platform. Could the New York State Education Department - New York State Library (NYSL) confirm that all of these 30,000 users will likely enroll in at least one course over the course of a 12-month period, or alternatively, if only a fraction of these accounts will actually use the system to enroll into additional training over the course of their engagement?	It is unlikely that all 30,000 will enroll, but equally likely that many users will enroll in more than one course. Because this is a new area for NYSL, these are not known and there is not a history to reference.
90	Page 8, paragraph 1, item L: Could the New York State Education Department - New York State Library (NYSL) confirm the expected scope and/or topics that the library of content that is contemplated as part of the 'library of resources' that will be created by the vendor or other users should cover? Does the NYSL require Proponents to have a pre-built library of content as part of their platform?	There are not specific required topics, but content must meet the standards for Public Librarian Certification. Please see the <i>Continuing Education Topics and Providers</i> section of the NYSL Continuing Education Requirements webpage for examples: <a href="https://www.nysl.nysed.gov/libdev/cert/conted">https://www.nysl.nysed.gov/libdev/cert/conted</a> . The RFP stipulates in the section you referenced that the LMS must include "a library of resources created by the vendor and other users."
91	Does the NYSL have, or has it contemplated establishing, subscriptions with content providers that allow its employees to access content provided by these vendors?	NYSL provides access to WebJunction ( <a href="https://www.nysl.nysed.gov/libdev/webjunction">https://www.nysl.nysed.gov/libdev/webjunction</a> ) and a range of databases through NOVELny ( <a href="https://novelnewyork.org/">https://novelnewyork.org/</a> ). NOVELny is available to all New Yorkers.
92	Does the NYSL have staff members and/or in-house resources that are interested or dedicated to the development of professional development content? Will these staff members participate in a potential implementation project directing the Contractor's content development work?	Yes.
93	Page 8, paragraph 2, item f: What metrics is the NYSL seeking to measure as a means to 'track participation'?	There is not a pre-established metric, but usage should be tracked in some way.

94	Page 10, Payments: Is the NYSL open to reviewing the payment schedule based on slightly compressed implementation schedules that leverage proven solutions that are ready to fulfill the NYSL's requirements?	Payments will be made quarterly upon successful completion of the deliverables.
95	Given the M/WBE requirements in this RFP as well as the short time between the date in which the NYSL provides responses to Proponents' questions, we would like to request an extension for submission to August 31st if possible. This would provide enough time for our team to incorporate the answers to these and other questions provided by potential proponents and ensure that we can engage in a good-faith effort to establish a relationship with a trusted M/WBE partner.	NYSED has not extended the deadline. Proposals must be received by August 18, 2025.
96	Who is your incumbent learning management system provider?	The State Library does not have an LMS.
97	What is the purchase order authorization number for the existing contract currently fulfilling this requirement?	The State Library does not have an LMS.
98	What is the exact number of users for this learning management system?	Unknown. The LMS will be new to the State Library. The potential pool of users is 30,000 public library staff and trustees from around the state.
99	What is the expected growth in the number of users over the contract period?	Unknown. The LMS will be new to the State Library.
100	Can you provide a budget range or estimated value for this contract?	There is no established budget minimum or maximum. However, all proposed costs will be reviewed for reasonableness. Please keep in mind that this RFP employs a "best value" method of procurement, with 30 percent of the overall points awarded based on cost. (See "Criteria for Evaluating Bids" section of the RFP for additional information). Bidders are encouraged to submit budgets that are cost effective.

101	1. Under the content types bullet, which options does the LMS need to “use” and which options does the LMS need to be able to “create.”	The LMS should support the use and creation of all media types identified on page 8 of the RFP.
102	2. Are there more specifications on the technical requirements for the solution?	See pages 7 and 8 of the RFP for baseline (mandatory) technical requirements, hosting requirements and software requirements. Also see accessibility of web-based information and applications on page 10.
103	If we are not selected, who should we contact (name, email, phone) for a debriefing on our bid, and when should we do so?	Debriefing instructions are included in the RFP on page 19. All unsuccessful bidders may request a debriefing within fifteen (15) calendar days of receiving notice from NYSED of non-award. Bidders may submit a request for debriefing through the online form:  <a href="https://nysedcau.highq.com/nysedcau/renderSmartForm.action?formId=cd414bce-5822-4744-91df-d4f321cb4d3b">https://nysedcau.highq.com/nysedcau/renderSmartForm.action?formId=cd414bce-5822-4744-91df-d4f321cb4d3b</a>
104	3. How many active training courses are currently maintained?	NYSL has several ongoing webinar series/courses.
105	4. How many staff members will be creating courses in the new LMS?	Ten to fifteen staff members will be creating content.
106	5. Other than LMS administrators, does the State require the LMS vendor to provide technical support to any other State staff? If so, how many State staff members will be in contact with the vendor’s support team? (Reference requirement #7 at the bottom of RFP page 8).	NYSL will have approximately five assigned administrators who will require technical support, and ten to fifteen staff members who creating content, who also would benefit from support.
107	6. About the payment plan, is it correct that this applies to the implementation services and not to the SaaS subscription. SaaS subscriptions are typically invoiced for the year at the beginning of the contract.	Payments will be made quarterly upon successful completion of the deliverables.



108	7. How many staff members will participate in the 4 annual training sessions and the training for the 23 library systems?	This is new to the State Library. A rough estimate for individuals needing training on the use of the product is from 100 to 1000, depending on delivery method. Training at the regional system level could include 23 regional systems (with one or two staff per system for a total estimate of 46 people). Administrative training for NYSL staff could include up to 5 people. Training for content creators at the State Library could include 10-15 people.
109	8. Which training topics from the educational materials and resources outlined in the Project Description (Section 1. Description of Services to be Performed, page 6, paragraph 1) would you like the LMS to offer?	Topics should be library-focused.
110	9. In the Background section (Section 1. Description of Services to be Performed, page 5, paragraph 4), it is mentioned that the LMS will need to host continuing education recordings and materials. Are you able to quantify the amount of content (in storage GBs or TBs) that will be uploaded to the new LMS?	The LMS is new to the State Library so the amount of storage required is unknown.
111	10. Under Software Requirements (Section 1. Description of Services to be Performed, page 8, number 1.d.), it is stated that an allowance for incorporation of additional data for statistical purposes must be included. Does this refer to needing custom fields set up in the LMS and if so, are you able to provide some examples?	Yes, this refers to custom fields, which would include Library System and other possible categories for staff or education areas.
112	11. Under Payments (Section 1. Description of Services to be Performed, page 10, bullet 3), are you able to provide further details on the needed templates listed in the “Updated templates ready for library use” requirement?	This refers to templates for content sharing/creation.

113	12. Under the Software Requirements section (Section 1. Description of Services to be Performed, page 8, number 2.e.), it is noted that the system should support the use and creation of various media types, including but not limited to interactive quizzes and forms. Could you please elaborate on the forms functionality and, if possible, provide an example?	"Forms" refers to simple fillable forms such as Google Forms; less interactive than quizzes.
114	13. The project description states that the LMS should support NYSL customization to align to changing priorities. Could you please clarify what types of customizations you envision or anticipate needing?	This refers to anticipated requirements around accessibility as well as the possibility for adjusting branding and re-sorting and labeling of categories.
115	14. How many staff members will be authoring courses in the new system?	Different staff members (10-15 people) in the State Library will be responsible for creating content.
116	15. For each requirement category—Baseline, Hosting, and Software (Section 1., pages 7 &8)—are we expected to respond to each individual bullet and sub-item (letter) listed under that section?	Proposals should respond to the "Technical Proposal" criteria starting on page 15 of the RFP. These responses will be scored out of 70 points.
117	p.6, Project Desc: "This product must allow for a wide range of media, including audiovisual and written materials, and allow for the creation of educational materials, as well as provide access to a library of resources created by the vendor and other users." Is the vendor expected to create custom content for NYSED?	The vendor is not expected to create custom content for the State Library but the product should already contain some library-related content.
118	Is it the expectation that the LMS system should allow content creation within the platform? Will you require integrations with other apps for content creation/content development?	Content creation within the platform is a requirement; it is not required that the LMS integrate with other apps for content creation.
119	How will you measure the success of this project and subsequent deployment of a solution? What are the specific metrics you are looking to impact?	Success for the field will be measured by usage statistics and anecdotal information from users. Success for the State Library will be measured by amount of content created and ease of creation.
120	What is NYSED's reason to go to tender?	The State Library does not have an LMS.
121	What challenges do you have with the current learning system you are using?	The State Library does not have an LMS.

122	Is NYSED currently using AI tools for employee learning and skills building? If yes, can you provide examples? Are you considering, or in the market for LMS platforms that include cost-effective AI capabilities?	The State Library is not currently using AI tools for professional development. Any use of AI should be disclosed. The State Library cannot guarantee acceptance of AI-generated features or content without review.
123	Is there a budget already allocated for this project? Does NYSED have a cost ceiling or maximum amount that you can share?	There is no established budget minimum or maximum. However, all proposed costs will be reviewed for reasonableness. Please keep in mind that this RFP employs a “best value” method of procurement, with 30 percent of the overall points awarded based on cost. (See “Criteria for Evaluating Bids” section of the RFP for additional information). Bidders are encouraged to submit budgets that are cost effective.
124	What are the target contracting and go-live dates in 2026? Are these negotiable/subject to contractual negotiations?	The contract start date is January 1, 2026. The RFP states on page 9 that the software should be fully available for use in the 5th month of the first year. The terms of the contract may only be negotiated with the successful bidder within the scope of the RFP in the best interests of the state.