



WILL COUNTY, ILLINOIS

PURCHASING DEPARTMENT

JENNIFER BERTINO-TARRANT
WILL COUNTY EXECUTIVE

KEVIN LYNN
DIRECTOR

P. 815-740-4712
F. 815-740-4604
E. klynn@willcounty.gov

County Office Building
302 N. Chicago Street
Joliet, IL 60432

2026-70 LMS System - ADF Addendum #1 – February 26, 2026

We received the following questions regarding this RFQ:

Question #1: Who is your current vendor/current product in use for this service?

Answer #1: Relias

Question #2: What's working with your current vendor/product?

Answer #2: The current product fulfills the needs.

Question #3: What gaps does your current vendor/product have that may be remedied through this solicitation?

Answer #3: None.

Question #4: What is the set aside for this contract?

Answer #4: There is no set-aside for this contract.

Question #5: What was the budget for this work in the last two years?

Answer #5: \$18,721 and \$19,498

Question #6: Given the complexity of the required response and the additional time necessary to finalize the proposal, including printing, binding, and shipping, would the County consider extending the submission deadline to two weeks following the release of responses to vendor questions?

Answer #6: Will County will not be extending the due date for this solicitation

Question #7: What prompted the County to issue an RFP at this time?



WILL COUNTY, ILLINOIS

PURCHASING DEPARTMENT

JENNIFER BERTINO-TARRANT
WILL COUNTY EXECUTIVE

KEVIN LYNN
DIRECTOR

P. 815-740-4712
F. 815-740-4604
E. klynn@willcounty.gov

County Office Building
302 N. Chicago Street
Joliet, IL 60432

Answer #7: Compliance with the Illinois procurement code.

Question #8: What other vendors have you reviewed recently for this scope of service?

Answer #8: N/A

Question #9: Are you adding vendors with this solicitation or consolidating services?

Answer #9: Neither. The chosen vendor will replace the current vendor if necessary.

Question #10: Are all features and functionalities listed in the scope of work required? Or are some items a 'wish list' of wanted features?

Answer #10: Yes, due to ACA and ICJS

Question #11: Does your current provider meet all listed features and functionality requirements?

Answer #11: There may be one or two classes that we change to better fit our need.

Question #12: Contractor intends on submitting its standard license terms and conditions with its proposal. Will the County include the standard license terms and conditions in any final agreement to the extent they do not conflict with the County's terms and conditions?

Answer #12: We will not know until we see those terms.

Question #13: Contractor's system is not intended to store and/or process records that are covered by HIPAA. We do not consent to the storage of HIPAA covered records in our system and we do not consent to being a Business Associate. Is this position contrary to the services the County desires to purchase?

Answer #13: There is no reference to PHI in the bid specs, I am not sure why it is being raised.

Question #14: Contractor provides service level uptime at 99.5% (excluding routine maintenance and emergency patches) as measured on a monthly basis from the Contractor's servers. Is this uptime percentage acceptable to the County?



WILL COUNTY, ILLINOIS

PURCHASING DEPARTMENT

JENNIFER BERTINO-TARRANT
WILL COUNTY EXECUTIVE

KEVIN LYNN
DIRECTOR

P. 815-740-4712
F. 815-740-4604
E. klynn@willcounty.gov

County Office Building
302 N. Chicago Street
Joliet, IL 60432

Answer #14: We will need to know the monthly routine maintenance and emergency patching schedule if not included in the percentage.

Question #15: Contractor is offering subscriptions to cloud hosted commercial off-the-shelf products and services. Any enhancements, modifications, improvements, derivations, etc., to Contractor's intellectual property (IP) become immediately, inextricably intertwined with the Contractor's IP, and cannot be separated out. Will the County agree that Contractor maintains sole ownership and control over any enhancements, modifications, improvements, derivations, etc., made to its IP?

Answer #15: County doesn't have an issue with software changes being property of company. However, underlying data to the extent it is not developed by company or third party belongs to County.

Question #16: Contractor provides annual billing for subscriptions to its cloud hosted SaaS solutions, associated documentation and course content at the beginning of each contract year. Will the County accept annual billing?

Answer #16: Yes

Question #17: Termination without cause makes it difficult for Contractor to prepare its budget and allocate resources to projects. Accordingly, will the County agree that Contractor's SaaS subscriptions are due and earned upon being invoiced and non-refundable when paid unless the Agreement is terminated for cause as a result of the Contractor's breach?

Answer 17: County would be open to negotiation of final terms, however, a blanket removal of the no cause termination would not be agreed to without a suitable alternative.

Question #18: Contractor is offering a limited, non-exclusive, non-transferrable license to its cloud hosted products and services to the County for its own internal business purposes for the term of the Agreement. Is this scope of license acceptable?

Answer #18: The scope of license and disclaimer of any warranties would be something the County would take into account as part of the overall determination of lowest, responsible bidder.



WILL COUNTY, ILLINOIS

PURCHASING DEPARTMENT

JENNIFER BERTINO-TARRANT
WILL COUNTY EXECUTIVE

KEVIN LYNN
DIRECTOR

P. 815-740-4712
F. 815-740-4604
E. klynn@willcounty.gov

County Office Building
302 N. Chicago Street
Joliet, IL 60432

Question #19: Will the County agree to a reasonable cap on indemnification requirements that would include a cap on the defense and indemnification obligations at three times (3X) the amount paid to the Contractor in the preceding 12 months except for claims related to intellectual property infringement, fraud, gross negligence, and willful misconduct for which there will be no cap?

Answer #19: County would be open to negotiation of the final terms.

Question #20: Will the County agree to exclude its own error's, acts, omissions, or negligence from the Contractor's defense and indemnification obligations?

Answer #20: Yes

Question #21: Contractor exists in a very dynamic business environment where mergers and acquisitions are common. Will the County agree to permit Contractor to assign the contract (subject to reasonable conditions) to an affiliate, or in connection with a merger, acquisition, corporate reorganization, or sale of all or substantially all of Contractor's assets?

Answer #21: This is a policy question but generally County requires that there be prior, written consent before any assignment.

Question #22: Regarding your list of courses; are all these course mandatory? We have an extensive content library which meets the majority of your needs; however I just checked with our content team and we unfortunately we do not have any courses specific to inmates at this time. Would that be a deal breaker for you?

Answer #22: All requirements listed are mandatory.

Question #23: Please outline the key functionality requirements and features you need in the LMS.

**Answer #23: -ability to create and upload custom courses. Custom courses need to be able to have videos upload, powerpoints, pdfs, etc.
-ability to post outside training and receive credit for such
-report tracking with credit/hours earned featured for reports. Report tracking to have hierarchy system that way supervisors can run reports on their staff and not the staff from the**



WILL COUNTY, ILLINOIS

PURCHASING DEPARTMENT

JENNIFER BERTINO-TARRANT
WILL COUNTY EXECUTIVE

KEVIN LYNN
DIRECTOR

P. 815-740-4712
F. 815-740-4604
E. klynn@willcounty.gov

County Office Building
302 N. Chicago Street
Joliet, IL 60432

entire jail. Have a feature that alerts supervisors when their staff is not in compliance with mandatory training.

Question #24: What integration capabilities are required for the LMS other than specified in the RFP?

Answer #24: No integration will be required.

Question #25: Can you provide an overview of your technical environment, including current systems and software?

Answer #25: Our current LMS is an SaaS solution that is entirely web-based. We will not advise of how our current environment is setup.

Question #26: When do you plan to make a decision on the LMS vendor?

Answer #26: This depends on the amount of responses received and required reviews.

Question #27: What is your target date for having the new LMS live and accessible to users?

Answer #27: April 30, 2026.

Question #28: Is the LMS intended solely for internal workers, or will it be accessible to a broader audience?

Answer #28: Internal workers

Question #29: What systems do you currently use for HRIS, performance management, ATS, etc.? Please provide the names of these systems.

Answer #29: We are not interested in integrating with any of our other existing computer systems

Question #30: What are your essential integration needs for the LMS?



WILL COUNTY, ILLINOIS

PURCHASING DEPARTMENT

JENNIFER BERTINO-TARRANT
WILL COUNTY EXECUTIVE

KEVIN LYNN
DIRECTOR

P. 815-740-4712
F. 815-740-4604
E. klynn@willcounty.gov

County Office Building
302 N. Chicago Street
Joliet, IL 60432

Answer #30: We would like to migrate data from our current environment. We would also need the option to upload outside training that personnel attend outside of online training. It will need to have the capabilities to upload outside training that way for our next audit, we don't have one year of training on one document and another year of training on a different document.

Question #31: What is your plan for launching the LMS?

Answer #31: Our plan would be to implement it right away as our staff are required to meet mandatory training requirements for ACA. Once a vendor has been selected, we would possibly need a quick turnaround for go-live.

Question #32: Who will be responsible for ensuring the LMS is properly implemented? Do you have a dedicated LMS Administrator?

Answer #32: The Training Unit oversees the LMS. However, the supervisors throughout the jail need to have the ability to run their own reports to check up on their own staff.

Question #33: How many team members will be involved in creating content, and do you have a designated administrator?

Answer #33: Creating content is a needed feature. But, we are not to rely on the creating content feature. The LMS is to be ACA approved with ACA mandatory topics of training already covered by the provider. There are only 3 staff members available for creating content. However, their job duties leave little time to create content.

Question #34: Is pre-built content important to you? If so, what topics are you interested in?

Answer #34: Pre-built content is a must.

ACA training requirements include: inmate transport and escort, response to emergencies, hazardous material, de-escalation, evidence procedures, medical emergencies, key control, suicide intervention/prevention, signs and symptoms of mental illness, withdrawal/intoxication, cpr/first-aid, supervision of inmates, security procedures, culture and diversity, communication skills, sexual harassment/misconduct, code of ethics, fire procedures, interpersonal communication skills, crisis intervention, PREA, report writing, at least 24 hours of managerial training, & HIPPA



WILL COUNTY, ILLINOIS

PURCHASING DEPARTMENT

JENNIFER BERTINO-TARRANT
WILL COUNTY EXECUTIVE

KEVIN LYNN
DIRECTOR

P. 815-740-4712
F. 815-740-4604
E. klynn@willcounty.gov

County Office Building
302 N. Chicago Street
Joliet, IL 60432

Question #35: Who will be responsible for creating company-specific content?

Answer #35: The training unit - again, majority of the training is to already be built out by the LMS.

Question #36: How many years of historical data need to be migrated? How many courses need to be migrated from your current system on average?

Answer #36: About 2.5 years. We train on all of the topics listed previously. The reports would need to be transferred over for all staff members.

Question #37: Who will be in charge of the LMS implementation on your team?

Answer #37: Training Unit & IT

Question #38: How many team members are dedicated to this project?

Answer #38: Training Unit has 4 staff members, and a representative from IT

Question #39: Will the LMS be managed by the HR or Operations team? Who will be the system owner?

Answer #39: LMS is managed by the Training Unit. The system owner is signed by Chief of Support Services.

Question #40: What are your main goals for the LMS platform?

Answer #40: The main goal is to fulfill all ACA, ICJS, and PREA training standards.

Question #41: Why are you looking to change your LMS now?

Answer #41: Contract is almost complete which requires a bidding process

Question #42: What are the top three issues you are currently facing that we can help address?



WILL COUNTY, ILLINOIS

PURCHASING DEPARTMENT

JENNIFER BERTINO-TARRANT
WILL COUNTY EXECUTIVE

KEVIN LYNN
DIRECTOR

P. 815-740-4712
F. 815-740-4604
E. klynn@willcounty.gov

County Office Building
302 N. Chicago Street
Joliet, IL 60432

Answer #42: No issues to report. Three mandatory requirements is to fulfill training needs set forth by ACA, ICJS, and PREA.

Question #43: What external authoring tools are you using currently?

Answer #43: We are currently using Powerpoint & word/pdf/adobe.

Question #44: What has been your experience with these tools?

Answer #44: We have no issues currently uploading our own content. If there have been issues, current LMS provides a support chat.

Question #45: Are there any language requirements for the content?

Answer #45: English

Question #46: What is your budget for this LMS project?

Answer #46: Budget figures are not available for public release on this project.

Question #47: Are you currently using an LMS? If so, who is the vendor?

Answer #47: Relias

Question #48: What tools do you use for company communication? (e.g., Slack, Teams, email)

Answer #48: Microsoft

Question #49: Do you have a document management system like SharePoint? Where do you store important documents and SOPs?

Answer #49: Yes – we have a document storage system.

Question #50: Are all employees on-site, or do you have a hybrid work model?



WILL COUNTY, ILLINOIS

PURCHASING DEPARTMENT

JENNIFER BERTINO-TARRANT
WILL COUNTY EXECUTIVE

KEVIN LYNN
DIRECTOR

P. 815-740-4712
F. 815-740-4604
E. klynn@willcounty.gov

County Office Building
302 N. Chicago Street
Joliet, IL 60432

Answer #50: On-site

Question #51: 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?

Answer #51: New hires have 80 hours of in-person training for orientation. They go to the academy for 8 weeks. Upon their return, they have another 40 hours of in-person training. They have 9 weeks of in-person field training. Once they are complete with field training, they are introduced to the LMS. The LMS is not needed for onboarding as we complete in-person training when they first start.

Question #52: Do you have any coaching or mentorship programs as part of your learning initiatives?

Answer #52: We have instructors/trainers for specific areas of training.

Question #53: Contractor provides subscription-based cloud Software-as-a-Service (SaaS) solutions and will propose commercially reasonable SaaS-specific terms (including provisions related to subscription billing, limitation of liability, intellectual property rights, and data protection) for inclusion in the final agreement. Does the County anticipate negotiating SaaS-specific contractual provisions with the selected vendor?

Answer #53: We will need any contract to go through legal review and there are certain clauses and requirements that we need to adhere to comply with local and federal laws.

Question #54: In the event of award, will the County allow reasonable revisions to its standard terms to align with industry standards for cloud-hosted SaaS solutions?

Answer #54: Yes we will open to negotiations, no we will not automatically agree to "industry standard terms"

Question #55: Contractor's SaaS subscriptions are invoiced annually in advance and are fully earned and non-refundable when invoiced unless terminated for cause. Will the County accept this structure?

Answer #55: Billing can be discussed with awarded vendor.



WILL COUNTY, ILLINOIS

PURCHASING DEPARTMENT

JENNIFER BERTINO-TARRANT
WILL COUNTY EXECUTIVE

KEVIN LYNN
DIRECTOR

P. 815-740-4712
F. 815-740-4604
E. klynn@willcounty.gov

County Office Building
302 N. Chicago Street
Joliet, IL 60432

Question #56: The RFP states billing will occur on a monthly basis. Contractor's subscription services are invoiced annually in advance. Will the County accept annual upfront invoicing for subscription-based SaaS services?

Answer #56: Billing terms can be discussed with awarded vendor.

Question #57: The RFP includes broad indemnification language. Will the County agree that indemnification obligations will be subject to a reasonable limitation of liability consistent with industry SaaS agreements?

Answer #57: County is open to negotiations on final terms, but will be seeking something similar to what is present.

Question #58: Will the County agree to a mutual limitation of liability, including a cap tied to fees paid under the agreement, excluding claims for intellectual property infringement, fraud, gross negligence, or willful misconduct?

Answer #58: We would need specific proposals before answering.

Question #59: The RFP states that user access should be transferable and reassignable. Contractor utilizes a named-user licensing model in which user accounts cannot be reassigned to a different individual once created, in order to preserve historical training records and audit integrity. Will the County confirm that purchasing a fixed number of named-user licenses (with the ability to add additional licenses as needed) satisfies this requirement?

Answer #59: With current contract, we have X amount of users. What we want is if we have to pay per user, if one person resigns, we still have that "open user." It's not that the new person would take over the resigned staff members user info, they would just take over that slot, which would be new.

Question #60: Will the LMS be required to store or process Protected Health Information (PHI) or other Sensitive Personally Identifiable Information?

Answer #60: No - our current program does not require us to put anything more than the user's name and ID number. All other information we put the ADF's location/phone number. We do not want a program that would require more personal info than that.



WILL COUNTY, ILLINOIS

PURCHASING DEPARTMENT

JENNIFER BERTINO-TARRANT
WILL COUNTY EXECUTIVE

KEVIN LYNN
DIRECTOR

P. 815-740-4712
F. 815-740-4604
E. klynn@willcounty.gov

County Office Building
302 N. Chicago Street
Joliet, IL 60432

Question #61: If so, will the County require execution of a Business Associate Agreement (BAA)?

Answer #61: Not required

Question #62: The RFP restricts assignment without prior written consent. Will the County permit assignment in connection with a merger, acquisition, corporate reorganization, or sale of substantially all assets, provided notice is given?

Answer #62: County requires that there be prior, written consent before any assignment

Question #63: Upon expiration or termination, what data retrieval period does the County require for LMS records and transcripts?

Answer #63: A month