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The Board of Elections is seeking an online platform to provide training to poll workers
Below are FAQ's by fellow vendors regarding this RFP. All inquiries must be in writing and emailed to
Bidresponse@boe.nyc no later than April 19th, 2023.

Please see attachments for RFP specifics and below for FAQs.
City Records: https://a856-cityrecord.nyc.gov/RequestDetail/20230313124
PIN0032023007
Due Date 4/24/23@ 3PM

1) Re: Authentication. I'm not sure I'm understanding the flow. If the learner is logging into EDW, and then being sent a link that they can use to go to the LMS, then if they were to send that link to another person, for example a friend who would take the training for them, then since you aren't requiring any authentication once someone has that URL there is a huge risk here? Yes but we are relying on the integrity of the person to actually take the course.

2) What proportion of the overall total amount of material (existing training material) does the sample represent? Approximately 10%

3) If I read clarification correctly, you are expecting to contract end of August for September delivery of the platform, AND training materials with the training materials having been made more interactive? The selection of the vendor will take place well before the end of August so there will be time for Board and vendor interaction prior to launching of the courses. The contracting process can take up to 60 days to complete and involves agencies besides the Board of Elections. The goal is to launch some courses prior to the November election and work toward a full implementation with interaction for the presidential election cycle in 2024.

4) The contract start date is August 2023 and the final delivery date is September 2023. Is the expectation that the vendor would provide the integration with your S-elect system, training content conversion, and testing of all new online training content and system integration in 30 days? The vendor will be selected before the end of August. The NYC contract process can take up to 60 days to complete. There will be time for interaction between the Board and the awarded vendor. There is limited automated integration between the vendor and Board

systems. The Board will send data and receive data from awarded vendor in the format described in the RFP.

5) You request authentication via the S-elect Poll Worker Id number, has the Board had discussions with the current provider of the S-elect system about technical requirements for this integration and will they provide that information to everyone? This seems important given the tight turnaround. There is limited automated integration between systems. The awarded vendor will be provided with the poll worker Id numbers and classes by the Board.

6) You state the board interested in moving to more interactive, adult learner specific, professional online training content. Is your expectation, that new online training be ready in time for the 2023 General Election? The goal is to launch some courses prior to the November election and work toward a full implementation with interaction for the presidential election cycle in 2024.

7) Does the Board train 55,000 poll workers annually? Yes
   a. How many courses are required for the average poll worker? One
   b. Are they trained throughout the year, or is there a rush on training course completions during the last quarter prior to an election date? Training is July 15th –October 15th.

8) In Section BII of the RFP, it states "Provide full narration and open caption services for ADA compliance for all received course content from agency." Does this mean the vendor would have to narrate the content by simply reading and recording the content of the file? Yes Or is some further narration to be supplied by the agency, and the goal would then be to synchronize the audio file with the slides? Yes synchronize between audio and slides

9) In Section BII of the RFP, it states "Convert the received course content (PowerPoint or Google Slides) into whatever format the platform uses." We can retain the files in their native format; is this what is desired (meaning, an uploaded PowerPoint file can be downloaded simply as a PowerPoint file)? Or does the Board want to place the content file into a SCORM wrapper that can be played back as SCORM-based content with the ability to view a narrated version of the file and respond to quizzes embedded into the playback file? Yes

10) How many courses are there in total? Five
   a. How many are in-person Instructor-Led Training? N/A
   b. How many offerings (instances) of instructor-led classes are there (i.e., how many times is it taught and where?) N/A
   c. How many are in e-learning format? Five How many exams are there? There are questions at the end of each section. These must be answered correctly before moving to the next section.

11) In Section BII of the RFP, it states "Ability to send grades to the Board in CSV format for auto-loading of grades in Board's system." How would a Powerpoint be graded? Is it sufficient to send back a numerical score (5 out of 7 questions answered correctly) for an assessment? Do all courses have embedded quizzes? Must answer questions correctly to move on to the next section. Need to know that person completed course.

12) In Section BII of the RFP, it states "Provide dedicated system moderator/team to manage user account creation, labeling, and reporting to match the data received from the agency". Can you clarify? Are you stating that our company provide a dedicated resource to perform these tasks? Or did you want us to train someone at NYC to manage this process, with our help desk behind this person to help them with tasks? Someone at vendor company as a point person.

13) What kind of testing does NYC Cyber Command require? Our hosting partner is certified in HIPAA, HITECH, HITRUST, SSAE18, SOC 1, 2, 3, PCI-DSS, and ISO 27001. Do these compliance certifications meet the general requirements of NYC Cyber Command? Cyber Command has their own requirements and testing.

14) We understand that the existing Election Management System (EMS) contains two platforms: Election Day Worker (EDW) for connection to back-end systems, and S-Elect for assigning and recording attendance for training. If S-Elect tracks attendance for training, why require tracking in the LMS? Or does S-Elect simply issue the unique Poll Worker ID and Class Types, and relies on the LMS to track the workers by Poll ID who participate in the Class Types? System will issue poll worker ID and class types and will rely on the LMS to track worker participation in the class.

15) How many different Class Types are there? Do only instructor-led classes have a class type, or does an e-learning course also have a class type? Same 5 class types

16) Section BII lists two types of course completion mechanisms: a Class Completion Event web hook, or a Batch Flat File Class Completion Alternative. We can provide either one; however, has over 200 web service API's that you can call for virtually any LMS event, including course participant, course completion, course assignment, course enrollment, etc. You could even have EMS call the API's directly and bypass all of the URL-based enrollment and completion mechanisms. In fact, you can call almost any major function of the LMS using the API's. This provides an extremely simple and robust set of services that you can call into any other system. You can even create a NYC Poll Worker UI (User Interface) if you would like. We can instruct you how to do this, or we can do this for you. Wouldn't this provide you a better and tighter integration alternative than URL-based tracking that the RFP is requesting? Would you consider this as a viable alternative to what is proposed in the RFP? The Board would consider but needs full documentation of interface for evaluation.

17) For question 10: is the student authenticated by some system before the URL is passed which contains the poll worker ID? No

18) Do you require instructors to be certified in order to teach instructor-led classes? Do you track that in the learning system? N/A

19) How many instructor-led classes do you schedule each year? How many different training facilities are used? Do you match poll worker ID's with local training facilities? How do you schedule the facilities? Do you need the LMS to schedule the facilities (we can do this). N/A

20) Does every worker need the same training every year? Would it be helpful to be able to define certifications that can be maintained from year to year without requiring a re-take of all courses? Training is annual as per NYS Election Law.

21) We have deployed training portals for student populations exceeding 250,000 over a year, with students averaging 10 courses during the year. Can you confirm that this is sufficient for your user population size requirements? Yes

22) Do you project needing a vendor to create professional e-learning course content for you? If so… how many courses would you anticipate that would be needed? No

23) We are an approved vendor in good standing for the City of New York. Our Vendor ID is Does this approval make it easier for the city to do business with us? Does not make a difference. If awarded contract and not an approved vendor will have to register to become an approved vendor.