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COMMISSIONERS

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

In the RFP, section BIII states:

“III. Batch Flat File Class Completion Alternative Option

In addition to the web hook the LMS must provide the ability to download course completions as a flat file by each Class instance. This file must contain at minimum the S-elect Class Id and Poll Worker Ids as well as the Class Completion date and time in the appropriate time zone format for NYC. If the class has a test the score must be included in the file as well. Upon downloading this file a summary record count must be displayed.”

The title suggests this method is an Alternative Option. The text of the section says “In addition to the web hook, the LMS MUST PROVIDE the ability to download course completions as a flat file by each class instance.”

Clarification: Is Batch Flat File an OPTION, or is it an ADDITIONAL REQUIREMENT?

If the Web hook does not work the Board needs the batch file option.

In question 5 of your previous answered questions, you have stated “ **Each person has a unique poll worker number that is used as a login. After first login the person creates their own password. At this point we are not using authentication.**”

Thus, I am assuming two things:

1. The worker will not be authenticated in any single-sign on authentication mechanism, which could be used to identify the individual consuming the content. **Correct**
2. The ONLY source for the worker ID is that passed with the URL. Thus, we would have to make sure that we track completion of the training ONLY by the worker ID in the URL. **We would require the tracking of poll worker ID and class ID.**

One of the responses to previous vendor questions was as follows:

- “From the source materials do you expect this process to transform anything more than text extraction (graphics, embedded media, etc.)?”

Your response was “Would like to have course be interactive.” What does this mean? The text of the RFP was pretty much restricted to open captioning, narration and playback on both PC’s and mobile/tablet. Is making the course “interactive” a new requirement? Or does it simply mean putting a quiz in at the end of the slides/video?

In their current shared formats (one file you sent was a Powerpoint and the other a video), neither is “interactive” content.

Can you clarify? It affects the breadth of skills needed to produce content as requested in the portal. ? **We certainly require a quiz at the end of sections of the class. We also consider linking the poll worker manual to sections to allow the worker to quickly access the section to obtain more detailed information. We are interested in see what types of interactive options exist to better engage the participants.**

Also: Can you confirm that NYC Board is providing both the viewable content (Powerpoint, Google Slides, video) and that the board is also providing the required narrative text for open captioning? **Yes the Board will provide all the content.**

In the following requirement, you ask for vendors to “Provide dedicated system moderator/team to manage user account creation, labeling, and reporting to match the user data received from agency”.

Can you please provide more detail around this requirement? It is our understanding that account creation (assuming this means individual user accounts) will be done in S-Elect where accounts (users) will be assigned a Poll Worker Id that will be used to authenticate the users in both systems, and Class Id and Class Type Id assignments that will correspond to training in the online system. Part 1 of our question is, are we correct in assuming this or off base, and if so, could you clarify what you mean by account creation, labeling, and reporting? **Yes you will be provided with the poll worker Id numbers and class type for the worker. You will be required to track and report the poll worker ID, class type and participation.**

Part 2, could you provide additional detail around the requirements as they related to labeling, and reporting poll workers, classes, attendance, or any combination thereof, and if there is any format that is already defined that the agency is requiring the data to be in? **The file content described in last paragraph of Existing Systems of page 4 of the RFP. The Board will accept CSV and Text format.**

Part 3 and lastly, is the objective of this requirement for a system moderator to identify errors in the data automation between the S-Elect system and the LMS? **No. The system moderator is a dedicated point person at the company that the Board can contact to answer any questions with use of the site, content loading, access to classes and quickly respond to correct and solve problems that may arise.**