

Initial Q&A Doc – RFP #OCA/HR-259

1. Please clarify that bids are expected to be returned in hard copy? The organizations expected to support the services in question are largely comprised of a remote workforce, particularly those involved in bid preparation activities.

See Part VII. of the RFP # OCA/HR-259 (p. 25). Bids can be submitted via email (UCS-Bid-Submissions@nycourts.gov) or hard copy to:

Gabrielle Tanski-Shaver, Management Analyst
NYS Unified Court System
Division of Professional and Court Services
2500 Pond View, Suite 104
Castleton-on-Hudson, NY 12033.

2. When is the OCA expecting to notify vendors of award?

Award will be made after thorough review of responses.

3. Is the “Estimated Contract Start Date” of July 1, 2022 the date on which the awarded vendor is expected to begin implementation, or is this the date that vendors are expected to “Go Live” for testing?

July 1, 2022 is the expected implementation date.

4. If the OCA notifies vendors of award after May 1, 2022, and if July 1, 2022, is the expected date for vendors to “Go Live” for testing, this leaves vendors less than 60 days to implement. Will the OCA consider a 90-day implementation period from the date of contract signing, even if that pushes past July 1, 2022?

Yes.

5. Regarding Exhibit D: Historical Examination Information for UCS Exams, why does the OCA believe that the no-show rate will significantly decrease from historical rates, based on the new electronic testing model? What factor(s) regarding the old model do you believe contributed to the high no-show rate?

We anticipate that permitting candidates to self-schedule to a location and date/time that is convenient to them should increase show rate. The previous no-show rates reflect limited test dates, times and locations.

6. Would the OCA be interested in using secure live remotely proctored test delivery as an additional delivery method to physical test centers?

Perhaps in the future but not at this time.

7. Are all of the one million items contained in one item bank or are there separate item banks for each exam title?

There are separate item banks for each title.

8. Are there separate item banks for each of the languages in which exams are administered?

All exams are administered in English. The only tests given in a language other than English are the Spanish court interpreter written exams. The oral exams are video-based and are not part of the item bank.

9. Regarding Item Banking, what is meant by “other items” that need to be banked?

“Other items” refer to item characteristics (e.g., applicant population, difficulty level, reliability)

10. Is it the OCA’s expectation that testing will be available on both Saturday and Sunday at all test centers?

Yes. Not all but most.

11. Regarding Exhibit C: Computer Based Testing (CBT) Platform, Item Bank Software and Exam Delivery Requirements, Exam Delivery Portal: are all of these delivery methodologies (e.g., multiple fixed forms, LOFT, CAT) currently in use for delivery of exams?

We currently use multiple fixed forms. We would like the option to use other methodologies in the future.

12. Please provide a list of exam titles that are currently being delivered via Linear-on-the-Fly Testing (LOFT).

None currently.

13. Please provide a list of exam titles that are currently being delivered via Computer Adaptive Testing (CAT).

None currently.

14. Regarding the Court Interpreter Oral Exam Administration, please clarify “isolated testing environment.” Does this imply a separate room in a test center, or other testing space such as a hotel conference room?

Either is sufficient as long as the space is isolated free from distraction.

15. Please describe situations or specific events that would require burst testing versus continuous testing within the established test center network.

There are specific tests such as our Court Clerk exam or some other promotional exams where only one version is available and would not be feasible to be administered over multiple days due to exam security.

16. Please provide more details about Two-Step Test-Taker Scheduling for Multiple-Choice Exams. What file format(s) and data elements will be included in the list of test-takers that will be sent from OCA.

Applicants will apply directly with UCS. UCS will provide the Awarded Contractor a list of test-takers for multiple-choice examinations. The data format will be txt/csv/xlsx with applicant name, applicant ID, email, address, exam information.

17. Could you please describe the candidate experience / desired functionality related to the "ability to create tables and hold information that test applicant enters"?

The multiple-choice exams include various item formats (e.g., tables, fill-in, alpha/numeric filling questions). The candidates may be presented with tables with missing information which they need to fill in with information from other tables and use the completed table to answer a series of related questions. If the questions are on another screen, the candidate must be able to refer back to the completed table to answer related questions without having to recreate the table for each question.

18. Could you please further detail the requirements for highlighting reading material?

We would like candidates to be able to underline or highlight some passages to aid them in answering questions, particularly for reading passages.

19. Could you please further detail the requirements for strikeout/cross-out reading material?

To assist candidates to eliminate answer choices to arrive at the correct answer (process of elimination). Ability to mark up tables/graphs/reading passages a plus.