

The State of Israel  
The Central Elections Committee

Reference: RFI - 1

Edition: Final version

**Request for Information  
(RFI)  
Number 03/20**

**Computerized Training  
(E-learning)  
Management System**

**Jerusalem, 21 of May 2014**

**Last date to submit response:**

**Thursday, 19<sup>th</sup> of June, 2014, 11:30**

**Location: The Operational Logistics Center (OLC)  
of the Central Election Committee, 6 Shaked Street,  
Industrial Park, Modiin Region**

**Important:** All messages, clarifications, changes and updates regarding this RFI, will be published on the Central Elections Committee to the Knesset (CEC) Website, at [www.bechirot.gov.il](http://www.bechirot.gov.il) (under the section "Public Announcements"). Also, notices as above will be sent by fax or e-mail to **whoever will register for this purpose (not later than Thursday, 5<sup>th</sup> of June 2014, at 12:00)**, by sending a note to the following e-mail: [Omrish@knesset.gov.il](mailto:Omrish@knesset.gov.il), stating in the note his wish to receive notices regarding this RFI.

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**Administration**  
**Chapter (RFI):**

**Computerized**  
**Training (E-learning)**  
**Management System**

# **Administration Chapter (RFI):** **Computerized Training (E-learning)** **Management System**

## **1. General: ( I )**

- 1.1. The Central Elections Committee for the Knesset (hereinafter - "the Committee", or the "CEC"), hereby requests information (hereinafter - "the request"), based on Regulation 14A of the Israeli Mandatory Tenders regulations 5753-1993, from vendors who have the knowledge and the experience - whether in Israel or abroad - in **Computerized Training (E-learning) Management Systems** (hereinafter – "Systems", or "System") or similar systems.
- 1.2. It is clarified that this request is a preliminary request, solely for the purpose of receiving information, and does not in itself constitute any phase of a contractual process of any kind with any of the respondents to this request. This request is not a tender or an RFP and does not constitute an establishment of vendors' certified list of any sort. All expenses involved in responding to the request will be incurred by the provider of the information. The provider of the information will not be entitled to any compensation or indemnity as a result of submitting the RFI.
- 1.3. The RFI is not to be considered as a request for proposals or as a tender and nor the Government Procurement Agreement shall apply hereto.
- 1.4. The CEC has no obligation to use the information, as a whole or partially, for the purpose of preparation of a tender, or for any other purpose.
- 1.5. Transfer of the information does not give the information provider any right toward the CEC and does not impose any obligation on the CEC.
- 1.6. Nothing stated in this document constitutes any obligation that a tender will be published as aforesaid or any obligation regarding the details of the tender, if it will be published.
- 1.7. The CEC shall not bear any costs or expenses incurred to the information provider, as a consequence of this request, and due to any contacts with him, if they will be such contacts, in regard to checking the information, or with any other context regarding this matter.
- 1.8. The CEC is eligible to provide any information or data related to the information that was given to any person that is connected to the CEC; and also is eligible to publish by means of a tender or by any other way, specifications or requirement statements which will be based on information that will accumulate as a result of this process.

- 1.9. The CEC may, but is not obligated, to request from the information provider, to present his product or the information provided, accordingly, to its professional team; Presenting the product or the information, if such presentation will take place, will be part of the RFI, and will be subject to its' contents. The presentation, if requested will take place in Israel, and the CEC shall not bear any costs or expenses incurred.
- 1.10. If a tender will be published in relation with this request, although without any commitment for such publication, than responding to the RFI will not constitute a pre-condition for participation in the tender, and will not grant any advantage to those vendors who responded to the RFI, only as a fact of responding to this request, and will mandate his participation in the tender or any contractual process with him in any other way.
- 1.11. Publication of the RFI documents: The documents will be published on the official website of the CEC ([www.bechirot.gov.il](http://www.bechirot.gov.il)), under the section of "Public Announcements", entitled "Request for Information (RFI) 03/20 - Computerized Training (E-learning) Management System.
- 1.12. This request is intended to all vendors who answer the following conditions:
  - 1.12.1. Vendors who are engaged in the development, marketing, installation or integration of Computerized Training (E-learning) Management Systems
  - 1.12.2. Nevertheless, other vendors, who have expertise in interfacing domains, or answer only partially on what is described in the RFI, may respond to the request.
  - 1.12.3. Clarification: An international vendor (that is, a vendor which is not an active vendor in Israel, but is active in other countries), who is interested to present information regarding the request, may respond to the RFI without currently having an Israeli business partner, as long as the original response will be submitted along with an official Hebrew translation, and this translation would be considered as the formal response. It should also be clarified that if the CEC will publish a tender to regarding these systems, and an international vendor would be interested to participate in the tender process, the response to the tender must be submitted by an Israeli vendor which will serve as an authorized representative in Israel to the international vendor.

2. **Definitions: ( I )** Regarding this document -

- 2.1. Specification - The specification document attached to the RFI.
- 2.2. Vendor/ a proposing vendor/ an information provider - a Corporation, or a number of corporations, that partnered or incorporated in any way, in order to deliver a response to the RFI.
- 2.3. International vendor – a foreign supplier, which is not active in Israel.
- 2.4. Systems/System - Computerized Training (E-learning) Management Systems.

3. **Administration: ( I )**

3.1. **Receiving the RFI documents:**

- 3.1.1. The documents of the Request for Information are published on the CEC website at <http://www.bechirot.gov.il> as published in the media.
- 3.1.2. The RFI documents are published both in Hebrew and in English, to allow a response by international vendors.
- 3.1.3. In order to avoid any doubt, in any event of any inconsistency between the Hebrew version and the English version, the Hebrew version shall prevail.

3.2. **Liaison in behalf of the Committee:**

The liaison in behalf of the CEC, who is responsible for the Request for Information, and to whom all questions and clarifications should be sent, is:

**Attorney of Law Omri Schneider, Executive Assistant to the CEC Director General.**

**Central Election Committee, the Knesset, Jerusalem, Zip Code 9195015**

**Phone: (972)2-6408887 or (972)50-6232254. Fax: (972)2-5669855**

**E-Mail: [omrish@knesset.gov.il](mailto:omrish@knesset.gov.il)**

3.3. **Procedure for transferring questions and inquiries:**

- 3.3.1. Vendors' questions should be submitted in writing only via e-mail, as stated in Section 0.3.2 above, to the CEC liaison. The questions must be submitted only in Hebrew.
- 3.3.2. Questions that will be submitted until Thursday, **5<sup>th</sup> of June 2014, 12:00 (Israel time)**, will be answered. The CEC does not guarantee that questions that will be received after the appointed time above will be answered.

- 3.3.3. The questions must be submitted according to the section number in the request, accordingly, the following format:

No.	Chapter	Section No.	The detailed question

- 3.3.4. There will be no vendors' conference.

3.4. **Delivery of the response to the request**

- 3.4.1. The RFI answer, as defined in Article 6 Below, should be delivered in a sealed envelope without any external identification, which will be stated "Request For Information (RFI) No. 3/20 - Computerized Training (E-learning) Management System" Until **Thursday, 19<sup>th</sup> of June, 2014, at 11:30 local time** (hereinafter - "the Delivery Date").

- 3.4.2. The envelope with the response in it, has to be delivered to the tender box located in the Center of the Logistics and Operation of the Committee (CLO) , 6 HaShaked street, Modiin Industrial Park, open at Sunday - Thursday from 08:30 to 11:30 (hereinafter - "the response to the request"). It is not allowed to submit a response to the request by regular mail, or as e-mail or as fax. Submitting the response to the request as stated above, should be coordinated in advance with Mr. Shalom Ben-Yehuda, phone (972)50-6232311, or with Mr. Jacob Harary, phone (972)50-6232248, or with the secretariat of the CLO, phone (972)3-9779000.

4. **Contents of the RFI documents: ( I )**

- 4.1. Administration chapter.
- 4.2. Text of the press release.
- 4.3. Technical specifications.

5. **CEC Rights: ( I )**

- 5.1. Information obtained in the process may be used, among other things, as assistance for the preparation of Request for Proposals (RFP) documents as part of a tender that may be published in the future and under terms that will determined separately, if it will be decided by the CEC to publish a tender for that purpose.
- 5.2. The following request should not be seen as an obligation on behalf of the CEC to publish any tender, and should not be seen as an obligation of any kind on behalf of the CEC regarding the information providers.

- 5.3. The CEC shall not be held for any charges or expenses incurred by the information provider in respect to this request or due to the contacts with him, if such contacts will be held, in relation to the checking of the information provided by him, or in any other context.
- 5.4. The CEC may pass any information or data related to the results of checking of the responses to the request to any person connected with the CEC, and to publish by way of tender or by negotiation, specifications or requirements that will be based on the knowledge and the experience which will accumulate as a result of the tests.
- 5.5. Notwithstanding, the information provider may designate in his response to the request, which parts of the response are considered commercial secrets, that he wishes that the CEC will not publish outside of the CEC and its organs, and this designation will be taken into the CEC considerations, as stated above.

## **6. How to respond to the RFI: ( I )**

- 6.1. Response Language: The response shall be delivered in Hebrew, even if the response is submitted by an international vendor, according to the instructions in this request. However, the vendor may attach appendices (such as – User Manual, technical material, examples of screens etc.), in English, without the need to translate them.
- 6.2. Response to the technical specification: The response to the technical specification should be done with reference to each one of the sections of the technical specification, including the section as in Appendix A.
- 6.3. Response to the administration chapter:
  - 6.3.1. All sections marked with **I (Information)**, should be answered by – "Read, understood, accepted."
  - 6.3.2. All sections marked with **S (Specific)** should be answered specifically in detail, especially section 9 in this Administration chapter, relating to the details of the information provider.
- 6.4. Additional materials: The information provider may add additional materials, beyond what is required in Section 6 above, at the discretion of the information provider.
- 6.5. Hard copy delivery: The response to the RFI will be submitted in the three (3) hard Copies.
- 6.6. Media delivery: In addition to the printed response as in Section 6.5 above, the documents should be attached to the response, on standard media (CD-Rom or DVD) in WORD or RTF format, and in addition - in a PDF format. If the information provider has chosen to add a demo system, it should be attached in a separate directory, named "DEMO".

**7. Ownership of the request, the response and their usage: ( I )**

- 7.1. Ownership of the request and its usage: The request - including the technical specification - is the intellectual property of the CEC and is submitted for the sole purpose of responding to this request.
- 7.2. Ownership of the response to the request and its usage: The response to the request is the property of the information provider. Nevertheless, the CEC shall have the option to use the information delivered to any need related to the activities of the CEC regarding this request, as explained in the Administration chapter, subject to Section 5 above.

**8. Response evaluation: ( I )**

- 8.1. All responses will be evaluated by the CEC, pursuant to the above and its working procedures and as stated in the Administration chapter.
- 8.2. As part of the evaluation process, the CEC reserves the right to request a demonstration or a presentation of the response, or of several responses, to be presented to the CEC representatives, as decided by the CEC. The decision regarding demonstrations or presentations is at the sole discretion of the CEC.

9. **Details on the information provider: (S)**

9.1. The information provider is required to specify the following details. Note: If the response is delivered by several vendors, the requested information should be presented for each of them separately:

9.1.1. Name of the information provider.

9.1.2. Company Profile.

9.1.3. The country where the information provider is registered and manages the business. If the provider is registered in more than one country, please list the other countries.

9.1.4. Identification number/registration number of the information provider at the state where the vendor operates its primary business.

9.1.5. Question to an international information provider: Do you have an agency, representative or partner in Israel. Should you have one or more, please list and describe your Israeli representatives' details.

9.1.6. Address of the information provider in the primary business management site, and an address, in Israel, for contacts regarding this request.

9.1.7. Ownership of the corporation (Private/public, etc.).

9.1.8. Directors and main key stake holders (those who hold at least 20% of the shares of the information provider, to the extent it is relevant).

9.1.9. Contact person on behalf of the information provider details:

9.1.9.1. Name.

9.1.9.2. Phone.

9.1.9.3. Mobile phone.

9.1.9.4. Fax.

9.1.9.5. E-Mail.

9.2. Clarification: An international vendor, who is interested to provide information regarding the systems, can respond to this request without having an Israeli partner. However it is clarified that if the CEC should publish a tender regarding these systems, and an international vendor would be interested to bid for it, then the response to the tender must be submitted by an Israeli company which will serve as an authorized representative of the international vendor in Israel.

# **Technical Specification**

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## **Request for Information (RFI)**

### **Computerized Training (E-learning) Management System**

## **Technical Specification - Request for Information (RFI): Computerized Training (E-learning) Management Systems**

### 1. **Introduction: ( I )**

- 1.1. The Central Election Committee (hereinafter - the CEC) is responsible by the Israeli law, for the management processes of the general elections to the Knesset (the Israeli Parliament) and for a national referendums. The main laws governing the activities of the CEC are: Basic-Law: The Knesset; the Elections to the Knesset Law [Consolidated Version], 1969; and The Law Governing Referendums.
- 1.2. A general description of the operational concept formulated by the CEC and unique characteristics of the activities in the CEC training activities is attached in **Appendix A**, as a background for understanding the requirements of the CEC. The information providers are invited to refer to, to comment and even to oppose to this concept, as they deem right, according to their experience.
- 1.3. As mentioned in the administration chapter, the information provider is asked to describe the systems offered by him, **according to the questions listed below in the technical specification chapter and in accordance with the clauses of the attached Appendix "A"**. It is possible to relate **in addition to this format**, any additional response in another format (**but not instead of** the format specified).

1.4. The information provider should fill out the form below for each proposed system: (S)

**Form for description of Learning (training) Management System ( LMS ), E - Learning software and support center**

**System name:** \_\_\_\_\_

**Current version:** \_\_\_\_\_

**Release date of current version:** \_\_\_\_\_

**Date of commencement of distribution in Israel or worldwide (respectively):** \_\_\_\_\_

**System manufacturer name:** \_\_\_\_\_

**Manufacturer details:** \_\_\_\_\_

**Representative / agent in Israel - if applicable:** \_\_\_\_\_

**Contact Person in Israel - if applicable (representative/agent/vendor):** \_\_\_\_\_

**Representative contact information:**  
**Phone:** \_\_\_\_\_ **Mobile:** \_\_\_\_\_ **Fax:** \_\_\_\_\_

**E-mail:** \_\_\_\_\_

**Relevant actives clients in Israel or worldwide of the proposed system (it is possible to add more lines at the discretion of the information provider):**

**Client Name:** \_\_\_\_\_ **Starting from (year):** \_\_\_\_\_ **Number of active instructed users:** \_\_\_\_\_ **Contact person info:** \_\_\_\_\_

**Client Name:** \_\_\_\_\_ **Starting from (year):** \_\_\_\_\_ **Number of active instructed users:** \_\_\_\_\_ **Contact person info:** \_\_\_\_\_

**Client Name:** \_\_\_\_\_ **Starting from (year):** \_\_\_\_\_ **Number of active instructed users:** \_\_\_\_\_ **Contact person info:** \_\_\_\_\_

## 2. **Application:** ( S )

### 2.1. Products:

2.1.1. What are the main deliverables (outputs) which are produced **from each one of the following systems:**

2.1.1.1. Learning Management System (LMS).

2.1.1.2. E-learning software.

2.1.2. In which format/interface are the main products produced: WEB format, text messages (SMS), E-Mail, printed hard-copy output, PDF, or a combination of these formats.

### 2.2. Interfaces:

2.2.1. What are the existing interfaces in the proposed system between the Learning Management System (LMS) and the E-learning software?

2.2.2. To what extent can these two components be separated and operated autonomously?

2.2.3. What are the advantages and the disadvantages, in your opinion, of integrating the two components in one package?

### 2.3. Methodology:

2.3.1. What is the methodology the E-learning software is based upon?

2.3.2. Does the E-learning software support the SCORM<sup>1</sup> methodology or another model?

### 2.4. Information Security:

2.4.1. What is the degree of flexibility in determining access rights to the system?

2.4.2. What is the approach to support different levels of identification/authentication - Username/password, smart card, other token, OTP?

2.4.3. Is it possible to allow different learning environments for different types of users?

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<sup>1</sup> **Sharable Content Object Reference Model** .This model was prepared with the support of the U.S. Department of Defense initiative promoting computerized learning (ADL).

### 3. **Technology:** ( S )

#### 3.1. End-user stations:

3.1.1. Is any installation of software required on the end-user's station for the operation of the system (please include separate responses regarding the E-learning software and for the LMS)?

3.1.2. Specify which versions of browsers the systems support - the E-learning software and the LMS.

#### 3.2. Using FLASH:

3.2.1. Does the proposed E-learning software utilize FLASH or other technology?

3.2.2. If the system is using another technology, specify what technology is used and what are its' advantages, as viewed by the information provider, in comparison to the FLASH technology?

#### 3.3. Mobile device support:

3.3.1. Indicate if and how the proposed E-learning software and the LMS, support browsing from a mobile device?

3.3.2. Indicate examples for mobile device usage.

3.3.3. Indicate whether there is support for various mobile devices operating systems - IOS, Android and Windows Phone.

#### 3.4. Using visual e-Learning methods:

3.4.1. Relate to the following means of visual e-Learning means, and present how they fit in the proposed E-learning software. Additional means could be listed. Present actual examples of the various means: attached:

3.4.1.1. Video.

3.4.1.2. Animation.

3.4.1.3. Interactive computer games.

#### 3.5. Operating the systems in a "Cloud environment":

3.5.1. Describe to what extent the systems proposed support operation in a "Cloud environment", whether public or private cloud.

3.5.2. Describe how the operation in a "Cloud", without storing the data on dedicated servers of the CEC, are compatible to the concept of operating of the systems proposed, and how they can reduce the cost of usage.

3.5.3. What is the security model is proposed to a "Cloud environment".

3.5.4. What is the proposed reply for secure data transfer interface to the "Democracy" system (Designated and secure internal management system), which is isolated from the Internet?

4. **Implementation:** ( S )

4.1. Previous experience:

4.1.1. List and present previous experience in significant and relevant projects in similar volumes, in Israel and worldwide, according to the table in section 1.4 above.

4.2. Support:

4.2.1. What is the nature of the support provided by information provider, meaning both technical support and management of a support center ("Call Center")? Is this support provided separately the E-learning software and to the LMS, or is it an integrated support?

4.2.2. Refer to both "technical" support of the E-learning software usage, and support the contents themselves.

4.2.3. What is, in your assessment, the scope of the support required for the number of users in the CEC, as shown in Appendix A, in the short period of about six weeks in which the training is conducted for this population: in particular, how many call center operators are required, to your easement, in accordance with the order of magnitude of the CEC's activities as provided in the RFI.

4.2.4. It should be clarified that the support will be provided only during the election campaign itself and not during the period between elections (See clarification in **Appendix A**).

5. **Estimated costs:** ( S )

5.1. The information provider may submit a cost estimate for this project, or parts of it, without any obligation to implement it, not by the CEC and not by the information provider.

Clarification: There is no obligation to present financial implications. The CEC may refer to the information presented in this section for a cost-budget estimate for the project and its implementation, if and when it will be decided to implement it.

5.2. The following components should be referred to in particular:

5.2.1. The E-learning software.

5.2.2. Learning Management System (LMS).

5.2.3. Support Center: Systems support in the volume of users expected according to Appendix A.

5.3. The information provider can refer to a situation in which the systems will be installed on governmental servers, or alternatively, in a "Cloud", which could be operated by the information provider, or by a third party, or on the server of the information provider or a subcontractor on behalf of him.

## **Appendix A - Description of the operating concept of the computerized learning system in the CEC**

### 1. **Objectives**

#### 1.1. **Client/application expert:**

- 1.1.1. The Central Election Committee (hereinafter - "the CEC") is responsible for the management processes of the Knesset general elections and for a national referendum, according to the law and the working procedures of the CEC.
- 1.1.2. The chairman of the CEC is a seating justice in the Israeli Supreme Court (The highest court in Israeli judiciary system).
- 1.1.3. The CEC is headed by a Director General, under which are the committee and various departments.
- 1.1.4. On the field-level management, there are 18 regional committees, each of which is responsible for managing the elections in their respective geographical areas. Each regional committee has a chair which is a Seating justice in a District Court, a managing director and headquarters. According to the regional committee geographical spread, there is a subdivision into blocks of cities/ settlements (hereinafter – "blocks") / sub-committees or quarters / districts in large cities. In this way, the management is distributed to more limited geographical areas.
- 1.1.5. The voting itself is done at polling stations, while often several polls are located in a common site in governmental or other public buildings, such as - schools, community centers etc.
- 1.1.6. Generally, a voter is associated with a particular polling station according to his place of residence. In each polling station there are usually 300 to 800 registered voters. On the recent elections for the 19<sup>th</sup> Knesset, there were 9,881 operational ballots (not including special ballots). In addition voting takes place in special ballots, that is - ballots in the IDF (Israel Defense Forces) or polling stations located in hospitals, prisons, special polling places accessible to people with restricted mobility and Israeli embassies and consulates abroad. The voting in this case is done with two envelopes – external and internal, which are counted centrally in the Knesset, after a process which ensures that a voter did not vote more than once.

- 1.1.7. The voting procedure at the polling stations is relatively simple in terms of the voter (selecting an appropriate ballot, inserting it into a signed envelope and dropping the envelope through a slot into the ballot box), but it is complicated in terms of proper management of the Polling Station Committee (hereinafter - "the PSC"), in accordance with the law and the CEC working procedures. In every polling station there are several functioning officials. The PSC secretary is the representative of the CEC, and plays a key role in the management and operation of the PSC, including managing the PSC protocol, through the votes' tallying in order to sum the results of the voting and the registration process of the protocol. At the end of the elections, the secretary returns the relevant materials to the regional committee to which he belongs, for the sum-up of the voting results at the polls in the region.
- 1.1.8. In addition to the secretary, in each ballot there are three different political-parties representatives, representing at least two "opposing" parties. The main purpose of the appointment of these officials is to maintain the integrity of elections. The fact that every ballot has representatives of different and opposing political parties, besides the representative of the CEC, aims to create cross-supervision and control and prevent attempts to divert the elections' results.
- 1.1.9. The election period is divided into three sub-periods:
  - 1.1.9.1. A period of approximately 90 days, from the date of the legal pre-decided election day - or from the announcement of early elections, until elections day.
  - 1.1.9.2. Elections day.
  - 1.1.9.3. Sum-up of the elections process, starting from the end of the voting at 22:00 on elections day until the formal publication of the results, eight days later.
- 1.1.10. In the period between elections, the CEC is preparing itself for the next elections, by drawing insights and conclusions from the previous elections, and preparing for the next elections in all aspects.

- 1.1.11. The complex activities in the PSC, with all of its working procedures, require proper training and learning, especially for PSC secretaries, but also for the political parties' representatives. The training and learning is handled by the Training Department in the CEC, and the functions of Training Officers in the regional committees, which are the users of the systems.
- 1.1.12. More information about the training activity can be seen on the CEC website: <http://www.bechirot.gov.il/>
- 1.1.13. The computerized training organizational system within the CEC , is intended for the following target audiences:
  - 1.1.13.1. About 40,000 candidates for the secretary position for the PSC (hereinafter – "the candidates") (the number is derived from the candidate number before the last elections to the 19<sup>th</sup> Knesset). Following the screening stages, thorough training activities are carried out for about 20,000 candidates, who should successfully pass the final exam conducted at the end of the frontal training.
  - 1.1.13.2. About 40,000 members of the PSC members, who are representatives of the outgoing Knesset political parties, and not employees of the CEC, interested in or required to study the roles of the PSC (hereinafter – the members).
  - 1.1.13.3. Other users, who do not have the above positions, in much smaller numbers.
- 1.1.14. The complexity of the tasks of the secretary position, the need for high quality training and in a short time-schedule, require advanced methods and computer training and learning, which comprise the computerized training organizational system.
- 1.1.15. This document presents the concept of future operating computerized training system of the CEC.

1.1.16. In the training (learning) management system (LMS), the training organizational system will be managed. The LMS will record the results of using the e-Learning software by the candidates. Additional students, such as the members, or parts of the public who would be interested in trying the e-Learning software, could use it but not necessarily leave any record of their achievements will be saved in the LMS. The LMS will document the use of the e-Learning software and the test scores for different user groups, at the CEC discretion.

1.2. **Goals and objectives:**

1.2.1. The CEC is in charge, as stated above, of the training of the PSC secretaries, the members of the PSC and other officials at the PSC, towards the Knesset elections.

1.2.2. One of the major challenges of the CEC is to recruit and to properly train the secretaries of the PSC.

1.2.3. In the first stage, there is a sorting and filtering activity that will be based on the computerized training system.

1.2.4. The e-Learning software will be used as a sorting and filtering tool for candidates for secretaries and for other types of jobs, as decided by the CEC. Candidates who will not pass the minimum score threshold at the final e-Learning software exam, will not be invited for further interview and for training processes of the frontal learning phase.

1.2.5. The intention is to manage the data on the users and monitor their achievements through the LMS, up to the point where the data will be transferred to the "Democracy" system that manages the human resource data, the training and the assignment to the polling stations.

1.2.6. The frontal training sessions of the candidates for secretaries who passed the preliminary screening stage, are held about a month before elections day. The intent is that the candidates will utilize self-learning through the e-Learning software that will take place during the weeks before the frontal training sessions. The candidates will reach the training session after successfully dealing with the basic learning material on their own, using the e-Learning software. The e-Learning software is designed to prepare the candidates prior to the frontal training sessions, which are naturally designated for a larger group of students, whereas individual learning is not applicable at this time.

1.2.7. **The final objective:** The purpose of the system is to provide the knowledge base required for the candidates before they join the frontal training sessions and for effectively performing their role – once they have been selected - in a professional manner.

1.2.8. **Intermediate goals:**

1.2.8.1. Implementation of a training program and a managed learning computerized based system.

1.2.8.2. Raising the level of preparedness of candidates and the members, prior to the frontal training.

1.2.8.3. Serve as a tool to screen candidates, so that a candidate who didn't successfully passed the e-Learning software will not participate in the frontal training.

1.2.8.4. Mapping the knowledge levels of trainees, in order to allow the creation of homogeneous learning groups as part of the frontal training.

1.2.8.5. Imparting the same knowledge base as much as possible among the candidates before they join the frontal training, whether or not they previously worked as secretaries.

1.2.8.6. Be a guiding tool for the instructors of the CEC.

1.3. **Organizational/Business Relationship:**

1.3.1. The goal is to develop a high-level interactive tutorial to improve the means of learning and learning ability, while monitoring the achievements of learners in this system, and manage the use of courseware users listed above.

1.3.2. Exploring possibilities to support "mobile learning" (i.e., by using smart phones).

1.4. **Annual work plan:** The development of a learning managed computer organizational system with a new e-Learning software, prior to the next elections (or the next referendum).

1.5. **Feasibility and Cost/Benefit:**

1.5.1. Reaching the frontal training when candidates have been already personally trained, will raise the quality of the frontal training stage and ultimately, the functionality of the PSC's secretaries.

1.5.2. **Benefits:**

1.5.2.1. The e-Learning software will enable effective learning and user-friendly, interactive practice of the selected contents.

1.5.2.2. Learning Management System will display the current updated picture of the users' achievements, the weakness points which should be focused upon in the frontal training phase and enable metering performance measurement as automatic and immediate as possible.

1.6. **Time frame:**

1.6.1. The elections to the 20<sup>th</sup> Knesset are scheduled on October 2017; however, it should be clarified that the election date could be set to an earlier date, if the Knesset will decide on the dissolution and early elections. Accordingly, the CEC is interested in preparing the new system at the earliest possible time.

1.6.2. Assuming that the elections will take place as scheduled, there will be training sessions starting from the fourth week of September 2017 and during October 2017. The self-learning period will start on the third or the fourth week of August 2017 and during September 2017.

1.6.3. If the elections to the Knesset will be held earlier, these dates will change respectively.

2. **Application - System components**

2.0.1 **Capacity:** The system will allow the management and organization of the learning process of the candidates, until the phase when it will be incorporate with their details into "Democracy" system, with continued follow-up in "Democracy" after their actual assignment as secretaries in specific SPC or as reserve secretaries. The system will be able to manage the registration of candidates, monitoring of the learning process (including performing computerized lessons and interactive tests) and monitoring the achievements of the candidates.

2.0.2 **Support Center:** The support center will include a call center where one can call and receive assistance from operators with proper training. Both the LMS and the e-Learning software will be supported by the call center. The assistance will relate both to the operation of the systems and software problems, and in terms of the contents.

- 2.0.3 Hosting the system: The intention is that the system will be hosted on the server farm of the e-government organization ("Tehila"). However, as mentioned above, the information provider may address the possibility to host the systems on its own – or with a third party - servers, and in this case, the information provider will relate both to the data security required, and to additional costs and other topics at the discretion of the information provider.
- 2.0.4 Integrating videos and animation in the e-Learning software: Integration of videos and animation is mandatory; the vendor will relate to the possibility that the production of the videos will be carried out as part of his development and implementation of the e-Learning software or that the CEC will provide the videos and animations as stated and the vendor will integrate them in the e-Learning software, as directed by the CEC (the vendor's solution should take into account both alternatives or any combination of them). The information provider needs to relate particularly to interactive videos whereas the user can determine the flow of the video.
- 2.0.5 Training materials: The training materials will be provided, in general, by the CEC, and the vendor will integrate them into the e-Learning software. The information provider should address the possibility of turning raw materials into training materials and producing additional learning materials required by the CEC. It is noted that during the elections, even after finishing the editing, it will be required to schedule changes in very short time frame, and this should be also reflected in changes in the computerized organizational system. Therefore, flexibility in introducing changes in a short time frame is a very important aspect of the system.
- 2.0.6 Definitions for clarification (not the formal definitions)
- 2.0.6.1 Secretary of the Polling Station Committee (PSC): Appointed by the CEC chair, according to the elections law; representative of the CEC; responsible on behalf of the CEC on the proper management of the work at the PSC. The secretary is not associated or affiliated with any political party, faction or competing candidates list, for the purpose of maintaining the integrity of elections.
- 2.0.6.2 A party representative at the PSC: A member of the PSC representing a faction in the current Knesset. The delegate can be a chairman of the PSC, deputy chairman or a member, respectively.
- 2.0.6.3 Faction: A number of parliament members (PM) in the current Knesset, representing one or more than one party, in an organizational framework elected in the elections, or approved by the Knesset Committee.

2.0.6.4 List of candidates: A list of candidates running in the elections on behalf of one or more than one party, in the upcoming election.

2.0.6.5 "Democracy" system: The main IT system of the CEC, which manages, among other things, the recruiting the of elections day' workers, their training and assignment to the PSC.

## 2.1. **General requirements from the computerized training system**

2.1.1. General: Support for a number of different courses, which may include a number of separate lessons, accordingly to the learning contents.

2.1.2. Training content database:

2.1.2.1. The system will contain a database of training contents, including lessons, exercises, tests etc.

2.1.2.2. The system administrator will be able to manage the training materials library, and determine which will be made available to the various types of users, when will they become valid and when they will expire.

2.1.2.3. The administrator will have the following available tools:

2.1.2.3.1. Learning content status management.

2.1.2.3.2. Validity learning content management.

2.1.2.3.3. Publication of new learning content.

2.1.2.3.4. Updating learning content by replacing the old content with a new content.

2.1.2.3.5. Cancel learning content which are not valid.

## 2.2. **External Scope - Users**

2.2.1. Candidates for PSC and other functions as determined by the CEC.

2.2.2. Faction representatives - members of the PSC.

2.2.3. Internal users: those in charge of training in the CEC and in the regional committees; trainers.

## 2.3. **Internal Demarcation – Sub-Systems**

2.3.1. Knowledge questions/tests : The system will allow the creation of a variety of questions from the following types:

2.3.1.1. Multiple choice questions.

2.3.1.2. True or False questions.

2.3.1.3. Complete sentences questions.

2.3.1.4. Order questions.

2.3.1.5. Grading questions.

2.3.1.6. Form filling.

2.3.1.7. Additional tests according to the proposed system by the information provider at the CEC discretion.

2.3.1.8. The system will contain a mechanism for mixing and mingling different types of questions.

2.3.2. Documentation:

2.3.2.1. The system will record each lesson the learner (user) has taken and will maintain the question's performance - achievements (the scores achieved) and his answers in cross-section of a question, lesson, exercise with the indication of the date, time, user identification, the question and answer number, test scores. This information will be used among other things to evaluating the e-Learning software.

2.3.2.2. The system will contain a simple-to-use "grade book/list", allowing keeping track of the grades.

2.3.2.3. The system will grade each answer and keep a history of all the answers to the questions entered by various users.

2.3.2.4. The system will give feedback to the user about his achievements.

2.3.2.5. The system will execute a final evaluation to the users, and issue an official confirmation to this evaluation.

2.3.2.6. The scores received in the tests will be transferred from the e-Learning software to the LMS.

2.3.3. Tests definitions: The system will enable to define the following:

2.3.3.1. Number of times an question can be answered.

2.3.3.2. Determining the score and the weight of the question.

2.3.3.3. Number of times a particular user could access a particular test.

2.3.3.4. Predetermined date range during which a test will be active and available, for users of a certain type.

2.3.3.5. Predetermine a time limit for a specific question and/or for an entire test.

## 2.4. **User Interface (UI):**

- 2.4.1. Below is a description of the predicted schematic UI.
- 2.4.2. The user will enter the CEC web site. In the web site, he will find a WEBPART which will include an entrance to the e-Learning software area. The access to the e-Learning software will be done through authentication by an ID number and a user name / password mechanism, or by another appropriate access mechanism that will be determined by the CEC.
- 2.4.3. The use of the system will require only an Internet web browser and it will be able to launch the system anywhere and anytime.
- 2.4.4. Types of system users:
  - 2.4.4.1. Users (students): Secretaries and members at the PSC, and other functions at the discretion of the CEC.
  - 2.4.4.2. Learning Administrator: Responsible for the operation of the LMS on the client side, for the purpose of generating reports and monitoring the system.
  - 2.4.4.3. Training Department functionary: Monitoring the users' achievements, supervision of compliance with regional quotas of personnel for the role of secretary.
  - 2.4.4.4. Content authors from the CEC.
  - 2.4.4.5. Training coordinators in the regional committees: Training management, courses, and the candidates' quota at the regional committees' level.
  - 2.4.4.6. Guides: Recording the scores and the achievements of the users, and also verbal evaluation of candidates.
  - 2.4.4.7. Provider: Various factors including: project manager, training developers, content authors, technical support.
- 2.4.5. Visual user interface:
  - 2.4.5.1. Attractive presentation of learning contents organized in courses, lessons, chapters, themes and designed screens.
  - 2.4.5.2. Interactive components that will enhance the user's experience, such as: text plus diagrams, animations, video clips and multimedia components.
- 2.4.6. Voice interface - combining narration:
  - 2.4.6.1. The narration will be integrated into the learning unit defined in specific points in the, for example: A summary of the learning-unit by a key sentence.
  - 2.4.6.2. The narration could be canceled by a push-button.

2.4.7. The system will support Hebrew and RTL (writing from right to left) in full, for the use of learning, learning administrator and the members of the content authors.

2.4.8. **The Information provider has to address the issue of compliance of the system to common accessibility standards.**

## 2.5. Processes

### 2.5.1. General:

2.5.1.1. Several schematic flowcharts will be presented below, that describe the process of preparing the PSC's secretaries only.

2.5.1.2. The main processes are presented in three sub-processes:

2.5.1.2.1. Applying for candidate.

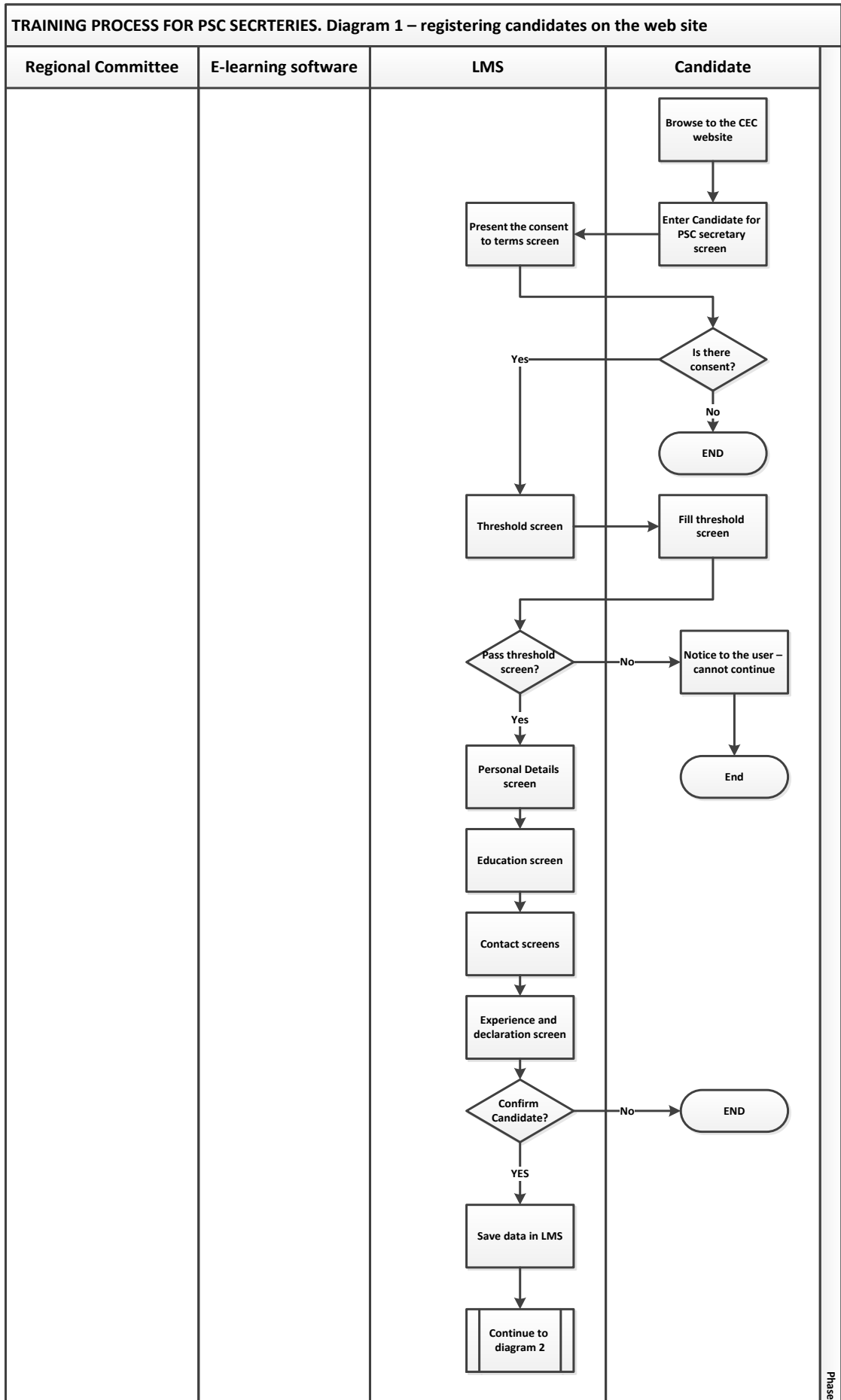
2.5.1.2.2. Learning by using the e-Learning software, including taking tests and issuing a formal certification to the user.

2.5.1.2.3. Transferring the data to "Democracy" system for continuing management of the data in that system.

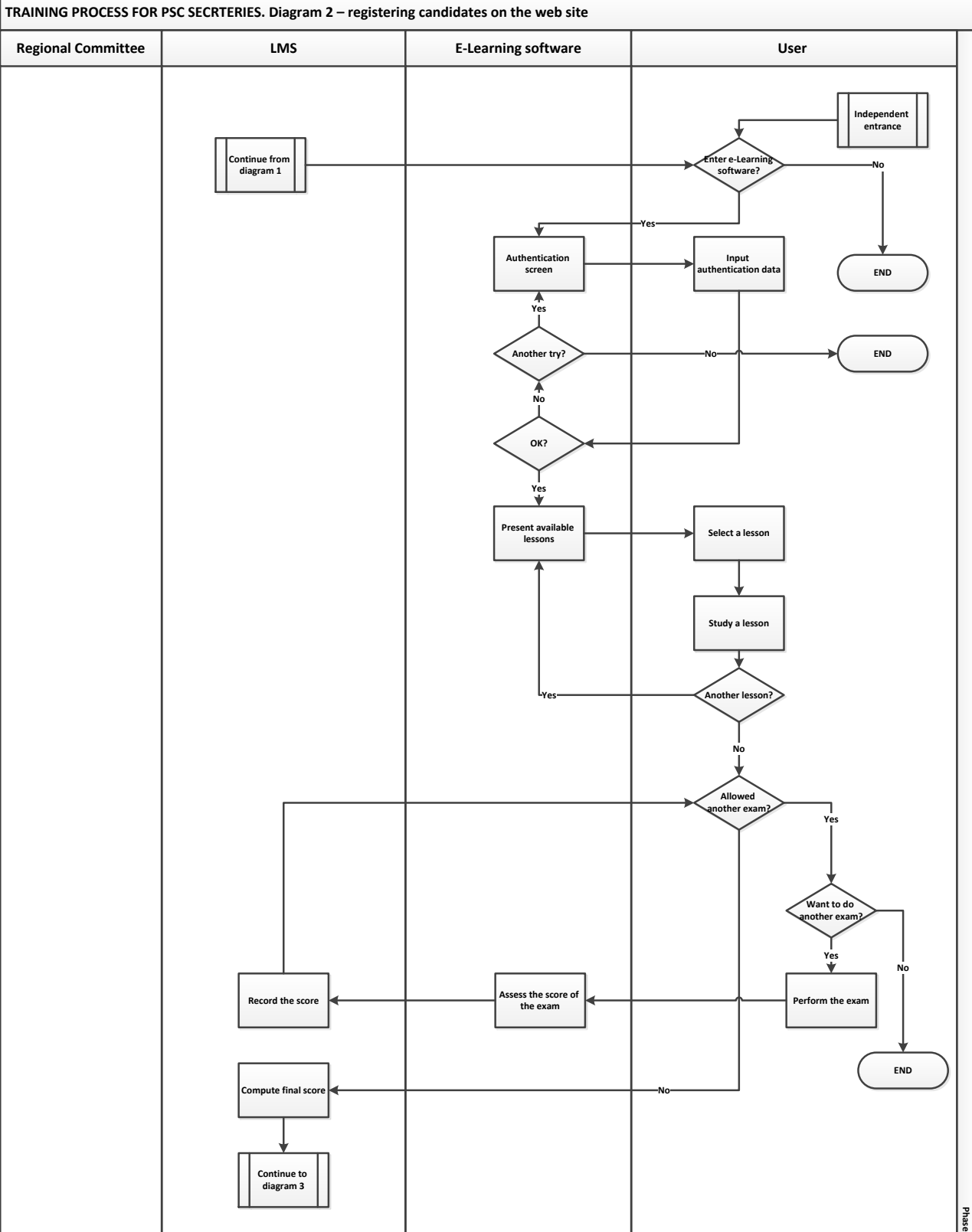
2.5.1.3. It should be clear that the parameters listed below in the diagrams are for illustration only. The Committee may establish criteria for these parameters, such as the number of times that a user can take an exam, to be registered in a "waiting list", or to be transferred to an interview – managed in "Democracy" system, while taking into consideration of number of examinations performed, the score obtained in the exam, the demand for secretaries in a specific regional committee, all in a flexible and parametric way as possible.

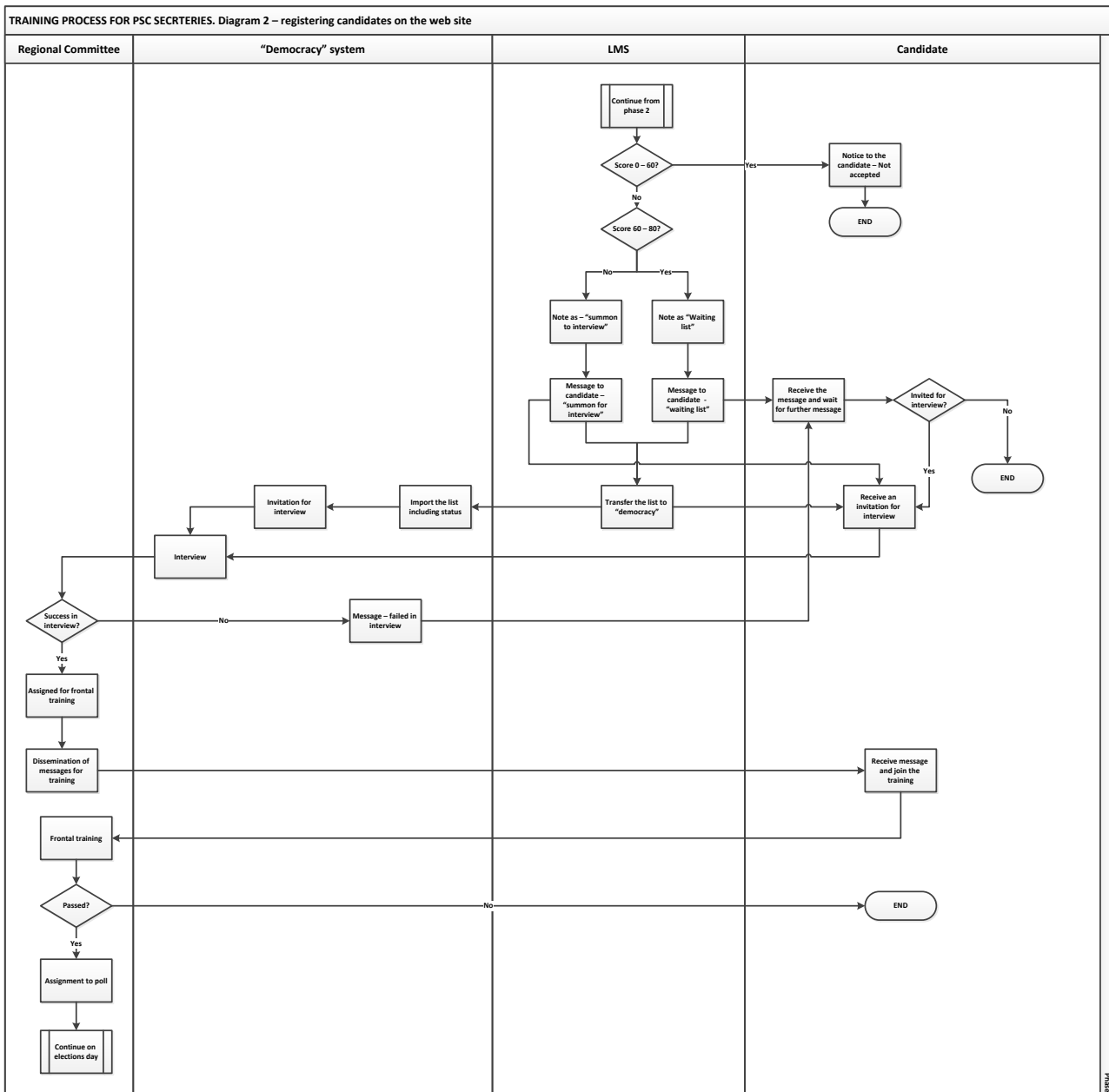
2.5.1.4. There will an option to refer the candidates in a flexible way to various regional committees, while maintaining equality and based on CEC working regulation.

### 2.5.2. Processes Charts:



Phase





2.5.3. Process notes

- 2.5.3.1. In the case of the members and the general public, there should be an access to the e-Learning software even without registration to the LMS.
- 2.5.3.2. The process will be executed in a "self-registration" format.
- 2.5.3.3. In this case the e-Learning software will issue the user a different and distinct certificate.
- 2.5.3.4. There are several "mandatory conditions" for registration, including acceptance of the Terms of Registration and the professional threshold set by the CEC.

- 2.5.3.5. Before access will be granted to the screen where filling the personal data is done, will appear a "consent screen". The consent screen will include a paragraph, which the candidate will be required to indicate with the "√" sign thus ensuring that he read, understood and agreed to the terms (similar to the approval of reading and understanding terms of use found on websites and in different applications): On the "consent screen" (and therefore on the form itself and the announcement to be published in the media), a paragraph will be included that the CEC has no commitment to continue the process with all the applicants , but only with those who are found suitable and on its' sole discretion . In this way the CEC shall not be required to interview all candidates.
- 2.5.3.6. On the "threshold screens" and the data entry screens, there will be a number of mandatory fields.
- 2.5.3.7. The system will be required to transfer messages **and feedback** via e-mail and text messages. Accordingly, the personal information screens will include the e-mail address and the mobile phone number. Nevertheless, these fields will not be defined as "mandatory fields", while a substitute field for them will be the address field, in order to send notices by regular mail to those who request that.

2.5.4. A concise description of a number of key steps in the process:

<b><u>Secretaries assesment process and training – main process including filling the role at the poll (PSC)</u></b>				
<b>Phase</b>	<b>Action by the Secretary</b>	<b>Question at the end of the process</b>	<b>Positive response</b>	<b>Negative response</b>
1	Logs into the CEC website, gets acquaintance with the threshold conditions for the role of a secretary, fills the form in the LMS which includes the threshold conditions	Passing threshold Conditions?	Can pass to the e-Learning software	Receives notice of procedure termination
2	Completes the e-Learning software and performs the final exam	Received a "passing" grade ( 80 and above)?	User receives <u>positive</u> notification. Personal details are transferred to "Democracy" system, towards <b>summon for an interview.</b>	<b><u>Grades between 60 to 80 :</u></b> User receives a <u>negative</u> notification. Details are transferred to "Democracy" system <b>to a waiting list.</b>  <b><u>Grades between 0 to 60 :</u></b> Learner receives <u>negative</u> notification. Details are not transferred to "Democracy" system. However , they can be transferred later in exceptional cases by additional criteria (for example – "all users that received at least 55)
3	Scheduling an interview	Is the candidate appropriate for the role of a secretary?	Summoning the candidate for a frontal training session.	Remains in the "Democracy" system in the waiting list, in the category of "rejected in the interview".

<b>Secretaries assesment process and training – main process including filling the role at the poll (PSC)</b>				
<b>Phase</b>	<b>Action by the Secretary</b>	<b>Question at the end of the process</b>	<b>Positive response</b>	<b>Negative response</b>
4	Frontal training , at the end the candidates go through the secretary certification exam	Passed the exam with at least a grade of 80?	<u>Positive</u> notification. Goes into the "assigning list of secretaries" can be assigned to a PSC.	<u>Negative</u> : receives notification. Documented in "Democracy" system.
5	Preforms the role and receives feedback at the end of the elections	Did he perform satisfactory and professionally?	Documented in "Democrac y" system.	Documented in "Democracy" system.

## 2.7. Modules (programs)

### 2.7.1. E-Learning software

2.7.1.1. The interactive training of the candidates within the framework of the e-Learning software, will include at least four lessons:

2.7.1.1.1. Understand the role and the work environment.

2.7.1.1.2. Organizing the polling station.

2.7.1.1.3. The voting procedure.

2.7.1.1.4. The votes' tallying process and delivery to the regional committee.

2.7.1.2. Each lesson in the e-Learning software will include at least:

2.7.1.2.1. Main/Entrance screen.

2.7.1.2.2. Learning objectives.

2.7.1.2.3. A study/learning unit which will include:

2.7.1.2.3.1. Around 25 pages of contents.

2.7.1.2.3.2. Interactions.

2.7.1.2.3.3. Interim questions.

2.7.1.2.3.4. Summary screen.

2.7.1.2.3.5. 5 knowledge questions at the end of the lesson.

2.7.1.3. Contents:

2.7.1.3.1. Learning content types: Theoretical knowledge, routine operations study, filling out forms, flowcharts, best practices, rules of conduct and work processes.

2.7.1.3.2. Moderator (Mentor): The e-Learning software will include dynamic guidance that will accompany the whole computerized learning process. The mentor will assist in achieving an emotional/personal approach and identification of the user. The mentor figure will appear in several situations: pointing, thinking, standing, sitting, etc. The mentor will be incorporated into other training products that will be developed. Note that the mentor will be an animation figure and not a human actor. This is to preserve the possibility of constantly updating the e-Learning software regardless of age and the external look of the mentor.

2.7.1.4. Assessment and certification:

2.7.1.4.1. Knowledge tests: To assess the understanding of the contents by the user, knowledge tests will be integrated in the end of each lesson and also a final exam at the end of the course. The access to the test, answers and grades, will be recorded and stored in the LMS. There will be a possibility to define test questions that will be drawn randomly and assigned to the same test out of a pool of questions.

2.7.1.4.2. Questions: The E-Learning software will include interactive questions to practice various methods and knowledge of the course's content and lessons, including answering various types of practices, such as:

2.7.1.4.2.1. Single-choice answers.

2.7.1.4.2.2. Multiple choice answers, such as one question and 4 distractors, one of which will be true.

2.7.1.4.2.3. Blind map (a question that the user has to identify the locations on a map).

2.7.1.4.2.4. Drag and paste.

2.7.1.4.2.5. Hotspot (a type of interaction)

2.7.1.4.2.6. Order questions.

2.7.1.4.2.7. Interactive form filling.

## 2.7.2. **Learning Management System (LMS)**

### 2.7.2.1. **Learning administrator tools:**

2.7.2.1.1. The Learning Administrator is responsible for managing the info about the users: student name, address, ID, phone number, e-mail address, scores, etc.

2.7.2.1.2. The system will enable immediate report generation for each lesson/chapter or for a specific user or a group of users that will be defined according to a certain common denominator, such as – being registered to a specific regional committee or by the users' address (e.g., all students living in Tel - Aviv).

### 2.7.2.2. **Tools for the end-user:** The system will enable the user to do the following :

2.7.2.2.1. Printing a personal report which includes the lessons and/or tests carried out and the scores received.

2.7.2.2.2. Browsing the lessons catalog and searches the lessons catalog.

2.7.2.2.3. There should be an option for a candidate to receive information about his status in the screening process, including the possibility of producing messages sent to him by the CEC. In this way many inquiries that are now turned to the CEC or to the regional committees will be spared and there will be more transparency in the process.

## 2.15. **Reports and Queries**

- 2.15.1. Required the ability to generate reports in a simple manner according to different and flexible parameters, in different sections in the database, including statistical reports.
- 2.15.2. It should be clarified what is the possibility of generating reports that integrate the e-Learning data with the registration data from the LMS. For example, producing a report of the "number of candidates, who indicated that they are "civil-servants" in Tel-Aviv regional committee who have successfully passed the test".
- 2.15.3. It should be clarified regarding the evaluation / threshold criteria used by the CEC as a qualitative filtering tool, such an experience, whether it will be possible to generate a report showing whether there is a relationship between the experience (or - the candidate being a civil servant), and the success in the test and later on the success in the elections day (as assessed by the reception committees in the regional committees). The selection and the filtering can be done using the same data, if, for example, there is a lack of Arabic speaking secretaries for a specific area in a committee.
- 2.15.4. Types of reports required:
  - 2.15.4.1. Lists of learners/users.
  - 2.15.4.2. List of lessons/chapters/other content design units.
  - 2.15.4.3. List of users by courses and lessons, with or without grades (parameter).
  - 2.15.4.4. The number of users in each course/lesson on a monthly, yearly or another period basis.
  - 2.15.4.5. The distribution of the amount of time for executing lessons/chapters and other content design units.
  - 2.15.4.6. Distribution of grades by course/lessons/chapters.
  - 2.15.4.7. Distribution of answers to each question.
  - 2.15.4.8. Scores report.
  - 2.15.4.9. Assessment report.

## 2.22. **Interfaces and Links**

- 2.22.1. Registration of users to the system can be carried out online at the website, or **by loading users data from XML file or from a CSV file** or in a different format, as determined by the CEC.
- 2.22.2. The users' data could be exported from the LMS system **in XLS, XML or CSV** files, or in a different format, as determined by the CEC, to be transferred to "Democracy" system.
- 2.22.3. The system will allow dissemination of messages to the users by e-mail, or by text messages, or by letters via regular mail delivery or by any other option. The messages will inform the users about the plans of the content and the training, deadlines and other information necessary to perform the training, as well as notices of success or failure in examinations, respectively. The system will document and archive the messages mentioned above. The system will enable notification about the receipt of the messages.
- 2.22.4. The system will enable to disseminate information to the website of the CEC, in a format that will be determined.

## 2.23. **Special requirements – Support Center for the e-Learning software and the LMS**

- 2.23.1. Target Audience: The support center will serve the candidates, the members and the different types of the users, including the system administrators.
- 2.23.2. Scope:
  - 2.23.2.1. There will be a telephone support center, including a call center and an Interactive Voice Response (IVR).
  - 2.23.2.2. Operation of the center is required in both Hebrew and Arabic.
  - 2.23.2.3. In each shift it is required to have at least one representative who can give support in Hebrew, and one that could give support in Arabic.
  - 2.23.2.4. The phone number will be with no cost to the caller (1-800 or equivalent).
  - 2.23.2.5. There will be a documentation of all incoming calls, registration of issues and problems, scenarios calls management, recording all incoming calls including all subsidiary telephones, assessment of historical failures/users and generating reports in different selections, including calling abandoned calls, volumes of calls and real time reports.

- 2.23.2.6. Waiting time for answering a call should not exceed three minutes in 95% of cases.
- 2.23.2.7. Ability to increase the number of working stations during this period, in a flexible way, if the number of waiting calls will be high.
- 2.23.2.8. Editing a summarizing document on the activities of the support center and analysis of calls segmented by days, hours, themes and language.
- 2.23.2.9. The period of support, hours of the call center and type of support required can vary according to requirements of the CEC and in accordance with the accumulated experience.