



**Department of Buildings and General Services**  
**Office of Purchasing & Contracting**  
133 State Street, 5<sup>th</sup> Floor | Montpelier VT 05633-8000  
802-828-2211 phone | 802-828-2222 fax  
<http://bgs.vermont.gov/purchasing>

*Agency of Administration*

# **SEALED BID**

## **REQUEST FOR PROPOSAL**

### **ELECTION MANAGEMENT SYSTEM**

<b>ISSUE DATE</b>	<b>January 13, 2023</b>
<b>QUESTIONS DUE</b>	<b>January 27, 2023 – 4:30 PM (EST)</b>
<b>RFP RESPONSES DUE BY</b>	<b>February 10, 2023 – 4:30 PM (EST)</b>
<b>BIDDER'S CONFERENCE</b>	<b>March 1, 2023</b>

**PLEASE BE ADVISED THAT ALL NOTIFICATIONS, RELEASES, AND ADDENDUMS ASSOCIATED WITH THIS RFP WILL BE POSTED AT:**

<http://www.bgs.state.vt.us/pca/bids/bids.php>

**THE STATE WILL MAKE NO ATTEMPT TO CONTACT INTERESTED PARTIES WITH UPDATED INFORMATION. IT IS THE RESPONSIBILITY OF EACH BIDDER TO PERIODICALLY CHECK THE ABOVE WEBPAGE FOR ANY AND ALL NOTIFICATIONS, RELEASES AND ADDENDUMS ASSOCIATED WITH THIS RFP.**

<b>STATE CONTACT:</b>	<b>Stephen Fazekas</b>
<b>TELEPHONE:</b>	<b>(802) 828-2210</b>
<b>E-MAIL:</b>	<a href="mailto:stephen.fazekas@vermont.gov">stephen.fazekas@vermont.gov</a>
<b>FAX:</b>	<b>(802) 828-2222</b>

## 1. OVERVIEW:

The Office of Purchasing & Contracting on behalf of the Vermont Secretary of State (the State) is soliciting competitive sealed, fixed price proposals (Proposals) to meet the State's need to acquire a new Election Management System (EMS) to support the administration of state and local elections in Vermont. As the Chief Election Official for the State of Vermont, the Secretary of State (SOS) is responsible for the administration of all statewide Primary and General Elections in Vermont, as well as administration of the Statewide Voter Checklist. The State is seeking to purchase a new EMS to facilitate the administration of these elections in compliance with state and federal law. If a suitable offer is made in response to this Request for Proposal (RFP), the State may enter a contract (the Contract) to have the selected offer (the Contractor) perform all or part of the Work. This RFP provides details on what is required to submit a Proposal in response to this RFP, how Proposals will be evaluated, and what will be required of the Contractor in performing the Work.

This is a Request for Competitive Sealed Proposals (RFP) to select the vendor who can perform the Scope of Work described in Section 2 of this RFP.

- 1.1. **SCOPE AND BACKGROUND:** Through this Request for Proposal (RFP) the Office of the Vermont Secretary of State (hereinafter the "State") is seeking to establish contracts with one or more companies that can provide an Election Management System.
- 1.2. **CONTRACT PERIOD:** Any Contract(s) arising from this RFP will be for a period of 3 years with an option to renew for up to two additional twelve-month periods. There will be an additional 1 year added to the contract to cover the implementation phase. The State anticipates the start date for such contract(s) will be May 1, 2023.
- 1.3. **SINGLE POINT OF CONTACT:** All communications concerning this RFP are to be addressed in writing to the State Contact listed on the front page of this RFP. Actual or attempted contact with any other individual from the State concerning this RFP is strictly prohibited and may result in disqualification.
- 1.4. **BIDDERS' CONFERENCE:** A mandatory bidders' conference will be held on-site at the date indicated on the front page of this RFP. The bidders who make it through the first round of the selection process will be notified and provided ample time to schedule travel.
- 1.5. **QUESTION AND ANSWER PERIOD:** Any bidder requiring clarification of any section of this RFP or wishing to comment on any requirement of the RFP must submit specific questions in writing no later than the deadline for question indicated on the first page of this RFP. Questions may be e-mailed to the point of contact on the front page of this RFP. Questions or comments not raised in writing on or before the last day of the question period are thereafter waived. At the close of the question period a copy of all questions or comments and the State's responses will be posted on the State's web site <http://www.bgs.state.vt.us/pca/bids/bids.php>. Every effort will be made to post this information as soon as possible after the question period ends, contingent on the number and complexity of the questions.
- 1.6. **CHANGES TO THIS RFP:** Any modifications to this RFP will be made in writing by the State through the issuance of an Addendum to this RFP and posted online at <http://www.bgs.state.vt.us/pca/bids/bids.php>. Modifications from any other source are not to be considered.

## 2. DETAILED REQUIREMENTS/DESIRED OUTCOMES:

The State is seeking to introduce a new EMS to replace the existing system which has been in place and operational since the 2016 election cycle. The current system is nearing its end-of-life and the current contract for maintenance and support of that system expires in January of 2024. The current system incorporates all the primary features of an election management system (described below) and includes a campaign finance filing system and a lobbyist disclosure system (in Vermont, the SOS is also responsible for administration of campaign finance and lobbying disclosures required by state law). This Request for Proposal is strictly for the EMS, but the SOS intends to issue separate requests for those two systems as well, as close to concurrently with this RFP as possible. Vendors responding to this RFP are also welcomed to respond to those subsequent RFPs issued for the administration of campaign finance disclosures and lobbying disclosures and will be independently evaluated as to their ability to meet those needs for the SOS as well.

It is the intent of the State to have the new EMS operational for the 2024 election cycle. The first statewide election in that cycle will be the Presidential Primary, occurring on the first Tuesday in March of 2024. The State

acknowledges that we are under very difficult time constraints in the implementation of the new EMS to support the 2024 statewide elections. Bidder responses will be evaluated, in part, on their stated ability to meet this timeline. The State recognizes and will work with the chosen vendor in this regard, that, given this timeline, elements of the system may be rolled out in sequence, focusing on those aspects that are most critical for the administration of the election first (e.g., basic voter checklist and absentee ballot functions, candidate management, and results reporting functions). Bidders should address this difficult timeline and their approach to meeting critical 2024 election dates in the project implementation section of this RFP (Exhibit C, Part 5).

The administrative staff in the Elections Division of the SOS have worked with the current system for years and participated in the procurement, development, and implementation of that system. As such, they have a wealth of experience with the development and management of these systems. That expertise should be critical and highly beneficial in working with the chosen vendor to meet the implementation deadlines for the critical elements of the system in time for the 2024 statewide election cycle. We look forward to tackling this challenging with the chosen vendor.

## 2.1. The State of Vermont is interested in obtaining bids to meet the following business needs:

The State is seeking an EMS that will facilitate the responsibility of the SOS for administration of statewide Primary and General Elections and the statewide voter checklist. The primary features of the EMS will include:

- A statewide voter checklist to be used by SOS staff and town clerks across the state to add, remove, and otherwise manage Vermont registered voters. This checklist will be required to interface with the VT Department of Motor Vehicles (DMV) to facilitate the automatic voter registration (AVR) process at the DMV and the electronic transfer of voter registration information coming from DMV.
- Absentee ballot management and tracking for individual voters, town clerks, and SOS staff.
- A voter-specific portal for every registered voter in VT with capabilities including absentee ballot requests and tracking, polling place information, voter registration updating/editing, access to sample ballots and other election-specific information, and other voter-specific information.
- An election results reporting and processing feature that will allow town clerks to enter the unofficial results of elections on election night, entry of official results following the election, and performance of canvassing functions and final certification of results and winning candidates.
- A public facing election night results reporting website for the display of unofficial results as they are reported on election night as well as official results as they are certified and canvassed in the days following the election.
- A candidate registration /election management feature that will allow the defining of an election including registered candidates and ballot questions for production of a data file that may be used for the creation of ballots and all other needs regarding the administration of a given election.
- An online voter registration module.

The primary administrative users of the system will be the staff at the SOS office and the 247 town and city clerks across Vermont. The proposed solution should be simple to understand and easy-to-use for administrative users, automating processes wherever possible, producing searchable, sortable, exportable data where necessary. The system should be secure, employing necessary cyber-security features including two-factor authentication for admin users and meet industry accepted general standards for cyber security defenses. All public facing features of the system should have simple, straightforward user interfaces providing the necessary access to data by the public empowering the use of that data by the public for the many purposes it may be sought. The system should be able to function on current versions of all major browser types and hardware such as desktops, laptops, tablets, and phones. In general, the State seeks a state-of-the-art, comprehensive, robust EMS to support the State's administration of elections in the coming years.

## 2.2. The State of Vermont seeks to achieve the following Business Values:

The Vermont Secretary of State's office (SOS) is recognized as a national leader in election administration. We were ranked #1 in the country for election administration for the last two general

election cycles (2016 and 2020), and #3 for the 2018 election cycle, by the nationally recognized MIT Elections Performance Index. More importantly, we are known as a state that prioritizes ease of access to the election process for our voters, transparency in our election processes, and secure, accurate administration of our elections. We have a robust, 45-day early voting period. We offer electronic delivery of ballots and an online, accessible ballot marking interface, to all our overseas and military voters, as well as voters with disabilities. We offer online voter registration, automatic voter registration at the DMV, and election day registration. We proactively mail a ballot to all active registered voters in advance of every General Election. We offer online absentee ballot requests and tracking through a voter-specific portal offered to every registered voter in the state, which also contains a wealth of other election-specific information for each voter including sample ballots and polling place locations. We allow incarcerated prisoners, no matter their offense level, to vote. We are also committed to a philosophy of transparency, making as much data regarding elections available to the public as is allowed by law, including data on absentee ballot activity, voter registration statistics, and election results.

The proposed solution must be designed and contain the necessary features to support this approach to election administration across all aspects of the system.

### 2.3. Functional and Non-Functional Requirements

2.3.1. The State's Functional and Non-Functional Requirements are provided in the attached **State of Vermont Bidder Response Form (Exhibit C)**.

2.3.2. The Non-Functional Requirements include requirements for the following:

2.3.2.1. Personnel Security Program

2.3.2.2. Processes

2.3.2.3. Technology

2.3.2.4. Voting Compliance

2.3.2.5. Training & Support

2.3.2.6. Security

2.3.2.7. Data Compliance: Solutions must adhere to applicable State and Federal standards, policies, and laws. The Bidder Response Form includes a table of data types and their applicable State and Federal standards, policies, and laws. The boxes in the table that are checked are the ones that are applicable to this procurement

### 3. GENERAL REQUIREMENTS:

3.1. **PRICING:** Bidders must price the terms of this solicitation at their best pricing. Any and all costs that Bidder wishes the State to consider must be submitted for consideration. If applicable, all equipment pricing is to include F.O.B. delivery to the ordering facility. No request for extra delivery cost will be honored. All equipment shall be delivered assembled, serviced, and ready for immediate use, unless otherwise requested by the State.

3.1.1. Prices and/or rates shall remain firm for the initial term of the contract. The pricing policy submitted by Bidder must (i) be clearly structured, accountable, and auditable and (ii) cover the full spectrum of materials and/or services required.

3.1.2. **Cooperative Agreements.** Bidders that have been awarded similar contracts through a competitive bidding process with another state and/or cooperative are welcome to submit the pricing in response to this solicitation.

3.1.3. **Retainage.** In the discretion of the State, a contract resulting from this RFP may provide that the State withhold a percentage of the total amount payable for some or all deliverables, such retainage to be payable upon satisfactory completion and State acceptance in accordance with the terms and conditions of the contract.

3.2. **STATEMENT OF RIGHTS:** The State shall have the authority to evaluate Responses and select the Bidder(s) as may be determined to be in the best interest of the State and consistent with the goals and performance requirements outlined in this RFP. The State of Vermont reserves the right to obtain clarification or additional information necessary to properly evaluate a proposal. Failure of bidder to

respond to a request for additional information or clarification could result in rejection of that bidder's proposal. To secure a project that is deemed to be in the best interest of the State, the State reserves the right to accept or reject any and all bids, in whole or in part, with or without cause, and to waive technicalities in submissions. The State also reserves the right to make purchases outside of the awarded contracts where it is deemed in the best interest of the State.

- 3.2.1. **Best and Final Offer (BAFO).** At any time after submission of Responses and prior to the final selection of Bidder(s) for Contract negotiation or execution, the State may invite Bidder(s) to provide a BAFO. The state reserves the right to request BAFOs from only those Bidders that meet the minimum qualification requirements and/or have not been eliminated from consideration during the evaluation process.
- 3.2.2. **Presentation.** An in-person or webinar presentation by the Bidder may be required by the State if it will help the State's evaluation process. The State will factor information presented during presentations into the evaluation. Bidders will be responsible for all costs associated with providing the presentation.
- 3.3. **WORKER CLASSIFICATION COMPLIANCE REQUIREMENTS:** In accordance with Section 32 of The Vermont Recovery and Reinvestment Act of 2009 (Act No. 54), Bidders must comply with the following provisions and requirements.
  - 3.3.1. Self Reporting: For bid amounts exceeding \$250,000.00, Bidder shall complete the appropriate section in the attached Certificate of Compliance for purposes of self-reporting information relating to past violations, convictions, suspensions, and any other information related to past performance relative to coding and classification of workers. The State is requiring information on any violations that occurred in the previous 12 months.
  - 3.3.2. Subcontractor Reporting: For bid amounts exceeding \$250,000.00, Bidders are hereby notified that upon award of contract, and prior to contract execution, the State shall be provided with a list of all proposed subcontractors and subcontractors' subcontractors, together with the identity of those subcontractors' workers compensation insurance providers, and additional required or requested information, as applicable, in accordance with Section 32 of The Vermont Recovery and Reinvestment Act of 2009 (Act No. 54). This requirement does not apply to subcontractors providing supplies only and no labor to the overall contract or project. This list **MUST** be updated and provided to the State as additional subcontractors are hired. A sample form is available online at <http://bgs.vermont.gov/purchasing-contracting/forms>. **The subcontractor reporting form is not required to be submitted with the bid response.**
- 3.4. **EXECUTIVE ORDER 05-16: CLIMATE CHANGE CONSIDERATIONS IN STATE PROCUREMENTS:**

For bid amounts exceeding \$25,000.00 Bidders are requested to complete the Climate Change Considerations in State Procurements Certification, which is included in the Certificate of Compliance for this RFP.

After consideration of all relevant factors, a bidder that demonstrates business practices that promote clean energy and address climate change as identified in the Certification, shall be given favorable consideration in the competitive bidding process. Such favorable consideration shall be consistent with and not supersede any preference given to resident bidders of the State and/or products raised or manufactured in the State, as explained in the Method of Award section. But, such favorable consideration shall not be employed if prohibited by law or other relevant authority or agreement.
- 3.5. **METHOD OF AWARD:** Awards will be made in the best interest of the State. The State may award one or more contracts and reserves the right to make additional awards to other compliant bidders at any time if such award is deemed to be in the best interest of the State. All other considerations being equal, preference will be given first to resident bidders of the state and/or to products raised or manufactured in the state, and then to bidders who have practices that promote clean energy and address climate change, as identified in the applicable Certificate of Compliance.
  - 3.5.1. **Evaluation Criteria:** Consideration shall be given to the Bidder's project approach and methodology, qualifications and experience, ability to provide the services within the defined timeline, cost, and/or success in completing similar projects, as applicable, and to the extent specified below.

- Vendor Profile/Solution – 5%

- Function Requirements – 30%
- Non-Function Requirements – 15%
- Implementation/Project Management Approach – 5%
- Technical Services – 5%
- Maintenance/Support Services – 10%
- Pricing – 10%
- Vendor Demonstration – 10%
- Vendor Experience/Reference – 10%

3.6. **CONTRACT NEGOTIATION:** Upon completion of the evaluation process, the State may select one or more bidders with which to negotiate a contract, based on the evaluation findings and other criteria deemed relevant for ensuring that the decision made is in the best interest of the State. In the event State is not successful in negotiating a contract with a selected bidder, the State reserves the option of negotiating with another bidder, or to end the proposal process entirely.

3.7. **COST OF PREPARATION:** Bidder shall be solely responsible for all expenses incurred in the preparation of a response to this RFP and shall be responsible for all expenses associated with any presentations or demonstrations associated with this request and/or any proposals made.

3.8. **CONTRACT TERMS:** The selected bidder(s) will be expected to sign a contract with the State, including the Standard Contract Form and Attachment C as attached to this RFP for reference. If IT Attachment D is included in this RFP, terms may be modified based upon the solution proposed by the Bidder, subject to approval by the Agency of Digital Services.

3.8.1. **Business Registration.** To be awarded a contract by the State of Vermont a bidder (except an individual doing business in his/her own name) must be registered with the Vermont Secretary of State's office <https://sos.vermont.gov/corporations/registration/> and must obtain a Contractor's Business Account Number issued by the Vermont Department of Taxes <http://tax.vermont.gov/>.

3.8.2. The contract will obligate the bidder to provide the services and/or products identified in its bid, at the prices listed.

3.8.3. **Payment Terms.** Percentage discounts may be offered for prompt payments of invoices; however, such discounts must be in effect for a period of 30 days or more in order to be considered in making awards.

3.8.4. **Quality.** If applicable, all products provided under a contract with the State will be new and unused, unless otherwise stated. Factory seconds or remanufactured products will not be accepted unless specifically requested by the purchasing agency. All products provided by the contractor must meet all federal, state, and local standards for quality and safety requirements. Products not meeting these standards will be deemed unacceptable and returned to the contractor for credit at no charge to the State.

3.9. **DEMONSTRATION:** An in-person or webinar demonstration by the Bidder may be required by the State if it will help the State's evaluation process. The State will factor information presented during demonstrations into the evaluation. Bidder will be responsible for all costs associated with the providing the demonstration.

3.10. **INDEPENDENT REVIEW:** Certain State information technology projects require independent expert review as described under 3 V.S.A. § 3303(d). Such review, if applicable, will inform the State's decision to award any contract(s) resulting from this RFP

4. **CONTENT AND FORMAT OF RESPONSES:** The content and format requirements listed below are the minimum requirements for State evaluation. These requirements are not intended to limit the content of a Bidder's proposal. Bidders may include additional information or offer alternative solutions for the State's consideration. However, the State discourages overly lengthy and costly proposals, and Bidders are advised to include only such information in their response as may be relevant to the requirements of this RFP.

4.1. The bid should include a Cover Letter and Technical Response and Price Schedule.

**4.2. COVER LETTER:**

- 4.2.1. **Confidentiality.** To the extent your bid contains information you consider to be proprietary and confidential, you must comply with the following requirements concerning the contents of your cover letter and the submission of a redacted copy of your bid (or affected portions thereof).
  - 4.2.2. All responses to this RFP will become part of the contract file and will become a matter of public record under the State's Public Records Act, 1 V.S.A. § 315 et seq. (the "Public Records Act"). If your response must include material that you consider to be proprietary and confidential under the Public Records Act, your cover letter must clearly identify each page or section of your response that you consider proprietary and confidential. Your cover letter must also include a written explanation **for each marked section** explaining why such material should be considered exempt from public disclosure in the event of a public records request, pursuant to 1 V.S.A. § 317(c), including the prospective harm to the competitive position of the bidder if the identified material were to be released. Additionally, you must include a redacted copy of your response for portions that are considered proprietary and confidential. Redactions must be limited so that the reviewer may understand the nature of the information being withheld. It is typically inappropriate to redact entire pages, or to redact the titles/captions of tables and figures. Under no circumstances may your entire response be marked confidential, and the State reserves the right to disqualify responses so marked.
  - 4.2.3. **Exceptions to Contract Terms and Conditions.** If a Bidder wishes to propose an exception to any terms and conditions set forth in the Standard Contract Form and its attachments, such exceptions must be included in the cover letter to the RFP response. Failure to note exceptions when responding to the RFP will be deemed to be acceptance of the State contract terms and conditions. If exceptions are not noted in the response to this RFP but raised during contract negotiations, the State reserves the right to cancel the negotiation if deemed to be in the best interests of the State. Note that exceptions to contract terms may cause rejection of the proposal.
- 4.3. **TECHNICAL RESPONSE.** In response to this RFP, a Bidder shall:
    - 4.3.1. Provide details concerning your form of business organization, company size and resources.
    - 4.3.2. Describe your capabilities and particular experience relevant to the RFP requirements. If applicable, identify all current and/or past State projects.
    - 4.3.3. Identify the names of all subcontractors you intend to use, the portions of the work the subcontractors will perform, and address the background and experience of the subcontractor(s), as per RFP section 4.3.2 above.
  - 4.4. **REFERENCES.** Provide the names, addresses, and phone numbers of at least three companies with whom you have transacted similar business in the last 12 months. You must include contact names who can talk knowledgeably about performance.
  - 4.5. **REPORTING REQUIREMENTS:** Provide a sample of any reporting documentation that may be applicable to the Detailed Requirements of this RFP.
  - 4.6. **PRICE SCHEDULE:** Bidders shall submit their pricing information in the Price Schedule attached to the RFP.
  - 4.7. **CERTIFICATE OF COMPLIANCE:** This form must be completed and submitted as part of the response for the proposal to be considered valid.
  - 4.8. **STATE OF VERMONT BIDDER RESPONSE FORM:** This form must be completed and submitted as part of the response for the proposal to be considered valid. The State of Vermont Bidder Response Form provides a standard format and content for bidder proposals. When required, this form will prompt Bidders to supply the information required in the above RFP sections 4.3 through 4.7. Note: In addition to completing the State of Vermont Bidder Response Form, Bidders are required to provide the specific attachments that are described within the Bidder Response Form.

## 5. SUBMISSION INSTRUCTIONS:

- 5.1. **CLOSING DATE:** Bids must be received by the State by the due date specified on the front page of this RFP. Late bids will not be considered.



- 5.1.1. The State may, for cause, issue an addendum to change the date and/or time when bids are due. If a change is made, the State will inform all bidders by posting at the webpage indicated on the front page of this RFP.
- 5.1.2. There will not be a public bid opening. However, the State will record the name, city, and state for any and all bids received by the due date. This information will be posted as promptly as possible following the due date online at: <https://bgs.vermont.gov/content/opc-bid-tabulation-sheets-0>. Bidders are hereby notified to review the information posted after the bid opening deadline to confirm receipt of bid by the State. Any bidder that submitted a bid, and is not listed on the bid tabulation sheet, shall promptly notify the State Contact listed on the front page of this RFP. Should a bidder fail to notify the State Contact listed on the front page of this RFP within two weeks of posting the bid tabulation sheet, the State shall not be required to consider the bid.

**5.2. STATE SECURITY PROCEDURES: Please be advised extra time will be needed when visiting and/or delivering information to State of Vermont offices. All individuals visiting State offices must present a valid government issued photo ID when entering the facility.**

- 5.2.1. State office buildings may be locked or otherwise closed to the public. If this RFP permits hand delivery of bids, delivery instructions will be posted at the entrance to the State facility. **Any delay caused by State Security Procedures will be at the bidder's own risk.**

**5.3. BID DELIVERY INSTRUCTIONS:**

- 5.3.1. ELECTRONIC: Electronic bids will be accepted.

- 5.3.1.1. E-MAIL BIDS. Emailed bids will be accepted. Bids will be accepted via email submission to [SOV.ThePathForward@vermont.gov](mailto:SOV.ThePathForward@vermont.gov). Bids must consist of a single email with a single, digitally searchable PDF attachment containing all components of the bid. Multiple emails and/or multiple attachments will not be accepted. There is an attachment size limit of 40 MB. It is the Bidder's responsibility to compress the PDF file containing its bid if necessary, in order to meet this size limitation.

**5.4. U.S. MAIL OR EXPRESS DELIVERY OR HAND DELIVERY:**

- 5.4.1. All paper format bids must be addressed to the State of Vermont, Office of Purchasing & Contracting, **133 State Street, 5<sup>th</sup> Floor, Montpelier, VT 05633-8000**. BID ENVELOPES MUST BE CLEARLY MARKED 'SEALED BID' AND SHOW THE REQUISITION NUMBER AND/OR PROPOSAL TITLE, OPENING DATE AND NAME OF BIDDER.
- 5.4.2. **NUMBER OF COPIES:**
- 5.4.3. For bids submitted via mail, express, or in-hand, submit an unbound original (clearly marked as such) and three (3) paper copies and one digital copy in PDF format delivered on a CD, DVD, or USB flash drive.
- 5.4.4. **Paper Format Delivery Methods:**
  - 5.4.4.1. U.S. MAIL: Bidders are cautioned that it is their responsibility to originate the mailing of bids in sufficient time to ensure bids are received and time stamped by the Office of Purchasing & Contracting prior to the time of the bid opening.
  - 5.4.4.2. EXPRESS DELIVERY: If bids are being sent via an express delivery service, be certain that the RFP designation is clearly shown on the outside of the delivery envelope or box. Express delivery packages will not be considered received by the State until the express delivery package has been received and time stamped by the Office of Purchasing & Contracting.
  - 5.4.4.3. HAND DELIVERY: Hand carried bids shall be delivered to a representative of the Office of Purchasing & Contracting prior to the bid opening. A Security Officer is at 133 until 4:30pm



which is the normal hours. A bid submitted by Hand Delivery will not be accepted after 4:30 PM.

**6. BID SUBMISSION CHECKLIST:**

- ✓ Required Number of Copies
- ✓ Cover Letter
- ✓ Redacted Technical Response, if applicable
- ✓ State of Vermont Bidder Response Form and Attachments
  - Technical Response (included in Bidder Response Form)
  - References (included in Bidder Response Form)
  - Price Schedule (included in Bidder Response Form)
  - Certificate of Compliance (included in Bidder Response Form)

**7. ATTACHMENTS:**

- 7.1. Worker Classification Compliance Requirement; Subcontractor Reporting Form
- 7.2. State of Vermont Bidder Response Form
- 7.3. Standard State Contract with its associated attachments, including but not limited to, Attachment C: Standard State Provisions for Contracts and Grants (December 15, 2017)
- 7.4. Attachment D – System Implementation
- 7.5. Attachment E – Critical Security Controls (CISecurity Version 8, reference only)

## CERTIFICATE OF COMPLIANCE

**For a bid to be considered valid, this form must be completed in its entirety, executed by a duly authorized representative of the bidder, and submitted as part of the response to the proposal.**

- A. **NON COLLUSION:** Bidder hereby certifies that the prices quoted have been arrived at without collusion and that no prior information concerning these prices has been received from or given to a competitive company. If there is sufficient evidence to warrant investigation of the bid/contract process by the Office of the Attorney General, bidder understands that this paragraph might be used as a basis for litigation.
- B. **CONTRACT TERMS:** Bidder hereby acknowledges that is has read, understands and agrees to the terms of this RFP, including Attachment C: Standard State Contract Provisions, and any other contract attachments included with this RFP.
- C. **WORKER CLASSIFICATION COMPLIANCE REQUIREMENT:** In accordance with Section 32 of The Vermont Recovery and Reinvestment Act of 2009 (Act No. 54), the following provisions and requirements apply to Bidder when the amount of its bid exceeds \$250,000.00.

**Self-Reporting.** Bidder hereby self-reports the following information relating to past violations, convictions, suspensions, and any other information related to past performance relative to coding and classification of workers, that occurred in the previous 12 months.

Summary of Detailed Information	Date of Notification	Outcome

**Subcontractor Reporting.** Bidder hereby acknowledges and agrees that if it is a successful bidder, prior to execution of any contract resulting from this RFP, Bidder will provide to the State a list of all proposed subcontractors and subcontractors' subcontractors, together with the identity of those subcontractors' workers compensation insurance providers, and additional required or requested information, as applicable, in accordance with Section 32 of The Vermont Recovery and Reinvestment Act of 2009 (Act No. 54), and Bidder will provide any update of such list to the State as additional subcontractors are hired. Bidder further acknowledges and agrees that the failure to submit subcontractor reporting in accordance with Section 32 of The Vermont Recovery and Reinvestment Act of 2009 (Act No. 54) will constitute non-compliance and may result in cancellation of contract and/or restriction from bidding on future state contracts.

**D. Executive Order 05 – 16: Climate Change Considerations in State Procurements Certification**

**Bidder certifies to the following (Bidder may attach any desired explanation or substantiation. Please also note that Bidder may be asked to provide documentation for any applicable claims):**

1. Bidder owns, leases or utilizes, for business purposes, space that has received:

- Energy Star® Certification
- LEED®, Green Globes®, or Living Buildings Challenge<sup>SM</sup> Certification
- Other internationally recognized building certification:

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2. Bidder has received incentives or rebates from an Energy Efficiency Utility or Energy Efficiency Program in the last five years for energy efficient improvements made at bidder's place of business. Please explain:

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3. Please Check all that apply:

- Bidder can claim on-site renewable power or anaerobic-digester power ("cow-power"). Or bidder consumes renewable electricity through voluntary purchase or offset, provided no such claimed power can be double-claimed by another party.
- Bidder uses renewable biomass or bio-fuel for the purposes of thermal (heat) energy at its place of business.
- Bidder's heating system has modern, high-efficiency units (boilers, furnaces, stoves, etc.), having reduced emissions of particulate matter and other air pollutants.
- Bidder tracks its energy consumption and harmful greenhouse gas emissions. What tool is used to do this? \_\_\_\_\_
- Bidder promotes the use of plug-in electric vehicles by providing electric vehicle charging, electric fleet vehicles, preferred parking, designated parking, purchase or lease incentives, etc..
- Bidder offers employees an option for a fossil fuel divestment retirement account.
- Bidder offers products or services that reduce waste, conserve water, or promote energy efficiency and conservation. Please explain:

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4. Please list any additional practices that promote clean energy and take action to address climate change:

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**E. Executive Order 02 – 22: Solidarity with the Ukrainian People**

- By checking this box, Bidder certifies that none of the goods, products, or materials offered in response to this solicitation are Russian-sourced goods or produced by Russian entities. If Bidder is unable to check the box, it shall indicate in the table below which of the applicable offerings are Russian-sourced goods and/or which are produced by Russian entities. An additional column is provided for any note or comment that you may have.

<b>Provided Equipment or Product</b>	<b>Note or Comment</b>

Bidder Name: \_\_\_\_\_ Contact Name: \_\_\_\_\_

Address: \_\_\_\_\_ Fax Number: \_\_\_\_\_

\_\_\_\_\_ Telephone: \_\_\_\_\_

\_\_\_\_\_ E-Mail: \_\_\_\_\_

By: \_\_\_\_\_ Name: \_\_\_\_\_

Signature of Bidder (or Representative)

(Type or Print)

**END OF CERTIFICATE OF COMPLIANCE**

**SUBCONTRACTOR REPORTING FORM**

**This form must be completed in its entirety and submitted prior to contract execution and updated as necessary and provided to the State as additional subcontractors are hired.**

The Department of Buildings and General Services in accordance with Act 54, Section 32 of the Acts of 2009 and for total project costs exceeding \$250,000.00 requires bidders to comply with the following provisions and requirements.

Contractor is required to provide a list of subcontractors on the job along with lists of subcontractor's subcontractors and by whom those subcontractors are insured for workers' compensation purposes. Include additional pages if necessary. This is not a requirement for subcontractor's providing supplies only and no labor to the overall contract or project.

Subcontractor	Insured By		Subcontractor's Sub	Insured By

Date: \_\_\_\_\_

Name of Company: \_\_\_\_\_

Contact Name: \_\_\_\_\_

Address: \_\_\_\_\_

Title: \_\_\_\_\_

\_\_\_\_\_

Phone Number: \_\_\_\_\_

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

Fax Number: \_\_\_\_\_

By: \_\_\_\_\_

Name: \_\_\_\_\_

Failure to adhere to Act 54, Section 32 of the Acts of 2009 and submit Subcontractor Reporting: Worker Classification Compliance Requirement will constitute non-compliance and may result in cancellation of contract and/or forfeiture of future bidding privileges until resolved.

Send Completed Form to: Office of Purchasing & Contracting  
133 State Street, 5<sup>th</sup> Floor  
Montpelier, VT 05633-8000



# State of Vermont Bidder Response Form

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**Request for Proposal Name:** ELECTION MANAGEMENT SYSTEM

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## State of Vermont Bidder Response Form

### **Instructions for the State**

#### **Vendor Instructions:**

Provide the information requested in this form and submit it to the State of Vermont as part of your Request for Proposal (RFP) response. All answers must be provided within the form unless otherwise specified.

**Important: This form must be completed and submitted in response to this RFP for your proposal to be considered valid. The submission must also include the eight (8) additional artifacts requested within this form (denoted by underlined green font).**

See the RFP for full instructions for submitting a bid. **Bids must be received by the due date and at the location specified on the cover page of the RFP.**

Direct any questions you have concerning this form or the RFP to:

**Stephen Fazekas**, Technology Procurement Administrator  
State of Vermont  
Office of Purchasing & Contracting  
133 State Street, 5<sup>th</sup> Floor  
Montpelier VT 05633-8000  
E-mail Address: **SOV.ThePathForward@vermont.gov**

Microsoft Teams





## State of Vermont Bidder Response Form

### Part 1: VENDOR PROFILE

1. Complete the table below.

Item	Detail
Company Name:	[insert the name that you do business under]
Physical Address:	[if more than one office – put the address of your head office]
Postal Address:	[e.g. P.O Box address]
Business Website:	[url address]
Type of Entity (Legal Status):	[sole trader/partnership/limited liability company or specify other]
Primary Contact:	[name of the person responsible for communicating with the Buyer]
Title:	[job title or position]
Email Address:	[email]
Phone Number:	[landline]
Fax Number:	[fax]

2. Provide a brief overview of your company including number of years in business, number of employees, nature of business, and description of clients. Identify any parent corporation and/or subsidiaries.
3. Is your organization currently or has it previously provided solutions and/or services to any agency or entity of the Vermont State government? If so, name the State entity, the solution and/or services provided, and the dates.



## State of Vermont Bidder Response Form

4. **Provide a Financial Statement\* for your company and label it Attachment #1.** A confidentiality statement may be included if this financial information is considered non-public information. This requirement can be filled by:

- A current Dun and Bradstreet Report that includes a financial analysis of the firm;
- An Annual Report if it contains (at a minimum) a Compiled Income Statement and Balance Sheet verified by a Certified Public Accounting firm; or
- Tax returns and financial statements including income statements and balance sheets for the most recent 3 years, and any available credit reports.

*\*Some types of procurements may require bidders to provide additional or specific financial information. Any such additional requirements will be clearly identified and explained within the RFP, and may include supplemental forms in addition to this Bidder Response Form.*

5. Disclose any judgments, pending or expected litigation, or other real potential financial reversals, which might materially affect the viability or stability of your company or indicate below that no such condition is known to exist.
6. Provide a list of three references similar in size and industry (preferably another governmental entity). References shall be clients who have implemented your Solution within the past 48 months. Ideally, these will be public sector election organizations at a state or local level. Contact information should include those responsible for the security portion of the project. Include work in a similar legal and regulatory environment and in obtaining any relevant certifications.



## State of Vermont Bidder Response Form

Reference 1	Detail
Reference Company Name:	[insert the name that you do business under]
Company Address:	[address]
Type of Industry:	[industry type: e.g., government, telecommunications, etc.]
Contact Name:	[if applicable]
Contact Phone Number:	[phone]
Contact Email Address:	[email]
Description of system(s) implemented:	[description]
Date of Implementation:	[date]
List employee(s) responsible for implementing security protocols during the engagement. Please include credentials (i.e., certifications).	



## State of Vermont Bidder Response Form

Reference 2	Detail
Reference Company Name:	[insert the name that you do business under]
Company Address:	[address]
Type of Industry:	[industry type: e.g., government, telecommunications, etc.]
Contact Name:	[if applicable]
Contact Phone Number:	[phone]
Contact Email Address:	[email]
Description of system(s) implemented:	[description]
Date of Implementation:	[date]
List employee(s) responsible for implementing security protocols during the engagement. Please include credentials (i.e., certifications).	



## State of Vermont Bidder Response Form

Reference 3	Detail
Reference Company Name:	[insert the name that you do business under]
Company Address:	[address]
Type of Industry:	[industry type: e.g., government, telecommunications, etc.]
Contact Name:	[if applicable]
Contact Phone Number:	[phone]
Contact Email Address:	[email]
Description of system(s) implemented:	[description]
Date of Implementation:	[date]
List employee(s) responsible for implementing security protocols during the engagement. Please include credentials (i.e., certifications).	



## State of Vermont Bidder Response Form

### **PART 2: VENDOR PROPOSAL/SOLUTION**

1. Provide a description of the technology solution you are proposing.
2. Provide a description of the capabilities of the technology solution you are proposing.
3. If a proprietary software is being proposed, provide a description of the:
  - A. Standard features and functions of the software:
  - B. The software licensing requirements for the solution:
  - C. The standard performance levels:
    - Hours of system availability:
    - System response time:
    - Maximum number of concurrent users:
    - Other relevant performance level information:
4. Give a brief description of the evolution of the system/software solution you are proposing. Include the date of the first installed site and major developments which have occurred (e.g., new versions, new modules, specific features).
5. List the total number of installations in the last 3 years by the year of installation.
6. Provide the total number of current users for the proposed system and indicate what version they are using.
7. Have you implemented the proposed solution for other government entities? If so, tell us who, when, and how that implementation went?
8. **Provide a Road Map that outlines the company's short term and long term goals for the proposed solution/software and label it Attachment #2.**
9. **Provide a PowerPoint (minimum of 1 slide and maximum of 10 slides) that provides an Executive level summary of your proposal to the State. Label it Attachment #3.**



## State of Vermont Bidder Response Form

- 10. Does your proposed solution include any warranties? If so, describe them and provide the warranty periods.
- 11. Describe any infrastructure, equipment, network, or hardware *required* to implement and/or run the solution.
- 12. What is your recommended way to host this solution?
- 13. Describe how your solution can be integrated to other applications and if you offer a standard-based interface to enable integrations.
- 14. Respond to the following questions about the solution being proposed:

Question	Vendor Response/Explanation	
	Yes or No	
A. Does the solution use Service Oriented Architecture for integration?		
B. Does the solution use a Rules Engine for business rules?		
C. Does the solution use any Master Data Management?		
D. Does the solution use any Enterprise Content Management software?		
E. Does the solution use any Business Intelligence software?		
F. Does the solution use any Database software?		
G. Does the solution use any Business Process Management software?		
H. Does the solution include an API for integration?		





## State of Vermont Bidder Response Form

### **PART 3: FUNCTIONAL REQUIREMENTS**

The table below lists the State’s Functional Requirements. Indicate the “Availability” for each requirement for your proposed solution. Use the “Vendor Comments” column to provide any additional information or explanations.

- A** - Feature is available in the core (“out-of-the-box”) solution.
- D** - Feature is currently under development (indicate anticipated date of availability in the Vendor comments column).
- C** - Feature is not available in the core solution, but can provided with customization.
- N** - Feature is not available.

ID #	FUNCTIONAL REQUIREMENT DESCRIPTION	AVAILABILITY	VENDOR COMMENTS
<b>1</b>	<b>GENERAL</b>		
A	Provide the personnel, equipment, tools, test equipment, and expertise that will be provided to meet the specifications in the RFP.		
B	Agree that the Agency will own the source code if the proposed solution is custom developed.		
C	Agree that the Agency, and only the Agency, will own all data uploaded, entered, and/or contained in the proposed solution.		
<b>2</b>	<b>SYSTEM</b>		
A	Provide a solution that maintains current geographic information system (GIS) data and/or real-time calls to GIS for address, district, and precinct validation, with the ability to incorporate advances in GIS technology as they happen.		
B	Provide a solution for election management and collection of voter registration information, for access by Vermont Secretary of State and Town/City Clerk users		
C	Provide a solution that offers a way for the public to register to vote online		
D	Provide a solution that offers a public portal for users to manage their own voter registration, and other voter activities		
E	Provide an interactive map of the state of Vermont on the Secretary of State’s website to display all publicly available voting statistics.		



## State of Vermont Bidder Response Form

ID #	FUNCTIONAL REQUIREMENT DESCRIPTION	AVAILABILITY	VENDOR COMMENTS
F	<p>Provide for data deletion, archival, and retrieval as necessary to meet NVRA requirements and the Agency’s administrative needs including, but not limited to, the following activities:</p> <ul style="list-style-type: none"> <li>- Manual review, identification, and approval of records to be archived</li> <li>- Execution of pre-defined periodic archival jobs</li> <li>- Automatic deletion of queries, reports, and saved batches after a system administrator-defined period of time has elapsed</li> <li>- The ability to select specific records from the address library, election, and voter registration files and move them from the current production tables to an archive file or media external to the database</li> <li>- Maintenance of voter history on individual voter records when archiving election information</li> <li>- The ability to track and transfer voting history for a specific election to an individual voter's records</li> <li>- Deletion of election set-up, polling place, and poll worker assignment data</li> <li>- Deletion of individual voter records if found to be duplicates</li> <li>- Deletion of records for challenged voters who have not voted in the last two general election cycles</li> <li>- The ability for authorized users to perform list maintenance on the voter registration system, including purging batches of voter records for those who have not voted in the last two general election cycles, pursuant to the requirements of Vermont Statutes and Federal regulations, including the federal Help America Vote Act of 2002 PL 107-252, NVRA PL 103-31, and Vermont statute 17 V.S.A. § 2150, <a href="https://legislature.vermont.gov/statutes/section/17/043/02150">https://legislature.vermont.gov/statutes/section/17/043/02150</a></li> <li>- The ability of authorized users to remove elections from the system (except vote history information) or to download all data related to an old election to external media for archiving</li> </ul>		



## State of Vermont Bidder Response Form

ID #	FUNCTIONAL REQUIREMENT DESCRIPTION	AVAILABILITY	VENDOR COMMENTS
G	<p>Provide a solution that has the ability to store and manage all information (data and images) for at least two million voters (including active, challenged, and purged voters) with the ability to store an unlimited number of records including, but not limited to:</p> <ul style="list-style-type: none"> <li>- Individual voter's names, addresses and voting history</li> <li>- GIS address files</li> <li>- Election management history</li> <li>- Data imported from the existing solution</li> <li>- Record of updates made to voter profiles and by which users</li> </ul>		
H	<p>Provide a solution with the ability to schedule various routine activities for automatic execution at specified and recurring dates and times. Examples of such activities include, but are not limited to:</p> <ul style="list-style-type: none"> <li>- Database backup and real time replication</li> <li>- Server backup and real time replication</li> <li>- Full database duplicate checks and other scheduled database tasks</li> <li>- Exports of various ASCII text files to FTP site for external distribution</li> <li>- Imports of data files from other agencies such as the Department of Motor Vehicles, SSA, and ERIC</li> <li>- Generating, formatting and printing standard and custom reports with secured storage until retrieval</li> </ul>		
I	Provide a solution that supports correspondence with voters via text (SMS) messages and emails.		
<b>3</b>	<b>INTERNAL CONTROLS</b>		
A	<p>Provide a clearly defined and documented procedure to identify duplicate voter registrations, including:</p> <ul style="list-style-type: none"> <li>- An automatic system check for a previously existing voter registration record in the database associated with a driver's license or non-operator ID number, or social security number, or same name and date of birth, during data entry</li> <li>- All records to be included in the check for potential duplicates</li> <li>- The ability to generate a report of suspected duplicate records using</li> </ul>		



## State of Vermont Bidder Response Form

ID #	FUNCTIONAL REQUIREMENT DESCRIPTION	AVAILABILITY	VENDOR COMMENTS
	user-defined criteria - The ability for users to flag two or more voter registration ID's as not being duplicates after verification so that they do not appear in future reviews		
B	Provide a solution that automatically checks for existing voter history in the same election when voter history is recorded during an election, including (but not limited to): - Checking for any previously recorded ballots in the same election when an absentee or provisional ballot is recorded on a voter record, and alert the user that the voter already has voter history and what type (i.e., polling, absentee, election day) for the election. - Providing a clear and convenient method to remove voter history for a specific election on a voter record in the event that voter history was erroneously added to the incorrect voter record.		
C	Provide a solution that generates industry standard application logs that track each user action taken in the solution, including (but not limited to): - The user who performed the action - The date and time of the action - The action performed (which field was changed and the value) The solution should log audit files to a secure designated location restricted to system administrators, prohibit modifications to audit data/logs, and make logs available for viewing and printing to system administrators.		
4	<b>EASE OF USE</b>		
A	Provide the ability for users to access multiple parts of the proposed solution simultaneously as additional tabs in the browser as opposed to opening new windows.		



## State of Vermont Bidder Response Form

ID #	FUNCTIONAL REQUIREMENT DESCRIPTION	AVAILABILITY	VENDOR COMMENTS
B	Provide a solution that has an online, context-based Help capability to assist users and administrators in finding information relative to the system and applications functions and operations.		
C	Provide a solution that allows authorized users to create, edit, view, manage, and delete any and all elections, including multiple elections simultaneously.		
D	Provide a solution that has a calendar function that not only helps users manage election schedules and organize election timelines, but also provides reminders for key dates on an automatic or user-defined basis.		
E	Provide a solution that has a module in which training manuals and other instructional materials will be stored for easy access by the towns.		
F	Provide a function dedicated to equipment inventory where users can document all pieces of voting and accessible equipment. The equipment data could be exported to the EAVS report.		
G	Provide a solution that grants users the ability to set up a master template for all regular elections that defines all districts and related election contests, including district names, position numbers, terms of office, number of seats available, partisan or nonpartisan style.		
<b>5</b>	<b>WARNING MESSAGES</b>		
A	Provide a solution that initiates warning messages for violations of defined parameters, including (but not limited to): <ul style="list-style-type: none"> <li>- Voter has already been issued a ballot</li> <li>- Voter has returned more than one ballot for the same election</li> <li>- Voter is not eligible to vote in the election (example, not of proper age, not properly registered)</li> <li>- Attempt to re-issue an absentee ballot after a completed ballot for the same election has already been received</li> <li>- Address entered is not valid or not defined in the solutions address</li> </ul>		



## State of Vermont Bidder Response Form

ID #	FUNCTIONAL REQUIREMENT DESCRIPTION	AVAILABILITY	VENDOR COMMENTS
	library (or based on GIS data) - In cases where a voter who already voted absentee prior to an election has moved and is registering in another town, warn that "Voter has already voted in this election. Do not register this voter in your town until after the election".		
B	Provide a solution that prompts users to confirm whether or not they want to delete data from the solution.		
C	Provide alerts or notifications to a designated recipient when a particular action such as deleting or modifying a record is performed, including alerting town clerk users when a voter record is removed from their town due to a voter merge or a voter move.		
<b>6</b>	<b>DATA ENTRY</b>		
A	Provide a solution with a spell checker for text fields.		
B	Provide a solution that allows the use of user-defined drop-down lists that are populated from values in a database table. The drop-down selection feature should allow selection of a value by clicking the value or allow typing of the value with type-ahead capability (field is populated with next-table entry that matches the letters that have been typed).		
C	Provide a solution that allows the date of update, when modifying records, to default to the current date when a change is made to the record.		
D	Provide a solution that automatically records the source of a voter registration application (e.g., online, DMV, in person at town clerk's office, etc.) on the voter's record, and for reporting purposes		
E	Provide a solution capable of receiving barcode data as input into the database.		



## State of Vermont Bidder Response Form

ID #	FUNCTIONAL REQUIREMENT DESCRIPTION	AVAILABILITY	VENDOR COMMENTS
F	Provide at least the following capabilities during entry, application, or modification of an existing voter registration record: <ul style="list-style-type: none"> <li>- Automatic calculation of voter age</li> <li>- Default entry of the residential address as the mailing address (with ability of the data entry clerk to accept or override the default entry)</li> <li>- Default entry of the system date as the date of data entry (with ability of the data entry clerk to accept or override the default entry)</li> </ul>		
G	Provide a solution that allows for entry and display of a voter’s mailing address and absentee address using: <ul style="list-style-type: none"> <li>- Fields long enough to meet US postal, foreign and military mail regulations</li> <li>- Postal codes</li> <li>- Country</li> <li>- Beginning and end dates for use of an absentee address</li> </ul>		
H	Provide the ability to enter the following identification for each registered voter in separate fields: <ul style="list-style-type: none"> <li>- The voter’s Vermont driver license or non-operator ID number, which is an alpha-numeric field</li> <li>- The last 4 digits of the voter's Social Security Number (SSN)</li> </ul>		
I	Provide a solution capable of handling a large residential complex that has a single street address but many buildings and units that are potentially dissected by a district or precinct boundary (e.g. college dormitories, etc.).		
J	Provide a solution with the ability to assign an Address Type Code to each address record. This code indicates the type of address (i.e. Health Care Facility (and possibly other types)). This code can be user-defined. The Health Care Facility code must include a visual indicator on the voter's profile.		
K	Provide a solution that facilitates the entry of data once and populates the various system modules where needed.		





## State of Vermont Bidder Response Form

ID #	FUNCTIONAL REQUIREMENT DESCRIPTION	AVAILABILITY	VENDOR COMMENTS
L	The system provides the opportunity to make administrative changes to a record without updating the system transaction date or clearly show that the update/change was an administrative correction.		
M	Provide a solution that has the ability for entry, storage and display of user-defined registered voter/applicant's transaction sources and voter/applicant's political party.		
N	Provide a solution that has the ability for entry, storage, processing and display of a registered voter/applicant's status code (at a minimum the following codes: active, challenged, and purged), and allow for a state-defined list of registration statuses and reasons for a status (e.g., if the status is "purged", there is a predefined list of reasons such as "challenged no reply no vote", "death notice", etc.).		
O	Provide a solution that has the ability for entry, storage, processing and display of a voter's prior state. The prior state is in the two-character USPS state code of the state in which the registered voter previously resided.		
P	Provide a solution that has the ability to send automatic messages to Election Officials in other states to inform them when a voter who reported a previous address in their state has registered in Vermont, so they can be removed from the voter checklist there		
Q	Provide a solution that provides the ability to add comments or notes to a voter record using a free-form text field that is searchable.		
R	Provide a solution that allows multiple notes per registered voter. Each note should have a creation date, town ID, and user ID associated with it. Comments made by a state user would stay with the record, comments made by a town user would reset with a voter move. Include any special circumstances (more detailed than comments).		



## State of Vermont Bidder Response Form

ID #	FUNCTIONAL REQUIREMENT DESCRIPTION	AVAILABILITY	VENDOR COMMENTS
S	Provide a solution that allows users to store, retrieve, display, and print multiple scanned documents associated with a voter registration record. The types of documents that might be scanned and associated with a voter's registration record include but are not necessarily limited to: voter registration certificates, voter registration identification, requests for absentee ballots, requests for information, and requests for change in status of voter registration.		
T	Provide a solution that allows voter history to be added to voter records when a voted absentee or provisional ballot is added to a voter's record and voter participation is recorded for the election. The system shall provide the ability to update voter history for an election through: <ul style="list-style-type: none"> <li>- Typing the voter's name or voter ID number into a data entry screen</li> <li>- Scanning bar code data from precinct registers or absentee ballot envelopes</li> </ul>		
U	Provide authorized users the ability to add, modify and delete data elements in "lookup tables" used by the system and the database management system, except those tables containing values used in internal system program logic.		
V	Provide a solution that only allows a user to enter a valid legal address, selecting from a data set in a dropdown, according to the street listing defined by each town. No free form addresses allowed for the legal address, and the legal address must be a required field. Exceptions only made for healthcare facility, homeless, UOCAVA, Safe-at-home, Unified town/gores and E911 confidentiality.		
W	Provide a solution that automatically enters, stores, and displays the current town (and its associated code) of the voter's residence as established during data entry or data modification.		



## State of Vermont Bidder Response Form

ID #	FUNCTIONAL REQUIREMENT DESCRIPTION	AVAILABILITY	VENDOR COMMENTS
<b>7</b>	<b>DATA MANAGEMENT</b>		
A	<p>Provide a solution that tracks and maintains all absentee ballot activity, including (but not limited to):</p> <ul style="list-style-type: none"> <li>- The specific elections for which the absentee ballot was requested</li> <li>- The dates when an absentee ballot was requested, sent/issued, and returned from any voter</li> <li>- The methods of request, issuance/delivery, and return/receipt</li> <li>- If Health Care Facility, UOCAVA, FPCA, eligible for electronic transmission, and possibly other categories</li> <li>- Status of absentee ballot request (i.e. faxed/emailed request, need original, not registered, Health Care Facility, etc.)</li> <li>- The system shall track reasons for rejection of absentee ballots from voters</li> <li>- Replacement ballot activity</li> </ul>		
B	<p>Provide a solution that provides for tracking and inventory reconciliation of all ballots--including paper, electronic, and on-demand--produced for each election. The system shall report the number of all ballots of every status at each stage:</p> <ul style="list-style-type: none"> <li>- Absentee (UOCAVA/mail/in-person--requested, issued, returned/received, undeliverable, spoiled, voided, reissued, replaced, defective, deficient, accepted, rejected, surrendered at polls, cured)</li> <li>- Polling place (sent, voted, printed, provisional--accepted/rejected, absentee surrendered at polls, voted, unvoted, spoiled, returned)</li> </ul>		
C	Provide a system that tracks changes made to office and candidate records.		
D	Provide a solution that tracks absentee, polling place, overvotes, undervotes and write-in candidate results and shall include ability to add write-ins, overvotes and undervotes.		
E	Provide a solution that maintains history of each poll worker including elections worked, positions assigned, training sessions completed, and preferences for election types and split or full shift.		

## State of Vermont Bidder Response Form

ID #	FUNCTIONAL REQUIREMENT DESCRIPTION	AVAILABILITY	VENDOR COMMENTS
F	Provide a solution that tracks past election data for point in time reporting that will continue to accurately return data for any district, past or present, even after redistricting has occurred and towns have been reassigned to new districts. Should be able to retrieve data on past district configurations.		
G	Provides the capability to capture the following dates: - Original date of registration - Effective date of last update to record (defaulting to the current date) - System transaction date when a record is added or changed - Voter-initiated activity		
H	Provide a solution that retains previous surnames in the voter record.		
I	Provide a solution that retains previous addresses in the voter record.		
J	Provide a solution that allows users to manage a complete range of returned ballot activity that is typical with both in-person absentee balloting and mail balloting. Such activities include, but not necessarily limited to, user-defined reasons for returned ballots such as: - Received - Received/Cured Ballot - Defective Reason: -- Ballot Not in Cert Envelope -- Voter Identified Themselves on Ballot -- Un-Voted Ballots Not Returned -- Certificate Unsigned -- Voter is Not Qualified to Vote - Received After Election - Undeliverable - Unknown-Never Returned		
K	Provide a solution that allows for real time updates to data and include date/time stamp history.		



## State of Vermont Bidder Response Form

ID #	FUNCTIONAL REQUIREMENT DESCRIPTION	AVAILABILITY	VENDOR COMMENTS
L	Provide the capability to merge two or more voter registration records into a single registration record for an individual voter while: <ul style="list-style-type: none"> <li>- Preserving all information including voter activity and election vote history information for all merged records</li> <li>- Archiving the previous duplicate record(s)</li> <li>- Allowing duplicate records that were merged together erroneously to be separated and the data restored to two distinct voter records</li> </ul>		
<b>8</b>	<b>DATA IMPORT AND EXPORT</b>		
A	Provide a solution that provides the capability to export election data for import into a ballot production system.		
B	Provide a solution compatible with open file format imports and exports that: <ul style="list-style-type: none"> <li>- Allows secure query and export of voter registration data to external media for other government purposes, such as jury selection</li> <li>- Allows data to/from other applications including for pending election, voter registration and validation, districts and precincts, polling places, absentee ballots, etc.,</li> <li>- Allows swift and efficient data sharing with external systems (e.g., ERIC)</li> </ul>		
C	Provide the capability to integrate with external applications through an application programming interface (API) to provide access to third-party data including, but not limited to: <ul style="list-style-type: none"> <li>- Importing of data from other state agencies, such as the Dept of Motor Vehicles, Social Security Administration, ERIC, and either populate or validate voter records with that data</li> </ul>		
D	Provide a solution that provides for automatic, scheduled, and secure data transfer to and from third party sources.		



## State of Vermont Bidder Response Form

ID #	FUNCTIONAL REQUIREMENT DESCRIPTION	AVAILABILITY	VENDOR COMMENTS
E	Provide a solution that can support a public interface to provide information and services including, but not limited to: - Pending election information - Voter registration information (including tracking voter registration requests, party affiliation, history of voting, absentee ballot requests) - District/precinct information - Polling place information		
F	Provide a solution that allows stored images to be exported in a non-proprietary file format (e.g. jpeg, pdf, bmp).		
G	Provide a solution that allows candidate information to be shared with all towns in districts that cross town boundaries.		
H	Provide a solution that allows adds/changes/deletes to be made to records with files received from other agencies, with notice given (and the ability to accept/decline the change) before changes are made.		
I	Provide a solution that allows frequently requested reports, especially during high-demand time such as primary and general elections, to be securely stored on an FTP server for requesters to access after they have submitted payment to fulfill their list request.		
J	Provide a solution that allows import of data from excel spreadsheet to update data tables, such as street listings.		
K	Provide a solution that allows the export of voter data fields using user defined criteria for use in statewide ballot mailing		
<b>9</b>	<b>QUERIES</b>		
A	Provide a solution that is able to identify voters who have requested, been issued, and/or returned absentee ballots prior to election day.		
B	Provide the capability for authorized users to search voter registration records using exact match, suggestive, and wildcard search functions across all data fields.		
C	Provide the capability for authorized users to search imported data from other sources, such as that from the DMV.		



## State of Vermont Bidder Response Form

ID #	FUNCTIONAL REQUIREMENT DESCRIPTION	AVAILABILITY	VENDOR COMMENTS
D	Provide a query function that allows queries to be saved for repeated use.		
E	Allow users to query an election by name. The system allows authorized state users to query an election by election date and type.		
F	<p>Provide a search function that:</p> <ul style="list-style-type: none"> <li>- Returns all matches for a given piece(s) of data and provides a list from which the user may select a record ("click-through" to detailed information)</li> <li>- Is case, space, and punctuation insensitive (e.g. a query of "McDaniel", "mcdaniel", or "mc daniel" return the same result, and likewise "obrien", "o brien," or "O'Brien")</li> <li>- Allows a name search of voter registration files using the following parsed fields:               <ul style="list-style-type: none"> <li>-- Suffix (Sr, Jr, other generations as a drop-down menu option for standardization)</li> <li>-- First name (full or initial)</li> <li>-- Middle name (full or initial)</li> <li>-- Full last name (can include hyphenated last name)</li> <li>-- Previous name(s)</li> <li>-- Alternate name (such as hyphenated, two last names, etc.,)</li> </ul> </li> <li>- Allows users to look up streets by whole or partial street name, districts, and precincts--and by user-defined criteria--with a display of where that address is on the district/precinct map</li> <li>- Allows users to search through active names and alternative/former names</li> </ul>		
G	<p>Provide a solution that allows for a hierarchy of data access, wherein:</p> <ul style="list-style-type: none"> <li>- State level users can filter, sort and run a report for any jurisdiction up to and including statewide data to assist with Election Administration and Voting Survey (EAVS) reporting</li> <li>- Town level users can filter, sort, and run any report for any</li> </ul>		



## State of Vermont Bidder Response Form

ID #	FUNCTIONAL REQUIREMENT DESCRIPTION	AVAILABILITY	VENDOR COMMENTS
	jurisdiction applicable to their town up to and including the entire jurisdiction (including if it crosses town lines) or just their town		
H	Provide the ability to narrow query results by date or date ranges.		
I	Provide the capability for all reports to have the date at which the report ran in the header or footer as well as the user ID of the user who ran the report.		
J	Provide for statistical reporting (e.g., percentage of voter turnout over a given time period).		
K	Provide a solution that has the capability to retrieve images of voter registration applications in a user defined order.		
L	Provide full text search and retrieval of comment and note fields in the voter registration and election management records and audit logs that meet entered text string criteria in the searches.		
M	Provide a solution that allows authorized users to (a) generate any query and output it as an electronic file (.xlsx, .csv, .txt, .pdf) or a printout, and (b) route and store it to a specified server directory available to the user who generated the file.		
N	Provide the ability for authorized users to select various options to filter (such as all voters who voted in the last general election) and sort (such as alphabetically by voters' last names or by any political jurisdiction in which the voters reside) the data that is selected and output to such output files. The system allows the user to designate additional fields to be included such as email address.		
O	Provide a solution with the capability to sort any and all columns of data returned in a query search		
<b>10</b>	<b>REPORTS</b>		
A	Provide the reports listed in the sections below as a pre-built Report Library, and provide the means for users to quickly and easily create, export, store, save, and schedule (date, time, frequency) custom reports.		





## State of Vermont Bidder Response Form

ID #	FUNCTIONAL REQUIREMENT DESCRIPTION	AVAILABILITY	VENDOR COMMENTS
B	<p>Provide a solution that includes a report writer that allows query of data from all databases (including but not limited to absentee, voter registration, voter participation data, and election results) and creation and export of formatted reports including the ability for the user to:</p> <ul style="list-style-type: none"> <li>- Save and re-run to the report library</li> <li>- Customize output columns for reports and data exports</li> <li>- Edit an existing report and make that a new report</li> <li>- Customize report headers, including custom titles, date of last update, adding page numbers, and adding images</li> </ul>		
C	<p>Provide a solution that suppresses protected information such as voter month and day of birth, driver's license number, and SSN on all reports and output files, unless specifically established and authorized by the state system administrator. This is primarily for the reports that are intended for the public such as the "Checklist for Posting"</p>		
D	<p>Provide a solution that can produce at minimum the following reports for Voter Registration:</p> <ul style="list-style-type: none"> <li>- Alpha Voter List</li> <li>- Voter List</li> <li>- Rejected Voters</li> <li>- Voter Statistics by Status</li> <li>- Voter Statistics by Source</li> <li>- Voter Transferred</li> <li>- Change Audit</li> <li>- Street List</li> <li>- Statewide Voter List</li> <li>- Purge Voters</li> </ul>		



## State of Vermont Bidder Response Form

ID #	FUNCTIONAL REQUIREMENT DESCRIPTION	AVAILABILITY	VENDOR COMMENTS
E	Provide a solution that can produce at minimum the following reports for Election Management: <ul style="list-style-type: none"> <li>- Voter Checklist</li> <li>- Checklist for Posting</li> <li>- Voter Turnout</li> <li>- Winner Listing</li> <li>- Voter Participation</li> <li>- Candidate Listing</li> <li>- Blank ORV (Official Return of Votes)</li> <li>- Tally Sheet</li> <li>- Summary Sheet</li> <li>- Elections Results</li> <li>- Canvass Certification Reports</li> <li>- Official Results Data</li> <li>- Ballot Time Marker</li> <li>- Election Candidate Summary</li> <li>- EAC Survey</li> </ul>		
F	Provide a solution that can produce at minimum the following reports for Absentee Ballots: <ul style="list-style-type: none"> <li>- Absentee Voter List</li> <li>- Absentee Ballot Statistics</li> <li>- Detailed Absentee Voter List</li> <li>- Deleted Absentee Ballot Requests</li> </ul>		
<b>11</b>	<b>DOCUMENTS AND PRINTING</b>		
A	Provide a solution with the capability to automatically generate information cards and confirmation letters/cards, including a user override.		



## State of Vermont Bidder Response Form

ID #	FUNCTIONAL REQUIREMENT DESCRIPTION	AVAILABILITY	VENDOR COMMENTS
B	Provide the ability to create and store stock document templates such as: - ADA accessibility checklist - Confirmation letters/cards - Information cards - Challenge letters - Canvass Reports - Certificates of Election		
C	Provide the ability to generate labels and mailing lists for households based on user-defined address criteria.		
D	Provide a solution that: - Allows either batch printing of documents or on-demand, single printing of a document - Supports network and local desktop printing, scanning, print to fax, and print to file (using commonly available file types) functions for reports and other printed output		
E	Provide a solution that allows authorized users to print one or multiple address label(s) of a registered voter or applicant whose record is displayed in the current window, including barcodes with Voter ID, in various template sizes.		
F	Provide the ability to retrieve, display online, and print on demand a list of add, change, and delete transactions involving a registered voter's record.		
G	Provide the option to automatically or manually generate a new voter registration certificate based on user-defined correspondence rules.		
H	Provide the ability for authorized users to generate and print notifications to voters via batch (print now/print later). Print later functionality should group like types of notifications.		
I	Provide the ability for authorized users to generate and email notifications to voters via batch.		



## State of Vermont Bidder Response Form

ID #	FUNCTIONAL REQUIREMENT DESCRIPTION	AVAILABILITY	VENDOR COMMENTS
J	Provide a solution that allows an on-demand, single printing of a notice, letter, or information card.		
K	Provide a solution that offers the ability for voters to respond to letters or requests from the town clerk via the online portal, such as signing and returning their response to a challenge letter electronically and curing of defective absentee ballot		
<b>12</b>	<b>VOTER REGISTRATION</b>		
A	Provide a solution that assigns unique identification numbers for all registered voters. This unique ID number will follow the voter from town to town.		
B	Provide a solution that assigns a ballot ID number that is defined by the Secretary of State, based on the jurisdiction where the voter lives		
C	Provide a solution that allows voter registration requests to come from multiple sources, including mail, in person, online, and via automatic voter registration through other agencies such as the Dept of Motor Vehicles. Voter registration requests from other agencies should integrate with the solution and automatically populate all applicable fields on the voter record, which will need to be reviewed by the town clerk before the request can be accepted and the data provided committed to record		
D	Provide a solution that allows users to register voters only at addresses within their own town.		
E	Provide a solution with the ability to enter and save a voter registration address that cannot automatically be validated by GIS data. The system shall allow an address point or street segment to be updated.		
F	Provide a solution that allows town clerks to redirect voter registrations to another town or to the Secretary of State		
G	On the voter's profile the system should provide an indicator of absentee activity and absentee ballot status and also note if Health		



## State of Vermont Bidder Response Form

ID #	FUNCTIONAL REQUIREMENT DESCRIPTION	AVAILABILITY	VENDOR COMMENTS
	Care Facility, UOCAVA, FPCA, eligible for electronic transmission, and possibly other categories.		
H	Provide the ability to automatically change the voter's political party to the party for which an absentee ballot was requested for any given presidential primary election (not required for any other elections, only presidential primary).		
I	Provide a solution that provides a visual notification on all display screens, possibly color-coded, that indicates the registration status of the person, including challenged, purged, or not of voting age at the time of the display.		
J	Provide a solution that calculates age using the date of birth, and determines whether a voter will be 18 by the next general election, and if so, allow the registration to be completed and absentee ballots for that election and the primary election preceding it to be requested. If not yet 18 it should be reflected in their status.		
K	Provide a solution that displays the current National Voter Registration Act status (known as status and condition code) of each registered voter on as many relevant display screens as practical, including but not limited to: <ul style="list-style-type: none"> <li>- Voter registration data entry and record viewing screens</li> <li>- Absentee voting screens</li> <li>- Absentee, early and questioned ballot processing screens</li> <li>- Election worker screens</li> <li>- Voter history screens</li> </ul>		
<b>13</b>	<b>ELECTION MANAGEMENT - GENERAL</b>		
A	Provide a solution that allows the user to add a new election with all data associated with a particular election including election name, election date, hours the polls open/close, whether a partisan election producing separate party totals, ballot styles and specific reports, type of election such as special, primary, general, school or city.		



## State of Vermont Bidder Response Form

ID #	FUNCTIONAL REQUIREMENT DESCRIPTION	AVAILABILITY	VENDOR COMMENTS
B	Provide a solution that provides the ability to enter candidates and report results by precinct.		
C	Provide a system that can calculate election winners as votes are tallied, and carries forward winners to the next election (e.g., moving primary winners forward to the general election, moving incumbents into the next election).		
D	Provide a solution that updates candidate and office data in real time as it is entered or modified.		
E	Provide a solution that allows town clerks to enter the election results for their town on election night, that can be reported to the public in real time, and then enter a second set of results within 48 hours after the election that are to report the "Official Return of Votes". Allow only the Official Return of Votes to be calculated in the canvass reports.		
F	Provide a solution that allows for write-in candidate names to be entered for inclusion on canvass reports.		
G	Provide a solution that allows for write-in names to be manually merged and unmerged on canvass report, showing source of write-in votes (from which town/precinct)		
H	Provide a solution that offers a public facing website that can present the election night results as well as official results to the public as they are reported in real-time, and once official, allows for the export of certified results reports		
I	Provide a solution that offers a canvassing function that sends election results from towns to the district clerks and/or state admin users and automatically comingles those results so that the district clerks can review the totals and certify those results for that district (representative district, senate district, county, statewide).		



## State of Vermont Bidder Response Form

ID #	FUNCTIONAL REQUIREMENT DESCRIPTION	AVAILABILITY	VENDOR COMMENTS
J	Provide a solution that has the capability to overwrite election night and or official results with a secondary set of results from a Ranked Choice Voting process- via an upload from the tabulator software		
K	Provide a solution that can automatically generate canvass reports and certificates to winners based on certified canvass results.		
L	Provide authorized users the ability to add, edit, and delete assignment of precincts and districts by users, including the ability to record district and precinct geographic descriptions and comments. Precincts include, but are not limited to: counties, senate districts, house/representative districts, wards, school districts, and water districts.		
M	Provide a solution that provides the capability for an authorized user to maintain jurisdiction/ district/precinct data at any time.		
N	Provide a solution that can identify changes in precincts and subsequently collect and reassign a large number of registered voters to a new or different jurisdiction as a group change.		
O	Provide a solution with the ability to: <ul style="list-style-type: none"> <li>- Establish districts (senate, house, ward, school, water districts)</li> <li>- Assign specific addresses, street address ranges (including odd or even), and precincts to the districts</li> <li>- Allow for alphanumeric street numbers and ranges</li> <li>- Delete districts and precincts</li> <li>- Edit districts and precincts, including combining existing districts and precincts</li> <li>- Automatically prevent deletion of the district or precinct if it is associated with any active registered voter or any active Address Library record that has not been reassigned</li> <li>- Allow for reconfiguring districts (redistricting) and automatically applying changes to voter records</li> </ul>		



## State of Vermont Bidder Response Form

ID #	FUNCTIONAL REQUIREMENT DESCRIPTION	AVAILABILITY	VENDOR COMMENTS
P	Provide a solution that allows assignment of a minimum 27-digit alphanumeric precinct ID.		
Q	Provide a solution that provides authorized users the ability to add, update and delete candidates as they relate to a specific office, and to add, update, and delete ballot measures within a given district.		
R	Provide a system that supports offices that have multiple office holders (e.g., boards and commissions).		
S	<p>Provide a solution that offers a way for town clerks to quickly identify any records needing their review or immediate action, like a dashboard. Records needing immediate action would include:</p> <ul style="list-style-type: none"> <li>- New Registrations to process from public portal</li> <li>- New Registrations to process from DMV</li> <li>- Address change requests</li> <li>- Voters Transferred from their town within last 30 days</li> <li>- DL Verification Pending Voters</li> <li>- SSN Verification Pending Voters</li> <li>- Voters with no DL/SSN that needs state approval</li> <li>- Absentee ballot requests</li> <li>- Challenge Responses received through portal</li> <li>- Oath taken through portal</li> </ul>		
14	<b>ELECTION MANAGEMENT - BALLOTS</b>		
A	Provide a solution that allows absentee ballot requests to be automatically populated from the existing voter registration record. Voter data should populate if voter does not specify a different address to mail ballot to.		
B	Provide a voter-specific portal in the Secretary of State’s website allowing voters to request an absentee ballot and track their requests and status of ballot including initial, spoiled, voided, replaced and reissued.		





## State of Vermont Bidder Response Form

ID #	FUNCTIONAL REQUIREMENT DESCRIPTION	AVAILABILITY	VENDOR COMMENTS
C	Provide a solution that allows a voter to request an absentee ballot for any election at any time, and more than one election at any time.		
D	Provide a solution that allows for absentee ballot requests to be valid for a full calendar year, if requested by the voter, and assign an absentee ballot for all elections for which the voter is eligible within that year.		
E	Provide a solution that has the ability to send an absentee ballot to a temporary mailing address without otherwise changing the permanent address on the requesting voter's registration.		
F	Provide clear definitions within the solution for absentee ballot request and issuance methods--e.g. by mail, voted in office, email (for UOCAVA or ill/disabled voters only), JP delivery (for ill/disabled voters only).		
G	Provide a solution that allows an absentee ballot request to be voided without preventing a subsequent request from being added.		
H	Provide a solution that can export all relevant data required for the creation of ballots by any external vendor or entity		
I	Provide a solution that can generate sample ballots in electronic or paper format with proper "SAMPLE" watermark to review and proof the ballot layout, or upload to a public interface. Should also be able to import sample ballots generated by a third party and make available in public interface.		
J	Provide a solution with the ability to automatically assign a ballot style to voters based on specific districts assigned to an election		
K	Provide a solution that provides an authorized user the ability to add, update and delete contests specific to an election cycle, as well as to assign a specific order to appear on the ballot.		
<b>15</b>	<b>ELECTION MANAGEMENT - POLL WORKERS</b>		
A	Provide a solution that displays the poll worker designation on a voter registration record.		



## State of Vermont Bidder Response Form

ID #	FUNCTIONAL REQUIREMENT DESCRIPTION	AVAILABILITY	VENDOR COMMENTS
B	<p>Provide a clearly defined and documented function to support management of poll workers, including:</p> <ul style="list-style-type: none"> <li>- Support for recruitment and training at the county level. Including a list of names of individuals interested in serving as poll workers</li> <li>- Maintenance of the poll worker's personal information (tied to the poll worker's voter registration, as appropriate)</li> <li>- Preferences of each poll worker including assignments (absentee/HCF/poll and election types), willingness to work/travel outside of precinct, half or full shift, etc.,</li> <li>- The ability to transfer poll worker assignment information from one election to another</li> <li>- Automatic assignment of poll workers to their usual work location for an election, as well as the provision of an administrative override for any auto-assigned precinct information</li> <li>- Assignment of poll workers to training sessions, to include tracking of all training sessions attended by poll workers, provision of visual indicators of training completed, and correspondence with poll workers regarding upcoming training required</li> </ul>		
C	<p>Provide a free-form text field in a poll worker's record for authorized users to document, store and remove free text comments about that poll worker.</p>		
D	<p>Provide notification and visual indicator on applicable screens and reports if an assigned poll worker's voter registration profile changes, including party affiliation, address, or status. The system shall generate correspondence for the county to send the poll worker if the change affects their election assignment.</p>		
E	<p>Provide a solution that allows a poll worker to be assigned to multiple positions in the same election. If a user is attempting to assign a poll worker who is already assigned, the system shall provide a notification to the user and allow for an override option.</p>		



## State of Vermont Bidder Response Form

ID #	FUNCTIONAL REQUIREMENT DESCRIPTION	AVAILABILITY	VENDOR COMMENTS
16	<b>ELECTION MANAGEMENT - POLLING PLACES</b>		
A	Provide the ability to assign one, more than one, or all precincts or splits within a town to a polling place for an election. The system must provide a solution that will allow for the management (add, delete, modify) of the precinct polling places and satellite locations as well as the assignment of the locations to the specific elections.		
B	Provide the ability for users to assign one or more active polling places within a town to an election, including the ability to carry forward assignments from one election to another.		
C	Provide for management and assignment of polling places through, at minimum, the following data fields: <ul style="list-style-type: none"> <li>- Unique alphanumeric ID code</li> <li>- Polling place name</li> <li>- Election type</li> <li>- District type/districts</li> <li>- Opening and closing times</li> <li>- Facility physical and mailing address, city, state, ZIP</li> <li>- Facility phone number</li> <li>- Contact name</li> <li>- Contact mailing address</li> <li>- Contact phone number</li> <li>- Election day phone number</li> <li>- Directions to polling place</li> <li>- Voting room name</li> <li>- Comment (free form, used for notes and to record facility characteristics for compliance with the Americans with Disabilities Act and the Accessibility for the Elderly and Disabled Act)</li> </ul>		



## State of Vermont Bidder Response Form

### **PART 4: NON- FUNCTIONAL REQUIREMENTS**

Provide a response to and/or acknowledge compliance with the following NFR's listed under each of the following subsections: 1) personnel security program, 2) processes, 3) technology, 4) voting compliance 5) training, implementation & support, 6) security, and 7) data compliance.

#### **4.1. Personnel Security**

**4.1.1.** Provide qualifications and experience of all proposed personnel, including subcontractors. In addition to basic qualifications (e.g., certifications obtained), include descriptions of experience around elections and/or cybersecurity. Where applicable, provide any specific knowledge and experience with state and local policies, architecture, and related aspects of the proposed work.

**4.1.2.** Describe your company process for background checks and security training of those who will be working on the project.

**4.1.3.** Provide all work locations and descriptions of physical and logical security requirements, handling of sensitive materials, and emergency and disaster backup provisions. Describe how you will manage various work locations from the perspective of election security. This includes adherence to customer requirements that all work and data storage be maintained in the United States, as applicable.

**4.1.4.** Describe security training requirements for personnel. Include descriptions of different training for different types of personnel (e.g., system administrators, developers, administrative). Confirm that these same requirements also apply to any subcontractors.

**4.1.5.** Disclose all countries in which your company operates. Describe the corporate structure and ownership (e.g., publicly traded corporation, privately held partnership, nonprofit). Disclose all board members or any entity with more than 10% ownership in the organization. Also, disclose any ownership in your company by non-U.S. persons or entities, regardless of ownership percentage.

**4.1.6.** Describe the review process for key personnel that perform critical management and technical functions. Also identify the timing of notification to the customer when a change occurs and the plan for replacing those key personnel.

**4.1.7.** Define sensitive functions and sensitive positions and describe how individuals involved in sensitive functions and with access to sensitive information are trained and tested for knowledge and job performance. Also describe your process for how access to sensitive functions relates to an individual's assignment as key personnel.

**4.1.8.** If subcontractors will be used under this procurement, provide details on each subcontractor and the parts of the project in which they will be involved. The customer should preapprove all subcontractors. Describe your process for selection and management of subcontractors, including how



## State of Vermont Bidder Response Form

subcontractors are evaluated on an ongoing basis for meeting security requirements. Describe what information subcontractors will be allowed to access and how you will monitor their activities.

### 4.2. Processes

**4.2.1.** Describe your processes for identifying specific cybersecurity risks and mitigating them in the election environment and how the implementation of the mitigation processes will increase the likelihood of success on the current proposal. Be specific and provide specific examples of how this process has been successful in both confirming proper implementation and identifying needed changes. Include lab testing and third-party testing you regularly employ.

**4.2.2.** Define, or provide documentation on incident handling, recovery, and contingency processes, including communication plans, backup procedures, and process for operational data availability. This should also include items such as log and audit, log analysis and assessment, and forensics capabilities.

**4.2.3.** Define what constitutes an incident and any levels of severity. Include procedures for notifying your customer(s) in the event of incidents of each level of severity, to include responsibilities and liability. Also, provide a communications plan for handling an incident.

**4.2.4.** If you have cybersecurity insurance, provide proof of coverage, and describe any relevant details of the policy.

**4.2.5.** The customer has a security incident and event management system (SIEM) system. Are you capable and willing to provide logs into the SIEM used by the customer?

**4.2.6.** Provide a contract transition plan for the end of the contract.

**4.2.7.** Clearly describe expected scope of cybersecurity-related tasks under this contract and who (e.g., contractor, government) is responsible for executing those tasks.

**4.2.8.** Clearly describe how you intend to monitor service and development processes to ensure adherence to the security requirements of this contract.

**4.2.9.** Clearly articulate the security controls you intend to employ in the solution. Include hardware, software, and physical security measures, the risks that they mitigate, and any residual risks resulting after implementation of these controls.



## State of Vermont Bidder Response Form

**4.2.10.** Provide a description of the threat environment as it applies to the systems and their interconnections that are addressed in your proposal. Provide an assessment of the severity of threats and identify and align mitigation approaches to the threats. Also, provide an assessment of the residual risks following mitigation actions.

**4.2.11.** Describe how you monitor ongoing security threat changes and respond to evolving threats, including monitoring common vulnerabilities and exposures (CVEs) and any ability to receive and share real-time threat information. Indicate participation in information sharing networks, including the Sector Coordinating Council of the Election Infrastructure Subsector (EIS-SCC), the Information Technology Information Sharing & Analysis Center (IT-ISAC), the Election Infrastructure ISAC (EI-ISAC), and others.

**4.2.12.** Describe your process for moving data, whether digitally or physically, while maintaining appropriate security protection and data integrity. This includes between organizations such as the proposer and proposed subcontractors, and, to the government, where applicable, during transitions to new systems and technologies.

**4.2.13.** Describe security requirements that apply to information and communication products and services.

**4.2.14.** Describe the specific security controls that you will implement. These may be international information security standards (e.g., ISO 27000) or common sets of controls specific to elections, such as the NIST Cybersecurity Framework, and/or CISecurity Cybersecurity Controls version 8 (reference **Attachment E**, will be used implementation).

**4.2.15.** Define specific levels of service for key work activities including performance standards for each service. These should include, but not be limited to:

- 1) Expected outcomes for normal security activities and, separately, around the time of elections.
- 2) Include your policies for response time, types of support (e.g., in-person, phone) provided.
- 3) Approach to ensuring continuity of mission critical services (e.g., failure restoral, patching and updates, and other relevant service component failures).

**4.2.16.** Describe trigger points for deploying updates and the approvals needed on both the vendor and customer sides. This response should address vulnerability detection and remediation, patching speeds, and incident response and escalation procedures. For those products that cannot be readily updated, describe controls and monitoring that will be used to identify suspicious access or activity.

**4.2.17.** Do you have a standardized system development life cycle management process for information technology? If so, describe your experience in using that life cycle management process for work of the same scope as this project. If you use the DevOps concept for managing development and IT operations, what environment do you use (e.g., Azure, Jira, etc.) to manage delivery and high software quality?



## State of Vermont Bidder Response Form

**(Available Option)** Direct and support release management activities using the State's Azure DevOps tool, in alignment with the state release model for continuous implementation/integration, and train state staff in such activities. Release management tasks and deliverables include creating and executing automated test cases, implementing a formal deployment process, tracking, and performing UAT activities, tracking use cases, requirements, and reporting issues while also leveraging SFDC ability to track changes for audit purposes.

**4.2.18.** Does the vendor utilize Microsoft Visual Studio subscriptions for their DEV team? If so, list subscriptions that are in use. The State of Vermont (SOV) has the expectation that the vendor will be responsible for all Visual Studio subscriptions or AzureDevOps (ADO) licenses needed to fulfill their respective roles in ADO project site.

**4.2.19.** Does your software development team follow a secure software development framework (e.g., NIST.SP.800-218)? If so, please describe the secure software development process. If not, are you willing to work with the state on incorporating this framework into your software development process?

**4.2.20.** Describe the life cycle processes used to manage hardware and software. How will these processes ensure that updates appropriately address security considerations?

**4.2.21.** Provide the security plan for implementing the security requirements and controls for the product or service. In the absence of the detailed plan, provide an outline of such plan along with examples of security plans for similar products or services provided under similar contracts you have been awarded and successfully implemented. The plan will be finalized in coordination with the customer during the period of performance. If using a reference standard to develop your security plan, please identify which one.

**4.2.22.** Clarify whether you have a responsible disclosure policy for vulnerabilities and, if so, include it with your submission.

**4.2.23.** Describe the scope of responsibilities, assignment/ownership of tasks, and processes and procedures for adhering to security requirements and controls for the product or service.

**4.2.24.** Describe the security audits and penetration analysis performed on a regular basis. If conducted, provide annual security audit reports conducted by an independent auditor.

**4.2.25.** Are you willing to be subjected to external analysis and penetration by an organization/vendor of the customer's choosing? This may occur at the planning stage, during implementation, as a verification of proper implementation, and/or during operations.



## State of Vermont Bidder Response Form

**4.2.26.** Provide examples of prior security testing and evaluation reports, vulnerability assessment reports, and any related reports. Additionally, the customer may require contractors and their suppliers to provide security testing reports and independent audit reports from similar work to this project that details the effectiveness of security controls and demonstrates timely correction of issues.

**4.2.27.** Provide evidence of certification or registration according to national quality or security standards. Describe your adherence to standardized quality principles, such as through registration as ISO 9001 (general quality) and ISO/IEC 27001 (information security). Both are strongly preferred. If you do not follow a standardized quality principle, provide your documented processes and evidence that you monitor adherence to those processes.

**4.2.28.** Detail your approach to supply chain management, including the selection process for suppliers. Provide specific information including, but not limited to:

- 1) How do you handle content originating from non-U.S. sources?
- 2) How do you review suppliers and their products to ensure that they do not contain security vulnerabilities or malicious content and are free from unexpected or unwanted procedures?
- 3) Which processes are used to monitor compliance of suppliers to requirements of the contract? Describe any process for auditing suppliers' ability to maintain security in their development process.
- 4) How is information regarding supply chain issues shared among the organization and suppliers?
- 5) What is your process for managing hardware and software that is no longer supported by the supplier to ensure continued maintenance of appropriate security? Describe your transition process for changes in suppliers to ensure security measures are continually met. How will you maintain appropriate communication with the government for such products?

**4.2.29.** What is your proposed approach to evaluating replacement components or new technologies to ensure adequate security?

**4.2.30.** Describe how information sensitivity is categorized and how access to sensitive information is managed and documented for each category, including your ability to create reports and machine-readable data extracts for both private and public dissemination. Clearly designate responsibilities, obligations, and procedures for key aspects of a data governance plan (data owner, data steward, data retention, information sensitivity, etc.).

**4.2.31.** Demonstrate your understanding of this jurisdiction's data governance policies and practices and propose a data governance approach as part of your submission.

**4.2.32.** Describe the security environment for the proposed solution, including the measures designed to prevent unauthorized access to voter and election records.





## State of Vermont Bidder Response Form

**4.2.33.** Provide a solution that secures all data encrypted at rest and in transit with controlled access. The Application Services, System(s), and any related Deliverables shall use TLS 1.2 or higher. Hard drive encryption shall be consistent with validated cryptography standards as referenced in Federal Information Processing Standards (FIPS) 140-2, Security Requirements for Cryptographic Modules for all data.

**4.2.34.** Provide a solution that requires all users to have unique login credentials including but not limited to a unique username and unique password, with ability to reset themselves through forgot password function; additionally, the system must be capable of a variety of MFA solutions or SSO (e.g., biometrics, token). Additionally, the solution must ensure a user can be logged in only one session at a time and should be automatically logged out after a certain amount of time. Allow user auditing.

**4.2.35.** Provide a solution that has the capability to support both automated and forced application password expiration.

**4.2.36.** Provide a solution that gives privileged users the ability to:

- Add and remove users
- Reset user passwords (and/or allow for forgot password and end user password resets)
- Establish user access levels based on user types

**4.2.37.** Provide a solution that allows administrative users to configure:

- Automated application password expiration
- Authentication requirements at specified intervals
- Minimum password lengths
- Password complexity
- Number of failed login attempts before disabling user IDs

**4.2.38.** Provide a solution that allows for role-based (individuals and groups) access control to ensure that each authorized user will have access to add, modify, delete, and view only the administrative tasks for which they are authorized.

### **4.3. Technology**

**4.3.1.** Provide system documentation with sufficient database schematic documentation to identify all of the lookup tables and a description of all lookup tables. A data model, including all data elements, logical relationships and a diagram shall also be provided.

**4.3.2.** Provide a complete set of:



## State of Vermont Bidder Response Form

- Technical documentation
- Database and application documentation
- End user documentation
- Transition plans that cover data, transitioning administrative rights, and other critical services, and the approach to maintaining security throughout the transition
- Network diagram of the infrastructure

**Note:** This documentation will be considered as an integral part of the software solution.

**4.3.3.** Describe in detail the controls placed on data and access to data. Include requirements for location, access rights, maintenance and enforcement of access rights, encryption, incident response and backup capabilities, and logging and forensics capabilities.

**4.3.4.** If the solution will be hosted in a cloud or multi-tenant environment provided by Azure, AWS, or Google, include information on the adherence to the appropriate CIS Benchmark for Cloud Service Offerings. Explain the reason for any deviation from that Benchmark and provide any additional options that are available.

**4.3.5.** If using another cloud provider, include the full menu of security options and services offered by the hosting provider, and which specific security options and services are included in the proposal.

**4.3.6.** For user- and client-specific software and applications, confirm on which types of systems and, where applicable, browsers the product will have full functionality. In general, products should be fully functional on a host of systems, to include netbooks (such as Chromebooks) and all major browsers.

**4.3.7.** If managing voter or ballot data, provide the data format(s) you are using and identify common functions supported with those formats (e.g., risk-limiting audits).

**4.3.8.** Provide a full description of the proposed solution's security architecture. Describes completely how architecture will ensure security of election infrastructure.

**4.3.9.** Describe your approach to cryptography, including which cryptographic modules and protocols you use, and how you conduct key management and manage the secrecy of private keys, if applicable.



## State of Vermont Bidder Response Form

**4.3.10.** If the proposal includes commercial off-the-shelf (COTS) or modified off-the-shelf (MOTS) software, address ownership of the software and design assets both during the project and afterward. Also, address whether source code and other artifacts will be held in escrow or delivered to the government during the project, and ownership of IP rights at the end of the project.

**4.3.11.** Detail certifications obtained for the solution(s) you intend to deploy and how this meets applicable federal, state, or local security standards. If the solution(s) will not be certified, how will you ensure mature and reliable security? Additionally, describe your process for ensuring the certified system will be updated to reflect current security patches and updates to underlying components (e.g., operating systems, databases, communications systems).

**4.3.12.** If personal information will be handled, describe how you will manage the minimization, collection, storage, and transmission of that personal information. Describe confidentiality and privacy approaches with regards to personal information.

**4.3.13.** Confirm that you have advanced endpoint protection for any server or workstation that is part of the core service offering. All systems accessing the core service offering must have advanced malware detection along with traditional anti-malware software. Specifically, the advanced malware software must allow root-cause analysis with forensics showing how infection occurred along with actions malware took.

**4.3.14.** Describe the proposed solution, including product features/capabilities, alignment with the Agency's goals, system design, user experience, and other information supporting a determination that the proposed solution will meet the needs of the Agency for a Voter Registration and Election Management solution.

**4.3.15.** Provide a description of how you will respond to system malfunctions, security breaches, and diagnose and solve problems with the network, hardware, or software. Responses should include the plan to be provided to the State, which would include identifying the team responsible to resolve problems, a description of their actions, and the approach to that resolution.

**4.3.16.** Describe how the solution is optimized for use on mobile devices. Explain how the solution will provide functionality while also maintaining security for mobile access.

**4.3.17.** Describe how the proposed solution uses GIS information to maintain the most recent address information available in the state of Vermont.

**4.3.18.** Provide a solution that accommodates separate environments for production, testing, development, training, and disaster recovery. The configuration allows a particular system component to exist in simultaneous, secure versions: 1. Production (PRD), 2. Staging (STG), 3. Development (DEV), 4. Test (TST), 5. Training (TRN), and 6. Disaster Recovery (DR).



## State of Vermont Bidder Response Form

**4.3.19.** Describe how the proposed solution facilitates efficient communication from users to voters to keep them informed of things like registration status, absentee ballot status, polling locations, etc.

**4.3.20.** Describe the customization abilities designed into the proposed solution to enhance the user experience (for example, setting tabs or shortcuts for commonly used modules).

**4.3.21.** Describe how the proposed solution allows users to efficiently administer multiple elections simultaneously.

**4.3.22.** Describe how the proposed solution assists users with election scheduling and organizing/managing the timelines for each election.

**4.3.23.** Describe how the proposed solution provides useful warnings or prompts to users to ease use and maintain election and voter records.

**4.3.24.** Describe how system administrators can customize the notifications for alerts related to errors, performance, and usage volume.

**4.3.25.** Provide information about your capability to scale during higher peak election periods.

**4.3.26.** Describe how the proposed solution facilitates easy, quick, and efficient data entry (e.g., automated data formatting, highlighting required fields, positional cursor control, predictive/suggested text or addresses, etc.).

**4.3.27.** Describe the application programming interface (API) capabilities within the proposed solution, to include security controls for the API. Explain the process for creating new interfaces as external systems change or become available.

**4.3.28.** Describe how the search function in the proposed solution aids users in locating information in an easy, swift, and efficient manner.

**4.3.29.** Describe the analytics capabilities of the proposed solution, such as:

- Trend analysis over multiple years/elections
- Voter turnout analysis
- Graphic mapping (e.g., election results by county or precinct)

**4.3.30.** Describe the process for creating, saving, and refining user-created reports in the proposed solution, emphasizing the ease of use for new or unfamiliar users.

**4.3.31.** Demonstrate how users can access reporting tools quickly and easily from any part of the proposed solution.



## State of Vermont Bidder Response Form

**4.3.32.** Describe how the proposed solution facilitates reconciliation of voter registrations after redistricting.

### **4.4. Voting Compliance**

**4.4.1.** Provide a solution that is, in all aspects, compliant with the National Voting Registration Act of 1993, Help America Vote Act of 2002, and all Vermont Election laws. See important election laws noted on the Vermont website here: <https://sos.vermont.gov/elections/election-info-resources/election-law/>.

**4.4.2.** Comply with, and enable and facilitate the Agency's and Customer Agencies' compliance with, applicable accessibility laws, rules, regulations, policies, and standards, including but not limited to:

- Title II of the Americans with Disabilities Act and corresponding implementing Regulations
- Sections 504 and 508 of the Rehabilitation Act of 1973, as amended, and corresponding implementing regulations
- The State of Vermont's Website Accessibility Standard, available at <https://www.vermont.gov/policies/accessibility>
- Web Content Accessibility Guidelines (WCAG) 2.0 levels A and AA

**4.4.3.** Provide a registration portal that is compliant with all applicable Americans with Disabilities standards for product accessibility.

### **4.5. Training, Implementation & Support**

**4.5.1.** Provide a detailed description of your training plan for both state-level and county-level staff, including system administrators.

**4.5.2.** Provide ongoing training as new versions (major releases) are released, including end user training. Please describe (in detail) how you would meet this requirement.

**4.5.3.** Migrate all data and images from old system to new system with no loss of data and images and no loss of quality of images. The vendor must have a robust reconciliation process prepared to ensure all data and images migrated correctly.

**4.5.4.** Define specific levels of service for key work activities including performance standards for each service. These should include, but not be limited to:

- 1) Expected outcomes for normal security activities and, separately, around the time of elections.
- 2) Include your policies for response time, types of support (e.g., in-person, phone) provided.



## State of Vermont Bidder Response Form

3) Approach to ensuring continuity of mission critical services (e.g., failure restoral, patching and updates, and other relevant service component failures).

**4.5.5.** Provide a full incident response plan that ensures system availability/recovery in the event of an unforeseen incident including recovery times.

**4.5.6.** Describe trigger points for deploying updates and the approvals needed on both the vendor and customer sides. This response should address vulnerability detection and remediation, patching speeds, and incident response and escalation procedures.

**4.5.7.** For those products that cannot be readily updated, describe controls and monitoring that will be used to identify suspicious access or activity.

**4.5.8.** Provide details on a one year of Annual Post-Warranty for:

- Hardware Maintenance and Support
- Firmware Licensing, Maintenance, and Support
- Software Licensing, Maintenance, and Support



## State of Vermont Bidder Response Form

### 4.6 Security

As a solution vendor, you must have documented and implemented security practices for the following and have a process to audit/monitor for adherence. Indicate “Yes” or “No” in the “Comply” column or “N/A” if the requirement is not applicable to this offering. Use the “Vendor Description of Applicable Security Processes” column to describe how you meet the requirement and the “Audit/Monitor” column to indicate how you monitor for compliance.

ID #	Non-Functional Requirement Description	Comply	Vendor’s Description of Applicable Security Processes	Audit/Monitor Process
S1	Input validation			
S2	Output encoding			
S3	Authentication and password management			
S4	Session management			
S5	Access control			
S6	Cryptographic practices			
S7	Error handling and logging			
S8	Data protection from unauthorized use, modification, disclosure or destruction (accidental or intentional).			
S9	Communication security			
S10	System configuration			
S11	Database security			
S12	File management			
S13	Memory management			
S14	Fraud detection			
S15	General coding practices			
S16	POA&M management			
S17	Risk Assessment Practices including but not limited to vulnerability assessment and pen testing			
S18	Incident response planning and testing			
S19	System Security Plan delivery			



## State of Vermont Bidder Response Form

### 4.7 Data Compliance

Vendors and their solutions must adhere to applicable State and Federal standards, policies, and laws based on the type of data that will be stored, accessed, transmitted and/or controlled by the solution. If the “Type of Data” column is checked below, respond “Yes” or “No” in the “Comply” column and provide an explanation on how you comply in the “Vendor’s Description of Compliance” column.

Type of Data	Applicable State & Federal Standards, Policies, and Laws	Comply	Vendor’s Description of Compliance
<input checked="" type="checkbox"/> Publicly available information	<ul style="list-style-type: none"> <li>▪ <a href="#">NIST 800-171</a></li> </ul>		
<input checked="" type="checkbox"/> Confidential Personally Identifiable Information (PII)	<ul style="list-style-type: none"> <li>▪ <a href="#">State law on Notification of Security Breaches</a></li> <li>▪ <a href="#">State Law on Social Security Number Protection</a></li> <li>▪ <a href="#">State law on the Protection of Personal Information</a></li> <li>▪ National Institute of Standards &amp; Technology: <a href="#">NIST SP 800-53</a> Revision 4 “Moderate” risk controls</li> <li>▪ <a href="#">Privacy Act of 1974, 5 U.S.C. 552a.</a></li> </ul>		
<input type="checkbox"/> Payment Card Information	<ul style="list-style-type: none"> <li>▪ <a href="#">Payment Card Industry Data Security Standard (PCI DSS) v 3.2</a></li> </ul>		
<input type="checkbox"/> Federal Tax Information	<ul style="list-style-type: none"> <li>▪ Internal Revenue Service Tax Information Security Guidelines for Federal, State and Local Agencies: <a href="#">IRS Pub 1075</a></li> </ul>		
<input type="checkbox"/> Personal Health Information (PHI)	<ul style="list-style-type: none"> <li>▪ Health Insurance Portability and Accountability Act of 1996: <a href="#">HIPAA</a></li> <li>▪ The Health Information Technology for Economic and Clinical Health Act <a href="#">HITECH</a></li> <li>▪ <a href="#">Code of Federal Regulations 45 CFR 95.621</a></li> </ul>		





## State of Vermont Bidder Response Form

Type of Data	Applicable State & Federal Standards, Policies, and Laws	Comply	Vendor's Description of Compliance
<input type="checkbox"/> Affordable Care Act Personally Identifiable Information (PII)	<ul style="list-style-type: none"> <li>▪ Internal Revenue Service Tax Information Security Guidelines for Federal, State and Local Agencies <a href="#">IRS Pub 1075</a></li> <li>▪ Minimum Acceptable Risk Standards for Exchanges. <a href="#">MARS-E 2.0</a> (Scroll down the page)</li> </ul>		
<input type="checkbox"/> Medicaid Information	<ul style="list-style-type: none"> <li>▪ Medicaid Information Technology Architecture <a href="#">MITA3.0</a></li> <li>▪ <a href="#">Code of Federal Regulations 45 CFR 95.621</a></li> </ul>		
<input type="checkbox"/> Prescription Information	<ul style="list-style-type: none"> <li>▪ <a href="#">State law on the Confidentiality of Prescription Information</a></li> </ul>		
<input type="checkbox"/> Student Education Data	<ul style="list-style-type: none"> <li>▪ Family Educational Rights and Privacy Act: <a href="#">FERPA</a></li> </ul>		
<input checked="" type="checkbox"/> Personal Information from Motor Vehicle Records	<ul style="list-style-type: none"> <li>▪ <a href="#">Driver's Privacy Protection Act</a> (Title XXX) ("DPPA") 18 U.S.C. Chapter 123, §§ 2721 – 2725</li> </ul>		
<input type="checkbox"/> Criminal Records	<ul style="list-style-type: none"> <li>▪ Criminal Justice Information Security Policy: <a href="#">CJIS</a></li> </ul>		

### 4.8 State of Vermont Cybersecurity Standard Update 2022-01

Vendor shall certify by checking the box below the Solution shall not include, incorporate, rely on, utilize or be supported by any products or services subject to the limitations provided under State of Vermont Cybersecurity Standard Update 2022-01, which Contractor acknowledges has been provided to it, and is available on-line at the following URL: <https://digitalservices.vermont.gov/cybersecurity/cybersecurity-standards-and-directives>

Contractor hereby certifies that in connection with the Request for Proposal, **none** of the applicable products or services will be included in or used to support State systems in a manner prohibited under the Standard.



## State of Vermont Bidder Response Form

### **PART 5: IMPLEMENTATION/PROJECT MANAGEMENT APPROACH**

1. Describe the approach you would recommend for project managing this engagement.
  2. Provide a list of the standard project management deliverables that you would normally produce for this type of engagement.
  3. **Provide a proposed list of project phases, major milestones, and an implementation time-line. Label this Attachment #4.**
  4. What types of difficulties have other clients experienced with implementation of the proposed solution?
1. Describe the experience and qualifications of the Project Manager you would offer as the resource for this engagement. **Provide a copy of their resume and label it Attachment #5.**



## State of Vermont Bidder Response Form

### **PART 6: TECHNICAL SERVICES**

1. Describe the technical services included in your proposal (e.g., business analysis, configuration, testing, implementation, etc.).
2. Provide a list of the standard deliverables for the technical services described above.
3. Provide a description of the roles/services/tasks the State will be expected to cover as part of this engagement. Describe any additional roles/services/tasks that are optional, but would be beneficial for the State to provide.
4. Describe your typical conversion plan to convert data from existing systems to your proposed solution (if applicable).
5. Describe **and attach your typical Implementation Plan (label it Attachment #6)**, which shall include planning for the transition to maintenance and operations.
6. Describe the experience and qualifications of the technical resources proposed for this engagement. **Provide their resume(s) and label them Attachment #7.**
7. Describe the training that is included in your proposal.
8. Describe the system, administrator, and/or user documentation that is included in your proposal.



## State of Vermont Bidder Response Form

### PART 7: MAINTENANCE AND SUPPORT SERVICES

1. Provide answers to the questions below regarding your company’s Maintenance and Support Services:

Questions	Vendor Response
<b>Service: Customer Phone &amp;/or Email Support</b>	
What is the method for contacting technical support?	
What are the hours of operation for support?	
What is the turnaround time for responses?	
What is the escalation process for support issues?	
Who comprises the support team and what are their qualifications?	
Define your response resolution metrics and how you capture and report them.	
<b>Service: Incident/Security Breach Notification and Process</b>	
Describe your identification and notification process for security breaches.	
<b>Service: Data Management</b>	
Describe how data is stored, retained and backed-up (including frequency).	
<b>Service: Hosting</b>	
Describe the hosting service and associated service levels.	



## State of Vermont Bidder Response Form

Questions	Vendor Response
<b>Service: Scheduled Maintenance/Downtime</b>	
What is the frequency of scheduled maintenance and downtime?	
What is the notification process for scheduled maintenance and downtime?	
Describe how “maintenance” updates are tested with customers prior to installing them in their live environments.	
<b>Service: System Upgrades</b>	
Are software upgrades provided as part of the software support contract?	
Describe your software upgrade process.	
How often are new versions released?	
Is documentation and training provided for system upgrades?	
Are there additional costs for upgrades and/or new releases?	
Describe how and when the State will have an opportunity to test system upgrades/releases prior to live installation.	
Describe how the State will validate post installation and how changes will be backed out in the event that a problem is encountered.	



## State of Vermont Bidder Response Form

Questions	Vendor Response
<b>Service: Bug Fixes and Minor Enhancements</b>	
Describe the frequency and process for providing, testing, and installing bug fixes and minor enhancements.	
<b>Service: Disaster Recovery</b>	
Describe the disaster recovery services included in this proposal for any non-state hosted services.	
What is your standard RPO and RTO?	
Describe the plan your company has in place for its own disaster recovery of any sites that may be involved in support of this proposal.	

2. Describe any other services not mentioned in the above list that are included in your standard Service Level Agreement (SLA) and **include a copy of your SLA with your response to this RFP. Label the SLA Attachment #8.**
3. Describe how adherence to your service levels is measured and what remedies you would provide the State when performance doesn't meet the standard?



## State of Vermont Bidder Response Form

### **PART 8: PRICING** *[Update the pricing chart as needed for your specific RFP.]*

1. Submit pricing for your proposed solution in the table below. Fill in only the lines that are applicable to your proposal. **Insert lines for additional costs, but do not delete or rename any lines in the Table. Total each column and provide a total of all columns in the “Total Implementation, plus 5 Year Costs” box on the next page.**

Cost Type	One Time (Implementation)	Year 1	Year 2	Year 3	Year 4	Year 5
<b>Software</b>						
Enterprise Application: License Fees	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Maintenance &/or License Fee Add-Ons	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Subscription cost	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Storage Limitations and/or Additional Fees	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Database Software: License Fees	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Middleware Tools: License Fees	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Operating System Software: License Fees	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Upgrade Costs for Later Years	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Support and Maintenance Fees	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
<b>Implementation Services</b>						
Project Management	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Requirements	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Design (Architect Solution)	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Development (Build, Configure or Aggregate)/Testing	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
System Testing	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Defect Removal	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Implement/Deploy or Integrate	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Quality Management	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00



State of Vermont Bidder Response Form

Cost Type	One Time (Implementation)	Year 1	Year 2	Year 3	Year 4	Year 5
<b>Implementation Services Continued</b>						
Training	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
<b>Telecom</b>						\$0.00
Bandwidth	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
<b>Hardware</b>						\$0.00
Computing Hardware	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Storage and Backup Hardware	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Network Hardware	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Facilities/Data Center	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
<b>Hosting</b>						\$0.00
Hosting Fees	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
<b>Total Base Costs</b>	<b>\$0.00</b>					

**Total Implementation plus Five Year Costs \$ 0.00**

- Describe any assumptions you have made in relation to the above cost and pricing information.
- Provide pricing information for any volume discounts that are available based on the number of software licenses purchased or support years purchased.





## State of Vermont Bidder Response Form

4. Provide pricing for any Functional Requirements marked as “C” (feature is not available in the core solution, but can be provided with customization).



## State of Vermont Bidder Response Form

### PART 9: TERMS AND CONDITIONS

In deciding which Respondent/s to shortlist the State will take into consideration each Respondent’s willingness to meet the State’s terms and conditions. Indicate any objections or concerns to our stated terms and conditions in the RFP or any of the exhibits, addendums or attachments including **Attachment C**. Add lines to the table below as needed.

**Important:** Bidder will be bound to all terms and conditions stated in the State’s RFP, exhibits, attachments, and/or addendums except and then only to the extent specifically set forth in the table below, and only if and to the extent expressly agreed and incorporated in writing in a resulting contract. Note that exceptions to contract terms may cause rejection of the proposal.

Clause Location	Concern	Proposed Verbiage
[indicate RFP, exhibit, attachment or addendum, section & page number]	[briefly describe your concern about this clause]	[describe your suggested alternative wording for the clause or your solution]
[indicate RFP, exhibit, attachment or addendum, section & page number]	[briefly describe your concern about this clause]	[describe your suggested alternative wording for the clause or your solution]
[indicate RFP, exhibit, attachment or addendum, section & page number]	[briefly describe your concern about this clause]	[describe your suggested alternative wording for the clause or your solution]



State of Vermont Bidder Response Form

**PART 10: CERTIFICATE OF COMPLIANCE/AUTHORIZED COMPANY SIGNATURE**

For a bid to be considered valid, this Part 10 must be completed in its entirety, executed by a duly authorized representative of the bidder, and submitted as part of the response to the proposal.

- A. **NON COLLUSION:** Bidder hereby certifies that the prices quoted have been arrived at without collusion and that no prior information concerning these prices has been received from or given to a competitive company. If there is sufficient evidence to warrant investigation of the bid/contract process by the Office of the Attorney General, bidder understands that this paragraph might be used as a basis for litigation.
- B. **CONTRACT TERMS:** Bidder hereby acknowledges that is has read, understands and agrees to the terms of this RFP, including Attachment C: Standard State Contract Provisions, and any other contract attachments included with this RFP.
- C. **WORKER CLASSIFICATION COMPLIANCE REQUIREMENT:** In accordance with Section 32 of The Vermont Recovery and Reinvestment Act of 2009 (Act No. 54), the following provisions and requirements apply to Bidder when the amount of its bid exceeds \$250,000.00.

**Self-Reporting.** Bidder hereby self-reports the following information relating to past violations, convictions, suspensions, and any other information related to past performance relative to coding and classification of workers, that occurred in the previous 12 months.

Summary of Detailed Information	Date of Notification	Outcome

**Subcontractor Reporting.** Bidder hereby acknowledges and agrees that if it is a successful bidder, prior to execution of any contract resulting from this RFP, Bidder will provide to the State a list of all proposed subcontractors and subcontractors' subcontractors, together with the identity of those subcontractors' workers compensation insurance providers, and additional required or requested information, as applicable, in accordance with Section 32 of The Vermont Recovery and Reinvestment Act of 2009 (Act No. 54), and Bidder will provide any update of such list to the State as additional subcontractors are hired. Bidder further acknowledges and agrees that the failure to submit subcontractor reporting in accordance with Section 32 of The Vermont Recovery and Reinvestment Act of 2009 (Act No. 54) will constitute non-compliance and may result in cancellation of contract and/or restriction from bidding on future state contracts.



## State of Vermont Bidder Response Form

### D. Executive Order 05 – 16: Climate Change Considerations in State Procurements Certification

**Bidder certifies to the following (Bidder may attach any desired explanation or substantiation. Please also note that Bidder may be asked to provide documentation for any applicable claims):**

1. Bidder owns, leases or utilizes, for business purposes, space that has received:

- Energy Star® Certification
- LEED®, Green Globes®, or Living Buildings Challenge<sup>SM</sup> Certification
- Other internationally recognized building certification:

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2. Bidder has received incentives or rebates from an Energy Efficiency Utility or Energy Efficiency Program in the last five years for energy efficient improvements made at bidder's place of business. Please explain:

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3. Please Check all that apply:

- Bidder can claim on-site renewable power or anaerobic-digester power ("cow-power"). Or bidder consumes renewable electricity through voluntary purchase or offset, provided no such claimed power can be double-claimed by another party.
- Bidder uses renewable biomass or bio-fuel for the purposes of thermal (heat) energy at its place of business.
- Bidder's heating system has modern, high-efficiency units (boilers, furnaces, stoves, etc.), having reduced emissions of particulate matter and other air pollutants.
- Bidder tracks its energy consumption and harmful greenhouse gas emissions. What tool is used to do this?
- Bidder promotes the use of plug-in electric vehicles by providing electric vehicle charging, electric fleet vehicles, preferred parking, designated parking, purchase or lease incentives, etc..
- Bidder offers employees an option for a fossil fuel divestment retirement account.
- Bidder offers products or services that reduce waste, conserve water, or promote energy efficiency and conservation. Please explain:



## State of Vermont Bidder Response Form

4. Please list any additional practices that promote clean energy and take action to address climate change:

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**E. Executive Order 02 – 22: Solidarity with the Ukrainian People**

- By checking this box, Bidder certifies that none of the goods, products, or materials offered in response to this solicitation are Russian-sourced goods or produced by Russian entities. If Bidder is unable to check the box, it shall indicate in the table below which of the applicable offerings are Russian-sourced goods and/or which are produced by Russian entities. An additional column is provided for any note or comment that you may have.

Provided Equipment or Product	Note or Comment



## State of Vermont Bidder Response Form

I am authorized to submit a proposal to the State of Vermont in response to this RFP on behalf of my organization. The information provided as part of my organization's response is a true and accurate representation of my organization's ability to meet the State of Vermont's business needs as expressed in this RFP.

<b>Signature:</b>	
<b>Full name:</b>	
<b>Title:</b>	
<b>Company:</b>	
<b>Date:</b>	