



**WILLIAM M. GARDNER
NEW HAMPSHIRE SECRETARY OF STATE
STATE HOUSE
107 NORTH STATE STREET
CONCORD, NH 03301**

**New Hampshire Request for Proposal
2021 – 002**

**Statewide Voter Registration Voter
Registration System – Requirements,
Specifications, Transition**

**Technical Assistance preparing RFP
and follow-through**

Request for Proposal

Technical Assistance preparing requirements, specifications for RFP for statewide voter registration system and follow-through

SINGLE POINT OF CONTACT (SPOC):

Assistant Secretary of State, Elections Legal Counsel, Orville B. "Bud" Fitch II, State House Room 204, 107 North Main Street, Concord, New Hampshire, 03301-4989

E-mail: Bud.Fitch@sos.nh.gov

Telephone: (603) 271-5335

MAIL RESPONSE TO:

Paula Penney

Secretary of State

State House, Room 204

107 North Main Street

Concord, New Hampshire 03301

ATTENTION

RFP RESPONSE SUBMISSION

For your submission to be considered responsive, the following are required:

- The Signature Page must be completed and returned, signed in the space provided by a person who is authorized to legally obligate your company.
- Your submission must include an “ORIGINAL” mailed to the Secretary of State at the above address and a PDF of the original e-mailed to: Bud.Fitch@sos.nh.gov
- To document that the proposal reflects any addenda to this RFP, printouts of all addenda issued by the Secretary of State (if any are issued). The printout must be filled out and signed by a person who is authorized to legally obligate your company. The signed addenda must be attached to the “ORIGINAL” proposal submitted.

Contact: Bud Fitch at the New Hampshire Department of State, 603-271-5335, if you need further clarification of these submission instructions.

Technical Assistance designing and preparing technology requirements and specifications for RFP for statewide voter registration system

SIGNATURE PAGE

Date: <DATE>

Response No.: <NUMBER>

Response Date Due: <DATE>

Response Time Due: 2:30 pm

PLEASE DIRECT ANY QUESTIONS REGARDING THIS RFP TO: <NAME>

TEL. NO.: <PHONE NUMBER>

E-MAIL: <EMAIL ADDRESS>

RESPONSE INVITATION FOR: Technical Assistance designing and preparing technology requirements and specifications for RFP for statewide voter registration system

OFFER: The undersigned hereby offers to make available to the New Hampshire Secretary of State the services indicated in the following page(s) of this RFP at the price(s) quoted, in accordance with the conditions set forth in this RFP. All responses are expected to remain valid for a period of 60 days from the RFP Due Date.

Organization/Company Name:

Address: _____

Tel.: (local) _____

(Toll Free) _____

Fax: _____

Authorized Signature:

(SIGNATURE)

(TYPE OR PRINT NAME)

This document must be signed by a person who is authorized to legally obligate the vendor submitting the proposal. The signature also certifies that there have been no alterations or substitutions of any of the RFP documents.

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RFP Response - Checklist

This is a list of activities and requirements respondents commonly forget to include in their RFP response. An incomplete response may be grounds for determining that a response is unable to satisfy the needs of the Secretary of State. You may use this checklist to help prepare your response. If any item below will be sent late, the party submitting a proposal must indicate when the State should expect to receive it.

- ☐ Signature Page – must be signed and included with ORIGINAL Response.
- ☐ Printout of complete Addenda (if any issued), filled out by a person who is authorized to legally obligate your company must be included as part of your ORIGINAL response.
- ☐ RFP response packaged and labeled in accordance with RFP Section 1.3: *Response Submission*.
- ☐ Certificate of Good Standing with State of New Hampshire or equivalent, current as of April 1st, 2021.
- ☐ Cover Page should include requirements listed in Proposal Description.
- ☐ References and Letters of Reference with current contact information.
- ☐ Preparations are made to ensure that the response is delivered prior to the Response Submission due date and time defined in Section 1:11: *Schedule of Events*.

1.0 RFP Purpose and General Instructions

This is a Request for Proposal (RFP) for Technical Assistance with designing and preparing technology requirements and specifications for an RFP for a statewide voter registration system. The Secretary of State anticipates issuing a request for proposals for:

- A major update to or replacement of the Statewide Voter Registration System. Starting in 2004, the department implemented the Statewide Voter Registration System, *ElectioNet*. The contract with the vendor of the system expires before the 2022 state elections. The state will engage in a competitive process to determine the vendor for the next contract which may be to update and/or replace the existing system.

The Secretary of State seeks to identify opportunities to improve the usability and efficiency of the systems it uses to support election administration, including *ElectioNet*. The Secretary of State seeks expert technology assistance reviewing the other elections administration systems in use by the state to determine if any should be further integrated with the next evolution of the Statewide Voter Registration System. New Hampshire towns and cities have expressed an interest in adopting electronic poll books and the next generation of a ballot counting device. New Hampshire seeks to complete implementation of use of National Change of Address data to assist local officials with keeping their checklists current. The state would like to implement electronic transfer of notices that a voter has registered in a new town or city received from and sent to other states. Legislation pending before the New Hampshire State Legislature and Congress may require adding new capabilities to the state's Statewide Voter Registration System.

This RFP seeks expert technology services to assist the Secretary of State's staff in evaluation, planning, RFP drafting, proposal evaluation, contracting, technology management, systems analysis, testing, and implementation.

This RFP solicits a cost proposal from individuals/firms with technology expertise who have experience with statewide voter registration systems. The proposal must be submitted in a manner compliant with the requirements of this Request for Proposal.

1.0.1 High Level Purpose

Through this RFP, the Department of State is seeking to procure the professional services of an expert in both technology and elections administration to assist in the evaluation of technology related to:

Technical Assistance designing and preparing technology requirements and specifications for RFP for statewide voter registration system

- The needs of voters and applicants for voter registration to obtain information on voting, the status of their voter registration, and for absentee voters the status of their absentee ballots;
- The needs of Supervisors of the Checklist in entering and maintaining records of registered voters, voting history, and printing checklists in a statewide voter registration system;
- The needs of clerks in entering and maintaining records of registered voters, applications for voter registration, voting history, and absentee voting in a statewide voter registration system;
- The current suite of technology programs that manage the statewide voter registration system and the election management/administration programs;
- The evolution of these technologies in the United States, including a review of recent consulting group studies identifying state needs, specifically assessing newly implemented systems in other states to identify capabilities that would be beneficial to New Hampshire and to identify implementation lessons learned in other states;
- The reporting requirements of the federal Election Administration and Voting Survey, specifically identifying opportunities to enhance data collection and quality control within the statewide voter registration system;
- Development of additional internal data verification tools within the statewide voter registration system which will alert local election officials when inconsistent or contradictory data is entered on voter registration, absentee ballots, or voter history;
- Development of protocols and procedures, including screening the files for malware or other dangerous content, for uploading voter history from electronic pollbooks;

Based on the results of the evaluation, to draft the technology specifications and requirements for Requests for Proposals (“RFP”).

Time is of the essence. New Hampshire’s contract with the current provider of support and maintenance for its statewide voter registration system expires before the 2022 election.

The upgrade/replacement will need to be completed by September 2023, in time for the 2024 elections which are expected to include a Presidential Primary that may be held in January of 2024. Completion will require extensive testing of all changes/additions to system by the deadline.

The Secretary of State seeks expert technical assistance from a vendor who has, preferably:

- Prior experience with and knowledge of New Hampshire’s statewide voter registration system, *ElectionNet*, currently supported by PCC Technology Inc. also known as CIVIX;
- Technology management skills

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- Prior experience with and knowledge of New Hampshire's election management system (any work in this area will not be part of the fixed price contract, but may be included in additional work);
- Prior experience with and knowledge of New Hampshire election reporting data management system (any work in this area will not be part of the fixed price contract, but may be included in additional work);
- Expertise on the use of technology to support the administration of elections;
- Knowledge of the developments in voting, voter registration and election management, across the United States;
- Familiarity with New Hampshire's unique election processes, including the decentralized administration of elections by the towns and cities in New Hampshire;
- Technical writing skills to provide the Secretary of State with the technical specifications and requirements for the RFP.
- Subject matter expertise in using and testing the statewide voter registration system, the election management system, on-line tracking of absentee ballots and related applications.

Specific tasks required of the successful vendor include (expect some in-person and some remote Zoom meetings and sessions):

- Meeting with the Secretary of State's staff to review the existing system, its benefits and challenges;
- Attending sessions with local election officials to gather their input on the current statewide voter registration system and their recommendations for a future system;
- Identifying and reviewing statewide voter registration systems used in other states, with a focus on the benefits and risks of available new technology;
- Analyzing elections business processes within assigned state and local operations in order to identify opportunities for creation and/or enhancement of elections business systems applications;
- Meeting with state agency representatives to discuss business objectives. Recommending and specifying proper elections business information systems to meet state agency needs;
- Researching and developing functional specifications for elections systems changes, including resources estimates;
- Researching, developing and recommending automated solutions to user-identified needs;
- Preparing a draft of the functional requirements, specifications, and technical requirements to be used in an RFP for an upgrade or replacement of the Statewide Voter Registration System;
- Reviewing the draft specifications and technical requirements with the Secretary of State staff and making revisions based on feedback;

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- Assisting the Secretary of State's staff in assessing the technology elements of proposals received in response to the RFP for an update or replacement of the statewide voter registration system;
- Assisting the Secretary of State in preparing the technology specifications and requirements in contracts resulting from the RFP;
- Assisting the Secretary of State in monitoring vendor performance during implementation of any new or upgraded systems;
- Assisting the Secretary of State's staff during definition, design, development testing, documentation, quality assurance, and implementation;

The following services are within the scope of services, but are not incorporated within the fixed price quotation:

The Secretary of State anticipates entering into a fixed price contract for the work preparing the technology requirements and specifications for the RFP specified above and reaching agreement on hourly rates for the additional work detailed below. The expected contract would have a not-to-exceed cost above the cost of the fixed price work. The state would engage the vendor to do some or all of the following work on an as-needed basis at the agreed upon hourly rates. The purpose of this aspect of the RFP and resulting contract is to utilize the vendor's expertise and the knowledge gained of New Hampshire's systems and needs by preparing the technology requirements and specifications for the RFP.

A. Additional capability: database administration; technology management;

- Assist in managing Microsoft SQL Server database administration, enhancing database performance and security, performing restores, implementing recovery procedures, handling performance tuning and conducting regular system backups, following instructions from Secretary of State's staff. Assist in ensuring technical and functional designs meet business requirements;
- Strategic and tactical technical management advice;
- Troubleshooting of Secretary of States' systems including web applications, as needed.

B. Additional capability: Subject matter expertise to assist the Secretary of State:

- Testing full range of statewide voter system functionality before and during any transition;
- Obtaining reports, conducting critical analyses of those reports, in assessing a variety of policy issues, in troubleshooting the statewide voter registration and election management system, and testing releases of new software implementing changes.

Reconciling reports from diverse sources of election related data, determining reasons for differences, and specifying remedies for cleaning data.

- Assisting in research with ElectionNet users and vendor(s) in understanding software users' business requirements and creating functional specifications and modification definitions for specific projects;
- Assisting in developing and executing test plans in conjunction with assigned technical staff and assigned user staff; reports test results to agency management;
- Assisting in contacting vendors and software users, as needed, to resolve issues raised in testing;
- Analyzing statewide voter registration and election management systems' errors, problems, and new software releases; recommending solutions to agency management;
- Creating and running test scripts for implementation of changes to the statewide voter registration and election management systems;
- Reviewing and updating training documents to reflect changing processes due to existing and new laws and existing and new software;
- Assisting in writing test scripts and supporting teams dedicated to testing systems and implementation.

C. Additional Capability: Data entry clerical, preferably with subject matter expertise

- Data entry into SOS elections related databases to enable software testing and executing test scripts.

D. Additional Capability: Systems Analysis

- Designing, creating and documenting functional and program specifications for systems development specialist as assigned;
- Overseeing the quality and design integrity of assigned programming activities, including analysis, unit and systems testing, debugging, test data preparation, implementation and initial documentation;
- Developing, designing and/or recommending software development standards, monitoring adherence to standards by assigned staff;
- Preparing specifications documentation and maintaining application software, assuring compliance with agency standards;
- Analyzing, designing and preparing systems change impact assessments for service requests, program/policy changes, audit findings and system defects;
- Designing, defining, creating and maintaining database file structures and on-line screen navigation paths to support user needs;

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- Developing task plans and assisting in the development of project plans, supporting and coordinating tasks with team members, assuring high quality and efficient delivery of software development work products;
- Maintaining in-depth, working knowledge or application design for critical, large, complex agency applications.

1.1 Vendor Conference Call.

An optional vendor conference call will be held as identified in Section 1.11: *Schedule of Events*:

The purpose of the Conference Call is to allow interested vendors to:

1. Request clarification of any section of the RFP.
2. Request changes to the RFP for requirements considered so restrictive as to prohibit or discourage responses.
3. Offer suggestions or changes to the RFP that could improve the RFP competition or reduce the proposed costs.

All written questions received prior to or at the Conference Call will be read aloud and will receive unofficial oral responses during the Conference Call. Official written answers to these questions will be distributed in accordance with Section 1.2: *Response Inquiries*, of this RFP.

Vendors are encouraged to submit written questions at least forty-eight (48) hours prior to the conference call in order to enable the Secretary of State to formulate better responses. No responses will be given prior to the Conference Call.

Prospective vendors are requested to RSVP via e-mail by the date identified in Section 1.11: *Schedule of Events*, indicating they will participate in the Conference Call.

1.2 Response Inquiries.

All inquiries concerning this RFP shall be made in writing, citing the RFP title, RFP number, page, section, and paragraph, and shall be submitted to:

Assistant Secretary of State Bud Fitch
Department of State

Technical Assistance designing and preparing technology requirements and specifications for RFP for statewide voter registration system

State House, Room 204
107 North Main St.
Concord, New Hampshire 03301-4989
Telephone: (603) 271-5335
E-mail: Bud.Fitch@sos.nh.gov

Organizations/vendors are encouraged to submit questions via e-mail.

Questions on and clarifications for this RFP and the contract will be addressed until the end of the inquiry period. **Proposal language that conflicts with the RFP or the state's contract form may not be accepted.**

Final questions must be received no later than the date specified in Section 1.11: *Schedule of Events*. Questions received after this date and time will be addressed only if they are deemed by the Secretary of State to be critical to the competitive selection process. An official written answer, via email, will be provided to all questions meeting these requirements.

1.3 Response Submission.

All responses in response to this RFP should be submitted as outlined in Section 1.11: *Schedule of Events*, to:

State of New Hampshire
Department of State
c/o Paula Penney
State House, Room 204
107 North Main St.
Concord, New Hampshire 03301-4989
(603) 271-3242

Vendors who wish to be considered should submit one (1) original on paper and one PDF of their response. The original must be delivered in a sealed container (envelope), and permanently marked:

STATE OF NEW HAMPSHIRE
Department of State
Elections Division

RESPONSE TO SOS RFP 2021-002
Technical Assistance designing and preparing technology requirements and specifications for RFPs for statewide voter registration system.

The vendor's signature on a response submitted in response to this RFP guarantees that the prices quoted have been established without collusion with other eligible Vendors and without effort to preclude the State of New Hampshire from obtaining the best possible competitive response.

Specifications required by the RFP are detailed in Section 3: *Services, Specifications, Requirements and Deliverables*. In responding to the RFP, the Vendor should address all Vendor Requirements for information and frame their response in the format outlined in Section 5: *Response Format/Guidelines*. Printouts of complete Addenda (if any issued), in numerical sequence, filled out and signed by a person who is authorized to legally obligate the Vendor, must be included as part of your **Original** Response.

All RFP responses and proposed costs must remain valid for a period of no less than sixty (60) days from the Response Due Date.

1.4 Public Disclosure.

All material received in response to this RFP shall become the property of the State and will not be returned to the Vendor making the proposal. Regardless of the Vendor selected, the State reserves the right to use any information presented in a response. The content of each Vendor's RFP response shall become public information once a contract has been signed that ensued from and cites this RFP.

1.5 Oral Presentation.

Prior to the selection of a Vendor under this RFP, a Vendor making a proposal may be required to make an oral presentation to clarify any portion of their response or to describe how the Vendor's Requirements will be accomplished. Vendor finalists may be asked to conduct the presentation during the period designated in Section 1.11: *Schedule of Events*.

1.5.1 Contract Term Date.

The Secretary of State seeks to finalize a contract with the successful vendor by the date specified in table 1.11, *Schedule of Events*.

1.5.2 Vendor Responsibility.

The selected Vendor shall be solely responsible for meeting all Requirements in the RFP, their response, and any resulting contract. A Selected Vendor may not subcontract any part of the goods or services it agreed to provide without prior written approval from the State.

1.6 Project Budget/Limitation on Price.

The overall project, including the contract resulting from this RFP, may be funded using the Election Fund, which relies on federal Help America Vote Act funds, as well as State funds and/or State match.

1.7 Response Preparation Costs.

The Secretary of State shall not be held liable for any costs incurred by a Vendor in the preparation of their RFP response or for work performed in connection with signing a contract with the Secretary of State.

1.8 Non-Commitment.

The solicitation of the Request for Proposal shall not commit the Secretary of State to select a Vendor or sign a contract. The Secretary of State reserves the right to reject any and all proposals, or to sign contracts with more than one vendor.

1.9 RFP Non-Deviation.

Some prospective vendors may be provided an electronic version of this RFP. Any alteration to the text or any file associated with this RFP in any way that could be construed to change the intent of the original document is forbidden. Any changes made to the original document may result in a response being considered non-responsive.

The original RFP document is on file with the State of New Hampshire, Secretary of State. This document will serve as the official document for this protocol.

1.10 Evaluation and Contract

The RFP process enables the Secretary of State to establish deliverables, evaluate responses from multiple entities and ultimately sign a contract based upon stated criteria or evaluation factors as listed in Section 6: *Evaluation Process, Criteria, and Selection*, of this RFP.

1.11 Schedule of Events

EVENT	DATE	TIME
RFP released	05/06/2021	
Vendor inquiry period begins	05/07/2021	9:00 A.M.
Optional Pre-response Vendor Conference Call	05/14/2021	10:00A.M
Vendor inquiry period ends (Final inquiries due)	05/17/2021	2:30 P.M.

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Final State responses to Vendor inquiries, as soon as possible but no later than	05/20/2021	2:30 P.M.
Final date for RFP Response submission	06/04/2021	2:30 P.M.
Invitations for presentations and discussions, if necessary	06/07/2021	9:30 A.M.
Vendor presentations/discussion sessions/interviews. (If needed, the Secretary of State anticipates doing these on-line/by phone)	06/08/2021 through 06/11/2021	
Contract Finalization with selected Vendor	06/22/2021	
Work Plan sign-off	06/30/2021	
Vendor provides Secretary with draft specifications and technical requirements for a statewide voter registration system RFP no later than	09/15/2021	
Secretary of State's staff provide feedback on the draft no later than	09/30/2021	
Vendor provides Secretary with revised specifications and technical requirements for statewide voter registration system RFP.	10/15/2021	

2.0 General Information

2.1 General Overview.

New Hampshire state law, RSA 654:45, and the federal Help America Vote Act require the state to establish and maintain a statewide voter registration system. As the current system approaches two decades of use, the Secretary of State seeks to ensure the system provides effective information to voters, provides effective user interfaces and processes for the local election officials who are the primary users of the system, and supports the efficient administration of elections for both local and state officials. The Secretary of State seeks to ensure that prudent use is made of advances in technology and integration of systems, with attention to the unique aspects of New Hampshire's election laws and procedures.

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2.2 Background

The Secretary of State contracted with Covansys in 2004, various successors to Covansys resulting from mergers and acquisitions, and with PCC Technology Group LLC in 2010 and 2012 for technology and services to support the statewide voter registration system and election management/election reporting system to enable local election officials in each town and city to manage and produce checklists reflecting registered voters, to manage absentee ballots, and to enable state and local election officials to produce necessary reports. In 2015, PCC Technology Group LLC assigned the contract to PCC Technology Inc. In 2020, PCC Technology Inc. changed their “business name,” or trade name to Civix, leaving their official name as PCC Technology Inc.

The Help America Vote Act in Sec. 303, Computerized Statewide Voter Registration List, in part, requires:

SEC. 303. COMPUTERIZED STATEWIDE VOTER REGISTRATION LIST REQUIREMENTS AND REQUIREMENTS FOR VOTERS WHO REGISTER BY MAIL.

(a) COMPUTERIZED STATEWIDE VOTER REGISTRATION LIST REQUIREMENTS.—

(1) IMPLEMENTATION.—

(A) **IN GENERAL.**—Except as provided in subparagraph (B), each State, acting through the chief State election official, shall implement, in a uniform and nondiscriminatory manner, a single, uniform, official, centralized, interactive computerized statewide voter registration list defined, maintained, and administered at the State level that contains the name and registration information of every legally registered voter in the State and assigns a unique identifier to each legally registered voter in the State (in this subsection referred to as the “computerized list”), and includes the following:

(i) The computerized list shall serve as the single system for storing and managing the official list of registered voters throughout the State.

(ii) The computerized list contains the name and registration information of every legally registered voter in the State.

(iii) Under the computerized list, a unique identifier is assigned to each legally registered voter in the State.

(iv) The computerized list shall be coordinated with other agency databases within the State.

(v) Any election official in the State, including any local election official, may obtain immediate electronic access to the information contained in the computerized list.

(vi) All voter registration information obtained by any local election official in the State shall be electronically entered into the computerized list on an expedited basis at the time the information is provided to the local official.

(vii) The chief State election official shall provide such support as may be required so that local election officials are able to enter information as described in clause (vi).

(viii) The computerized list shall serve as the official voter registration list for the conduct of all elections for Federal office in the State.

3 Services, Specifications, Vendor Requirements, and Deliverables

3.1 Administrative Specifications.

3.1.1 Travel Expense

It is required that the Vendor will include in the project cost proposal all travel expenses related to the fixed cost work. In light of the present COVID-19 Health Emergency, it is expected that most, but not necessarily all, meetings will occur by phone or on-line meeting technology.

3.1.2 Shipping and Delivery Fee Exemption

The State will not pay separately for any shipping or delivery fees necessitated by the contract resulting from this RFP.

3.1.3 Workspace

The Vendor is expected to provide its own workspace.

3.1.4 State–Owned Documents and Copyright Privileges

During the period of the contract, the selected Vendor shall provide the Secretary of State access to all State-owned documents, materials, reports and other work in progress relating to this RFP. Upon expiration or termination of the contract, the Selected Vendor will turn over all State-owned documents, material, reports, and work in progress relating to this RFP to the Secretary of State.

3.1.5 Documentation

The Vendor must provide the Secretary of State with a written explanation of the methodology, copies of all data collected, and detailed written analysis supporting its proposed specifications and requirements for a statewide voter registration system as described in this RFP.

3.2 Project/Status Meetings and Reporting

This section defines the requirements regarding meetings and reporting. It is expected that most, if not all, meetings will be by Zoom, phone, or other on-line communication.

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Introductory Meeting	The Selected Vendor is expected to participate in an introductory meeting with Secretary of State staff.
Kickoff Meeting	Initial project meeting between a Selected Vendor personnel and the State program and information technology personnel to review the project intent.
Status Meetings	<ul style="list-style-type: none"> • The Vendor and Secretary of State's staff will conduct, at a minimum, a weekly status meeting. • Either the Vendor or the Secretary of State may schedule additional meetings as needed. • The Vendor will participate in a Zoom meeting with local election officials seeking their input on the statewide voter registration system. • The Vendor must participate in project and/or status meetings, either in person, via Zoom, or conference calls. • Project/status meetings will cover the schedule, and resource aspects of the project as well as the details of the percent complete status of required activities. Emphasis should be placed on the accomplishments for the concluded reporting period, the planned activity for the future reporting period, and identification and resolution of all issues and problems. • The agenda, reports, and minutes of each meeting shall be produced and distributed as mutually agreed by the Secretary of State and the Vendor.

3.3 Scope of Services

3.3.1 Deliverables

Mandatory Deliverables are listed below.

Project Deliverables (Mandatory) for each segment
1. Work Plan Sign-off
2. Status Meetings: <ul style="list-style-type: none"> a. Project introductory meeting and minutes. b. Weekly meetings and minutes.
3. Public input sessions, with written transcripts
4. Draft technical requirements and specifications for an RFP seeking an update or replacement of the Statewide Voter Registration System

5. Revised technical requirements and specifications for an RFP seeking an update or replacement of the Statewide Voter Registration System.

4 Key Personnel

4.1 Department of State.

The New Hampshire Secretary of State has assigned Deputy Secretary of State David Scanlan, State Elections Director Patricia Picuch, and Bud Fitch to this project.

4.2 Vendor.

Qualifications of the Vendor Personnel.

Minimum requirements for proposed project manager. The project manager has overall project responsibility for all Vendor proposed staff and activities.

- Experience with *ElectionNet*, the Statewide Voter Registration System used by New Hampshire;
- Experience with the election management system (ERT) used by New Hampshire;
- Experience with the design and implementation of complex technology supporting election administration;
- Excellent communication and writing skills;
- Provide resume, detailing educational and professional credentials;
- Provide at least 3 references from clients where the work included services related to technology used to administer and/or support voting and elections.

4.3 Staff Retention/Performance.

The Secretary of State reserves the right to interview anyone proposed for work on this Contract.

During the contract period, the selected Vendor shall confirm that all personnel assigned to the project shall be qualified to perform responsibilities and services.

5 Response Format/Guidelines

5.1 General Information

Interested Vendors should respond to this RFP according to the format specified below. All responses should be concise, well organized, and provide sufficient detail, where appropriate, to allow the evaluators to clearly determine the benefit of the organization's/vendor's offering.

The Secretary of State encourages free and open competition among Vendors. Specifications, responses, and conditions are designed to accomplish this objective, consistent with the Secretary's needs and guidelines.

The successful vendor who provides technical assistance in the preparation of an RFP for updating or replacing the New Hampshire Statewide Voter Registration System will not be eligible to make a proposal in response to that RFP. Vendors who may be interested in providing the update or replacement of the New Hampshire Statewide Voter Registration System should not make a proposal in response to this RFP.

5.2 Response Outline.

Responding Vendors, when presenting their responses, are expected to use the following outline:

Cover Page

Signature Page and any Addenda, if issued

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Glossary of Terms and Abbreviations, as needed

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Section VI: Cost Proposal

Section VII: New Hampshire Certificate of Authority

5.3 Proposal Description.

Cover Page.

The first page of the Vendor's proposal should be a cover page containing:

STATE OF NEW HAMPSHIRE

Department of State

Elections Division

RESPONSE TO SECRETARY OF STATE

**New Hampshire Technical assistance designing and
preparing technology requirements and specifications for
RFPs for a statewide voter registration system
Request for Proposal – 2021 - 002**

The cover page should include the Vendor's name, contact person, contact telephone number, address, city, state, zip code, fax number, and e-mail address. All subsequent pages must be numbered.

Signature Page and Addenda

A responding Vendor is expected to sign and return the Signature Page; thereby acknowledging that the respondent has read the Appendices and Exhibits with this RFP, understands them, and agrees to the conditions set forth herein, stating any exceptions.

Printouts of complete Addenda (if any issued), in numerical sequence, filled out and signed by a person who is authorized to legally obligate the Vendor company must be included as part of the ORIGINAL response.

Table of Contents

The Vendor should provide a table of contents with corresponding page numbers relating to their response.

Section I: Vendor Profile

The Vendor shall provide, at a minimum, the following information:

- General entity overview, background, number of employees, work similar to this project done for other clients.
- Information demonstrating its staff is of sufficient size and experience to complete the Vendor Requirements outlined in this RFP.

Section II: Sub-Contracted Vendor Profile (if applicable)

If the Vendor will rely on subcontractors to complete this contract, include the following information about them:

- General entity overview, background, number of employees, current project commitment, other (number, length of time, resources committed).
- Contractual relationship between companies. The selected Vendor is responsible for all deliverables and schedule deadlines set forth herein.

Section III: Experience.

Distinguishing public and private sector work, describe experience with similar project activity. Include the length of time for each, dollar value of each, project description, scope, and state whether or not the project was completed on time and within the contracted dollar amount. Experience should cover the design and implementation of election administration and/or voting technology.

References (minimum of three)

Responding Vendors shall provide a minimum of three (3) references, preferably for projects similar to the work described herein:

For public sector, including State agencies and the federal or other state government, and other references for projects of similar scope, provide the following contact information:

Name
Title
Organization name
Address
Phone/fax numbers
E-mail address
Dates of project/contract

Section IV: Personnel Resume

Responding Vendors are expected to confirm that principal personnel to be assigned to this project shall be qualified to perform such services as set forth in this RFP. The resume of principal personnel, which includes the name, experience, education, and training, must be included.

Section V: Detailed Response

Responding Vendors are expected to confirm that their proposed solution will meet or exceed the requirements as outlined in the RFP and must clearly describe how the Vendor's proposal will accomplish this.

Responding Vendors are expected to provide a preliminary schedule and plan to accomplish the services, activities, and tasks to produce the deliverables required.

Project Approach and Technical Response

Please provide the information detailed above, including an explanation of your approach to determining the technical needs of the Statewide Voter Registration System and the specifications and requirements to be included in RFP for such system.

Deliverables Time Frame

Responding Vendors are expected to provide the time frame for completion of the activities and deliverables.

Section VI: Cost Proposal

This section describes the requirements to be addressed by Vendors in preparing the cost proposal. The State reserves the right to review all aspects of the cost proposal and to request clarification.

Pricing must be detailed as set forth in Section 7 of this RFP:

Services- Activities/Deliverables/Milestones/Deliverables

Pricing. If the Vendor seeks progress payments, the Vendor must identify in its cost proposal milestones for incremental progress payments. For each milestone, specify the activities and tasks to be completed and the amount of the incremental progress payment.

Term of Rates. The Vendor's cost proposal should include hourly rates for future related work or other services beyond the requirements in this RFP. Services must be available at the specified rates through December 31, 2024.

Section VII: New Hampshire Certificate of Authority

Vendors must submit a valid certificate of authority to do business in New Hampshire. Refer to Exhibit 1 for further information.

6 Evaluation Process, Criteria, and Selection

The State will select a group from the Secretary of State's staff to act as an evaluation team.

The Secretary of State is interested in receiving the best quality product or service. Costs will be used as one component of the selection criteria. The Secretary of State seeks to use federal funds in compliance with federal requirements.

6.1 Response Receipt and Review.

Responses will be reviewed to initially determine if minimum submission Requirements have been met. The review will verify that:

- a. The response was received before the date and time specified in Section 1.11: *Schedule of Events*.
- b. The response contained all required signatures.

Failure to meet minimum submission Requirements could result in the response being rejected and not included in the evaluation process.

Upon receipt, the response information will be disclosed to the evaluation team members only. The response will not be publicly opened. Upon receipt, the Secretary of State may discuss proposals with vendors before the final date for RFP response submission. The possible need for clarifications necessitates the need for privacy.

The Secretary of State may determine, if it is in the best interest of the State, to seek additional responses from Vendors submitting acceptable and/or potentially acceptable responses. These additional responses would provide a Vendor with the opportunity to amend or change their original response to make it more acceptable to the Secretary of State. The Secretary of State reserves the right whether or not to exercise this option.

6.2 Response Evaluation.

Scoring will be based on information including, but not limited to, the Vendor's response documents, references, and interviews, if the Secretary determines any interview is necessary. The evaluation team shall be under no obligation to contact Vendors for clarification of responses, but it shall reserve the right to do so at any time prior to contract signature.

Qualified responses will be evaluated on the basis of the criteria below and the ability of the respondent to satisfy the Requirements and Deliverables of this request in a cost-effective manner. Specific criteria are:

	Evaluation Criteria	Maximum points
6.2.1	Project understanding and approach to efficiently preparing draft specifications and requirements for a statewide voter registration system that fulfills legal requirements and New Hampshire's unique needs.	40
6.2.2	Company management, capacity and project management ability	5
6.2.3	Personnel resume, reflecting technology expertise, experience with technology supporting election administration and voting. Points will be awarded for vendors with direct experience with the Statewide Voter Registration System and Election Management System (ERT), currently in use in New Hampshire.	40
6.2.4	Cost (low cost proposal gets 15 points, higher cost proposals receive proportionally reduced points.)	15
TOTAL:		100

6.3 Response Rejection.

The Secretary of State reserves the right to reject any and all responses, or to contract with more than one vendor

6.4 Selection, Notification, and Contract

Discussions with responding Vendors will usually be limited to all acceptable responses, but may also be extended to the potentially acceptable responses.

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Vendors shall be prepared to provide qualified personnel to discuss technical and legal aspects of the response.

The standard State contract language on Form P-37 shall be used. Example at <https://www.dhhs.nh.gov/business/documents/p37.pdf>

The selected vendor will be required to submit a Corporate Resolution/Certificate of Vote/Authority showing that the corporation's board authorized the officer who signs the contract to bind the corporation. Most corporations have an established resolution for this purpose or use one tailored to the laws of the state where incorporated. If you do not have one, the Secretary of State can provide an example. The Secretary of State will accept any document that legally establishes that the governing body of the corporation has authorized the person signing to bind the corporation to the contract.

The Contract Exhibit A: *Statement of Work*, and Contract Exhibit B: *Payment Schedule* with the Secretary of State shall incorporate in its provisions this RFP, the successful Vendor's response, and any other pertinent documents. Contract execution with the Vendor will serve as a notice to proceed and begin work activity.

Public announcements or news releases pertaining to any contract signed in connection with this RFP shall not be made without the written permission of the Secretary of State.

7 Price, Payment Schedule, and Contract Term

7.1 Deliverables/Schedules/Payments

7.1.1 *Project Deliverables and Pricing:*

The Secretary of State seeks a fixed price cost for the vendor's work in assessing existing systems, participating in needs assessment, drafting, receiving feedback, and revising the technical specifications and requirements to include in an RFP for an upgrade or replacement of the Statewide Voter Registration System.

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DELIVERABLES	ANTICIPATED DUE DATE	PROPOSED PAYMENT
Work Plan sign-off	6/30/2021	
User and general public input sessions complete, with written transcripts	8/23/2021	
Draft specifications and requirements to be used in an RFP for an upgrade or replacement of the statewide voter registration system	9/15/2021	
Revised specifications and requirements to be used in an RFP for the statewide voter registration system	10/15/2021	

Vendors must complete the following with respect to the deliverables in Section 7.1.1.
Vendors are welcome to provide further detail in this section.

Deliverables in 7.1.1	Total fixed price cost

7.2 Additional Capacity: Other Pricing

Provide the hourly rate to be charged for additional technology consulting work beyond what is incorporated in the fixed price quotation.

Position	Hourly Rate
Database administration/troubleshooting	
Subject Matter Expert	
Data Entry Clerk	
Systems Analyst	
Other (specify)	

7.2.1 Invoicing

The Vendor shall maintain well-organized documentation for all invoices between the State and the Vendor. The books, records, and documents of an Vendor, insofar as they relate to work performed or money received in connection with this contract, shall be maintained for a period of five (5) full years from the date of the final payment and shall be subject to audit at any reasonable time and upon reasonable notice by the State or by federal auditors.

Contract Term

The Contract will become effective and commence upon signature by the Secretary of State and the Selected Vendor.

EXHIBIT 1: NEW HAMPSHIRE CERTIFICATE OF AUTHORITY or CERTIFICATE OF GOOD STANDING

(Vendors making a proposal must submit)

As a condition of any contract signed in connection with this RFP, the Vendor must furnish a Certificate of Authority/Good Standing dated **after April 1, 2021**, from the Office of the Secretary of State of New Hampshire. If your entity is not registered, an application form may be obtained from:

Secretary of State
State House Annex
25 Capitol Street
Concord, New Hampshire 03301
603-271-3244

If your entity is registered, a certification thereof may be obtained from the Secretary of State.

Domestic: RSA 293-A:3.01, “

(a) Every corporation incorporated under this chapter has the purpose of engaging in any lawful business unless a more limited purpose is set forth in the articles of incorporation.

(b) A corporation engaging in a business that is subject to regulation under another statute of this state may incorporate under this chapter only if permitted by, and subject to all limitations of, the other statute.”

Foreign: RSA 293-A:15.01(a), “A foreign corporation may not transact business in this state until it obtains a certificate of authority from the secretary of state.”

Limited Liability Company: RSA 304-C

Domestic: RSA 304-C:21, I, “A limited liability company may be organized under this act for any lawful purpose except carrying on the business of banking, the construction and maintenance of railroads, the business of making contracts for the payment of money at a fixed date or upon the happening of some contingency, or the business of a trust, surety, indemnity, or safe deposit company.”

Foreign: RSA 304-C:175, “Before doing business in New Hampshire, a foreign limited liability company shall register with the secretary of state. In order to register, a foreign limited liability company shall pay the fee required by RSA 304-C:191, II(h) and shall file an application for registration as a foreign limited liability company, setting forth:

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- I. The name of the foreign limited liability company and, if different, the name under which it proposes to register and do business in New Hampshire;
- II. The state, territory, possession, or other jurisdiction or country where formed, and the date of its formation;
- III. The nature of the business or purposes to be conducted or promoted in New Hampshire;
- IV. The address of the registered office and name and address of the registered agent for service of process required to be maintained under RSA 304-C:177, IV; and
- V. The name and address of any manager or member signing the application.”

End of RFP