



FRANKLIN COUNTY
PURCHASING DEPARTMENT
REQUEST FOR PROPOSALS (RFP) COVER PAGE

RFB NO: 201938

TITLE: Voting Software and Technical Hardware

Solicitation Schedule & Deadlines:

July 26, 2019	Solicitation Release Date
August 12, 2019 2:00pm	Deadline for Submitting Questions
August 14, 2019 4:30pm	Deadline to post Addendum
August 23, 2019 2:00pm	Deadline to Submit Response

Responses must be received no later than "Deadline to Submit Response"

August 23, 2019 2:00pm

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Submittal Instructions: Print this Packet in its entirety and complete all pages per instructions. Print the SEALED RESPONSE LABEL found in Attachment 1 of this packet and attach to the front of your envelope.

PURPOSE

Franklin County is seeking proposals from qualified Vendors to provide Voting Software and Technical Hardware.

GENERAL REQUIREMENTS

- A system that manages all types of an election including, but not limited to general, primary, and special elections.
- A method to electronically list, search, identify, and authenticate eligible voters based on voter status information. Statuses include, but are not limited to: activate, inactive} mail ballot requested, mail ballot returned, Republican (R), Democrat (D), provisional ballot, county of residence.
- A method to electronically list, search, identify, and authenticate eligible voters on Election Day Early Voting, and Absentee voting,
- A system that ensures consistent rules processing for each voter by guiding the poll worker through the entire check-in process.
- A system with consistent colors and customizable messages to guide the precinct officer through common and uncommon scenarios,
- A method to setup vote centers and combined precinct voting locations.
- A method to lookup voters by any combination of, but not limited to: last name, first name, date of birth, street address, Missouri Driver's License/ID number, State ID number.
- A method to verify precinct assignment for any voter in the county or any address in the county and ensure the voter is voting at the correct voting location.
- A method to ensure that a voter is properly identified by the correct ballot style according to his or her residential address so that the voter is given the correct ballot containing all offices, candidates and public questions pertaining to the political subdivision district, or precinct in which the voter is eligible to vote.
- A method to capture a voter's signature electronically in the polling place using tablets or signature pads.
- A method to identify and ensure the correct ballot style by scanning a barcode containing the ballot style.
- A method to ensure that updated voter registration information can be communicated to poll workers on any day or days on which voting is being conducted in as near to

real-time as feasible, including, but not limited to, whether an individual has already voted, where that individual voted, and by what method that individual voted.

SYSTEM REQUIREMENTS

- A system that allows the user to spoil a ballot and:
 - Keep track of how many ballots have been issued (3 ballot max rule)
 - Indicate why the ballot was spoiled
 - Reissue the voter a new ballot
- A system that is highly configurable and customizable and can be configured by elections board staff and county staff without the vendor's assistance. These capabilities shall not permit variation to the software's built in security and privacy structure.
- A system that will be compatible and work seamlessly with the Missouri VR System
- A system that can be configured to run in multiple modes, including, but not limited to Early Voting, Absentee, Election Day, Training, Lookup Only, and Troubleshooter.
- The system shall include a method of providing poll workers with general information regarding voting and election day procedures so that they may appropriately address and resolve common problems and questions occurring in the polling place such as a "help desk" or "frequently asked questions" option.
- A system that will track all key components used with the system and disable any key component containing sensitive or confidential voter information if removed from an authorized location, accessed by unauthorized persons or used for an unauthorized purpose. All search, lookup, list, display and other access records should be logged in a protected log with time stamps.
- A system that can provide real-time reporting and monitoring dashboards for monitoring by the county
- A system that is secure and prevents any unauthorized access to or dissemination of sensitive or confidential voter information AIC confidential voter information should be encrypted both in data-in-motion and data-in-rest.
- A system that includes electronic discovery of voter data for generally foreseeable applications (i.e., privacy and forensic analysis).
- A system that segments and isolates the county's data from the data of other legal jurisdictions, organizations, and individuals.
- A system that can be configured with advanced functionalities include, but are not limited to provisional processing, poll worker payroll, communications, ballot inventory} and ballot accounting.

SERVICEABILITY REQUIREMENTS

- Describe detailed processes (including system setup steps, configuration settings, login and verification steps) for setting up and activating proposed system on morning of Election Day in polling places.
- Describe how the system is able to read a 2D bar code from a Missouri driver's license, state ID card, or voter registration card with a barcode and select a voter from the database. This function should be embedded with the EPB and not require external hardware.
- Describe the detailed steps for checking-in a voter, starting from searching and the final completion of the check-in.
- Describe how the system can validate the style for the ballot given to the voter. Describe any additional peripherals needed to complete the validation and how the physical ballot will be handled when scanning a ballot stub. Please list at least three jurisdictions that have used in the last two years.
- Describe how the system captures electronic signatures and if any additional peripherals are required for the signature. What is the physical process for capturing the signature and how is the signature surface physically presented to the voter (i.e., captured on the external signature pad, captured on screen by handing the poll book to the voter?)
- Describe the procedures for identifying where a voter should be voting if in the incorrect precinct, including how the solution guides the poll worker for directing the voter to the correct polling place location.
- Describe how the system handles a ballot issued in error or if the voter requests an additional ballot (the process of spoiling the ballot).
- Describe how the system handles voters with an inactive status.
- Describe how the system handles a voter that has requested or voted an absentee ballot.
- Describe how the system prevents double voting and communicates voter information to all stations at the voting location.
- Describe the ability for tech support personnel to assign spare machines to specific voting locations as needed.
- Describe the trouble-shooting tools available for tech support personnel.
- The ability to display, on the electronic poll book the county, voting location and poll location where it is in use.

- Describe the ability to centrally send messages to specific, groups, or all electronic poll books in use. Describe if messages can be pre-configured and the types of messages that can be sent.
- Describe the ability for poll workers to trouble-shoot technical problems and if:
 - Poll workers can view guides and videos for troubleshooting
 - Poll workers have a FAQ/Knowledgebase available
 - Poll workers can send messages to central support and request assistance
- Describe any system functionality available for managing poll worker attendance and payroll
- Describe the tools available for ballot reconciliation and ballot accounting/reporting at the end of the election day.
- A method of providing poll workers with the ability to account for all ballots delivered, all ballots cast, all spoiled ballots and all ballot applications, total check-ins on voter roster and poll books; and to create an end-of-the-day reconciliation statement.
- Describe any additional system functionality available for reposting and communicating data from the voting location to the central office.
- Describe and include the results for any relevant usability studies completed on the electronic poll book software and the outcomes.
- Describe the systems ADA capabilities (ire. font size) and accessibility standards followed.
- Describe the system's ability to comply with state and federal privacy laws
- Whether the voter registration database will reside on the electronic poll book, be accessed remotely or be available through a combination of sources.
- Whether the voter registration data will be limited to those voters residing in the precinct or whether poll workers will be able to access voter registration information for the entire county, including what information fields will be available to poll workers.
- Describe how the proposed system import and export data, changes, updates, and signatures from the polling locations to the current Statewide Voter Registration System,
- Describe any APIs available for exchanging information in real time with the voter registration system,
- A method that allows updating absentee data into the electronic poll book by scanning a barcode should connectivity not be available.

- If the voter registration database is to be loaded and reside on the electronic poll book:
 - How will the data be initially loaded?
 - When will the data be loaded?
 - How long will it take the data to load?
 - What are the requirements for real time connectivity to the back-end-databases?
 - How will the platform handle areas with poor cell reception?
 - How will the updates be made from the system?
 - Does the system need a real-time or user initiated sync?
 - Will the system import/export during the day?
- A method to initiate the transfer of the voter registration database without having to handle the physical electronic poll book
- Describe the systems data quality management tools to ensure data integrity, confidentiality and availability between the Solution and voter registration
- Describe how updated voter registration information will be made accessible to poll workers when voting will be conducted, including:
 - Whether such access will be done remotely through the internet or locally using a USB or storage device
 - How long it will take to update the data
 - How often the data will be updated
- Describe how voter record transactions (additions, modifications, check-ins) completed on an electronic poll book within a voting location are communicated to all electronic poll books within the same voting location without requiring internet connectivity and the timings.
- Describe how voter record transactions information is made available for monitoring and reporting on election day, the types of information that is available, and how often information is updated.
- Describe the tools available for elections to upload information back to the voter registration system. What information is available and how often can information be uploaded.
- A system that provides for the retention of the voter data contained in the electronic poll book for the applicable retention period.
- A system that can create and export a "paper signature roster" post-election with all check-ins including voter signatures.
- The ability for elections staff to positively affirm, using the solution's software and communicate centrally, that the voting location is ready to process voters.

- Describe the solutions ability to centrally monitor electronic poll book software and hardware including, but not limited to, connection, updates, power, polls open, wait
- A method to provide poll workers the ability to track their time and attendance for payroll purposes.
- Describe reports, dashboards, and alerts available for the election office for monitoring attendance. Describe the method for generating poll worker payroll statements.
- Describe how the system can track on and report on ballot inventory levels.
- Describe system reports and alerts available to assist election officials in monitoring ballot inventory levels.
- A method for reporting on election incidents and providing graphical, summary, and real-time details for problem resolution and status.
- A system that has a method to track searches and edits to the system including who performed the operation (i.e. audit trail).
- A system that provides reports in a drill-down manner with the ability to customize reports as needed.
- Describe all standard reports that the system can generate (provide sample copies of such reports)
- How the system can be audited, both locally and at the central office location, and what audit reports can be generated.
- A method to assign election incident reports to technicians and track their resolution.
- A method to track technicians and their location based on their GPS coordinates.
- Any post-election tools and reports that can assist Elections in conducting post-election discovery recount and auditing.
- Describe whether reports are searchable and amenable to queries: all reports generated must have the ability to be searchable by Ballot Style, Polling Location, Voter's Name, Voter's Check-In date and time, type of Check-In (i.e. provisional, regular, mail, etc.)
- The ability to produce customizable reports from transaction metadata such as but not limited to: transaction types, transaction times, transactions by poll official, number of searches per transaction.
- The Vendor shall provide a list of any Solution certifications conducted for the proposed solution.
- A system that ensures that devices and communications methods employed must be secure against intrusion. The vendor must provide sufficient documentation including third party audits to demonstrate the system security.
- A system that has built-in access control methods and login access levels,
- Describe how the system is secure and will prevent any unauthorized access to or dissemination of sensitive or confidential voter information.
- Describe any encryption and other security measures in place to protect data if the proposed system involves internet or cloud based transmission of data to and from local electronic poll book components.

- Describe any internet intrusion detection and control protocols if any part of the system uses any network connections. If third party testing is done, include dates, names and contact information for such third party and at least one sample test results report from that third party.
- Describe how any portable components in the proposed system can be tracked, recovered, or disabled if stolen or removed.
- Describe how the proposed system will detect and prevent any suspicious software behavior in any part of the system.
- Describe if your proposed solution accepts and/or requires the use of USB or SD card inputs for the proposed solution. If a USB, describe the security model protecting the system against dynamic USB device attacks.
- Describe how the solution with recommended hardware is locked down to limit users' ability to access applications or install software.
- Provide a detailed description and explanation of security controls incorporated in connection with its proposed Solution Software to safeguard the confidentiality and integrity of data passing over public networks, and to protect the connected solutions.
- Describe the ability to customize the visual components of the solution to meet Elections standards and provide ability for individual counties to customize messages, prompts, and rules if they so choose
- The ability of the system to be re-configured and customized to fit Elections' evolving needs over time, including changes in the law or mandates with minimal vendor assistance.
- A system that is well documented and will enable Elections to assume in-house set-up,
- Operations and maintenance, subject to applicable license agreements (i.e. User's Guide, Standard Operation Procedures, and Training Manuals).
- A method of providing poll workers with general information regarding voting and election day procedures so that they may appropriately address and resolve, without outside intervention, common problems and questions occurring in the polling place (i.e. a "help desk" of FAQ and training videos solution that can operate online or offline).

TRAINING AND SUPPORT REQUIREMENTS

- Describe the training capabilities and functionalities available in the system to facilitate training management and setup.
- End-user training provided by Vendor, including content, number of hours training hours offered, number of people trained, and training documentation,
- Provide a detailed description of online training resources available for poll workers.

- Vendor's standard maintenance and upgrade schedule for new system releases and patches, including any additional costs associated with maintenance and upgrades (i.e. Day Light Savings Time)
- Vendor's standard for maintaining compatibility with third party software (i.e. Internet browsers, operating systems)
- Level of support available from vendor for system changes and updates that may not currently be available in the system and become required by law or other external requirements.
- Describe to what extent elections should be able to support the system without Vendor's assistance.
- Required level of support that Elections must provide, both during and initial implementation of the system and for ongoing maintenance and support
- Level of technical support to be provided by vendor for each election.

TECHNICAL HARDWARE REQUIREMENTS

- A tablet based system that is compact and lightweight and available as a commercial off the-shelf ("COTS") equipment is preferred.
- Describe any additional equipment that Vendor recommends, but which is not required as part of the system, including, but not limited to signature pads, barcode scanners, carrying case, etc.
- Describe any peripheral connectivity (i.e., USB, SDI CF, DVI, etc.). Describe, if used, how peripheral connectors are protected against unauthorized devices being connected. If peripheral connectivity connector is not in use, please describe how the port will be disabled.
- Describe any equipment assembly that may be required the morning of an Election.
- Describe any equipment disassembly that may be required at the close of the Election
- Describe any handling of equipment between a poll worker and the voter as it relates to electronic signature capture.
- Describe how information can be shared with the voter from the electronic poll book.
- A rugged storage case that allows for the storage of multiple hardware units and all required peripherals is preferred. Describe your current storage and transport options, including but not limited to durability, number of units held, weight, and dimensions.
- Identify and describe all equipment to be used (make/model) and whether they are proprietary or not.

PROPOSAL REQUIREMENTS

It is the responsibility of the Vendor by careful personal examination of the sites, to satisfy themselves as to the location of the work, worksite conditions, and the quantity of staff required. The Vendor shall examine carefully the proposal and all other documents and data pertaining to the Project. Failure to do so shall not relieve the awarded Vendor of obligation to perform the provisions of the agreement. The Vendor shall not at any time after the execution of the agreement make any claims alleging insufficient data, incorrectly assumed conditions or claim any misunderstanding with regard to the nature, conditions or character of the work to be done under the agreement.

The County will consider proposals from Vendors with specific experience and success in Voting Software and Equipment. All proposals must include:

1. Vendor name, address, telephone number and contact persons(s) email address.
2. Brief history of the Company.
3. Description of the Vendor's processes, method of approach, and timeline for implementation, including identification of specific services to be provided listed in the above Specific Requirements section of this RFP.
4. List of recent (last 24 months) organizations that have used the Vendor's services on similar projects, with contact names and contact information for reference checks
5. Pricing form, completed and signed.
6. All forms and/or tasks performed that are listed on the submission checklist below are completed and/or included with the Proposal:

**Only use the forms provided*

- I have reviewed the proposal schedule and deadlines, located on the solicitation cover page
- I have read ALL Terms and Conditions and Proposal Documents closely (Located at www.franklinmo.org)
- Solicitation Cover Page
- Affidavit for Work Authorization is completed and Notarized
- Certificate of Insurance(COI)
- I have one original and three copies that are labeled accordingly
- Envelope is sealed and label attached

INSURANCE REQUIREMENTS

1. The Contractor shall furnish County with a certificate of insurance indicating proof of the following insurance from company's license in the State of Missouri:
 - A. Worker's Compensation and Employers' Liability: Worker's Compensation Statutory in compliance with the Compensation law of the State and Employers' Liability Insurance with a limit no less than \$1,000,000.00 each accident.
 - B. Comprehensive or Commercial General Liability with a minimum limit of \$1,000,000.00 per occurrence, \$3,000,000.00 aggregate combined Single Limit for Bodily Injury and Property Damage Liability. This insurance shall include, but not be limited to, the following coverage.
 1. Premises – Operations
 2. Products and Completed Operations
 3. Broad Form Property Damage
 4. Contractual
 5. Personal Injury
 - C. Automobile Liability with a minimum limit of \$1,000,000.00 per occurrence, \$3,000,000.00 aggregate Combined Single Limit for Bodily Injury and Property Damage Liability. This insurance shall include coverage for all the following:
 1. Owned Automobiles
 2. Hired Automobiles
 3. Non-Owned Automobiles
 - D. The certificate shall list the Certificate Holder and Address as follows: Franklin County, 400 E Locust Street, Room 206, Union, Mo 63084. The services provided to Franklin County shall be listed under "Description of Operations."
 - E. Such insurance shall include under the General Liability and Automobile Liability policies Franklin County, its employees, elected officials, representatives, and members of its board and/or commissioners as "Additional Insured's".
2. The Agreement of Insurance shall provide for notice to the County of amendment or cancellation of insurance policies 30 days before such amendment or cancellation is to take effect.

Employment of Unauthorized Aliens Prohibited

- (a) Vendor agrees to comply with Missouri Revised Statute section 285.530.1 in that it shall not knowingly employ, hire for employment, or continue to employ an unauthorized alien to perform work within the State of Missouri.
- (b) As a condition for the award of this contract, the Vendor shall, by sworn affidavit and provision of documentation, affirm its enrollment and participation in a federal work authorization program with respect to the employees working in connection with the contracted services. The Vendor shall also sign an affidavit affirming that it does not knowingly employ any person who is an unauthorized alien in connection with the contracted services.
- (c) Vendor shall require each subcontractor to affirmatively state in its contract with Vendor that the subcontractor shall not knowingly employ, hire for employment or continue to employ an unauthorized alien to perform work within the state of Missouri and shall not henceforth do so. Alternatively, Vendor shall require each subcontractor to provide Contractor with a sworn affidavit under the penalty of perjury attesting to the fact that the subcontractor's employees are lawfully present in the United States.

Pricing Form

Schedule of Fees		
Item	Description	Total Cost for Item
a.	Pricing for Software	
b.	Pricing for Services	
c.	Training Fees	
d.	Pricing for Hardware	

Submit detailed breakdown of pricing per item category of the above (a-d):

a.

b.

c.

d.

EVALUATION CRITERIA

The criteria used to select a Firm include the following factors:

- A. Quality and responsiveness of the proposal. (20%)
- B. Ability, capacity, and experience of the Vendor to perform the services. (30%)
- C. Vendor's plan/processes, services to be provided, method of approach, and schedule. (30%)
- D. Price to provide the services/equipment requested. (20%)

SELECTION PROCESS

- A. Franklin County intends to award the contract to the most qualified Vendor which best demonstrates the commitment and application of experience, resources and methods to the unique project requirements.
- B. Your written response to this RFP will be used to evaluate your Vendor's qualifications, those of your proposed project team members and the suitability of your indicated approach or plan for the project. A short list of Vendor's will be selected for follow-up interviews where the Vendor will provide a demonstration of the Voting Software and a sample of the Technical Hardware.

CONTRACTUAL TERMS AND CONDITIONS ACKNOWLEDGEMENT

The undersigned Vendor/Contractor has read, understood, and accepted the Terms and Conditions as published in the Vendor Information Packet on the Franklin County Official Website located at:

<http://www.franklinmo.org/bidopps>

All terms and conditions as stated shall be adhered to by Vendor/Contractor upon acceptance of contract. Vendor/Contractor enters into this agreement voluntarily, with full knowledge of its effect.

Vendor/Contractor Signature

Date

Vendor/Contractor Name and Title

VENDOR INFORMATION

Company Name_____

Mailing Address_____

Phone number_____

Contact Name_____

Contact Name Title_____

Email Address_____

May we send Bid Packet and Bid Information via email? _____

ATTACHMENT 1

SEALED RFP LABEL

PLEASE ATTACH LABEL TO OUTSIDE OF RFP PACKAGE

SEALED RFP RESPONSE ENCLOSED

DELIVER TO:

Purchasing Department
400 East Locust St, Rm 004
Union, MO 63084

RFP #201938 DATE: August 23, 2019 2:00pm

DESCRIPTION: Voting Software and Technical Hardware

Vendor Name: _____

Vendor Address: _____