

State of Colorado

Department of State



**Request for Documented Quote:
Ballot On-Demand for Military and Overseas Voters**

June 15, 2012

**Colorado Department of State
Elections Division
1700 Broadway, Suite 200
Denver, CO 80290**

Introduction

In an effort to expedite the delivery of ballots to military and overseas voters, the Elections Division of the Colorado Department of State (DOS) investigated alternative means of printing ballots through external vendors. The goal of this examination was to identify viable solutions to deliver ballots to military and overseas electors in an efficient, timely, and economical manner that would aid in shortening the time required to have the ballots printed so that the electors would have time to vote and return the ballots.

In 2010, twelve counties used on-demand systems to print ballots for military and overseas voters in the general election, providing election officials with the ability to accurately produce their own ballots on-demand. These counties successfully met the 45-day deadline for mailing ballots to voters without relying on print vendors. They eliminated the risk of mistakes and the delay of reprinting. The remaining counties, dependent on their vendors, met the 2010 deadline but with a variety of difficulties. Ballot on-demand (BOD) would have allowed those counties to meet the deadline with a scanner-readable ballot, regardless of the print vendors' actions.

Earlier this year, the DOS entered into an agreement with *Everyone Counts, Inc.* to implement a web-based ballot-delivery system that enables Colorado military and overseas to access and download their full ballots. 29 counties are using this system beginning with the June Primary Election. The DOS expects that over the next year, the number of counties that will use this ballot-delivery system will increase.

The DOS was recently awarded a federal grant to implement a Ballot-on-demand (BOD) system in the State. The DOS intends to make a Ballot-on-demand system available beginning with the November 2012 General Election. The goal of the project is to allow the counties to print all necessary ballots internally for military and overseas electors in order to meet the 45-day deadline mandated by federal and state law. In addition to printing ballots on-demand, the DOS anticipates that several counties will use the BOD system to automate the duplication process for electronic transmission ballots returned by military and overseas voters. The BOD system would integrate with the *Everyone Counts'* eLect Today Transcriber™, which allows counties to automate the duplication process. This process will reduce human error and protect the anonymity of the voter's ballot.

Purpose of this Request

The purpose of this request is to obtain documented quotes from the known vendors that are able to provide the products and services the DOS requires. The DOS will consider each response to this request as a formal quote and will evaluate each with the intent of awarding a contract to the successful respondent.¹ Submitted quotes should include sufficient information to address the requirements outlined in this request, but should not include confidential information. Responses are considered public information and the DOS will handle the responses accordingly.

¹ Before entering into a contract for this project, the vendor must be registered with the DOS and be in good standing to do business in Colorado

Respondents are responsible for all expenses associated with responding to this request. The State is under no obligation to pay for any information or ideas submitted in response to this request or for any costs incurred by any party as a result.

Requirements

The following is a brief description of the requirements for the project. Unless otherwise stated, these are the minimum requirements. It is understood that the quote provided by a respondent will include all the requirements. Respondents should indicate if and how the submitted quote includes more than the minimum requirements.

Business Service Requirements

1. The BOD system must integrate seamlessly with the Colorado voter registration system (SCORE) to produce the correct ballot style based upon the ballot data included in the ballot label produced by SCORE.
2. The BOD system must integrate seamlessly with *Everyone Counts'* Transcriber™ technology. The system must be able to accurately read the data contained in Transcriber's 2D barcode and process the ballot style and position selection data contained in the barcode onto the vendor-specific version of ballot stock, as required by each county. The resulting marked vendor-specific ballot must be able to be read and tabulated by the existing ballot tabulation equipment used by each county: Hart, ES&S, ES&S (formerly Premier), and Dominion (formerly Sequoia) voting equipment.
3. The BOD system must be capable of printing first-issuance ballots, including daily batches for a voter who may not have received one, and replacement ballots.
4. The BOD system must be capable of printing provisional ballots and duplication ballot stock as needed.
5. Images of specific election information must be contained. This includes category of ballot (provisional, mail-in, duplicate, etc.), precinct number, ballot style number (from the election definition/management system), and the sequence number of the ballot. Additional specific information may be requested to be printed by the BOD system.
6. Accurate, printable records must be maintained indicating the number of ballots by category that have been printed for a given precinct/precinct split combination.
7. Ballots printed by the BOD system must be processed by the printer only one time, printing on both sides simultaneously regardless of the size of the ballots. A "second run" solution will not be acceptable.

Hardware Requirements

The BOD system must include:

1. All hardware that is necessary to print ballots up to 19” in length that are of “ballot stock” weight (typically greater than 120lb paper), which are capable of being accurately processed by Hart, ES&S, ES&S (formerly Premier), and Dominion (formerly Sequoia) voting equipment.
2. All connections that are required to make BOD printers connected to standard TCP/IP LAN.
3. All hardware that is necessary for programming, troubleshooting, and printing reports from BOD system.
4. All hardware that is necessary to move BOD system to and from various locations multiple times a year, including a cart with heavy duty wheels.
5. All hardware that is necessary to hold blank ballot stock for printing (the desired amount is 100 sheets, however 50 sheets will be acceptable).
6. All hardware that is necessary to hold printed ballots in an output bin to prevent disorganization of printed ballots (the desired amount is 100 sheets, however 50 sheets will be acceptable).
7. All printer hardware that is necessary to produce ballots at a rate of at least one ballot per minute.

Software Requirements

1. The BOD system must fit into a Windows environment network with standard use of TCP/IP protocols and integrate with the SCORE system.
2. The BOD system must allow specific users to log on to the system for detailed tracking by user log-on name.
3. The BOD system must record and identify which operator printed each ballot.
4. The graphic interface for the BOD software must allow for authorized users to change the function or type of ballot that will be printed as necessary, and as frequently as needed throughout the day.
5. The BOD software must produce information for operators regarding the quantity and remaining levels of consumables, including: toner, maintenance, rollers, fusers and other common printer consumables that should be expected to be replaced.

6. The BOD system must include a graphic interface for administration, programming, troubleshooting, networking (including SCORE interface), and producing reports.
7. The BOD system must include a full set of documentation applicable to the specific build and install executed to the DOS. The vendor is responsible for reviewing manuals for accuracy. All features described in any of the software manuals must perform as described.

Training and Support Requirements

1. The vendor will provide training for two State employees on an as needed basis for one month (July) on a system provided to them either by phone or in person as agreed upon by both parties. The vendor will provide training to any county participating on an as needed basis by the State in person throughout the duration of the implementation.
2. The vendor will provide on-site service of the system, as necessary, for all participating counties in the State. The service period will begin when the system is delivered to the county and continue through the 2016 election cycle. The service of the system must include troubleshooting, resolution of equipment operational issues, and county-specific system preparation during any election through the service period.
3. The Vendor must provide 64 comprehensive and up-to-date software and hardware manuals to the state. The manuals must address all features of the system and include basic system troubleshooting steps.
4. The vendor will provide toll-free telephone technical support to the DOS and all participating Colorado counties through the 2016 election cycle. Technical support must, at a minimum, be available from 7:00am to 7:00pm, Monday through Friday Mountain Time, during any election.
5. The vendor must respond to reported problems must within one hour, with problem resolution within four hours unless otherwise agreed to by authorized personnel.

Licensing, Maintenance and System Support Requirements

1. Software licenses should be charged per site/device installed rather than number of client-access points, and should not restrict the potential number of end-users viewing and monitoring the system.
2. Vendor quotes will include a detailed description of the type, level, duration of warranty, and limitations of system-support to be provided during and after the warranty period. Support and maintenance will include, at a minimum, system

maintenance, upgrades, versions, documentation revisions and updates, corrections, preventative maintenance, help-line support and availability, and remote support services through the 2016 election cycle. Additional maintenance should include technology upgrades (e.g., the printer) as released.

3. The response should include a plan for field support staffing, including locations and phone numbers. If a subcontractor will provide support, the vendor should provide the name of the subcontractor (if known), understanding that the subcontractor will be subject to terms and conditions of the contract with the vendor.
4. The vendor must respond to reported problems within one hour, with problem resolution within four hours unless otherwise agreed to by authorized personnel.

Reporting Requirements

1. The authorized operators of the system will be allowed to make direct connection to the BOD interface/printer to generate data as needed in order to gather statistics in real time.
2. The system must, at a minimum, provide the following reports by date-range:
 - a. A clear and legible Daily report that is sorted by ballot style, and then numerically by ballot number
 - b. Number of ballots printed for an election
 - c. Number of ballot types printed for an election
 - d. Number of ballots printed per precinct/type/style for an election in any given combination

Documented Quote Responses

Responses to this request must specify the cost for purchasing a BOD system per county, according the requirements specified in this request. The cost per system/county should include the following, as well as any other costs not specified in the requirements:

1. Hardware and Software
2. Delivery and installation
3. Licenses
4. Training, Technical and Maintenance Support, and Warranties

The DOS anticipates a minimum of 29 counties will participate with a BOD system for the 2012 General Election. Since additional counties may participate in this initial phase of this project, The DOS requests that respondents provide a quote for the first 29 counties and for each additional county that is added to the project either for the 2012 General Election or during the next three years. Discounts or price breaks by volume should also be included.

Respondents to this Request should include a brief company overview describing the company's relevant experience and qualifications with ballot on-demand systems. The response should

discuss relevant staffing considerations and unique qualifications. Responses should also include a discussion of any election challenges, successful security attacks, or breaches.

Time is of the essence to implement the systems for use in the 2012 General Election. The 45-day ballot mailing deadline for the 2012 General Election is September 22, 2012. Therefore, the vendor must deliver and install all BOD systems in participating counties, and the systems must be fully tested and operational no later than September 1, 2012. The quote should include a comprehensive project delivery schedule and staffing plan to meet this deadline. The plan must include all deadlines and delivery dates relevant to the project. It should also include a proposed field support staff allocation and schedule for the 2012 General Election.

Vendors must submit a quote in response to this Request by email to erin.delany@sos.state.co.us no later than the close of business on **Wednesday, June 20, 2012**.