

APPENDIX B

STATEMENT OF WORK

VOTE BY MAIL ELECTION MAILING SERVICES

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1.0 PURPOSE

The purpose is to prepare and send mail ballots on an intermittent basis to Vote by Mail (VBM) voters before an election. The services are necessary for all scheduled elections and all on an as-needed basis for special elections.

CONTRACTOR shall provide all of the following applicable services during the outgoing election mailing process: (1) materials (election specific envelopes); (2) inkjet equipment and staff to print election information onto return ballot envelopes; (3) staff to operate two County-owned inserter machines (Bell & Howell Phillipsburg Mark II Series); and (4) other mailing services (i.e., presort, storage, verification, and transport of VBM mail packages to the U.S. Postal Service [USPS]).

A portion of the services (#2 and #3 in the paragraphs above) must take place at the RR/CC's in-house mailing operation located at 12400 Imperial Highway Norwalk, CA 90650. The remaining services (#1 and #4 above) are to be provided offsite. Although the Contractor will have to physically report to RR/CC Headquarters up to 78 days before the date of an election through Election Day (#2 and #3 only), the RR/CC will begin planning and working with the Contractor up to 120 days before any election.

For a sample timeline of services, see Appendix B, Attachment C (Sample Election Timeline)

2.0 BACKGROUND

RR/CC Overview

The Los Angeles County RR/CC is responsible for the registration of voters, maintenance of voter files, conduct of federal, state, local and special elections and the verification of initiatives, referendums and recall petitions. Each year, the RR/CC participates in approximately 200 elections for schools, cities and special districts and have nearly 5,000 voting precincts established for countywide elections. The RR/CC is responsible for sending VBM ballots to voters, and processing them when they are returned. For more information go to www.lavote.net

Vote By Mail Information

Registered voters can vote at the polls on election day or they can register to Vote By Mail. A permanent VBM voter will automatically receive a mail ballot on an ongoing basis for all elections they are eligible to vote. A voter also has the option of temporarily signing up for a mail ballot for a single election. VBM applications are processed by the RR/CC continuously up to election day (i.e., emergency VBM ballots).

Out of the 4,880,868 registered voters in Los Angeles County, 1,467,621 million voters permanently receive a ballot by mail (as of March 2015). Mail ballots can be sent to 1.4+ million registered voters in a major election.

3.0 STATEMENT OF WORK DEFINITIONS

1. **“Ballot”** - Used by a voter to cast their vote in an election. The RR/CC currently utilizes a 3 ¼+by 9+optical scan InkaVote paper ballot.
2. **“CASS” (Coding Accuracy Support System)** - United States Postal Service (USPS) uses this system to evaluate the accuracy of software that corrects and matches street addresses. The CASS software will correct and standardize addresses, add missing address information, such as ZIP codes, cities, and states, to ensure the address is complete. The CASS software will also performs delivery point validation to verify whether or not an address is a deliverable address and check against the USPS Locatable Address Conversion System to update addresses that have been renamed or renumbered.
3. **“DIMS”** - Refers to the RR/CC’s Election Management System (EMS) which is a system that manages all voter registration information.
4. **“Election Plan”** - A plan completed by the CONTRACTOR that documents for each and every election as described in Task 2 (Submitting an Election Plan). The plan will be used as a management tool to ensure the successful completion of all Tasks and Deliverables, according to mandated and time sensitive time frames.
5. **“Declared Vote by Mail Voter”**- If an election precinct has 250 or less registered voters on the 88th day prior to an election, that precinct may be declared a %ote by mail ballot+ precinct by the elections official due to the unavailability of voting locations and poll workers in small precincts. All voters in such designated precincts will automatically be sent a VBM ballot for that election.
6. **“E dates” (E- or E+)** - Refers to the number of days before the date of an election (E-) **OR** the numbers of day after an election (E+).
7. **“Elections” (i.e., Federal, Statewide, and local)** - A formal and organized process for electing a candidate.
8. **“Federal Election”** - Refers to the primary, general, or special election conducted to elect a President, Vice President, Member of the United States Senate or House of Representatives.
9. **“General Elections”** - Occurs in November of even numbered years (i.e., 2014, 2016, 2018, etc.).
10. **“Indicia”** - A design on the mail piece which indicates that the type of postage.

11. **“Insertion Materials”** - Refers to the materials inserted in the Outgoing Window Envelope. The materials include one of each of the following: ballot return envelope, official sample ballot booklet, instruction guide, ballot, ballot secrecy sleeve, and other election materials, if needed.
12. **“Interface”**- Refers to the point of interaction with software, or computer hardware, or with peripheral devices such as a computer monitor or a keyboard.
13. **“Local election”** - Refers to a municipal, county, or district election.
14. **“Mass File”** - Refers to all of Permanent VBM voters who have signed up for a mail ballot on a permanent basis. Also known as the Perm file.
15. **“Military or Overseas Voter”** - Refers to voter who is permanently or temporary residing out of the county for an election.
16. **“Permanent Vote By Mail Voter” (PVBM)** - Voters who have requested to receive a mail ballot for all election in which they are eligible to vote.
17. **“Precinct”** - Refers to an election district.
18. **“Primary Election”** - Occurs in June of even numbered years (i.e., 2014, 2016, 2018; etc.).
19. **“Presorting”**- Refers to mail sorted by zip codes for 3rd class, nonprofit mailing rate.
20. **“Registrar- Recorder/County Clerk” (RR/CC)** - The County of Los Angeles Department and staff responsible for the update and file maintenance of voter registration records and conduct of elections in Los Angeles County. <https://www.lavote.net/>. RR/CC Headquarters is located at 12400 Imperial Highway, Norwalk, CA 90650
21. **“Return Ballot Envelopes”** - Envelopes containing voted VBM ballots submitted to Election Officials. Also may be referred to as Ballot Return Envelopes.
22. **“Sectional Center Facility” (SCF)** - A postal facility that serves as the processing and distribution center (P&DC) for Post Offices in a designated geographic area as defined by the first three digits of the ZIP Codes of those offices. Some SCFs serve more than one 3. digit ZIP Code range.
23. **“Scheduled Elections”** - Include the Uniform District Election Law (UDEL), Primary and General Elections. The UDEL Elections are scheduled in November of odd numbered years (i.e., 2015, 2017, 2019). The Primary Elections are scheduled in June of even numbered years (2016, 2018). General Elections are scheduled in November of even numbered years (2016, 2018).

24. **“Special Election”** - An unscheduled election conducted as requested where the RR/CC is notified by the Board of Supervisors of the County or Governor, no later than 61 days before a Special Election as to the services the County is to provide (Elections Code 10002). Special Elections are elections conducted when called, on as-needed basis.
25. **“Statewide Election”** - An election held throughout the state.
26. **“Uniform District Election Law” (UDEL)** (also known as Local and Municipal Consolidated Election) - An election conducted in November of odd number years (i.e., 2013, 2015, 2017; etc.).
27. **“USPS”** - Refers to the United States Postal Service. For more information, visit <https://www.usps.com/>.
28. **“Vote By Mail”**- (also known as absentee voting or VBM) - Refers to when a voter, instead of voting at their polling location on Election Day, can request to receive and return a ballot by mail.
29. **“Voter Registration File”** (also known as Voter File)- Refers to a file of all voter registration records in Los Angeles County. The files will include a variety of voter types: permanent, declared, military, overseas, foreign language voters, etc.).
30. **“Window Envelope”**- A type of envelope with a cut-out in an envelope to show the voter’s address.

4.0 TASKS AND DELIVERABLES

CONTRACTOR is responsible for a total of twelve (12) Tasks in this Appendix B (Statement of Work) for VBM Election Mailing Services.

TASK 1- KICK-OFF MEETING

A mandatory kick-off meeting is required within thirty (30) days of the effective date of the Agreement. The meeting will be held at the RR/CC Headquarters located at 12400 Imperial Highway, Norwalk, CA 90650.

During the kick-off meeting, the RR/CC will provide an overview and tour of its in-house mailing operation, introduce CONTRACTOR to RR/CC staff, respond to questions/answers, and to discuss the Tasks, Deliverables and associated timeframes.

Task 1 Deliverable: An onsite Kick-off meeting to occur within 30 days of the Effective Date of the Agreement.

TASK 2- ELECTION PLANNING AND MANAGEMENT

SUBTASK 2.1: SUBMITTING AN ELECTION PLAN

CONTRACTOR will submit a comprehensive and detailed ~~%Election Plan+~~ for every election that must be approved by the RR/CC as described in Subtask 2.1 A through H below:

- A. For every election, the RR/CC will email the CONTRACTOR a ~~%Request for Election Plan+~~ for services for scheduled elections and on an as-needed basis for special elections.
- B. RR/CC will send the ~~%Request for Election Plan+~~
 1. Approximately 120 days before **(E-120)** the date of all scheduled elections.
 2. A minimum of 61 days before **(E-61)** the date of all special elections.
- C. The following (#1-10) will be included in the RR/CC's ~~%Request for Election Plan+~~
 1. Name, date, and type of election;
 2. Start and end dates of services;
 3. CONTRACTOR Report Dates to RR/CC Headquarters
 - i. test equipment (inkjet and inserter machines)
 - ii. report date for inkjet and inserter services.
 4. Date Permanent Voter File will be given to CONTRACTOR;
 5. Estimated total number of mail ballots to be processed and mailed to voters:
 - i. Estimated total number of mail ballots to be mailed for the election.
 - ii. Estimated average daily total of mail ballots.
 - iii. Estimated highest peak in a 24-hour processing day.
 6. Envelope order request;
 7. VBM category separations based on Los Angeles County Election Management System called the Data Information Management System (DIMS);
 8. Date to deliver ~~%Mass file+~~ of VBM packets to USPS;
 9. RR/CC's administrative, operational, and technical contact information; and

10. Election Plan Due Date.

D. Upon receiving the Request for Election Plan, the CONTRACTOR shall submit an Election Plan (in Microsoft Word) to include, but not limited to the following information (1-10):

1. A proposed timeline (start and end dates) all eleven (11) tasks, subtasks, deliverables in the Statement of Work and a dates to test equipment (inkjet and inserter) and to provide services.
2. A proposed schedule of meetings with the RR/CC staff, USPS and Subcontractor(s), if applicable. Include the title and purpose of the meetings.
3. Information regarding onsite/offsite support staff that will be working during the election, including names, job titles, specific duties and responsibilities, proposed work schedule, contact information.
4. A list of proposed subcontractor(s) that will use during the election and the specific services the subcontractor(s) will be providing, including the name of the company, address, website, main contact person (email and phone number). For more specific details of subcontracting requirements, refer to Appendix A (Sample Contract) 8.40, Subcontracting.
5. A description of extracting the RR/CC Voter File for inkjet printing. Including a preliminary processing time table with cutoff dates/times, software upgrades, patches or fixes, and any other files.
6. A validation that software has been upgraded with new codes for the different VBM categories.
7. A list of U.S Postal Service (USPS) Sectional Center Facilities where the assembled mail packets (i.e., Permanent Voter File) will be transported 29 days before **(E-29)** the date of an election or other date specified by the County.
8. A copy of the Quality Control Plan (QCP) to ensure a high level of uninterrupted service during the election. Refer to Paragraph 5.0 (Quality Control Plan) for more details.
9. A written cost estimate for envelopes and estimated delivery date(s).
10. Include a list and description of reports that will be given to the RR/CC on a daily basis to verify the production of work.

- E. RR/CC will review the Election Plan and submit changes to CONTRACTOR in track changes within 48 hours of receipt, unless otherwise approved by the RR/CC.
- F. CONTRACTOR shall review the changes requested by RR/CC and provide a revised draft within 48 hours, unless otherwise approved by the RR/CC.
- G. RR/CC shall have final review and approval of the Election Plan. RR/CC will monitor the CONTRACTOR's progress based on the approved plan.
- H. The approved Election Plan may be updated and revised with RR/CC's review and final approval.

Subtask 2.1 Deliverable: An approved Election Plan for all elections upon receiving advanced notice from the RR/CC through the "Request for Election Plan."

SUBTASK 2.2: PROJECT MANAGEMENT

CONTRACTOR will provide project management as described in A through D below:

- A. Contactor must provide two (2) Project Managers to work on-site at the RR/CC Headquarters in Los Angeles County. The RR/CC reserves the right to request for a new Project Manager, should operational performance not meet established expectations.
- B. Manage project (activities and resources) and track project status.
- C. Provide a daily Project Status Report in writing or through a conference call, as requested by the RR/CC. The report shall include daily processing totals, issues/concerns, and/or any proposed revisions to the Approved Election Plan.
- D. Any delay in execution of any task that may materially or substantially delay legally mandated processing deadlines shall be immediately reported to the RR/CC's Project Director and Manager within 24 hours.
- E. For more information go to Appendix A (Sample Contract), Paragraph 6.0 (Administration of Contract- County)

TASK 3- ENVELOPES

CONTRACTOR shall be responsible for manufacturing envelopes, designing envelope layout and shipping the envelopes. The quantity of envelopes and types of envelopes to be ordered will vary from election to election depending on the total number of voters requesting a mail ballot. This process shall begin after the Election Plan is approved:

1. Approximately 120 days before **(E-120)** the date of all scheduled elections.
2. A minimum of 61 days before **(E-61)** the date of all special elections.

SUBTASK 3.1: Providing Envelopes

CONTRACTOR shall manufacture election specific envelopes approved by the RR/CC Project Manager and the USPS.

- A. Upon receiving the order request in the Request for Election Plan, the CONTRACTOR must provide RR/CC with a written cost estimate for designing and manufacturing envelopes. The cost estimate must be approved the RR/CC prior to production.
- B. Prior to the manufacturing envelopes, CONTRACTOR must provide RR/CC with sample paper stock used to manufacturing the envelopes for RR/CC to test and approve prior to production.

Subtask 3.1 Deliverable: The CONTRACTOR will provide a written cost estimate and sample stock paper to the RR/CC for testing prior to production.

SUBTASK 3.2: Designing USPS Approved Envelopes

The CONTRACTOR is responsible for designing election specific envelopes.

- A. CONTRACTOR will work with the RR/CC and USPS Mail piece Design Analysts (MDA) to design both the outgoing window envelopes and return ballot envelopes for each and every election, as design specifications are subject to change for each election. The design (artwork, election logo, layout, dimensions weight) must meet the USPS Standards. To view a sample, refer to Appendix B, Attachment A (Sample Envelope Layout and Design Specifications).
- B. CONTRACTOR shall provide RR/CC with a draft of the envelope layout design electronically for the outgoing window envelope and return ballot envelope, in both a pdf format and a hard copy (mailed or hand delivered). CONTRACTOR shall notify the RR/CC of any problems or delays in the design envelopes.
- C. RR/CC will review the proposed envelope layout design for both the outgoing window envelope and return ballot envelope and submit changes to CONTRACTOR within 48 hours of receipt, unless otherwise approved by the RR/CC.
- D. CONTRACTOR shall review the changes requested by RR/CC and provide a revised envelope design within 48 hours, unless otherwise approved by the RR/CC.

E. RR/CC shall have final review and approval of the envelope design and layout prior to production.

Subtask 3.2 Deliverable: The CONTRACTOR will design envelopes to RR/CC and USPS specifications.

SUBTASK 3.3: Delivery Due Dates

The envelopes will be shipped to the RR/CC's VBM Division located at 12400 Imperial Highway, Norwalk, CA 90650. CONTRACTOR shall provide RR/CC with the shipping company's information, tracking number for the delivery order and estimated date of delivery.

1. For scheduled elections, the envelopes must arrive no later than 81 days before **(E-81)** the date of a scheduled election, or as specified by the County.
2. For Special Elections, the envelopes must arrive within five (5) business days, from the date the order was placed.
3. Emergency/Rush Orders: Emergency/rush envelopes must arrive by the following day from the date the order was placed or as soon as possible. The CONTRACTOR shall provide the RR/CC with a cost estimate for review and written approval prior to shipping.
4. CONTRACTOR shall notify the RR/CC of any delays in the delivery of material (i.e., envelopes).

Subtask 3.3 Deliverable: The CONTRACTOR will deliver envelopes on or before the delivery due dates.

TASK 4- INKJET PRINTING

CONTRACTOR must provide inkjet equipment (including software and ink) and inkjet printing services at the RR/CC Headquarters located at 12400 Imperial Highway, Norwalk, CA 90650, as described in the timeline below.

SUBTASK 4.1: PROVIDING INKJET STAFF, INKJET EQUIPMENT AND SOFTWARE

A. PROVIDING INKJET EQUIPMENT

CONTRACTOR shall be responsible for:

1. Installing inkjet equipment (including software and ink) at the RR/CC Headquarters to print voter information onto the return ballot envelopes.

The equipment and software must be capable of printing a minimum of 7,000 return ballot envelopes per hour.

- i. Contractor may store equipment at RR/CC whether an election is taking place or not.
2. Providing the ink required for the printing of return ballot envelopes for the term of the contract.
3. Providing the software to operate the inkjet machine.
4. Maintaining and repairing inkjet equipment.

B. PROVIDING INKJET EQUIPMENT STAFF

1. CONTRACTOR shall provide inkjet operators to operate the inkjet equipment, its software, and any associated peripheral equipment to print voter information onto the return ballot envelopes.

C. TESTING INKJET EQUIPMENT

CONTRACTOR must test inkjet equipment (including software) between **E-120 and E-78**, to ensure that the machine prints bar codes and voter data according to RR/CC and USPS requirements. CONTRACTOR will test for data integrity and review of print output and will notify the RR/CC of any delays in the printing of material (i.e., envelopes) prior to production.

1. RR/CC will provide CONTRACTOR with an electronic voter registration file (in an electronic media in a fixed field format) for printing testing purposes. Contractor shall notify the RR/CC of any delays in the extraction and processing of the file.
2. RR/CC will provide a total of twenty (20) envelopes for inkjet testing. CONTRACTOR shall pay for any additional envelopes used for printing.
3. CONTRACTOR must provide the Project Director and Project Manager with twenty (20) envelope samples of return ballot envelopes with the printed test data for review and approval of the format by the RR/CC.

D. INKJET SERVICES

1. Inkjet printing will begin after the RR/CC provides a final approval to begin inkjet services and after testing is completed.

2. After testing, CONTRACTOR shall communicate with the RR/CCs Project Director and/or Project Manager about services and staffing one week (7 days) before their report date to the RR/CC via e-mail.
3. Inkjet services will begin *up to* 78 days before the date of an election through Election Day (**E-78 until E-0**), or other dates specified by the RR/CC in the Election Plan.
 - i. **Initial Mass file:** Onsite Inkjet printing services of the mass file (permanent VBM Voters) may begin up to 78 days (**E-78**) before the date of an election.
 - ii. **Daily file(s):** Inkjet printing services of the daily file(s) will begin on a daily basis from 29 days before an election up to Election Day (**E-29 to E-0**). Inkjet printing must be completed within 24 hours from the time the RR/CC gives the file to the CONTRACTOR.
4. RR/CC will provide CONTRACTOR with envelopes for inkjet printing.
5. Upon completion of printing, CONTRACTOR shall organize envelopes into trays, according to designated groups, as instructed by the RR/CC in preparation for the inserting process.
6. RR/CC will monitor and reserve the right to stop any or all operations if at any time it appears that specifications are not being met, and to hold up the operations until satisfied that the conditions are as specified. Any such stoppage will be resolved without undue delay so as to minimize the interruption of operations.

Task 4.1 Deliverable: CONTRACTOR will provide inkjet staff, equipment, software and ink.

SUBTASK 4.2: EXTRACTING AND PROCESSING THE VOTER REGISTRATION FILE

CONTRACTOR will extract and process the County's electronic voter registration file which will be provided to the CONTRACTOR in an electronic media in a fixed field format. The information contains voter specific variable information for each registered voter in Los Angeles County. The data will be used to print barcode and voter specific data on the return ballot envelopes at the RR/CC Headquarters.

- A. Initial Mass File: The RR/CC will provide the initial electronic voter registration file of Permanent VBM Voters by in accordance to the following time line:
 1. For the scheduled elections (UDEL, Primary and General Elections), the mass voter registration file may be sent to the CONTRACTOR up

to approximately 78 days **(E-78)** before the date of the election or as specified by the RR/CC.

2. For Special Elections, the initial mass file may be sent up to approximately 78 **(E-78)** before the date of an election, or as specified by the RR/CC.
3. For Military and Overseas Voters, the initial mass file will be provided to the CONTRACTOR at least 60 days **(E-60)** before the date of an election, unless specified by the RR/CC.

B. *Daily file(s)*: The RR/CC will provide daily file(s) on a daily basis by 1:00 P.M. from 29 through 4 days **(E-29 to E-4)** before the date of an election.

C. CONTRACTOR will compare the extracted data from the mass/daily file(s) and verify the address information of each record against the USPS National Change of Address (NCOA) database. The purpose of this data comparison is to ensure that the voter's address is complete and correct.

1. Each time, a mass or daily file(s) is/are provided to the CONTRACTOR. CONTRACTOR shall provide the RR/CC (i.e., Project Director/Manager/Monitor) with a report for review and resolution, consisting of records with address changes, undeliverable addresses, and duplicate addresses via e-mail in an Microsoft-excel and/or pdf format, as specified by the RR/CC.
2. RR/CC will identify and approve the records for printing and records which will require further research. RR/CC will research questionable records and provide the CONTRACTOR with an approved mass/daily file(s) for printing, as soon as the review is completed.

D. When the CONTRACTOR processes the mass/daily file(s), the CONTRACTOR must provide the RR/CC with an electronic report (i.e., pdf, Microsoft-Excel, or Microsoft word) and shall break down the VBM file quantity into designated categories (e.g. party, ballot group, language), etc. in a format as specified by the RR/CC. Upon processing of the VBM file, a complete list of categories will be provided by the RR/CC to the CONTRACTOR in the RR/CC designated format.

E. CONTRACTOR shall be responsible for immediately notifying the Project Director, Manager, and Monitor of all problems (hardware and software). CONTRACTOR shall ensure that any technical issues with inserter machines are addressed and repaired, even if it is after hours, or on weekends.

Task 4.2 Deliverable: Extract the mass/daily file(s) that will be used to print on the back of the return ballot envelopes.

SUBTASK 4.3: INKJET PRINTING SPECIFICATIONS ONTO RETURN BALLOT ENVELOPES

A. *Variable data to be printed:*

CONTRACTOR will print all variable data on the back of the return ballot envelope (unless otherwise specified) using CONTRACTOR-owned inkjet equipment and software. The name and address will be printed on the envelope so that the name and address will show through the window when it is inserted into the outer window envelope and must meet USPS automation addressing specifications (i.e., font size; location of printing name, and address on the envelope) regarding address printing (this includes OCR-Readable type styles). The name/address block will be printed in the following format, unless specified by the RR/CC. For an example, see Attachment A: Sample envelope layout and design specifications.

IMB Barcode

Voter Name

Address Line 1

Address Line 2

Address Line 3 (this will be the mailing address information, if different from the residence address)

B. **Barcode Printing**

1. The Intelligent Mail Barcode (IMB) is used by the RR/CC to track the transit and delivery of each VBM packet that is mailed through the USPS. CONTRACTOR shall print the IMB in designated area approved the USPS which is above the name/address block of the return ballot envelope. It will consist of the ZIP+4 code for the mailing address of the registered voter and must meet all of the USPS IMB barcode specifications for height, width, and pitch. After the ballot return envelope is inserted into the outgoing envelope, the barcode must show in the window of the outgoing envelope and pass the %shift test+ in compliance with USPS Domestic Mail Manual (DMM) specifications.
2. The precinct serial ID is used by the RR/CC to identify the precinct serial ID which is assigned to the voter. CONTRACTOR shall print the precinct serial ID (4 digit number), at least 1/8+from all edges in the lower right hand side of the return envelope just below the address block in a POSTNET barcode format that meets the USPS specifications for height, width, and pitch. After the ballot return envelope is inserted into the outgoing envelope, the barcode must show in the window of the outgoing envelope and pass the %shift test+in compliance with USPS DMM specifications.

3. The VBM ID (unique for each voter) is used by the RR/CC to identify the voter. CONTRACTOR shall print the VBM ID (6-9 digit number), at least 1/8" from all edges in the lower left hand side of the return envelope in a POSTNET barcode format that meets the USPS specifications for height, width, and pitch. After the ballot return envelope is inserted into the outgoing envelope, the barcode must show in the window of the outgoing envelope and pass the shift test in compliance with USPS DMM specifications.

C. Printing format

1. CONTRACTOR shall print variable alphanumeric data in the following format, using an Arial font, size 10. For each of the categories in the chart below, any symbol, letter, or space is counted in the maximum space available for printing data. For example, there is a total of 11 spaces used in: RR/CC 90650

<u>Field Description of Categories</u>	<u>Maximum space available for printing data</u>
Job Number	4
Job Sequence	4
Election Date	10
Election ID	3
Voting Precinct	8
Language	1
Ballot Group	3
Type of Voter	7
Cassette - Frame	9
IMB	31
Voter Name	74
Mailing Address: Care of	40
Mailing Address: Street	40
Mailing City	40
Mailing State	2
Mailing Zip Code	5
VBM ID	9
VBM ID 3 of 9 barcode	9
Precinct Serial ID	4
Precinct Serial ID 3 of 9 barcode	6

Task 4.3 Deliverable: CONTRACTOR will provide inkjet printing in accordance to printing specifications.

TASK 5- INSERTING SERVICES

The CONTRACTOR will provide staff to operate two (2) RR/CC-owned Bell & Howell Phillipsburg Mark II Series Inserters to insert election materials or other materials into an outgoing window envelope or another type of envelope, as specified by the County at the RR/CC Headquarters located at 12400 Imperial Highway, Norwalk, CA 90650.

SUBTASK 5.1: PROVIDING INSERTER EQUIPMENT STAFF AND SERVICES

A. PROVIDING INSERTER STAFF

1. The CONTRACTOR supplied personnel shall operate the two (2) RR/CC owned inserter machines. If needed, the CONTRACTOR shall provide additional inserter machine operators and arrange for the availability of standby inserter machine operators.
2. CONTRACTOR shall be responsible for acquiring the training needed to operate the County owned inserter(s) equipment at their own expense.

B. TESTING INSERTER EQUIPMENT

1. CONTRACTOR must test inserter equipment (including software) between 120 days through 78 days (**E-120 and E-78**) before the date of an election using a designated test file or prior election file to ensure machine is functioning properly and notify the RR/CC of any delays in the inserting of envelopes prior to designated date of production, or a date mutually agreed upon with the County.
2. For the testing of inserter equipment, County will provide election materials (i.e., ballot, instructions, etc.) required for the insertion of up to twenty (20) complete VBM packages. CONTRACTOR must use the samples of return ballot envelopes printed as described in Subtask 4.1 C.
3. CONTRACTOR shall ensure the hardware~~s~~ and application software~~s~~ are working properly, including but not be limited to: sound data integrity checks and review of final inserted VBM package.
4. CONTRACTOR shall provide samples of completed VBM packages to the Project Director and Project Manager for review and testing according to USPS standards. If corrections are required, County shall notify CONTRACTOR with any corrections that may need to be fixed.

CONTRACTOR will make corrections and then provide the County with another set of twenty (20) complete VBM packages for testing and approval.

C. INSERTER SERVICES

1. CONTRACTOR may begin inserting services only after Project Director and/or Project Manager's final approval to begin inserter services and after testing is completed.
2. The inserting services will begin up to 78 days before the date of an election through Election Day (**E-78 until E-0**), as specified by the RR/CC in the Election Plan.
 - iii. **Initial Mass file:** Onsite inserting services of the mass file (permanent VBM Voters) may begin up to 78 days (**E-78**) before the date of an election.
 - iv. **Daily file(s):** Daily file(s): inserting services of the daily file(s) will begin on a daily basis from 29 days before an election up to Election Day (**E-29 to E-0**). Inserting must be completed within 24 hours from the time the RR/CC gives the file to the CONTRACTOR.
3. RR/CC staff will prepare and provide election materials to be inserted by the CONTRACTOR into the outgoing window envelope and assist the CONTRACTOR with the staging of election materials. CONTRACTOR shall implement quality control measures to ensure that they have the correct quantity and types of election material for insertion.
4. CONTRACTOR shall notify the RR/CC of any shortage of VBM inserting material (i.e., envelope, VBM instruction, secrecy sleeve, official ballot card, and/or official sample ballot booklet).
5. CONTRACTOR will be only providing inserting services for Permanent VBM voters and Declared VBM voters in English. CONTRACTOR will NOT be responsible for providing inserting service Military, Overseas, and foreign language VBM packets as well as any ballot groups with less than 15 voters.
6. CONTRACTOR will insert the following types of materials into the window envelopes as specified by the RR/CC.
 - a) *Return ballot envelopes:* The envelopes that have been inkjet printed with bar codes and variable voter information shall be inserted into the outgoing envelope so that the printed information shows through the clear window of the outgoing window envelope in accordance with USPS guidelines.

- b) *Optical scan InkaVote Card Ballots* (3 ¼+ by 9+). County shall provide ballots to the CONTRACTOR for insertion into the outgoing window envelopes.
 - c) Ballots will contain information such as precincts, ballot groups and/or political parties which must match the printed return ballot envelopes.
 - d) Secrecy sleeves (3 ¼+ by 9+). County shall provide secrecy sleeves to the CONTRACTOR for insertion into the outgoing window envelopes.
 - e) VBM instructions and/or Sample Ballot booklet (5 ½+ x 8 ½+). County shall provide VBM instructions and/or Sample Ballot booklet to the CONTRACTOR for insertion into the outgoing window envelopes.
Note: The Election materials to be inserted may vary from election to election and may include more or less materials depending on the election.
7. On completion of the insertion of election materials into the outgoing envelope, the outgoing window will be sealed and be referred to as the VBM ballot package.
8. Spoiled election materials: Any materials spoiled or otherwise rendered unusable during the insertion process must be tracked in a daily report (i.e., pdf, Microsoft Excel, Microsoft Word) by the CONTRACTOR and given to the RR/CC staff at the end of each day. County shall not be responsible for the cost of spoiled material. CONTRACTOR shall reimburse County for all spoiled material resulting from the operation.
9. RR/CC will monitor and reserve the right to stop the operations at any time. Issues must be addressed within 24 hours to minimize interruptions. See Appendix C (Performance Requirement Summary Chart).
10. CONTRACTOR shall be responsible for immediately notifying the Project Director, Manager, and Monitor of all problems (hardware and software). CONTRACTOR shall ensure that any technical issues with inserter machines are addressed and repaired, even if it is after hours, or on weekends.
11. In the event, additional inserter(s) are required to ensure uninterrupted service for the County's operation the CONTRACTOR may offer the County options for leasing additional inserter equipment.

Task 5.1 Deliverable: Provide staff to insert election materials into window envelopes using RR/CC inserter machines.

TASK 6- PRESORTING SERVICES FOR VBM BALLOT PACKAGES

The CONTRACTOR will provide presorting services for the completed VBM Ballot Packages.

- A. Mass file: The RR/CC will transport the completed VBM Ballot Packages to a mailing house (presort facility) to be presorted by zip code for 3rd class mailing and postage savings. Presorting services may occur up to 57 days through 30 days before the date of an election (**E-57 to E-30**), as designated by the RR/CC.
- B. CONTRACTOR shall work with the RR/CC staff to ensure that the Presort facility begins to sort the VBM packets within two (2) hours of receipt of delivery to the facility.
- C. CONTRACTOR will presort completed %mass file+ VBM Ballot Packages, and place them in mailer trays to accommodate postal processing delivery and obtain the lowest available postage rate.
- D. Presorting services required by the CONTRACTOR shall end 29 days before an election (**E-29**). At this point, the RR/CC will mail the VBM Ballot Packages at a 1st class rate. However, if needed, the RR/CC has the option to request CONTRACTOR to provide presorting services between 29 days before the date of an election through Election Day (**E-29 to E-0**), as designated by the RR/CC.
- E. RR/CC will use an indicia printed on the VBM Ballot package as a postage stamp for the mailing of VBM Ballot packages. Therefore, CONTRACTOR shall not be responsible for applying any postage stamp (metering) on VBM Ballot packages.
- F. If there are any changes in the presorting services, the CONTRACTOR shall immediately notify the RR/CC at least 30 days prior to the initial date for sorting VBM packets.

Task 6 Deliverable: CONTRACTOR will provide presorting of all completed VBM Ballot Packages.

TASK 7- STORAGE OF COMPLETED VBM BALLOT PACKAGES

- A. The CONTRACTOR shall be required to provide a secure storage area to temporarily store *up to* 2 million completed VBM Ballot Packages (of permanent VBM voters) after presorting is completed up to 57 days to 30 days (**E-57 to E-30**) before the date of an election, unless otherwise specified by the RR/CC.
 - 1. Storage of completed VBM Ballot Packages is not required for %daily files(s)+ that are produced between E-29 to E-4. The daily file(s) will be processed by the RR/CC, unless specified by the County.

- B. The CONTRACTOR shall provide the RR/CC the ability to access, monitor, track, and secure the mail and mail operation via a camera and security system.
- C. The CONTRACTOR will provide County with a list of all employees authorized to have access to assembled mail packets and secure areas. Only personnel authorized by the County may access this storage area.
- D. Contractor shall notify the RR/CC of any changes in storage services facility at least 30 days prior to the date of storage.

Task 7 Deliverable: CONTRACTOR will provide store all completed “mass file” VBM Ballot Packages.

TASK 8- MAIL VERIFICATION SERVICES FOR VBM BALLOT PACKAGES

The CONTRACTOR will provide mail verification services for the completed VBM Ballot Packages according USPS standards (i.e., address layout, weight and size of package) with local USPS representatives at the mailing house by E-29.

- A. The CONTRACTOR will be required to contact the USPS and set an appointment for the mail verification of VBM Ballot Packages on-site at the mailing house where presorting services are provided prior to delivery of VBM mail to the USPS Sectional Center Facilities in preparation for mailing, as designated by the County.

Task 8 Deliverable: CONTRACTOR will provide mail verification all completed “mass file” VBM Ballot Packages.

TASK 9- TRANSPORT OF MASS FILE TO U.S. POSTAL SERVICE

- A. The CONTRACTOR will be required to contact the USPS and set an appointment for the mail delivery of VBM Ballot Packages to designated USPS Sectional Center Facilities. See Attachment B- List of USPS Sectional Center Facilities (SCF).
- B. The mailing of the mass file ~~must~~ must begin 29 days **(E-29)** before the date of an election. The CONTRACTOR shall be required to contact the company required to transport and deliver **all** completed mass file+ VBM Ballot Packages to the USPS SCF by **12:00 p.m.** on E-29, in order to meet statutory requirements for the delivery of mail ballots to voters (Nonprofit or Third Class Mail).
- C. The CONTRACTOR shall transport and load completed VBM Ballot packages beginning as early as 12:00 a.m. on E-29, from the storage area of the mailing house into delivery trucks designated to transport the VBM Ballot packages to

the USPS to ensure that **all** completed mass file+ VBM Ballot Packages are delivered to the USPS Sectional Center Facilities by **12:00 p.m.** on E-29.

- D. County staff will secure the delivery truck's door with a lock and follow the delivery truck to the designated USPS SCF.
- E. Once the delivery truck driver arrives at the USPS SCF, the County staff will unlock the delivery truck's door for the delivery truck driver to unload the VBM Ballot packages off the truck. Representatives at the USPS SCF will confirm and provide a receipt that they've received VBM Ballot packages.
- F. Transporting services required by the CONTRACTOR shall end 29 days before an election. At this point, the RR/CC will mail the VBM Ballot Packages at a 1st class rate. However, if needed, the RR/CC has the option to request CONTRACTOR to provide transporting services between 29 days before the date of an election through Election Day (**E-29 to E-0**), as designated by the RR/CC.
- G. Contractor shall notify the RR/CC of any changes of transport services at least 30 days prior to the date of transport.

Task 9 Deliverable: CONTRACTOR shall transport mass file to the USPS on E-29.

TASK 10- CRITIQUE SESSION

- A. On the last day services are provided, the RR/CC will schedule a Critique session to discuss the election, production levels, and issues/concern and suggestions/recommendations to enhance the current process.

Task 10 Deliverable: Participate in the Critique Session.

TASK 11- REPORTS AND RECORDS

The CONTRACTOR is responsible for providing various daily production reports as specified by the RR/CC including the exception report, upload summary report, envelope print log, file delivery log, daily envelope spoilage report; daily presorting production reports (by zip code, quantity, and number of pallets). A sample of requested reports will be discussed during the Kick-Off Meeting.

Deliverable 11: CONTRACTOR provides various reports as specified by the RR/CC.

TASK 12- RR/CC TECHNICAL SYSTEMS AND INTERFACE REQUIREMENTS

The RR/CC currently operates a Microsoft Windows 2012 domain server environment using TCP/IP and Ethernet as the primary network protocol. The

RR/CC utilizes software from Microsoft, including Microsoft Office, Microsoft Project, Microsoft Visio, Microsoft Windows XP, Vista, & Windows 7 for desktops, Microsoft Windows Server 2003 and 2012 for servers, and Microsoft SQL Server 2008 and 2012 for database applications. The RR/CC reserves the right to upgrade to the most current version of Microsoft software listed above and shall notify CONTRACTOR of planned upgrades six months from commencement of such upgrades.

Any custom software and associated hardware software drivers identified by CONTRACTOR as not compatible with any planned upgrades shall be modified at CONTRACTOR's expense in order to become compatible. CONTRACTOR shall provide all Deliverables and other work hereunder so as to remain compatible with RR/CC's existing IT infrastructure. Since the VBM processing interfaces with the RR/CC's election management system, the CONTRACTOR will be required to work with the RR/CC to create the necessary interface, if required.

5.0 QUALITY CONTROL PLAN

The CONTRACTOR must establish and utilize a comprehensive Quality Control Plan (QCP) along with the Election Plan to assure the County a consistently high level of service throughout the term of the Contract. Changes to the QCP can be suggested for RR/CC's review and approval. Upon approval of changes, CONTRACTOR shall update the QCP and resubmit the plan to the County Contract Project Manager. The plan shall include, but may not be limited to the following:

- 5.1 An inspection system covering all services listed in Appendix C, Exhibit 1 (Performance Requirements Summary Chart) of the Agreement. It must specify the activities to be inspected on both a scheduled or unscheduled basis, how often inspections will be accomplished, and the title of the individual(s) who will perform the inspection.
- 5.2 A record of all inspections conducted by the CONTRACTOR, any corrective action taken, the time a problem was first identified, a clear description of the problem, and the time elapsed between identification and completed corrective action.
- 5.3 A method of ensuring uninterrupted service to RR/CC in the event of a strike of the CONTRACTOR's employees or any other unusual occurrence which would result in the CONTRACTOR being unable to perform the contracted work.

6.0 QUALITY ASSURANCE PLAN

The County will evaluate the CONTRACTOR's performance under this Contract using the quality assurance procedures as defined in Paragraph 8 (Standard Terms and Conditions, Sub-paragraph 8.15, County's Quality Assurance Plan) of this Contract.

6.1 Meetings

A. Initial Meeting for each election

At least a week (7 days) prior to CONTRACTOR's arrival at the RR/CC for the inkjet printing and inserting services, CONTRACTOR must schedule a meeting in person with RR/CC to review election schedule. Upon CONTRACTOR's arrival at the RR/CC, CONTRACTOR shall meet with Project Director, Project Manager, Project Monitor and staff.

B. Scheduled Meetings for each election

CONTRACTOR shall also be required to attend scheduled onsite meetings at the RR/CC's Headquarters during the Election, at least twice a week to discuss the status of the operation, unless specified by the County. During this meeting, CONTRACTOR shall provide the County a status of the services that have been provided along with any concerns. CONTRACTOR's failure to attend scheduled meeting with the County will cause an assessment of five hundred

dollars (\$500), unless the CONTRACTOR notifies the Project Director, Manager, and Monitor at least 24 hours prior to schedule meeting. Upon advance approval by the County, CONTRACTOR may attend the meeting via conference call.

6.2 Contract Discrepancy Report

Verbal notification of a Contract discrepancy will be made to the Contract Project Manager as soon as possible whenever a Contract discrepancy is identified.

The County Contract Project Manager will determine whether a formal Contract Discrepancy Report (Appendix C) shall be issued. Upon receipt of this document, the CONTRACTOR is required to respond in writing to the County Contract Project Manager within 4 hours, acknowledging the reported discrepancies or presenting contrary evidence. A plan for correction of all deficiencies identified in the Contract Discrepancy Report shall be submitted to the County Contract Project Manager within 1 workday. The problem shall be resolved as soon as possible or within fifteen (15) business days or a time period mutually agreed upon by the County and the CONTRACTOR.

6.3 County Observations

In addition to RR/CC contracting staff, other County personnel may observe performance, activities, and review documents relevant to this Contract at any time. However, these personnel may not unreasonably interfere with the CONTRACTOR's performance.

7.0 RESPONSIBILITIES

COUNTY

The County's and the CONTRACTOR's responsibilities are as follows:

7.1 Personnel

The County will administer this Contract in accordance with Paragraph 6.0 (Administration of Contract - County). Specific duties will include:

- 7.1.1 Monitoring the CONTRACTOR's performance in the daily operation of this Contract.
- 7.1.2 Providing direction to the CONTRACTOR in areas relating to policy, information and procedural requirements.
- 7.1.3 Preparing Amendments to the Contract in accordance with Paragraph 8.0 (Standard Terms and Conditions, Sub-paragraph 8.1 Amendments).

7.2 Furnished Items

The County will provide only the items specified herein:

- 7.2.1 Voter records from the daily file(s) and mass file(s) of the voter registration system.
- 7.2.2 Twenty (20) return ballots envelopes to test the inkjet equipment
- 7.2.3. Twenty (20) sets of test election materials (i.e., return ballot envelopes, outgoing window envelopes, secrecy sleeve, VBM instructions, official ballot card)
- 7.2.4 Two Bell & Howell Inkjet Inserter machines.
- 7.2.5 Office space only; CONTRACTOR must provide their own computers, printers, and other office or administrative and related items to successfully support the Election.

CONTRACTOR

7.3 Project Managers

- 7.3.1 CONTRACTOR shall provide two full-time, on-site Project Managers, one located the RR/CC Headquarters during the entire inkjet and insertion process and another at the mailing house during the presort, mail verification, and transport of mail to the USPS. County must have access to the Project Managers during all hours, during an election. CONTRACTOR shall provide a telephone number and e-mail where the Project Managers may be reached.

- 7.3.2 Project Managers shall act as a central point of contact with the County.
- 7.3.3 Project Managers shall have four (4) years of experience within the last six (6) years providing outgoing mailing services in a jurisdiction with greater than 500,000 registered voters, preferably processing election mail. CONTRACTOR shall submit a copy of Project Managers resumes.
- 7.3.4 Project Managers must have the authority to make decisions on all matters of the daily operation. Project Managers shall be able to effectively communicate, in English, both orally and in writing.
- 7.3.5 Contractor shall notify the RR/CC within 24 hours in writing of any change in name, address, phone number, and e-mail of the Project Manager(s).

7.4 Personnel

- 7.4.1 CONTRACTOR shall assign a sufficient number of employees to perform the required work within the required timeframes as specified in this SOW.
- 7.4.2 CONTRACTOR shall be required to do a background check on their employees as set forth in sub-paragraph 7.4 of the Contract. (Background & Security Investigations), at their own expense. CONTRACTOR shall provide the County with proof from the Department of Justice (DOJ).
- 7.4.3 CONTRACTOR shall notify the RR/CC within 24 hours in writing of any change in name, address, phone number, and e-mail of the supporting staff, including subcontractor(s).
- 7.4.4 CONTRACTOR shall provide resumes for all staff.

7.5 Identification Badges/Key Card

- 7.5.1 CONTRACTOR shall ensure their employees are appropriately identified as set forth in sub-paragraph 7.3 (CONTRACTOR's Staff Identification) of the Contract at all times at County premises. County will provide CONTRACTORs staff with ID badge and key card which must be returned to the County when services are completed.

7.6 Materials and Equipment

- 7.6.1 CONTRACTOR shall use materials and equipment (i.e., Inkjet) that are safe for the environment and use by the employee. CONTRACTOR shall comply with the Injury & Illness Prevention Program (IIPP) as set forth in Paragraph 8.50 (Injury & Illness Prevention Program) of the Contract.

7.7 Training

7.7.1 CONTRACTOR shall provide training programs and continued in-service training for all employees.

7.7.2 All employees shall be trained in their assigned tasks and in the safe handling of equipment. All equipment shall be checked daily for safety. All employees must wear safety and protective gear according to OSHA standards.

7.8 CONTRACTOR's Office

CONTRACTOR shall maintain an office within 75 miles of the RR/CC Headquarters and available for the RR/CC to contact and address issues of

concern. When the office is closed, an answering service shall be provided to receive calls. **The CONTRACTOR shall respond to calls received within 1 hour.**

Contractor shall notify the RR/CC in writing within 24 hours of any change in the address or phone number of Contractor's and subcontractor's office.

8.0 HOURS/DAY OF WORK

The County's normal working hours are between 8:00 a.m. to 5:00 p.m. and/or work until County designated working time, within a 24 hour period. However, during critical election periods, CONTRACTOR may be required to work overtime, including evenings, weekends and holidays. Weekend and Holiday hours may be greater than 8 hours to meet County's required processing deadlines.

9.0 WORK SCHEDULES

9.1 The CONTRACTOR shall report to RR/CC Headquarters between E-120 and E-78, before Election Day to test voter registration file, inkjet and inserter equipment, and begin full production on-site up to 78 through Election Day **(E-78 to E-0)**, or as specified by the County. CONTRACTOR staff will provide services at RR/CC Headquarters, unless otherwise specified, and shall be ready to support County staff, if applicable, in performing tasks identified in this SOW.

9.2 CONTRACTOR shall submit for review and approval a work schedule prior to starting. The schedule shall list the time frames by day of the week, morning, and afternoon the tasks will be performed.

9.3 County will discuss the work schedule, including potential overtime schedule with the CONTRACTOR when they arrive at the RR/CC Headquarters, and on an as needed basis by the operation to ensure uninterrupted service to the operation. If a revision in the work schedule is required, CONTRACTOR

shall submit revised schedule within 24 hours, to the County Project Manager for review and approval.

- 9.4 Contractor shall provide on-site support within eight (8) hours from the time a service call is placed.

UNSCHEDULED WORK

- 9.5 All work must be approved by the RR/CC. Prior to performing any unscheduled work, the CONTRACTOR shall prepare and submit a written description of the work with an estimate of labor and material costs. If the unscheduled work exceeds the CONTRACTOR's estimate, the County Project Director or his designee must approve the excess cost. In any case, no unscheduled work shall commence without written authorization. Contractor shall provide on-site support for emergency calls within four (4) hours from the time the service call is placed.

10.0 SPECIFIC WORK REQUIREMENTS

CONTRACTOR shall be responsible for all tasks and deliverables, as specified below:

- A. CONTRACTOR shall provide the RR/CC with an Election Plan and production schedule within 48 hours, upon receipt of RR/CC's Request for an Election Plan for the County to plan and execute election tasks according to mandated guidelines.
- B. CONTRACTOR shall provide the RR/CC by the end of the day, with a daily status about the operation, including tasks either with a hard copy document, e-mail, and/or in person for the County to plan and execute election tasks according to mandated guidelines.
- C. CONTRACTOR shall work with the RR/CC's, USPS local Mail piece Design Analyst (MDA) and RR/CC staff to test and ensure that the paper used to produce the outgoing and return ballot envelopes and the design of the outgoing envelope and return ballot envelope (i.e., artwork, election logo, layout, dimensions weight) satisfies USPS standards. CONTRACTOR shall meet the required task above to enable the RR/CC to mail VBM ballots by mandated timeframe.
- D. CONTRACTOR shall work with the RR/CC's local MDA and RR/CC staff to test and ensure that the printed voter data on the return ballot envelope is printed according to printing specifications set forth in subtask 4.4 and complies with USPS standards, including the testing of the envelope's IMB using the USPS Mail Evaluation Readability Lookup Instrument (Merlin). CONTRACTOR shall meet the required task above to enable the RR/CC to mail VBM ballots by mandated timeframe.
- E. CONTRACTOR shall provide outgoing and return ballot envelopes by established delivery date.

- F. CONTRACTOR shall ensure that each line item listed on the invoice is accurate, including the tax.
- G. CONTRACTOR shall ensure that the RR/CC is notified in writing of any changes in address, phone number, and e-mail contact of Contract Manager(s), supporting staff, and subcontractor(s) for the County to accomplish tasks within mandated timeframe. CONTRACTOR and subcontractor staff must sign a confidentiality form.
- H. CONTRACTOR shall process VBM extraction file(s) upon receipt from the RR/CC, and provide envelopes inkjet with voter data to the RR/CC on a flow basis within 72 hours of receiving the mass extraction file and within 24 hours of receiving the daily extraction files. CONTRACTOR shall meet the required task above in order for the County to mail VBM ballots by mandated timeframe.
- I. CONTRACTOR shall use the NCOA file generated by the USPS to determine whether a voters address has changed. CONTRACTOR shall provide the RR/CC with a list of questionable and incorrect addresses for resolution.
- J. CONTRACTOR shall notify the RR/CC if there is a shortage in material required for inserting VBM packets (i.e., envelope, VBM instruction, secrecy sleeve, official ballot, and/or official sample ballot booklet).
- K. CONTRACTOR shall notify the RR/CC of any changes in presort, storage and transport, and mail services.
- L. Contract shall provide daily reports to the RR/CC by the end of the day.
- M. CONTRACTOR shall ensure that any technical issues with inserter machines or inkjet machine are addressed within two (2) hours, whether during business hours (8:00 a.m. . 5:00 p.m.), after hours, or on weekends.
- N. CONTRACTOR shall work with the RR/CC staff to ensure that the Presort facility begins to sort the VBM packets within two (2) hours of receipt from the County.
- O. CONTRACTOR shall not be responsible for name/address errors or inaccuracies in the RR/CC data provided to the CONTRACTOR, even when the data has been compared to the NCOA file.

11.0 GREEN INITIATIVES

- 11.1 CONTRACTOR shall make reasonable efforts to initiate green practices for environmental and energy conservation benefits.
- 11.2 CONTRACTOR shall notify County Project Manager of CONTRACTOR new green initiatives prior to the contract commencement.

12.0 PERFORMANCE REQUIREMENTS SUMMARY

A Performance Requirements Summary (PRS) chart, Exhibit 2 of Appendix C, listing required services that will be monitored by the County during the term of this Contract is an important monitoring tool for the County. The chart should:

- reference section of the contract
- list required services
- indicate method of monitoring
- indicate the deductions/fees to be assessed for each service that is not satisfactory

All listings of services used in the Performance Requirements Summary (PRS) are intended to be completely consistent with the Contract and the SOW, and are not meant in any case to create, extend, revise, or expand any obligation of CONTRACTOR beyond that defined in the Contract and the SOW. In any case of apparent inconsistency between services as stated in the Contract and the SOW and this PRS, the meaning apparent in the Contract and the SOW will prevail. If any service seems to be created in this PRS which is not clearly and forthrightly set forth in the Contract and the SOW, that apparent service will be null and void and place no requirement on CONTRACTOR.

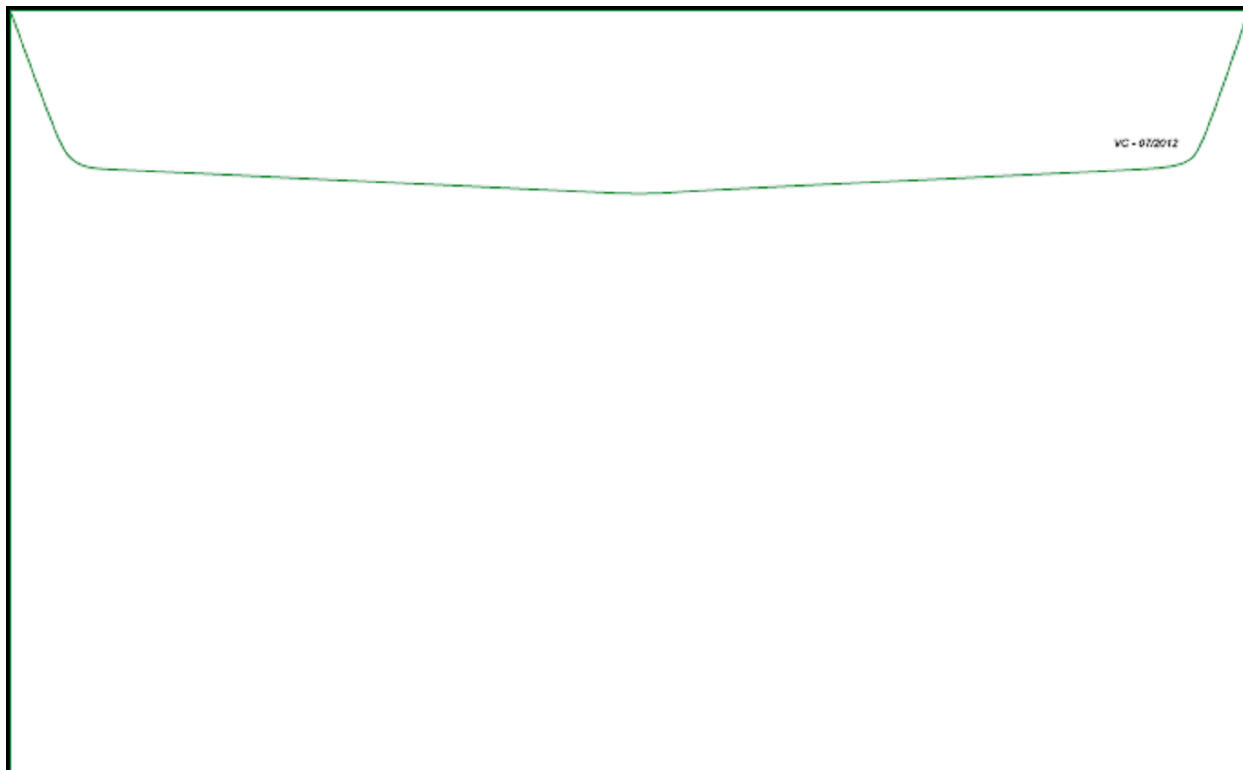
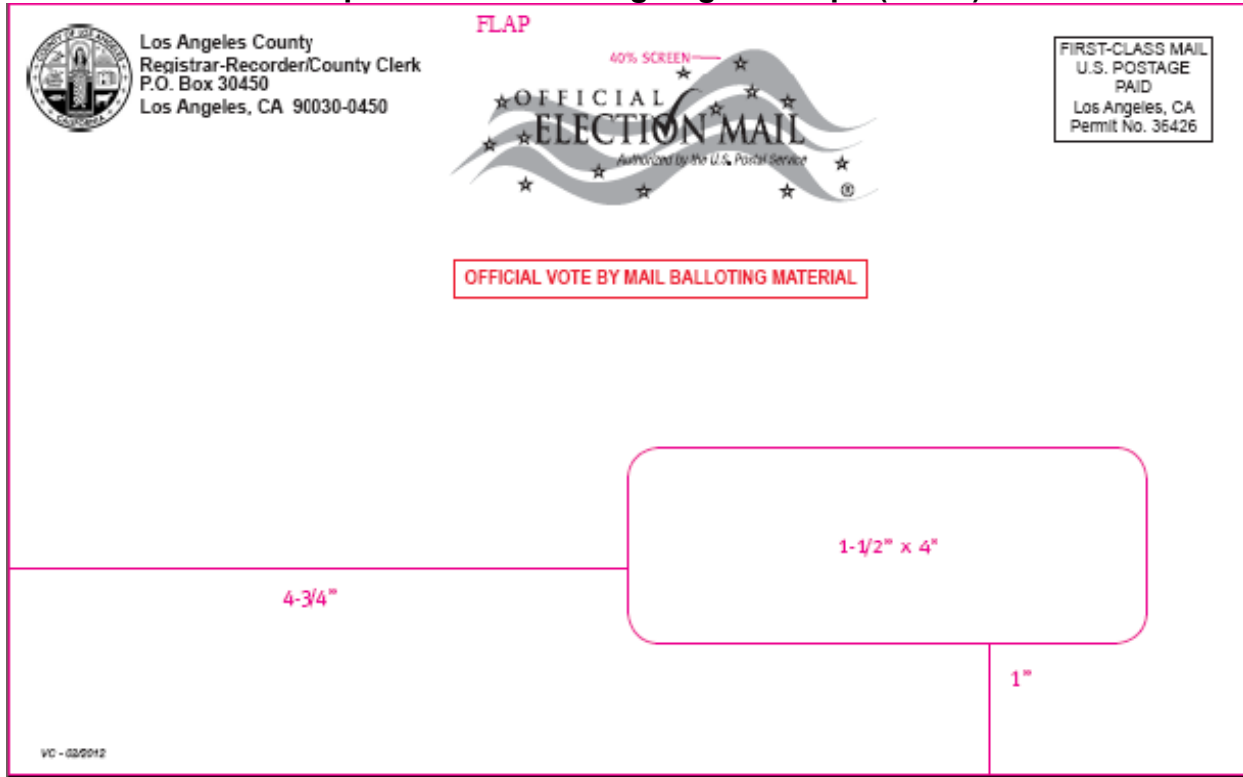
SAMPLE ENVELOPE LAYOUT AND DESIGN SPECIFICATIONS

SAMPLE “OUTGOING” WINDOW ENVELOPE SPECIFICATIONS

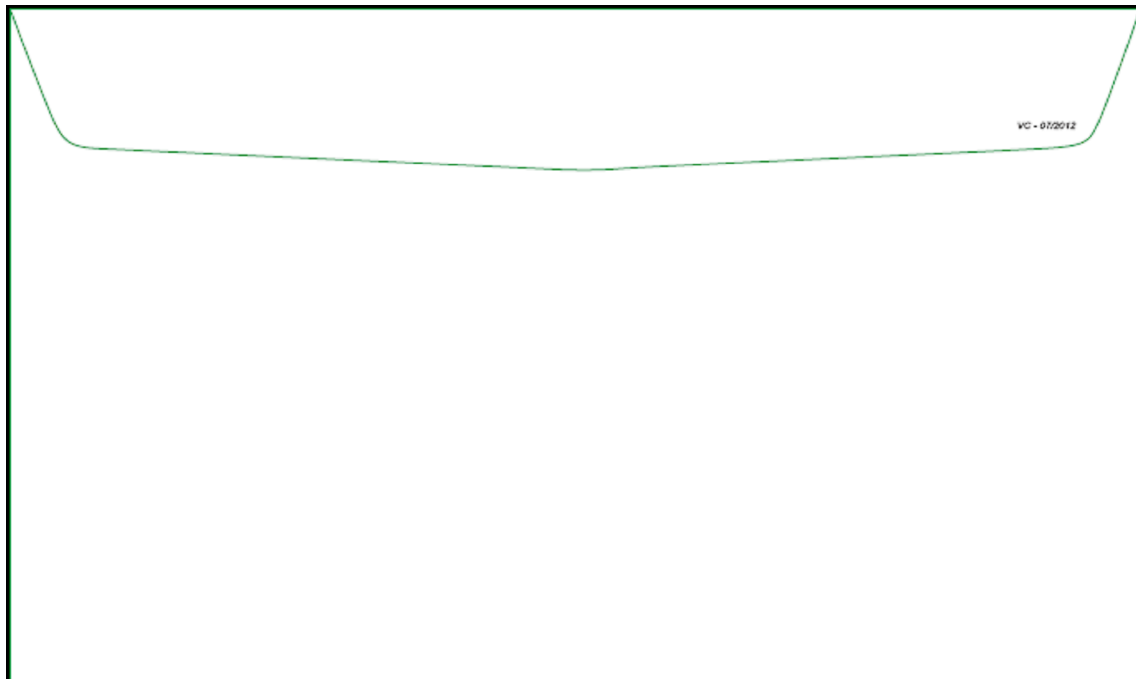
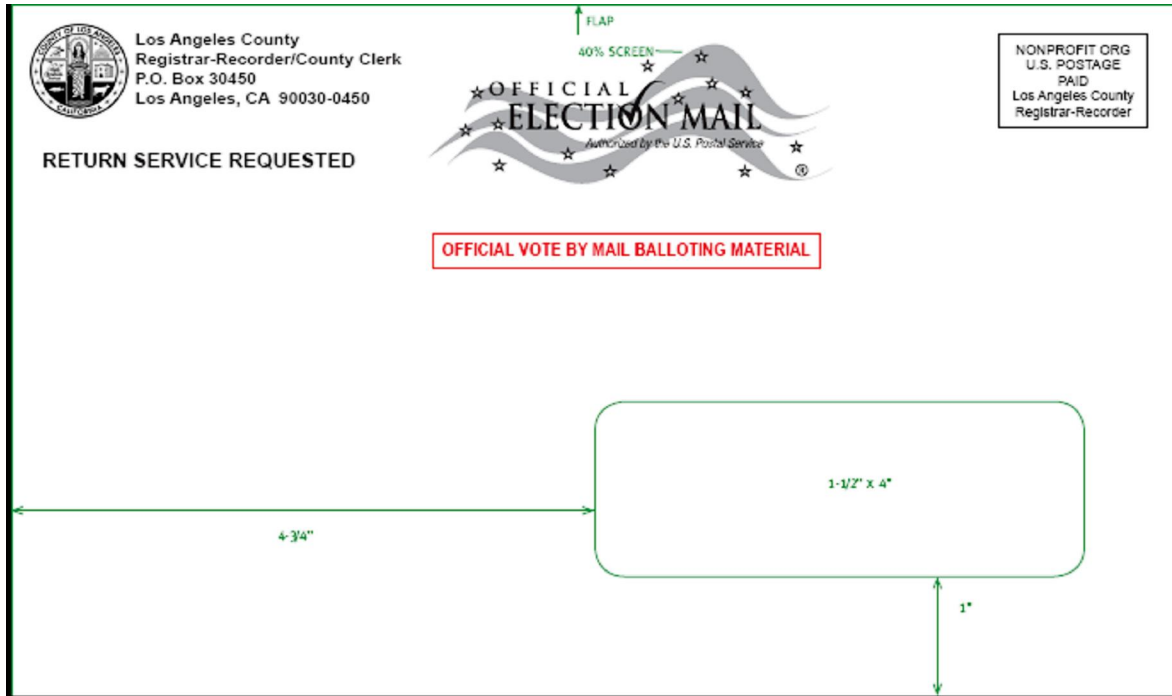
RR/CC review and approval is required for the envelope design/layout whenever an envelope order is placed and must conform to USPS requirements. The design/layout is subject to change for each election. The quantity will vary from election to election.

Size	Height: 5 7/8+x Width: 9 1/2+
Color	As specified by County
Number of Windows	1 window positioned in the lower right
Window Dimensions	Height: x Width:
Window Position Left: <i>(distance from left border of envelope)</i>	
Window Position Bottom): <i>(distance from bottom border of envelope)</i>	
Paper Type (Brand, Weight and/or Texture)	
Sealing Method	Regular glue
Hole Punch	Zero
Quantity	Varies
Printing (Face of Envelope)	Logos - Top left include County of Los Angeles Seal - Top center include an Official Election Mail+logo.
	Return Address: Los Angeles County, Registrar-Recorder/County Clerk, PO Box 30450, Los Angeles, CA 90030-0450+
	Other Text: OFFICIAL VOTE BY MAIL BALLOTING MATERIAL+
Indicia for Outgoing Window Envelope (Four types): <i>Note: The RR/CC will specify the quantity of envelopes for each indicia type.</i>	(1) First Class: FIRST-CLASS MAIL U.S. POSTAGE PAID Los Angeles, CA Permit No. 26426+ (2) Standard Non Profit: NONPROFIT ORG U.S. POSTAGE PAID Los Angeles County Registrar-Recorder+ (3) Federal Frank (for Military and Overseas Voters): U.S. Postage Paid, 39 USC 3406, PAR AVION+ or (4) Blank (no indicia)
See sample outgoing envelopes used in an actual election on the next page. (Subject to change)	

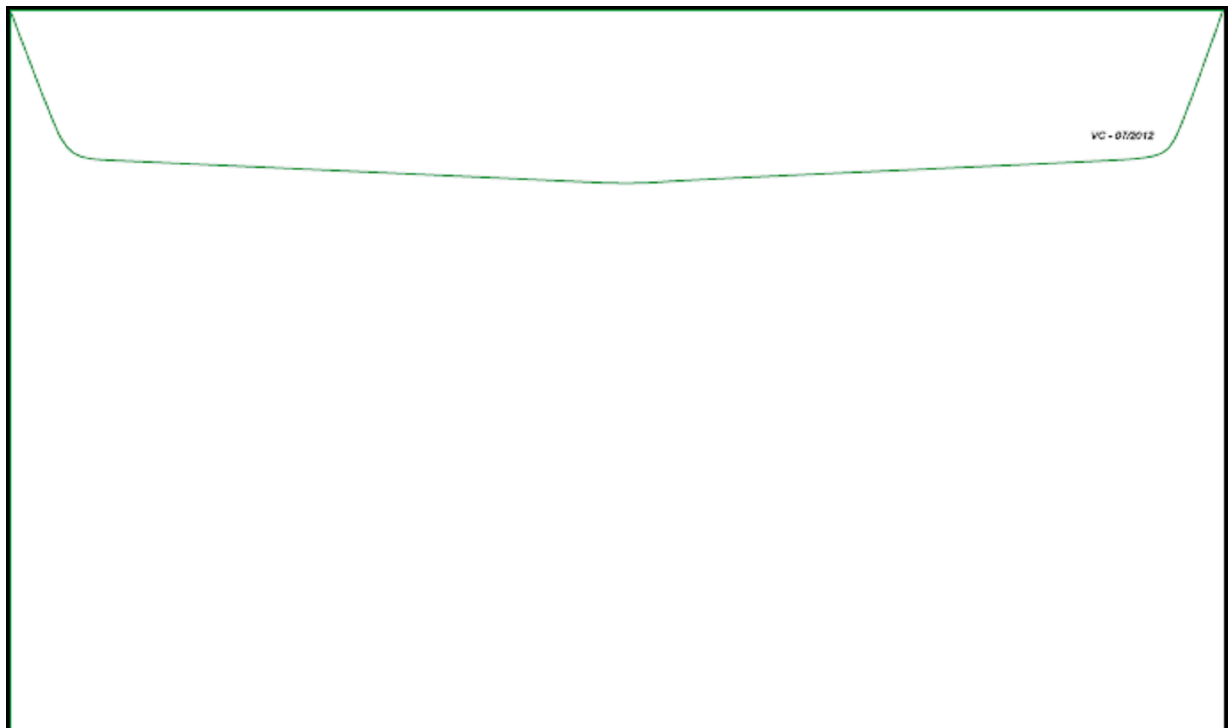
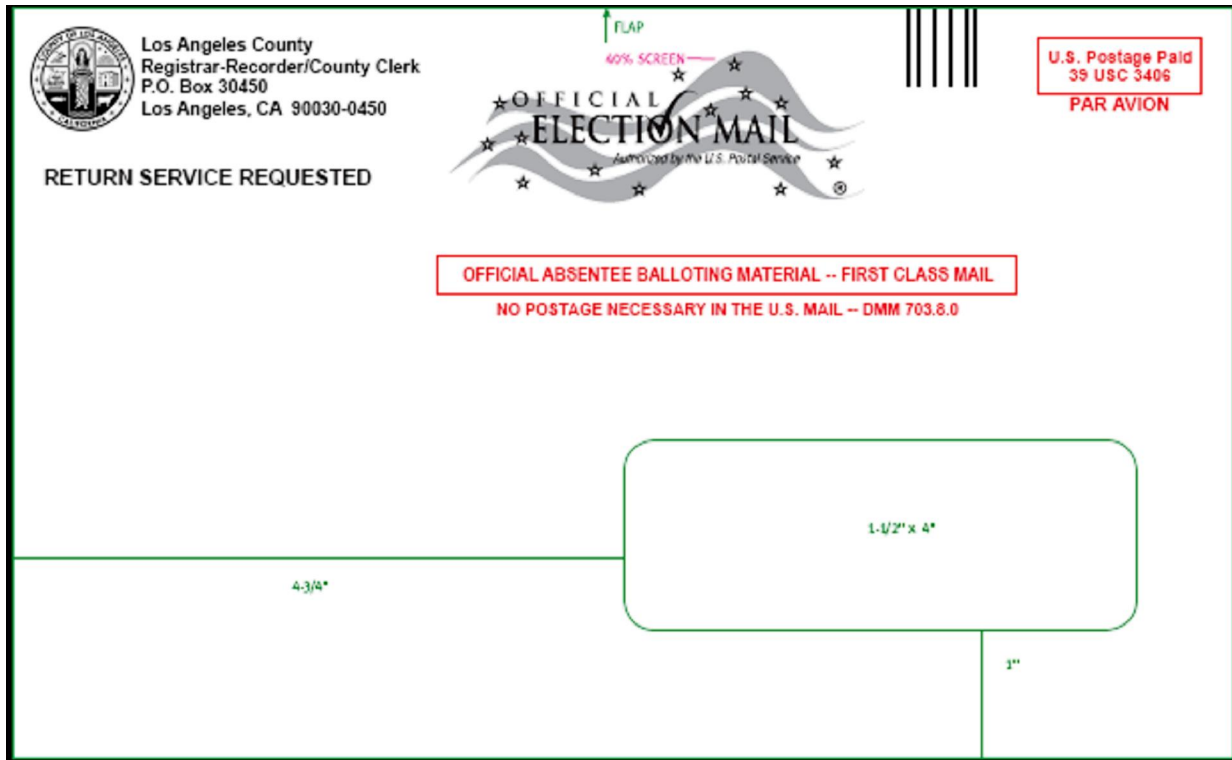
Sample First-Class Outgoing Envelope (1 of 4)



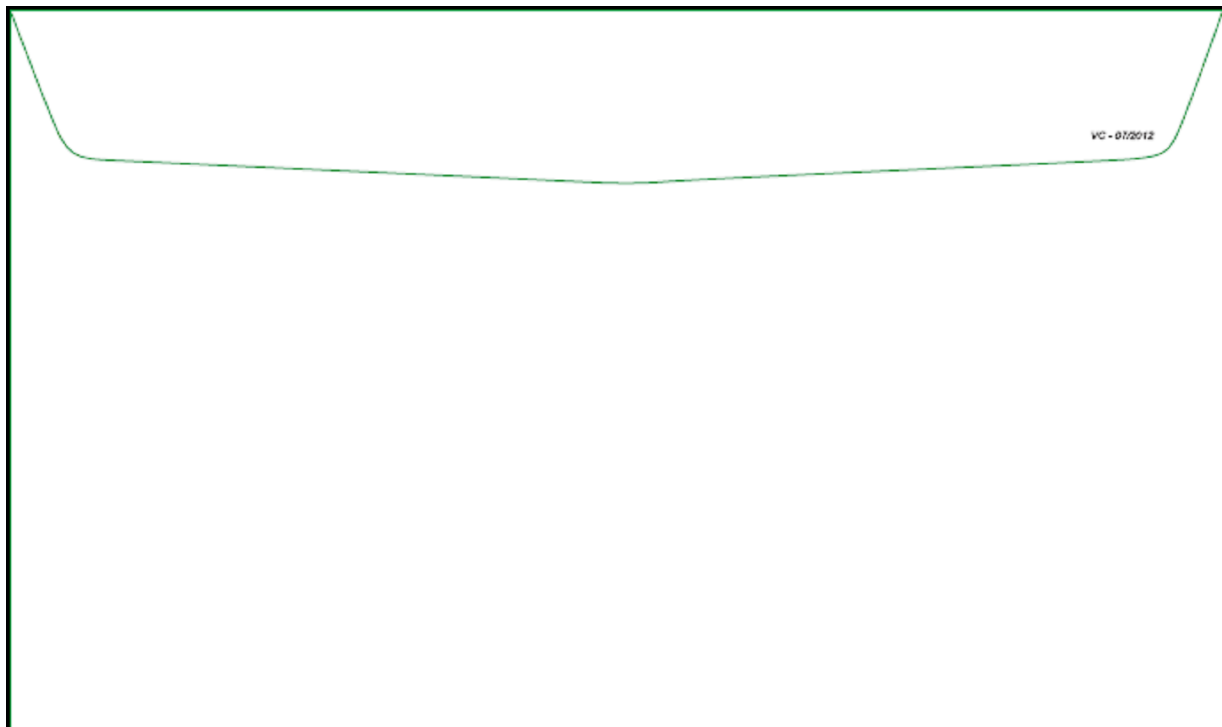
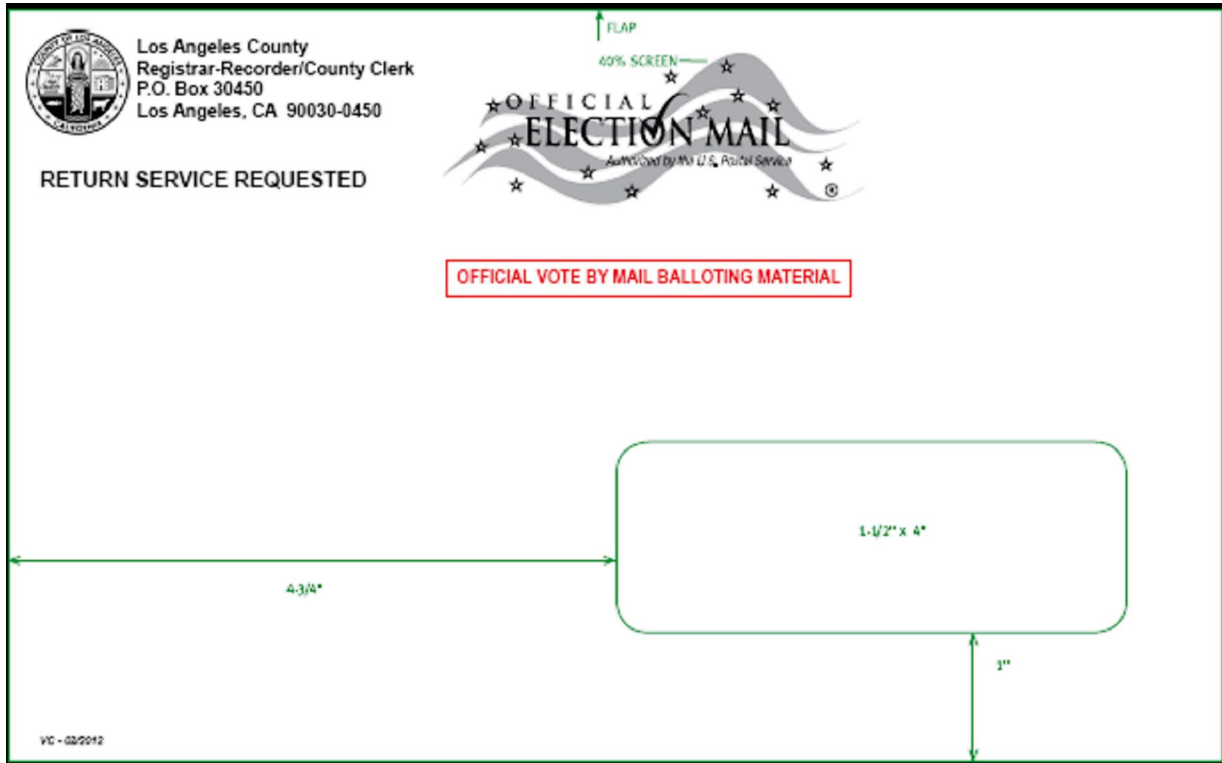
Sample Non Profit Outgoing Envelope (2 of 4)



Sample Federal Frank Outgoing Envelope (3 of 4)



Sample Blank Outgoing Envelope (4 of 4)



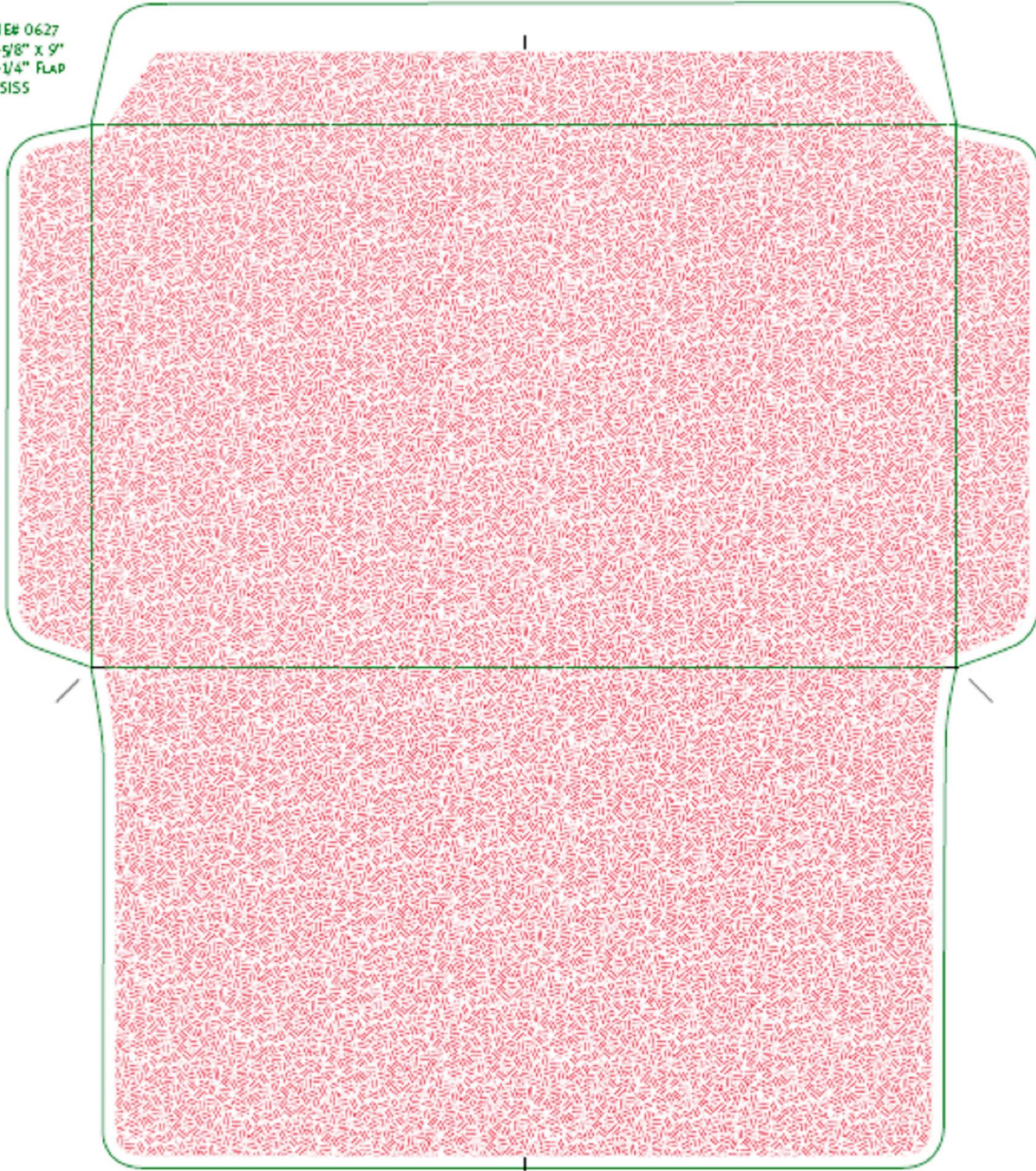
SAMPLE "RETURN" BALLOT ENVELOPE SPECIFICATIONS

RR/CC review and approval is required for the envelope design/layout whenever an envelope order is placed and must conform to USPS requirements. The design/layout is subject to change for each election. The quantity will vary from election to election.

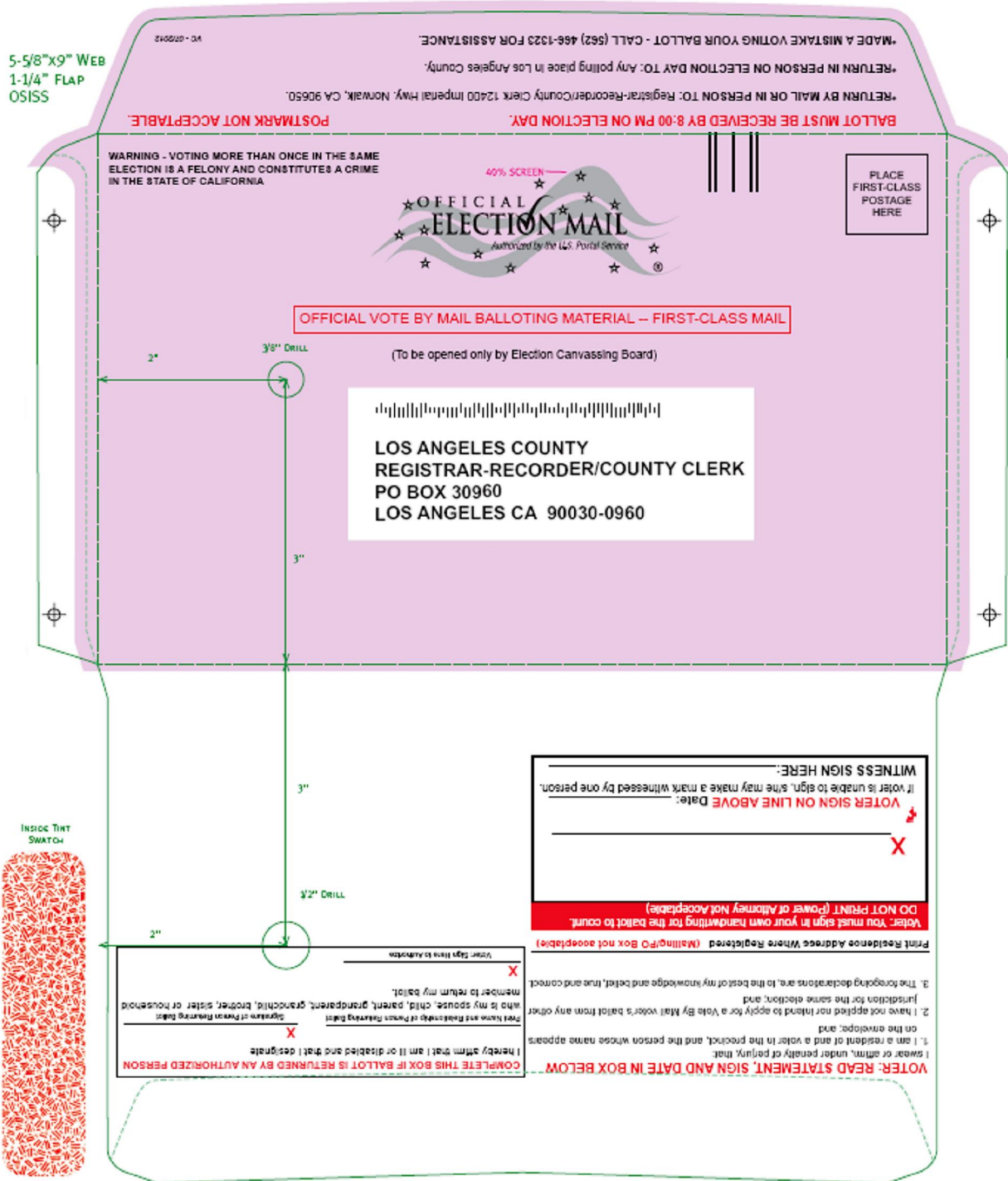
Size	Height: 5 5/8+Width: 9+
Number of Windows	Zero
Window Dimensions	N/A
Window Position Left (distance from left border of envelope)	N/A
Window Position Bottom (distance from bottom border of envelope):	N/A
Paper Type (Brand, Color, Weight and/or Texture)	As specified by County
Flood Coated	
Sealing Method	Regular glue
Hole Punch (County shall work with CONTRACTOR to ensure that the specifications and placement of the hole are approved by USPS)	Placement: Length: 3+ x Width: 2+ from the lower left hand corner of the envelope. Diameter of the hole shall be no more than ½+ and no less than 3/8+.
Printing (Face of Envelope)	The return address should include a County of Los Angeles Seal to the left of %Los Angeles County, Registrar- Recorder/County Clerk, PO Box 30450, Los Angeles, CA 90030-0450.+ The top center of the envelope should include an %Official Election Mail+logo. Include the statement %OFFICIAL VOTE BY MAIL BALLOTING MATERIAL+
Indicia for Return Envelope (3 types) The RR/CC will specify the quantity of each type:	(1): Courtesy Reply: %Place First-Class Postage Here+ (2) Business Reply: %No Postage Necessary if Mailed in the United States+ (3) Federal Frank: %U.S. Postage Paid, 39 USC 3406, PAR AVION per DMM 703.8.0+ or
See sample return ballot envelopes used in an actual election on the next page. (Subject to change)	

**APPENDIX B
STATEMENT OF WORK, ATTACHMENT A**

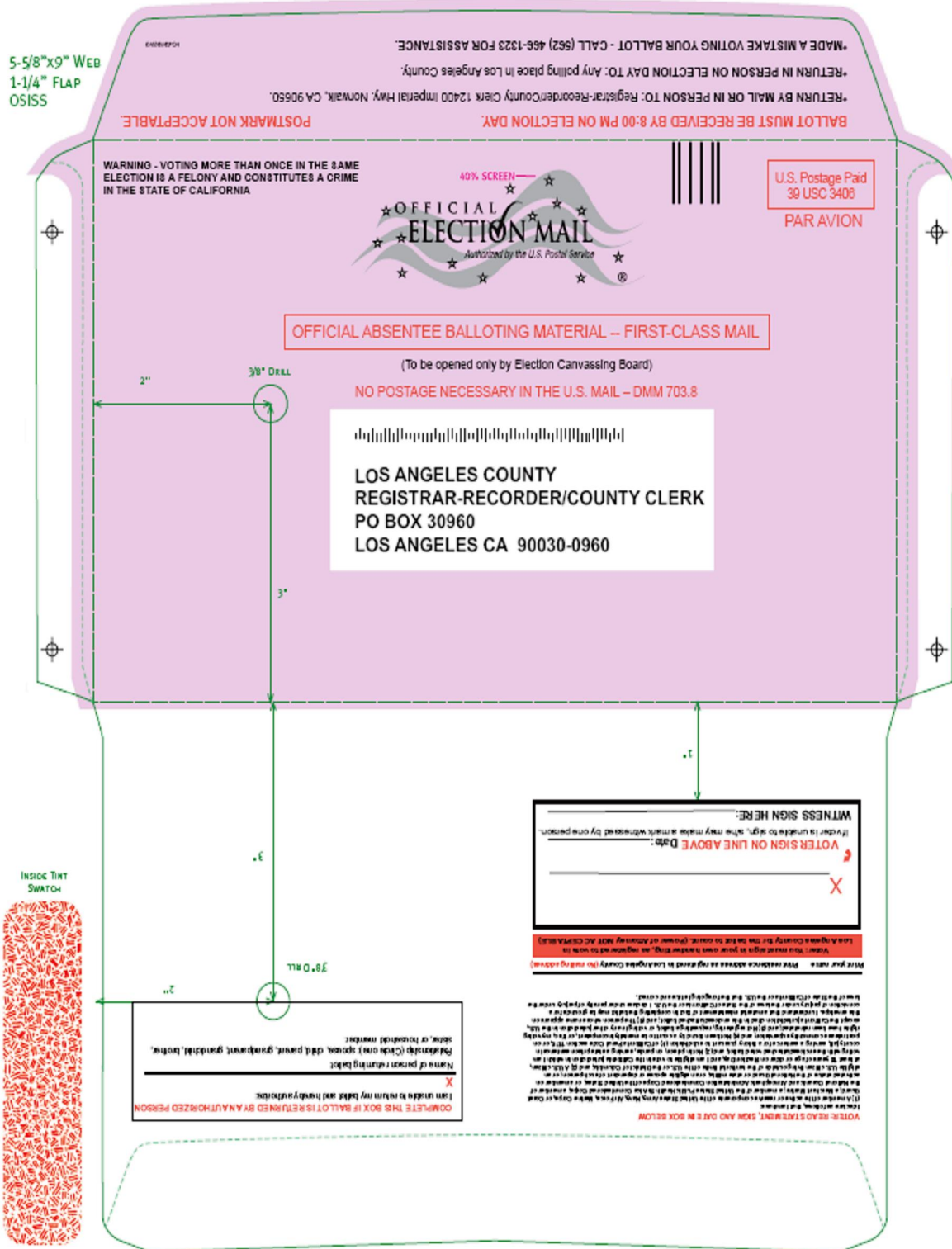
DIE# 0627
5-5/8" X 9"
1-1/4" FLAP
OSISS



SAMPLE FIRST CLASS RETURN ENVELOPE (2 of 3)



SAMPLE MILITARY AND OVERSEAS RETURN ENVELOPE (3 of 3)



ATTACHMENT B- List of USPS Sectional Center Facilities (SCF)

SCF

Sectional Center Facility is a processing and distribution center (P&DC) of the United States Postal Service (USPS) that serves a designated geographical area defined by one or more

LOS ANGELES	7001 S CENTRAL AVE	LOS ANGELES	CA	90052-9998	(213) 586-2719
LONG BEACH	2300 REDONDO AVE	LONG BEACH	CA	90809-9998	(562) 494-2300
PASADENA	600 LINCOLN AVE	PASADENA	CA	91109-9997	(626) 304-7112
SANTA CLARITA	28201 FRANKLIN PKWY	SANTA CLARITA	CA	91383-9997	(661) 775-7807
INDUSTRY	15421 E GALE AVE	CITY OF INDUSTRY	CA	91715-9998	(626) 855-6522
SAN DIEGO	11251 RANCHO CARMEL DR	SAN DIEGO	CA	92199-9709	(858) 674-0109
SAN BERNARDINO	1900 W REDLANDS BLVD	SAN BERNARDINO	CA	92403-9996	(909) 335-4531
SANTA ANA	3101 W SUNFLOWER AVE	SANTA ANA	CA	92799-0101	(714) 662-6474
ANAHEIM	5335 E LA PALMA AVE	ANAHEIM	CA	92899-9998	(714) 701-2663
SANTA BARBARA	400 STORKE RD	GOLETA	CA	93199-9997	(805) 961-0710
BAKERSFIELD	3400 PEGASUS DR	BAKERSFIELD	CA	93380-9000	(661) 392-6102
FRESNO	1900 E ST	FRESNO	CA	93706-8000	(559) 497-7615
SALINAS	1011 POST DR	SALINAS	CA	93907-8000	(831) 770-7144
SAN FRANCISCO	1300 EVANS AVE	SAN FRANCISCO	CA	94124-1769	(415) 550-5638
OAKLAND	1675 7TH ST	OAKLAND	CA	94615-0001	(510) 874-8252
NORTH BAY	1150 N MCDOWELL BLVD	PETALUMA	CA	94999-9998	(707) 778-5230
SAN JOSE	1750 LUNDY AVE	SAN JOSE	CA	95101-9998	(408) 437-6700
STOCKTON	3131 ARCH AIRPORT RD	STOCKTON	CA	95213-9998	(209) 983-6351
EUREKA	337 W CLARK ST	EUREKA	CA	95501-9903	(707) 778-5254
SACRAMENTO	3775 INDUSTRIAL BLVD	WEST SACRAMENTO	CA	95799-0100	(916) 373-8128
REDDING	2323 CHURN CREEK RD	REDDING	CA	96002-9998	(530) 223-7500

ATTACHMENT C- SAMPLE ELECTION TIMELINE

1 REQUEST FOR ELECTION PLAN IS GIVEN TO CONTRACTOR

- A. Approximately 120 days before **(E-120)** the date of all scheduled elections.
- B. A minimum of 61 days before **(E-61)** the date of all special elections.

2. ENVELOPE ORDER GIVEN TO CONTRACTOR

- A. Approximately 120 days before **(E-120)** the date of all scheduled elections.
- B. A minimum of 61 days before **(E-61)** the date of all special elections.

3. CONTRACTOR INSERTING/INJETTING SERVICES AT RR/CC

- A. CONTRACTOR must test inkjet and inserter equipment between **E-120 and E-78**.
- B. Contractor shall report to RR/CC *up to* 78 days before the date of an election through Election Day **(E-78 until E-0)**, as specified by the RR/CC in the Election Plan.
- C. CONTRACTOR will print/insert daily files provided by the RR/CC from 29 through 4 days **(E-29 to E-4)** before the date of an election.

4. CONTRACTOR PRESORTING SERVICES

- A. Presorting services may occur up to 57 days through 30 days before the date of an election **(E-57 to E-30)**, as designated by the RR/CC.

5. CONTRACTOR STORAGE SERVICES

- A. Storage takes place 57 days to 30 days **(E-57 to E-30)** before the date of an election, unless otherwise specified by the RR/CC.

6. CONTRACTOR TRANSPORT OF MASS MAIL PACKAGES (PERMANENT

- A. Transport mass file takes place 29 before **(E-29)** the date of all elections.

7. CRITIQUE SESSION

- A. Final day of services

APPENDIX C

CONTRACT DISCREPANCY REPORT AND PERFORMANCE REQUIREMENTS SUMMARY (PRS) CHART

VOTE BY MAIL ELECTION MAILING SERVICES

APPENDIX C

CONTRACT DISCREPANCY REPORT AND PRS CHART

VOTE BY MAIL ELECTION MAILING SERVICES

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PERFORMANCE REQUIREMENTS SUMMARY (PRS) CHART

VOTE BY MAIL ELECTION MAILING SERVICES

SPECIFIC PERFORMANCE REFERENCE	SERVICE	MONITORING METHOD	STANDARD DEVIATION	DEDUCTION/FEEES TO BE ASSESSED
Statement of Work (SOW): Task 1 (Kick-off Meeting)	Attend mandatory kick-off meeting.	Sign in Sheet	None	\$1,000
SOW: Task 2 (Election Planning & Management)	Contractor shall submit a comprehensive election plan upon request from the RR/CC prior to all elections by the due date.	Submittal of Plan	No Deviations	\$500 per occurrence
SOW: Subtask 3.1 (Providing Envelopes)	Contractor will provide a written cost estimate and sample stock paper to the RR/CC for testing prior to production.	Inspection & Observation	No Deviations	\$500 per occurrence
SOW: Subtask 3.2 (Designing USPS Approved Envelopes)	Contractor will design envelopes to RR/CC and USPS specifications and notify the RR/CC of any problems or delays in the design and/or approval of envelopes.	Inspection & Observation	No Deviations	\$500 per occurrence
SOW: Subtask 3.3: (Delivery Due Dates of Envelopes)	Contractor will deliver envelopes on or before the delivery due dates.	Inspection & Observation	No Deviations	\$500 per occurrence
SOW: Task 4 (Inkjet Printing)	Contractor will provide inkjet staff, equipment, software, ink.	Inspection & Observation	No Deviations	\$500 per occurrence
SOW: Task 4 (Inkjet Printing)	Contractor will provide inkjet staff, equipment, software and ink. Contractor shall notify the RR/CC of any delays in the processing of the voter file and/or inkjet equipment as soon as possible, even if it is after hours, or on weekends.	Inspection & Observation	No Deviations	\$500 per occurrence
SOW: Task 4, Subtask 4.2 (Extracting and Processing the Voter Registration File)	Extract the mass/daily file(s) notify the RR/CC of any delays in the processing of the voter file and/or inkjet equipment.	Inspection & Observation	No Deviations	\$500 per occurrence
SOW: Subtask 4.3 (Inkjet Printing specifications onto return envelopes)	Contractor shall print specified data on the return ballot envelope according to printing specifications	Inspection & Observation	No Deviations	\$500 per occurrence

APPENDIX C
CONTRACT DISCREPANCY REPORT & PRS CHART, EXHIBIT 2
Page 2 of 4

SPECIFIC PERFORMANCE REFERENCE	SERVICE	MONITORING METHOD	STANDARD DEVIATION	DEDUCTION/FEE TO BE ASSESSED
SOW: Task 5 (Inserting Services)	Provide staff to insert election materials into window envelopes using RR/CC inserter machines.	Inspection & Observation	No Deviations	\$500 per occurrence
SOW: Subtask 5.1 (Providing Inserter Equipment, Staff and Services)	During testing, Contractor shall notify the RR/CC of any delays in the inserting of VBM packets.	Inspection & Observation	No Deviations	\$500 per occurrence
SOW: Subtask 5.1 (Providing Inserter Equipment, Staff and Services)	Contractor shall ensure that any technical issues with inserter machines machine are addressed as soon as possible, even if it is after hours, or on weekends.	Inspection & Observation	No Deviations	\$500 per occurrence
SOW: Subtask 5.1 (Providing Inserter Equipment, Staff and Services)	Contractor shall notify the RR/CC of any shortage of VBM inserting material (envelope, VBM instruction, secrecy sleeve, official ballot card, and/or official sample ballot booklet).	Inspection & Observation	No Deviations	\$500 per occurrence
SOW: Task 6 (Presorting services for %Mass file+VBM ballot packages)	Contractor shall notify the RR/CC of any changes in the presorting services facility, at least 30 days prior to the initial date for sorting VBM packets.	Inspection & Observation	No Deviations	\$500 per occurrence.
SOW: Task 6 (Presorting Services for %Mass file+VBM ballot packages)	Contractor shall work with the RR/CC staff to ensure that the Presort facility begins to sort the VBM packets within two (2) hours of receipt of delivery to the facility.	Inspection & Observation	No Deviations	\$500 per occurrence.
SOW: Task 6 (Presorting Services for %Mass file+VBM ballot packages)	Contractor will provide presorting of all completed VBM Ballot Packages.	Inspection & Observation	No Deviations	\$500 per occurrence.
SOW: Task 7 (Storage of completed %Mass file+VBM ballot packages)	Contractor shall notify the RR/CC of any changes in storage services facility, at least 30 days prior to the date of storage.	Inspection & Observation	No Deviations	\$500 per occurrence.
SOW: Task 7 (Storage of completed %Mass file+VBM ballot packages)	Contractor will provide store all completed %mass file+VBM Ballot Packages.	Inspection & Observation	No Deviations	\$500 per occurrence.

APPENDIX C
CONTRACT DISCREPANCY REPORT & PRS CHART, EXHIBIT 2
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SPECIFIC PERFORMANCE REFERENCE	SERVICE	MONITORING METHOD	STANDARD DEVIATION	DEDUCTION/FEEES TO BE ASSESSED
SOW: Task 8 (Mail Verification Services for VBM Ballot Packages)	Contractor will provide mail verification of all completed mass+VBM Ballot Packages.	Inspection & Observation	No Deviations	\$500 per occurrence.
SOW: Task 9 Transport and mailing of mass file to U.S. Postal Service)	Contractor shall notify the RR/CC of any changes in the transport and/or mailing services, at least 30 days prior to the date of transport and/or mailing.	Inspection & Observation	No Deviations	\$500 per occurrence.
SOW: Task 10 (Critique Session)	Contractor shall attend critique session at the conclusion of all elections.	Observation Sign-in Sheet	No Deviations	\$1,000
SOW: Task 11 (Reports and Records)	Contractor shall provide the RR/CC with required reports daily and on an as needed basis.	Submittal of Reports	No Deviations	\$500 per occurrence
SOW: Paragraph 7.3 (Project Manager(s))	Contractor shall notify the RR/CC within 24 hours in writing of any change in name, address, phone number, and e-mail of the Project Manager(s).	Inspection & Observation	No Deviations	\$500 per occurrence
SOW: Paragraph 6.1 (Meetings)	Contractor shall attend all scheduled meetings.	Observation Sign-in Sheet	No more than one (1) missed meeting during any six (6) month period.	\$500 per occurrence.
SOW Task 2.1 (Subcontracting)	Contractor shall obtain RR/CC's written approval prior to subcontracting any work.	Inspection & Observation	No Deviations	\$500 per occurrence
SOW: Paragraph 6.2 (Contract Discrepancy Report)	Upon receipt of a formal Contract Discrepancy Report, Contractor shall submit a plan for correction of all deficiencies identified in writing to County Contract Project Manager within fifteen (15) days.	Inspection & Discrepancy Report	No Deviations	\$500 per occurrence
SOW: Paragraph 7.8 (Contractor's office)	Contractor shall notify the RR/CC in writing within 24 hours of any change in the address or phone number of Contractor's and subcontractor's office.	Observation	No Deviations	\$200 per occurrence

APPENDIX C
CONTRACT DISCREPANCY REPORT & PRS CHART, EXHIBIT 2
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SPECIFIC PERFORMANCE REFERENCE	SERVICE	MONITORING METHOD	STANDARD DEVIATION	DEDUCTION/FEEES TO BE ASSESSED
SOW: Paragraph 7.8 (Contractor's Office)	Contractor shall answer a call received by the answering service within one (1) hour of receipt of the call.	Observation	No Deviations	\$200 per occurrence
SOW: Paragraph 8 (Hours/Day of Work)	Contractor and subcontractor shall support RR/CC's work schedule; report to the RR/CC by 8:00 a.m. PST; and/or work until County designated working time, within a 24 hour period.	Observation	No Deviations	\$500 per occurrence
SOW: Paragraph 9 (Work Schedules)	Contractor shall provide on-site support within eight (8) hours from the time a service call is placed.	Observation.	No more than two (2) occurrences during any year.	\$500 per occurrence and \$1000 per occurrence, beginning with the 3 rd occurrence.
SOW: Paragraph 9 (Work Schedules)	Contractor shall provide on-site support for emergency calls within four (4) hours from the time the service call is placed.	Observation	No more than two (2) occurrences during any year.	\$500 per occurrence and \$1000 per occurrence, beginning with the 3 rd occurrence.
Pricing/Invoicing	Contractor shall provide the RR/CC with a detailed line item invoice of services conducted in accordance to the contract. Quantity and price of each line item must be correct, including taxes.	Submittal of Invoicing	No Deviations	\$200 per occurrence