Request for Information No. 16-04

Modernized Elections System for Washington State

Posting Date: October 15, 2015

Event Timeline: This Request for Information (RFI) is issued by the Washington Office of the Secretary of State (OSOS) under the following schedule. The response deadlines are mandatory and based on Pacific Time.

- Question & Answer Period Begins: October 15, 2015
- Vendor Pre-Response Conference: November 10, 2015, 9:00-11:00 a.m. Phone or in-person attendance is optional. Email RFP Coordinator to register.
- Question & Answer Period Ends: December 2, 2015, 5:00 p.m.
- Vendor Responses Due: December 23, 2015, 5:00 p.m.

RFI Coordinator: Upon release of this RFI, all vendor communication concerning this RFI must be directed to the RFI Coordinator listed below. Vendors shall rely only on written statements issued by the RFI Coordinator.

Written Responses to this RFI should be submitted electronically to the RFI Coordinator listed below. Vendor email must include "OSOS RFI 16-04" in the subject of the email.

Stephanie Goebel
RFI Coordinator
Project Manager
stephanie.goebel@sos.wa.gov
360.725.0301

Written responses should not exceed 40 pages in length.

Introduction

Washington State and County Elections Officials (Washington State Elections Officials) are planning to solicit proposals to procure a Modernized Elections System for Washington State. The intent is to replace the current systems in place throughout the state including:

- 39 County Elections Management Systems/Voter Registration (EMS/VR) Systems (provided by 3 vendors)
- 39 County Online Ballot Delivery System (provided by 2 vendors and the State)
- State Supported Elections Systems:
  - VRDB (Voter Registration Database)
  - VRDB Admin
  - WEI (Washington Election Information) System
    - MyVote, providing personalized election information including:
      - Candidates and measures
      - Ballot drop box location
      - Ballot status
      - Elections in which I voted
      - Districts and elected officials
      - MOVE Act compliant ballot
    - Online Voter Registration
    - Offices Open for Election
    - Online Candidate Filing
    - Candidate Statement Submission
    - Lists of Candidates Who Have Filed
    - Online Voters' Guide
  - WEI Admin
  - WEI Online Help Manual
  - Language Admin Tool (OSOS use only)
  - Initiative Filing
  - Signature Check
  - County Website Hosting
  - Election Night Reporting
  - Election Night Results Mobile App

County ballot creation and Tabulation systems are the only elections systems excluded from the scope of this RFI.

Currently, OSOS development staff supports all of the State Supported Systems listed above. The vendor support relationships in place for the 39 EMS/VR and Online Ballot Delivery Systems vary by county and are established and managed at county discretion.

A response to this RFI is not a mandatory requirement for participation in any subsequent solicitations released by OSOS. However, the results of this RFI will be used in development of future solicitations. Prospective vendors are therefore, strongly encouraged to respond.

All vendor communications concerning this RFI must be directed to the RFI Coordinator and shall become a public record pursuant to Chapter 42.56 Revised Code of Washington (RCW).

No Award

No contract will be awarded via this RFI. This is solely an information gathering process.

Background and Objective

The OSOS and the 39 Counties of Washington State have collaborated to define requirements for a statewide Modernized Elections System that meets or exceeds the requirements of Washington State Elections stakeholders.

No system architecture has been prescribed by the business requirements analysis to date to allow vendors to prescribe a Modernized Elections System that best meets Washington State Elections Officials' needs and desires. While the dispersed architecture currently in place presents challenges with system interoperability, data synchronization and standardization, it provides certain levels of security such as no single point of failure and competition amongst the 3 state-certified EMS/VR providers to ensure an optimal level of support and service to counties ranging in size from 1,500 to 1,200,000 registered voters.

At the time of RFP, vendors will be asked to be creative in formulating their solutions: whether it be a single, custom solution to satisfy all requirements, or an integration of best-of-breed Commercial off the Shelf Systems (COTS), or something in between and unconceived.

Responses to this RFI will aid Washington State Elections Officials in crafting a detailed and complete Request for Proposal (RFP). Our anticipated high-level timeline for the RFP follows:

- February 22, 2016 Posting
- April 30, 2016 Responses Due
- June 2016 Vendor Demonstrations
- 2017-2019 Biennium Legislative Budget Request
- 1Q 2017 Announcement of Apparently Successful Contractor
- 2Q 2017 Project Kickoff

The RFP will be a System Integrator RFP. Meaning that a single vendor will be required to respond as lead, or System Integrator. A system integrator may have multiple or no subcontractors. Subcontractors may partner with one or more System Integrator.

Public Records

Materials – including the response to this RFI – provided to OSOS are subject to the Public Records Act, Chapter 42.56 RCW. Upon request, public records are disclosed consistent with the Act. Accordingly, please do not include any confidential or proprietary information with your response to this RFI.

However, this RFI will close following the 1Q 2017 Announcement of Apparently Successful Contractor in order to protect vendor RFI responses from public disclosure during the RFP submission time period.

Likewise, RFI responses will be handled with strict confidentiality to protect vendors' competitive information.

Data Sizing Information

The following data are *statewide estimates* based upon an extrapolation of common data measurements available from a representative group of 10 counties for the General Election Year 2014 (January – December).

Registered Voters   3,851,566
Registration Additions 225,108
Registration Updates   2,490,595
Cancels   63,525
Inactivates   191,358

Technical Requirements

The Technical Requirements embedded as Exhibit A are intended to provide a starting point; any solution advanced under this RFI should possess these Technical Requirements. However, the Technical Requirements as set forth herein may not ultimately be used in any subsequent solicitations.

OSOS is required to safeguard all data related to the services provided to the state of Washington citizens. The Office of the Chief Information Officer (OCIO) sets statewide requirements for maintaining system and network security, data integrity and confidentiality. All vendors who enter into a partnership with OSOS will be required to meet the security standards as set forth in the OCIO Policy 141.10, Securing Information Technology Assets, Exhibit A. Specifically, vendors must comply with the requirements to ensure:

- Access to information technology assets is allowed only by authorized individuals.

- Integrity and privacy of information technology assets (including data) is maintained.

- Misuse or loss of information technology assets is prevented.

Vendors are encouraged to review the OCIO Policy on Securing Information Technology Assets as referenced above and provide a brief response on how their system meets the state of Washington's security requirements.

Response

It is requested that vendors participating in the RFI submit a Written Response. The information received will assist in the development of a subsequent solicitation that Washington State Elections Officials may issue.

Vendors shall provide answers to the following questions and requests:

1. Exhibit B contains business requirements for the Washington State Modernized Elections System. (Note the scope of requirements excludes ballot creation and Tabulation.) Vendors are requested to validate and proof the business requirements to identify any requirements they believe have overlooked. Please provide a list of additional business requirements you recommend we consider for inclusion in a future RFP.

2. Also pertaining to business requirements in Exhibit B, please identify any requirements you believe to be exotic. In other words, identify any requirements that you believe are uncommon, difficult to fulfill, or for any other reason contribute significant cost and/or time to the Modernized Elections System? Please identify which, if any, of the identified requirements are exotic and why.

3. Exhibit A contains the WA OCIO IT Security policies. Within Exhibit B, there is a worksheet titled "Critical Election Periods". Washington State Elections Officials desire a solution that balances the provision of uninterrupted services during critical election periods with cost. Please provide a recommendation for high availability.

4. Exhibit A contains the WA OCIO IT Security policies. Within Exhibit B, there is a worksheet titled "Critical Election Periods". Washington State Elections Officials desire a solution that balances the provision of uninterrupted services during critical election periods with cost. Please provide a recommendation for disaster recovery.

5. Please provide a recommendation for system integration approach and methodology, which most effectively supports the specified business requirements and other concerns mentioned in the Background and Objective section.

6. Please provide a recommendation for project management approach and methodology, which most effectively supports the specified business requirements, other concerns mentioned in the Background and Objective section and project values of transparency and collaboration amongst the state's 40 separately elected Elections Officials.

7. Please provide a recommendation for funding approach and cost distribution, which most effectively supports the specified business requirements, other concerns mentioned in the Background and Objective section and project values of transparency and collaboration amongst the state's 40 separately elected Elections Officials. Please include citations of the recommended approach in place throughout state and local governments.

8. Please provide a recommendation for data conversion and migration, which most effectively supports the specified business requirements, other concerns mentioned in the Background and Objective section and project values of transparency and collaboration amongst the state's 40 separately elected Elections Officials.

9. Please provide a recommendation for <u>user experience design approach and methodology</u>, which most effectively supports the specified business requirements, maximum stakeholder usability and adoption and project values of transparency and collaboration amongst the state's 40 separately elected Elections Officials.

10. Please provide a recommendation for <u>system support, including service and maintenance, service level agreements and helpdesk</u>, which most effectively supports the specified business requirements, other concerns mentioned in the Background and Objective section and project values of transparency and collaboration amongst the state's 40 separately elected Elections Officials.

11. Please provide a recommendation for <u>contract vehicles and strategies</u> in support of your recommended approach to system support and system integration.

12. Please provide a recommendation for <u>testing</u>, complete through final acceptance testing and to include a mock election.

13. Please provide a recommendation for <u>training</u>. Elections Administrators and Staff around the state possess an intimate familiarity with their existing systems. We will require a training plan that enables county and state users to develop a high degree of comfort with the replacement system(s) in advance of go-live in order to support a seamless implementation for all Washington State elections stakeholders. Training to include internal users and administrators/IT support staff.

14. Please provide a recommendation for <u>documentation, including internal, external, and administrator</u>.

15. Please provide a recommendation of <u>voter outreach</u> requirements for the Modernized Elections System.

16. Please provide a <u>timeline estimate</u> for implementation of your envisioned solution in response to business requirements in Exhibit B and your responses to items 1 – 14 above.

17. Please provide a <u>cost estimate</u> for implementation of your envisioned solution in response to business requirements in Exhibit B and your responses to items 1 – 15 above.