



Request for Proposals for Elections System

Prepared for the **CITY OF PHILADELPHIA**

December 28, 2018 | **Submitted by KNOWiNK**

December 28, 2018

Office of Innovation and Technology
Joyce Spindler
Gayle Ruggeri
Re: City of Philadelphia Election System Request for Proposals

Dear Ms. Barroso, Ms. Spindler and Ms. Ruggeri:

As the birthplace of the Republic, Philadelphia holds a special status in American political life and can lead the way in maintaining confidence in the election process. As such, the City of Philadelphia (the City) requires the nation's leading certified electronic poll book (EPB) vendor to implement and support an EPB solution in the City. KNOWiNK has implemented its Poll Pad EPB solution in more than 650 jurisdictions in the United States. As a result of this experience, we are the nation's leading and most preferred electronic poll book, and will bring unparalleled benefits to the City if selected as its preferred EPB vendor.

The assurance we will provide the best system, service and support: KNOWiNK's Poll Pad has been used in [REDACTED] elections across Pennsylvania, [REDACTED] and [REDACTED] states since 2011. Our customers used [REDACTED] Poll Pads in the 2018 Midterm election that contained [REDACTED] million voter records and checked-in nearly [REDACTED] million voters nationwide without a scalability or security incident. The Poll Pad was also used to complete [REDACTED] same day/election day registrations. And approximately [REDACTED] of our [REDACTED] jurisdictional clients used the Poll Pads in more than [REDACTED] vote centers.

Our solution, the Poll Pad, has been shown to reduce long lines and provide a user-friendly and reliable means of processing voters while significantly simplifying the process of preparing, performing and closing an election. We pledge to provide the best customer experience, quality commercial-off-the-shelf (COTS) hardware, and training/documentation. And, most importantly, we will deliver the combination of usability, functionality and cost that the City requires.

No security risks: Pennsylvania, California and Elections Canada Tested the Poll Pad and found it secure. The Poll Pad solution has been twice certified by the State of Pennsylvania in 2014 and again for our new application version in 2018. Jurisdictions enjoy peace of mind and cost savings from not having to take on the responsibility of testing the security of the Poll Pad solution. This year, the Offices of the Secretaries of State for **Pennsylvania and California** reviewed both the Poll Pad and ePulse application codes line-by-line, found it secure, and certified the Poll Pad for use in their elections. [REDACTED]

[REDACTED]

[REDACTED]

We look forward to next steps in this Request for Proposal process. Should you require any additional documentation or clarification please contact me at your earliest convenience.

All the best,



Scott Leiendecker
Managing Director, KNOWiNK
314-398-5060 | scott@knowink.com



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City Required Appendices

- Appendix B: City Tax and Regulatory Statement**
- Appendix D-1: Anti-Discrimination Policy**
- Appendix E: Technical Requirements Compliance Matrix**
- Appendix G: Cost Proposal**
- Appendix H: Mandatory Electronic Disclosure Form**
- Appendix J: Project Documents**
 - (a) Implementation Plan
 - (b) Detailed Statement of Work
 - (c) Detailed Project Schedule
 - (d) A Milestone Payment Schedule

KNOWiNK Provided Appendices

- Appendix 1: KNOWiNK Financial Statements**
 - Most Recent Balance Sheet
 - Most Recent Profit and Loss Statement
 - 2017 Reviewed Financial Statements
 - 2016 Reviewed Financial Statements
- Appendix 2: KNOWiNK Documentation and Training Guides**
 - Poll Pad Training Guide
 - Poll Pad Troubleshooting Guide
 - Printer Troubleshooting Guide
 - Poll Pad Opening Checklist
 - Poll Pad Closing Checklist
 - Poll Pad Administrator Operation Guide
 - Pre-Deployment Checklist
- Appendix 3: Testing and Quality Assurance**
 - Testing Policies and Procedures
 - Regression Test at Feature Level Template

The Poll Pad® – KNOWiNK's ePollbook

Poll Pad is a secure electronic voter check-in tool used by election authorities across North America.

The Poll Pad solution provides a seamless electronic voter check-in and verification process for election authorities across North America. Poll Pad is a secure Apple iPad application requiring no appendages for operation.

- Process voters in approximately 30 to 45 seconds; mitigate long lines with fast and secure voter look-up.
- Built-in election management and reporting tools; elections can be finalized and submitted within hours of election close.
- Efficiencies translate into reduced polling place staffing; jurisdictions can realize Election Day staffing reductions up to 50%.
- Customizable workflow presents required steps according to each jurisdiction’s requirements and preferences.
- Improved accuracy and reduced preparation time and storage requirements with the elimination of paper logs.
- Poll workers cannot leave the application without a password, preventing user error, a line slow-down, or creating a potential security issue.

**The Poll Pad
solution
integrates
with all voting
systems.**

a simple, secure, and easy-to-use solution

KNOWiNK combines the knowledge of election officials with former government and commercial information technology professionals to deliver a total solution: the Poll Pad electronic poll book and ePulse election management application.

The scale of Poll Pad deployments we handle varies from small jurisdictions that require one to three Poll Pads, to jurisdictions deploying more than 1,800 Poll Pads. Our deep knowledge and experience serving jurisdictions with a broad range of diverse demographics means we provide the right training solution for each of our clients. Our experience, technical solution, election worker training, and Election Day coverage provide election officials the confidence that we will ensure success in the most critical hour.

KNOWiNK's mission is to improve the election experience for voters, poll workers and election officials. Our core application, the Poll Pad, is a time- and cost-saving voter check-in solution for election officials, governments, and taxpayers. We offer a robust support team and all support and development work is done in-house within the United States.

KNOWiNK Knows Elections

Our proven software has been the choice of over [REDACTED] States, [REDACTED]. The Poll Pad has been subjected to extensive certifications processes in Canada and the states of Pennsylvania and California.

Our Elections Experienced is Unsurpassed

The Poll Pad was used in two presidential elections, has supported over [REDACTED] elections, and checked-in over [REDACTED] million voters, including [REDACTED] million in a single day without incident. As a result, our hardware and software has been put to the test unlike any other EPB solution available.

The Poll Pad Application is the Most Widely Used

The Poll Pad is used in over [REDACTED] states, [REDACTED] for its federal parliamentary election. Poll Pad is the select vendor for statewide jurisdictions like [REDACTED] and supports the majority of voters in [REDACTED] and [REDACTED]. We also support the largest counties in more EPB-using states than our competitors.

No Election Day Failures

We by far exceed the competition in terms of deploying our solution in large counties and jurisdictions. [REDACTED]

[REDACTED]

COMPANY NAME

KNOWiNK LLC

HEADQUARTERS

2111 Olive Street, St. Louis, Missouri

COMPANY STATISTICS

Years in Business: 7

Clients in Government Sector: [REDACTED]

KNOWiNK Poll Pads Deployed: [REDACTED]

COMPANY PERSONNEL

Administrative & logistical support: 6

Application development: 16

Client maintenance and support: 20

Sales: 3

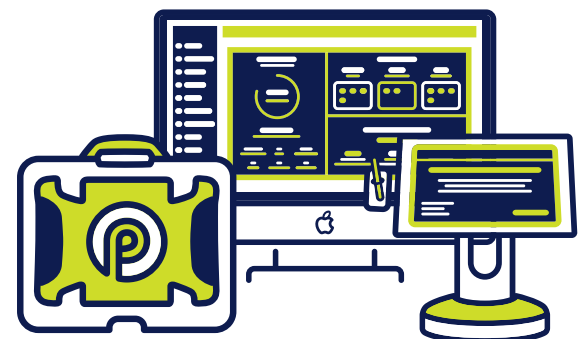
ACCOLADES

Arch Grant

Since winning a prestigious Arch Grant in 2013, KNOWiNK has become one of the fastest growing election software companies with a thriving national presence.

50 Fastest Growing Companies

The St. Louis Business Journal recognized KNOWiNK in their 2017 Fastest Growing Companies Awards.



We have a warehouse and full-time staff dedicated to configuring, kitting and shipping your devices

Our headquarters in St. Louis includes a large warehouse facility to configure, kit and ship your Poll Pads. Our proven warehouse manager and his team have deployed over [REDACTED] units in [REDACTED]

Commercial-off-the-shelf hardware for affordable and easy to access products

The iPad, carrying case, printers and printer paper are all commercial-off-the-shelf (COTS) hardware. This allows the City to quickly receive their Poll Pad kits while keeping the price low.

We are partnering with Woman-Owned Business Election Works to provide all COTS hardware except the iPads on our behalf to the City.

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

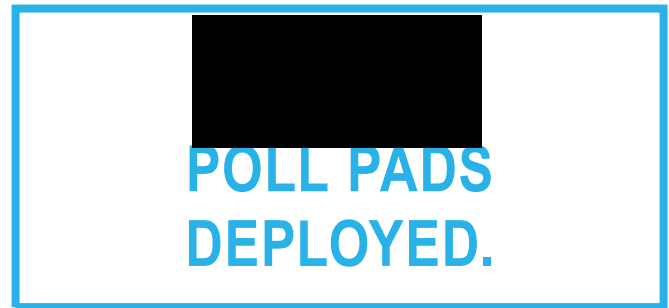
[REDACTED]

[REDACTED]

[REDACTED]

The Complete Poll Pad Solution.

The Poll Pads are preconfigured and shipped in individual, stackable green cases that are durable and waterproof. Each Poll Pad case contains the complete solution for voter check-in: the iPad, charging cable, iPad stand, two styluses, thermal printer; and the scanning document shelf. Election authorities can oversee and report on Poll Pad hardware; issue and asset tracking; and vote center operations on ePulse, the web-based election management back-end system.



3.1 Company Overview

Provide a company overview that includes the following information:

1. Name, street address, mailing address if different, email address, and telephone and facsimile numbers of the Applicant.

KNOWiNK, 2111 Olive St, St. Louis, MO 63103, liz.megli@knowink.com, Tel: (855) 765-5723, Fax: 314.499.8692

2. Year established (include former firm names and year each applied). Identify the country and state in which the firm was incorporated or otherwise organized.

2011, Missouri, USA

3. Type of ownership and parent company and subsidiaries, if any. Include dates of any corporate mergers and/or acquisitions including all present and former subsidiaries with dates of all re-structuring since the founding date.

KNOWiNK is a Limited Liability Corporation. Since our founding in 2011, we have acquired one company, Election Administrators, in 2015.

4. Address and telephone number of production facility(s) where any of the work is to be accomplished (if different than item a); name, address, and telephone number of the proposed project manager.

[Redacted]
Phone: 314.302.1068
Address: 2111 Olive St., St. Louis, MO 63103

“
Poll workers and voters especially appreciated how easy the Poll Pads are to use...it’s really a wow factor.[!!!]
”

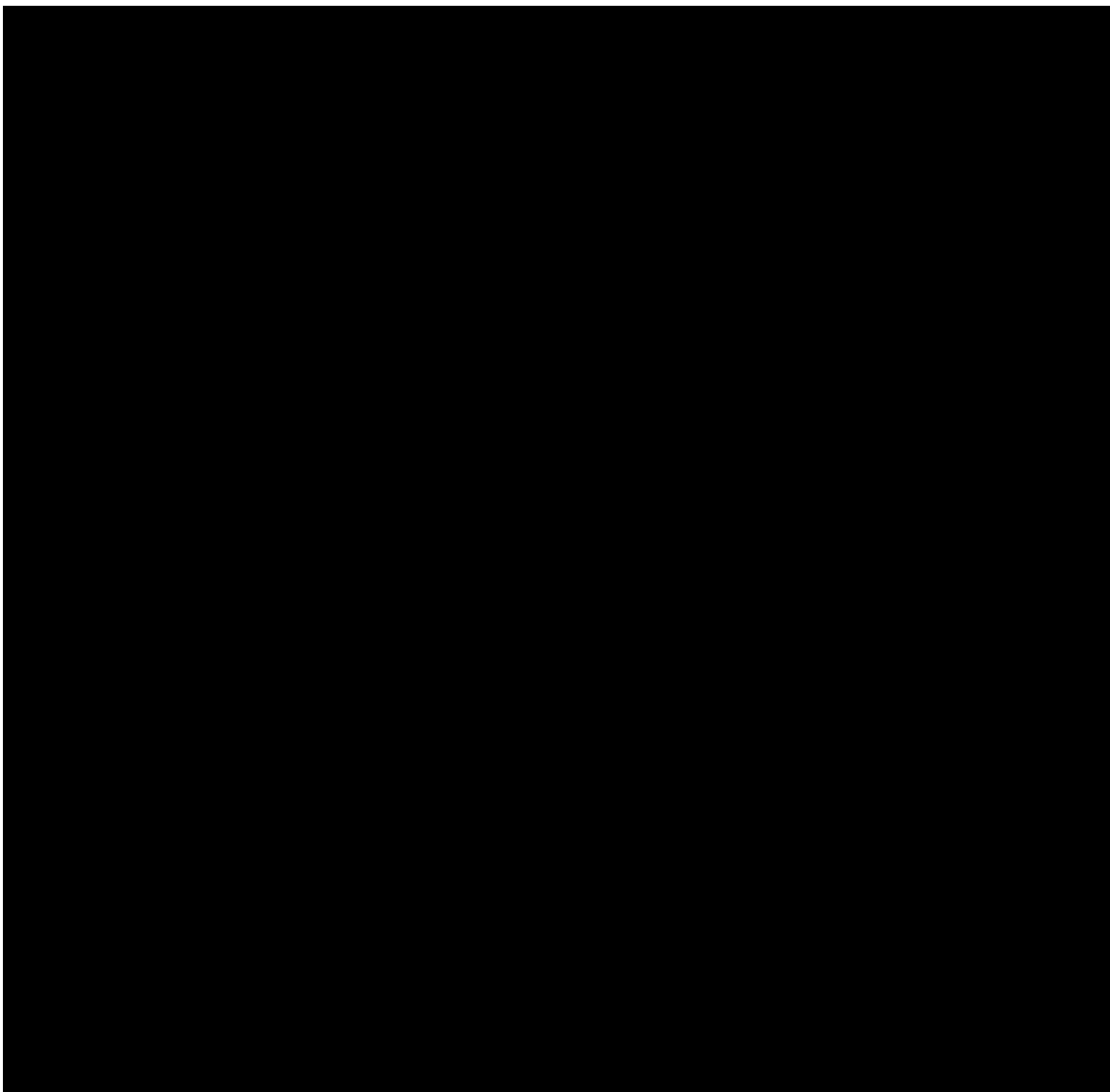
[Redacted]
[Redacted]



5. A narrative description and organization chart depicting the management of the Applicant's organization and its relationship to any larger business entity.

Since 2011, KNOWiNK has grown to [REDACTED] full-time employees, including [REDACTED] full-time in-house developers and [REDACTED] client support services team members. KNOWiNK is a single member Limited Liability Corporation owned by Managing Director Scott Leiendecker. Scott served as the youngest Election Director in the history of St. Louis and later served on the U.S. EAC commission to oversee elections in Kosovo. During this time, Scott developed a vision to improve efficiencies of the voter check-in process with a reliable, secure and user-friendly electronic poll book. In 2011, Scott founded the company KNOWiNK.

Since its founding, KNOWiNK has become the leading EPB software solution on the market. We have grown to currently serving [REDACTED] jurisdictional clients and, during the 2018 election, we deployed more than [REDACTED] Poll Pads loaded with [REDACTED] million voter records to provide voter check-ins for nearly [REDACTED] million voters. Since our founding, we have taken no outside investments in the company.





Our Founder: A Solution Invented by an Election Director for Election Officials

KNOWiNK's CEO Scott Leiendecker, the creator of the Poll Pad concept, is an election expert and former Election Director for the City of St. Louis. He transformed the St. Louis City Election Board by updating an outmoded system that resulted in better protection of voters and significantly improved the efficiency of the Election Board.

During his time at the City of St. Louis Board of Election Commissioners, Scott oversaw a \$2.5 million annual budget and managed more than 25 full-time employees. He successfully implemented the Help America Vote Act (HAVA) and the Missouri Centralized Voter Registration (MCVR), being the first in the State to implement MCVR.

The St. Louis City Mayor and Board of Alderman recognized Scott for his leadership for helping to restore the public trust in the election process. He also received a resolution from the Missouri House and Senate for his commitment to fair, transparent elections and praise from the U.S. Election Assistance Commission (EAC) for the City's improvement.

In 2010 Scott accepted a commission from the U.S. EAC to Kosovo where he helped oversee the country's first-ever parliamentary election. Following his commission, Scott left the St. Louis City Election Board in 2011 to develop and implement the first tablet-based electronic poll book solution, the Poll Pad.

"While at the EAC, I worked directly with Scott on implementing HAVA and experienced his **commitment to fair, transparent and efficient elections**. Having worked with Scott for more than 15 years, I have witnessed first-hand his leadership and **commitment to the U.S. elections process** on many occasions, and especially his innovative spirit to serve election officials and voters with new technology that **improves efficiency and lowers the cost of elections.**"

- Paul DeGregorio

Former Chairman, U.S. Elections Assistance Commission
Senior Advisor, Association of World Election Bodies



more than [REDACTED] years of combined election administration experience

Founded in 2011 by former election officials, we created our solution to help election officials save taxpayer time and money, and maintain efficient and transparent elections. Our team’s extensive election experience uniquely qualifies KNOWiNK to understand and address each election authority’s specific needs.

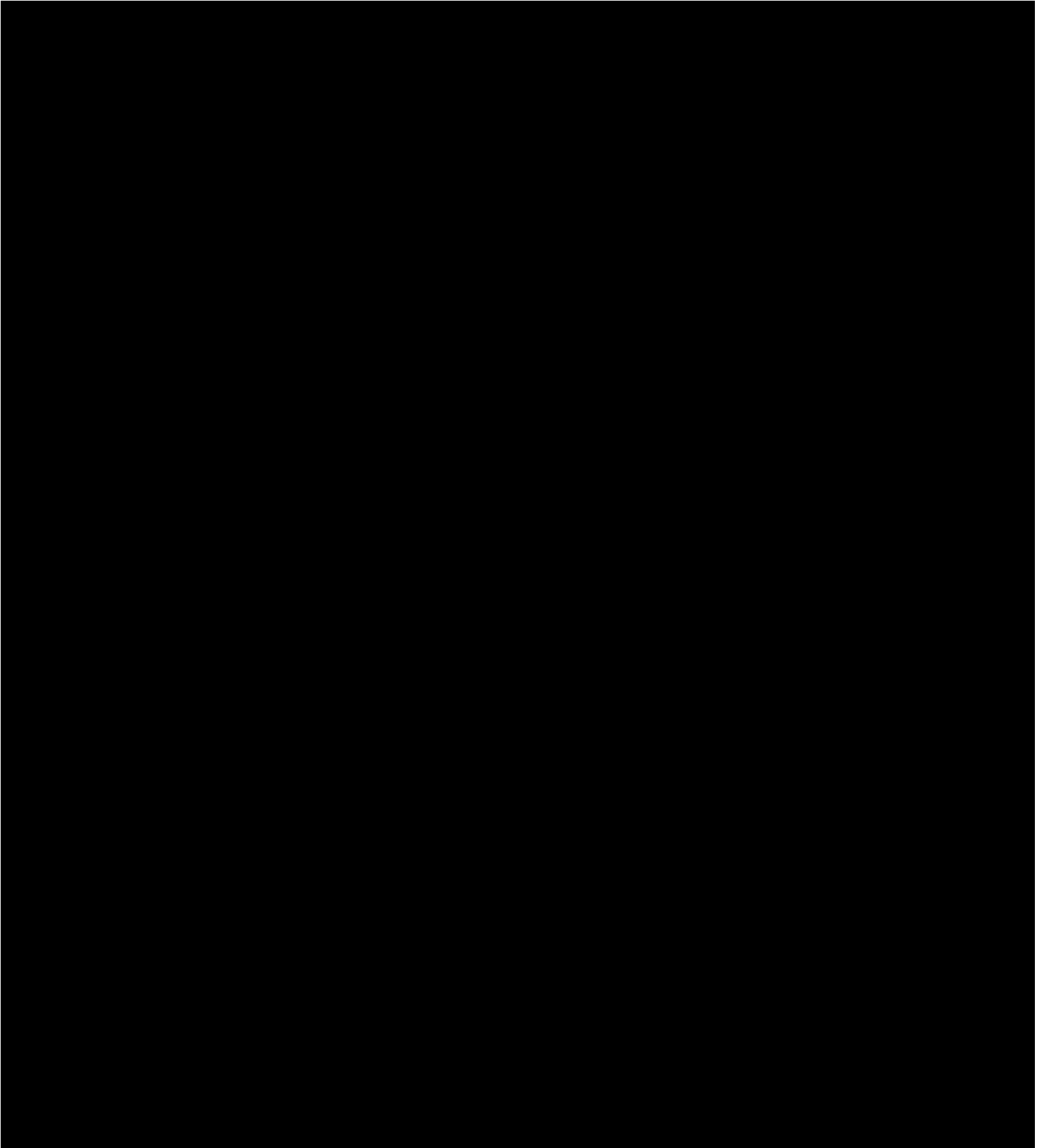
Staff Highlights: Proven Quality and Experience

KNOWiNK personnel [REDACTED] are all former election directors—coming from jurisdictions in [REDACTED]—and have more than [REDACTED] years of combined elections experience. [REDACTED] managed the information technology department for seven years at a large jurisdiction’s election board. In total, we have [REDACTED] former election administrators on staff to provide our customers with the best support.

This depth of experience and knowledge of the election process from a jurisdictional perspective means we have election know-how, understand what our clients need and want, and are familiar with the challenges and limitations they are faced with. We are here to help. We understand elections from both the government and vendor perspectives and use this knowledge to serve our clients well.



KNOWiNK Team Members with Election Administration Experience

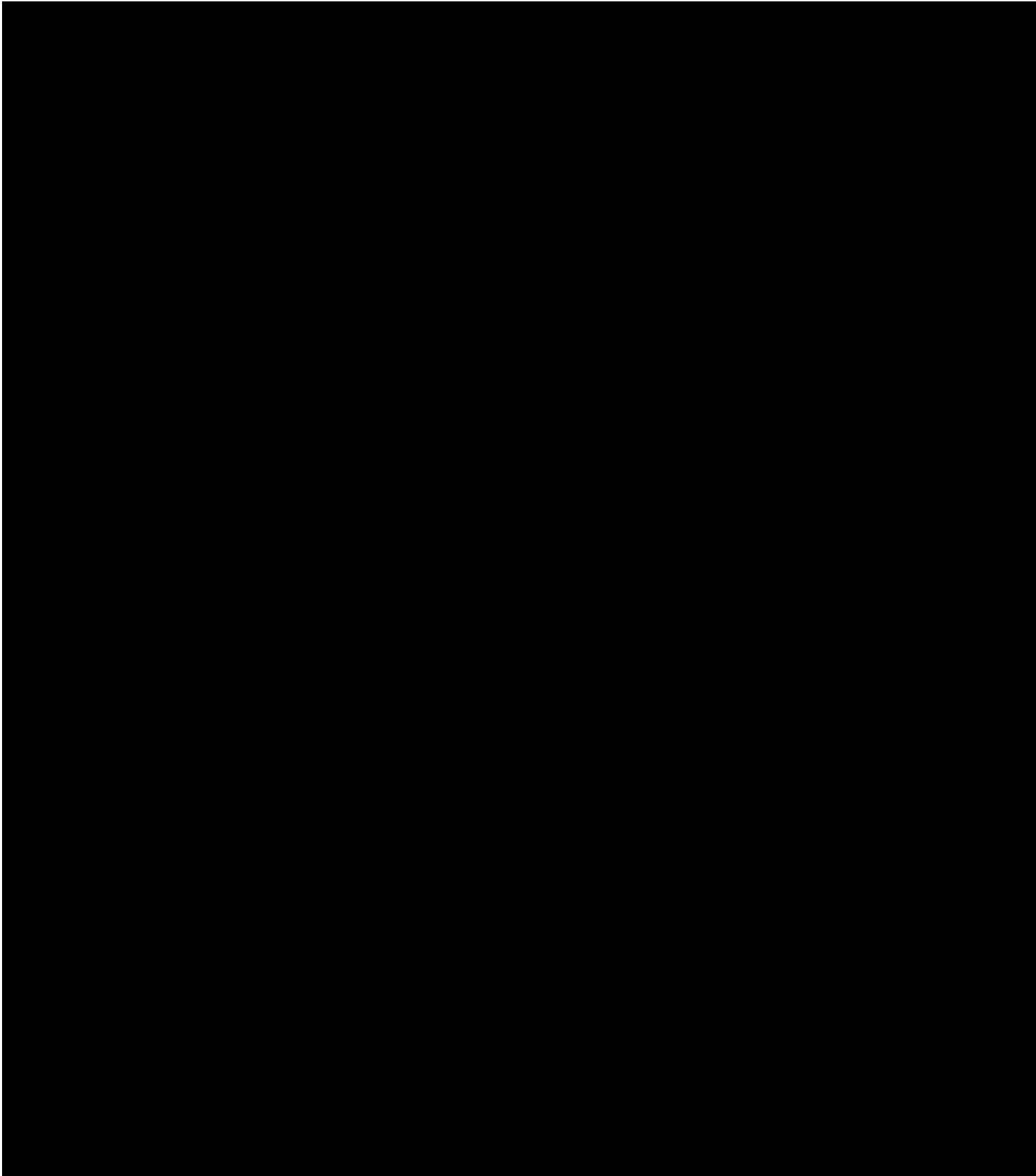


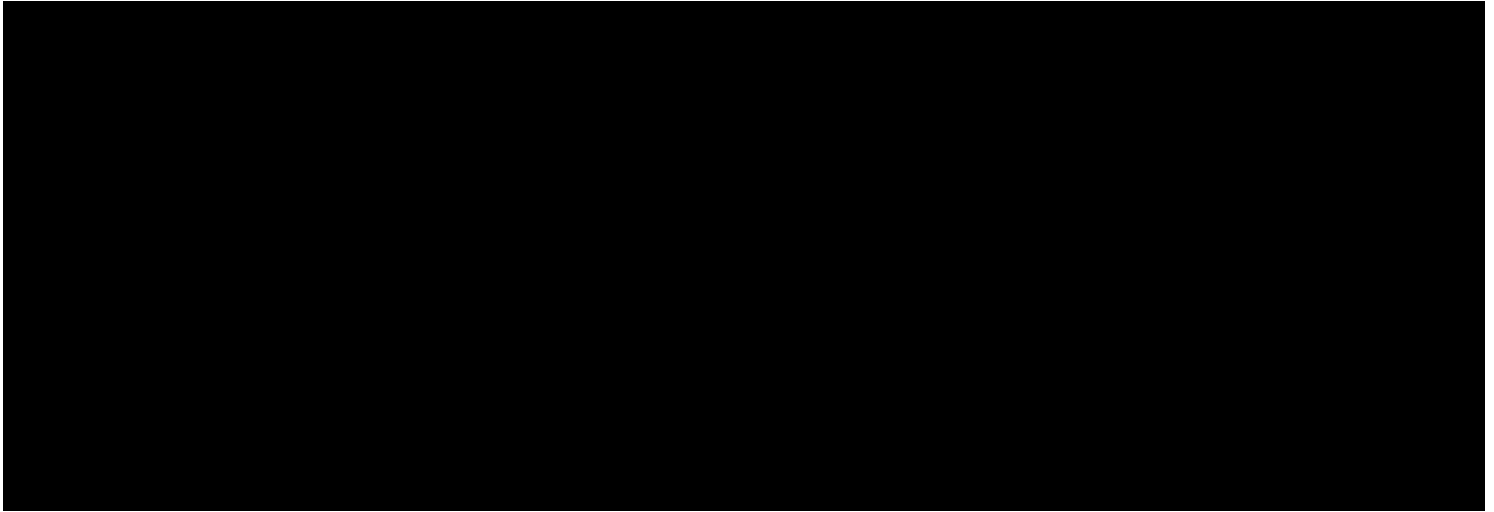


6. A description of the overall operations of the Applicant, the number and scope of other projects currently ongoing or set to begin in the near future (the 30 most recent such contracts shall be sufficient; applicants may list more than 30).

OUR EXPERIENCE

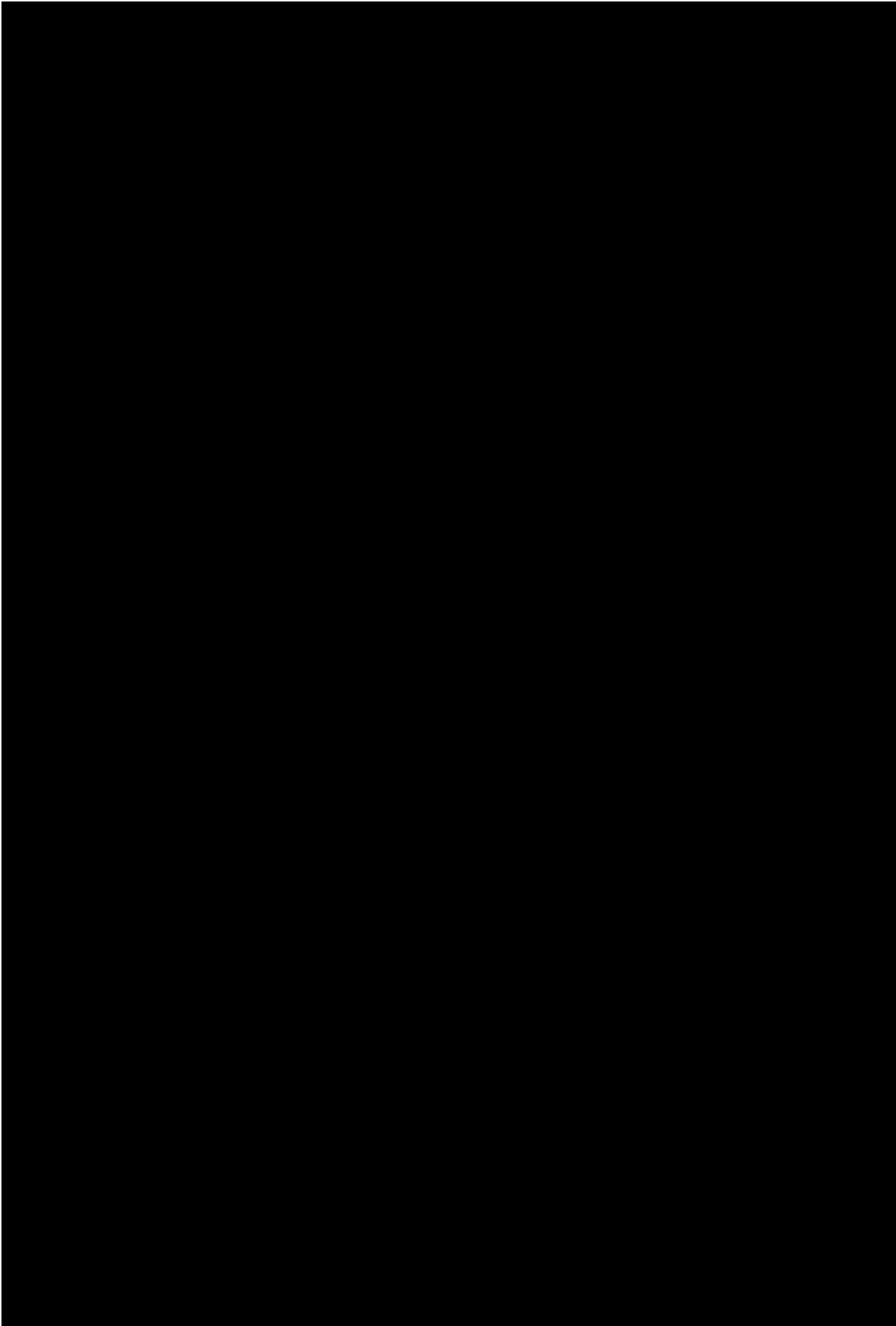
KNOWiNK's Poll Pad has been used in more than [REDACTED] elections across [REDACTED] states and [REDACTED] since 2007. Our [REDACTED] jurisdictional customers used [REDACTED] Poll Pads in the 2018 Midterm election that contained [REDACTED] million voter records and checked-in nearly [REDACTED] million voters nationwide without a scalability or security incident. The Poll Pad was also used to complete [REDACTED] same day/election day registrations. And approximately [REDACTED] of our [REDACTED] jurisdictional clients used the Poll Pads in a vote center model. In 2016, we purchased Election Administrators (EA).





7. Describe any prior operating experience in the Philadelphia region. Specifically, identify (i) all projects in the last five years on which Applicant has worked that are valued at over \$100,000 and located in the City of Philadelphia, (ii) any contracts valued at over \$100,000 entered into with the City of Philadelphia in the last five years; and (iii) any contracts valued at over \$100,000 entered into with any other government entity in the last five years (the 30 most recent such contracts shall be sufficient; applicants may list more than 30).

While we have no prior experience working with the City of Philadelphia, we do have extensive experience with state, county, and city government entities across the United States. We also have implementation experience in Commonwealth countries. A list of government contracts held by KNOWiNK that are valued at more than \$100,000 is provided on the following pages.



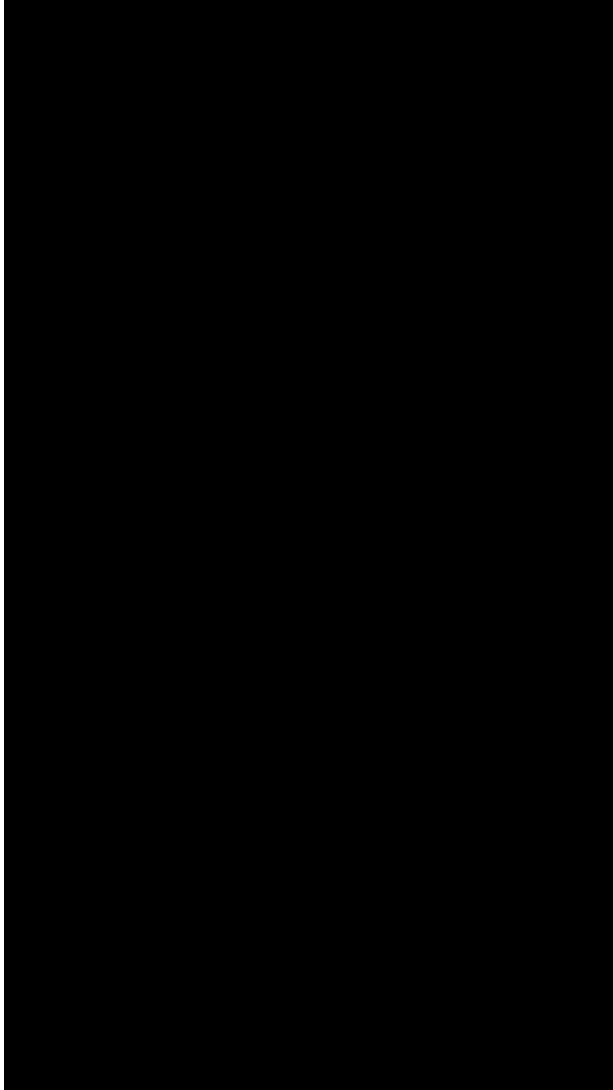


Table 2 (Continued). Government contracts held by KNOWiNK that are valued at more than \$100,000



8. Provide, at Applicant's option, any additional information not specifically listed above which demonstrates the qualifications of the Applicant to perform the scope of work specified in this RFP.

KNOWiNK offers many advanced election management back-end tools for the City's use. Many of these features require WiFi or Cellular connectivity. These tools allow the City to see voter turnout in near real-time, monitor the status of Poll Pads, and remotely lock or disable a Poll Pad if there is a security issue at a Polling Place. We have summarized the many features KNOWiNK's solution offers below and on the following pages.

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[illegible]

ePulse® – KNOWiNK's Central Command Back-End

ePulse is a secure web-based back-end election management system for use at the City level.

ePulse is an all-inclusive election management suite designed to give administrators real-time access to monitor their election as a whole. All Poll Pads connect to this central hub where voter check-in data is securely transferred via WiFi or cellular networks in near real time. This tool allows for administrators to oversee the operation of individual precincts and Poll Pads including battery life of the device, average check-in times, number of ballots issued or spoiled and more; all the while ensuring the election authority can directly contact poll workers via video or text message for speedy trouble resolution.

ePulse Capabilities

- Customizable real-time and election night reporting
- Ballot tracking
- Inventory tracking
- Election Day issue tracking
- Poll worker time-tracking
- Video communications from Poll Pads to ePulse
- Run concurrent elections
- Update voter rolls minutes before an election

ePulse has numerous modules that give the City a complete view to manage elections. The following pages highlight the major ePulse modules that come with the Poll Pad solution.

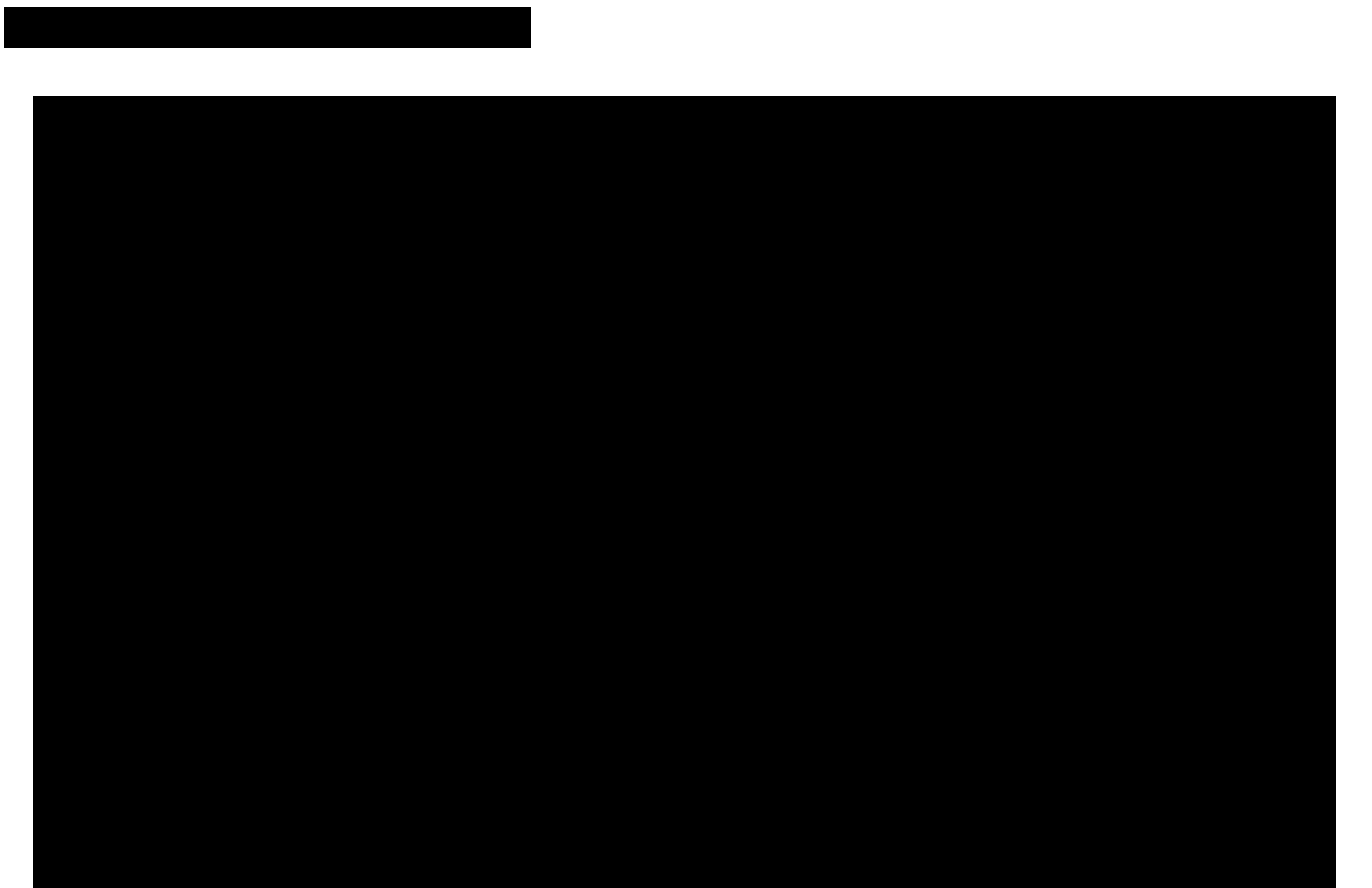
"The Poll Pad solution and KNOWiNK customer service consistently meet [REDACTED] County's unique needs. ePulse allows us to change a voter from one ballot style to another, a feature we could not do with our previous system. We highly recommend KNOWiNK's Poll Pad solution. "

ePulse Module: iTrack Issue Tracking

ePulse provides a method to assign election incident reports to technicians and track their resolution. iTrack is a module built into ePulse and is divided into incident tracking and incident viewing/reporting. Reporting an incident allows the user to assign incidents to specific technicians, as well as detail what devices were affected by the incident, in which location or vote center, and whether the incident is open, pending, or closed. Issue creation, updates, and close are all timestamped, and the user that performed each event is logged in the system. iTrack allows for a method to track technicians and their GPS coordinates via a smartphone application that runs on iOS and Android operating systems.

KNOWiNK provides in-depth training and troubleshooting guides for in-office tech support and on-site personnel. Tech support personnel in the election office access the iTrack Issue Tracking system to log issues, assign them to devices and poll workers, and deploy techs out to the field to resolve incidents on-site. Using iTrack, Tech Support can communicate with poll workers via text messaging and video chat to get a first-hand understanding of what the poll worker is encountering.

iTrack is available in ePulse on a web browser and as a mobile application.





[Redacted]

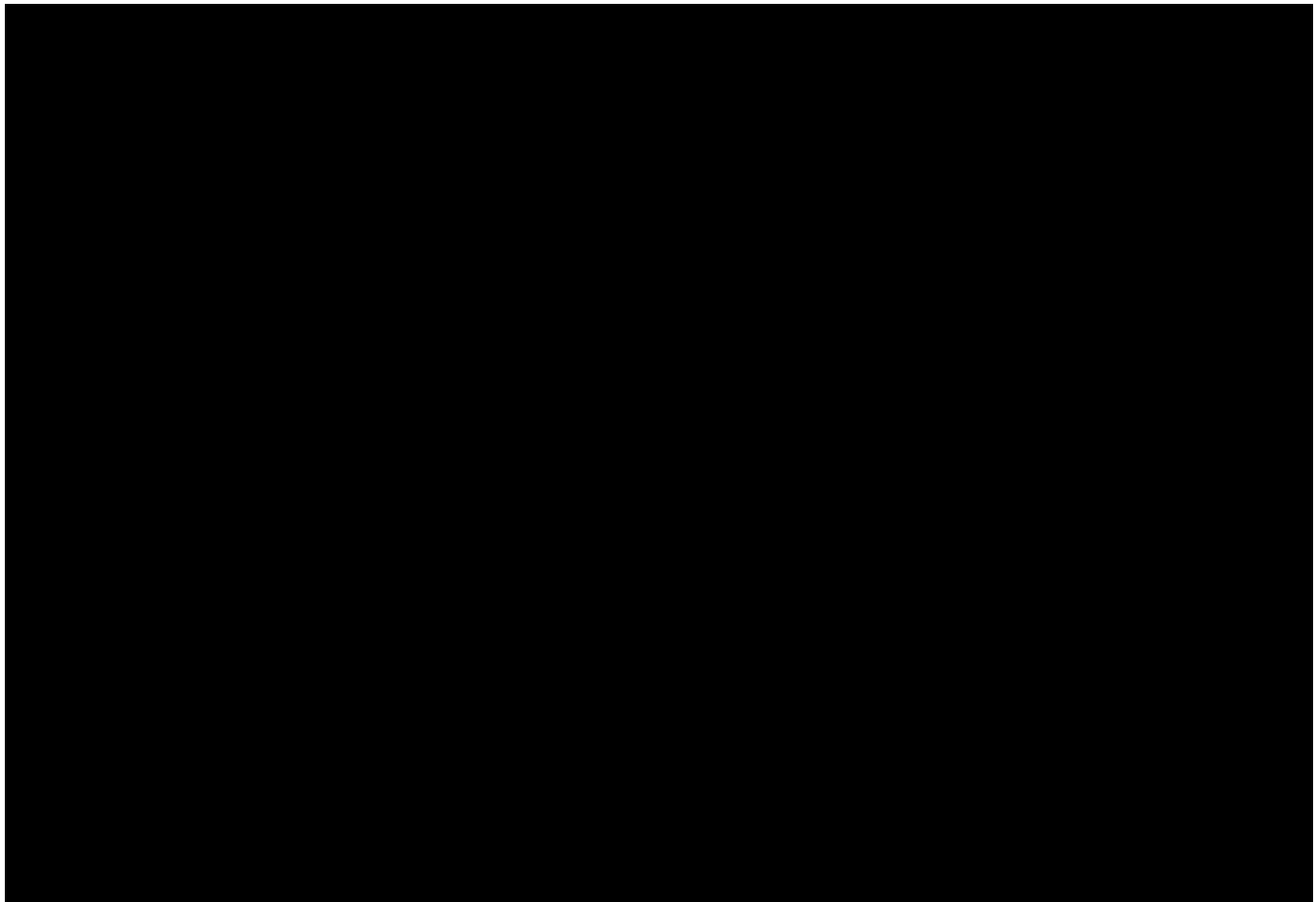
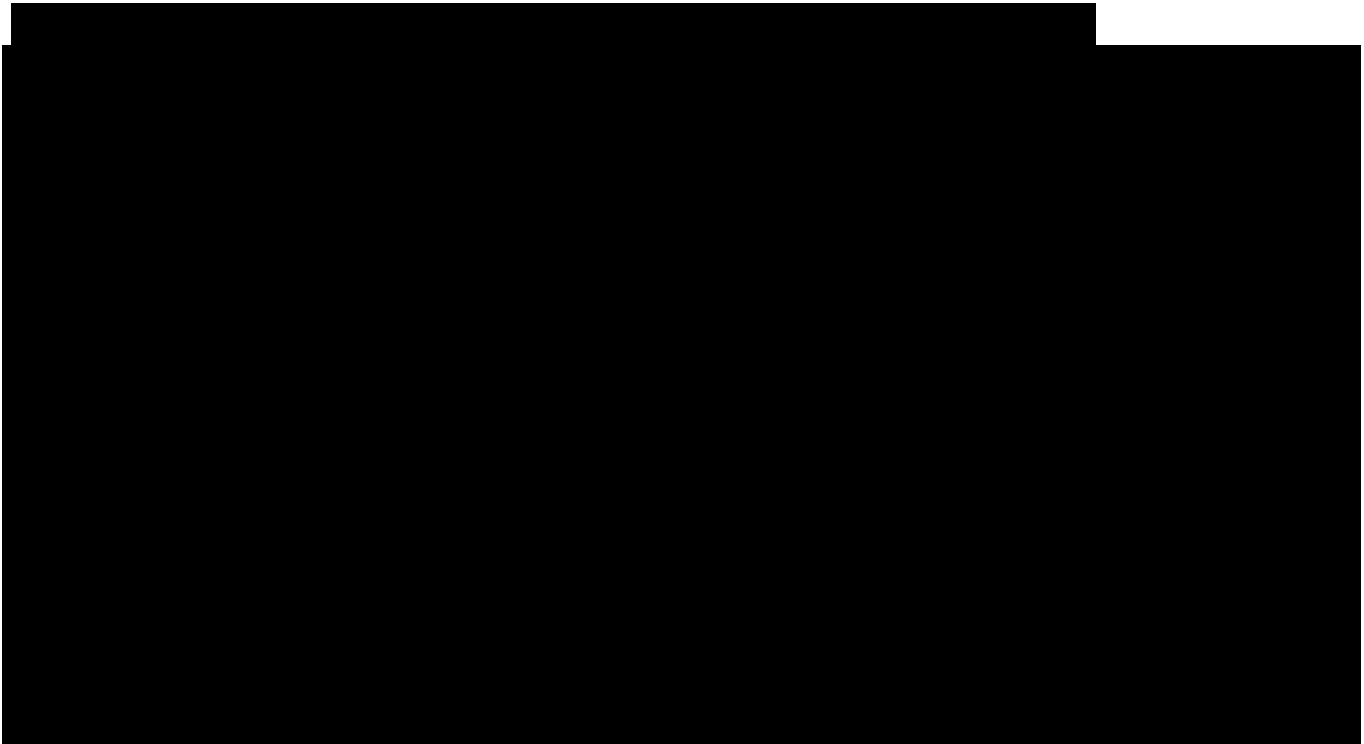
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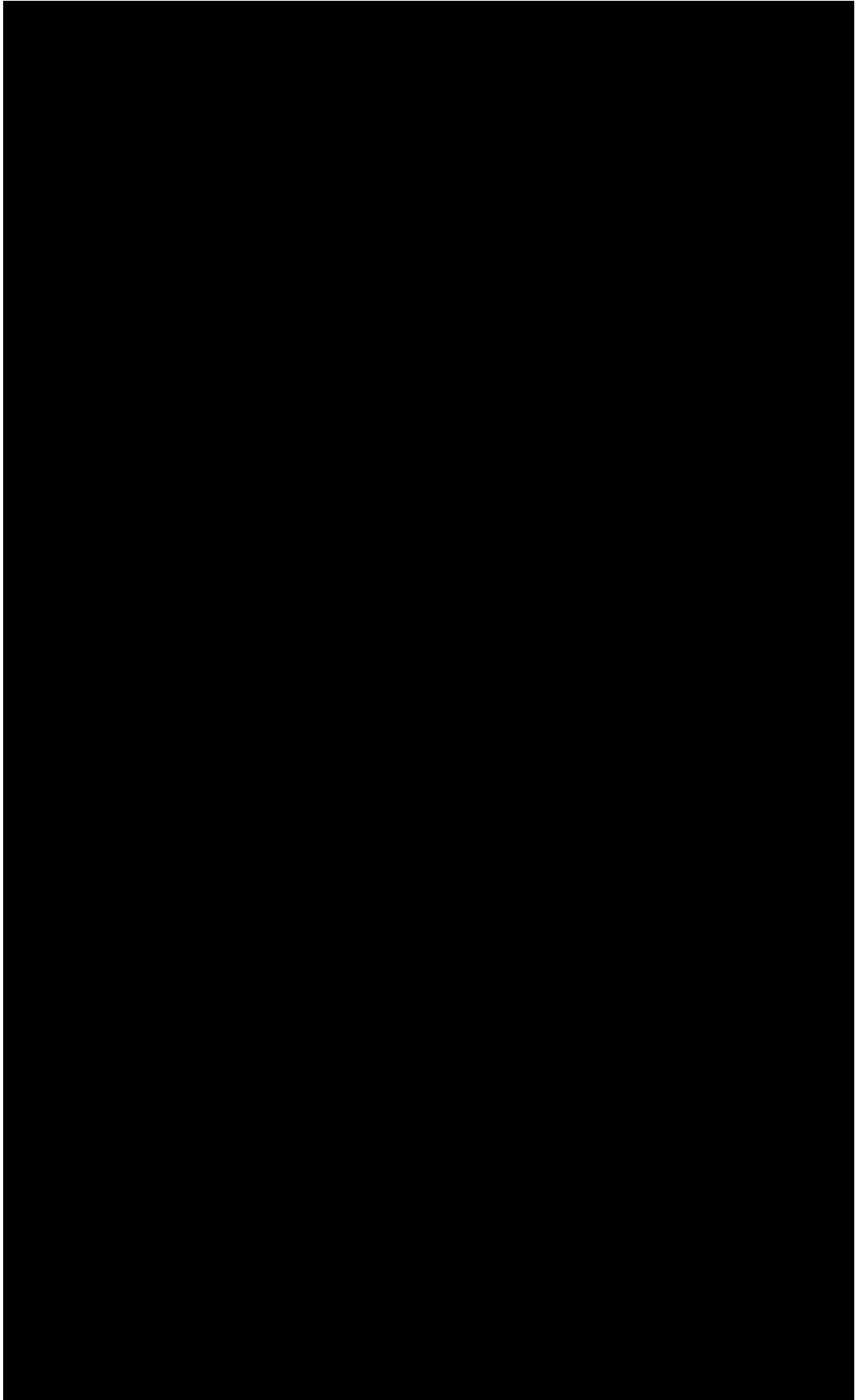
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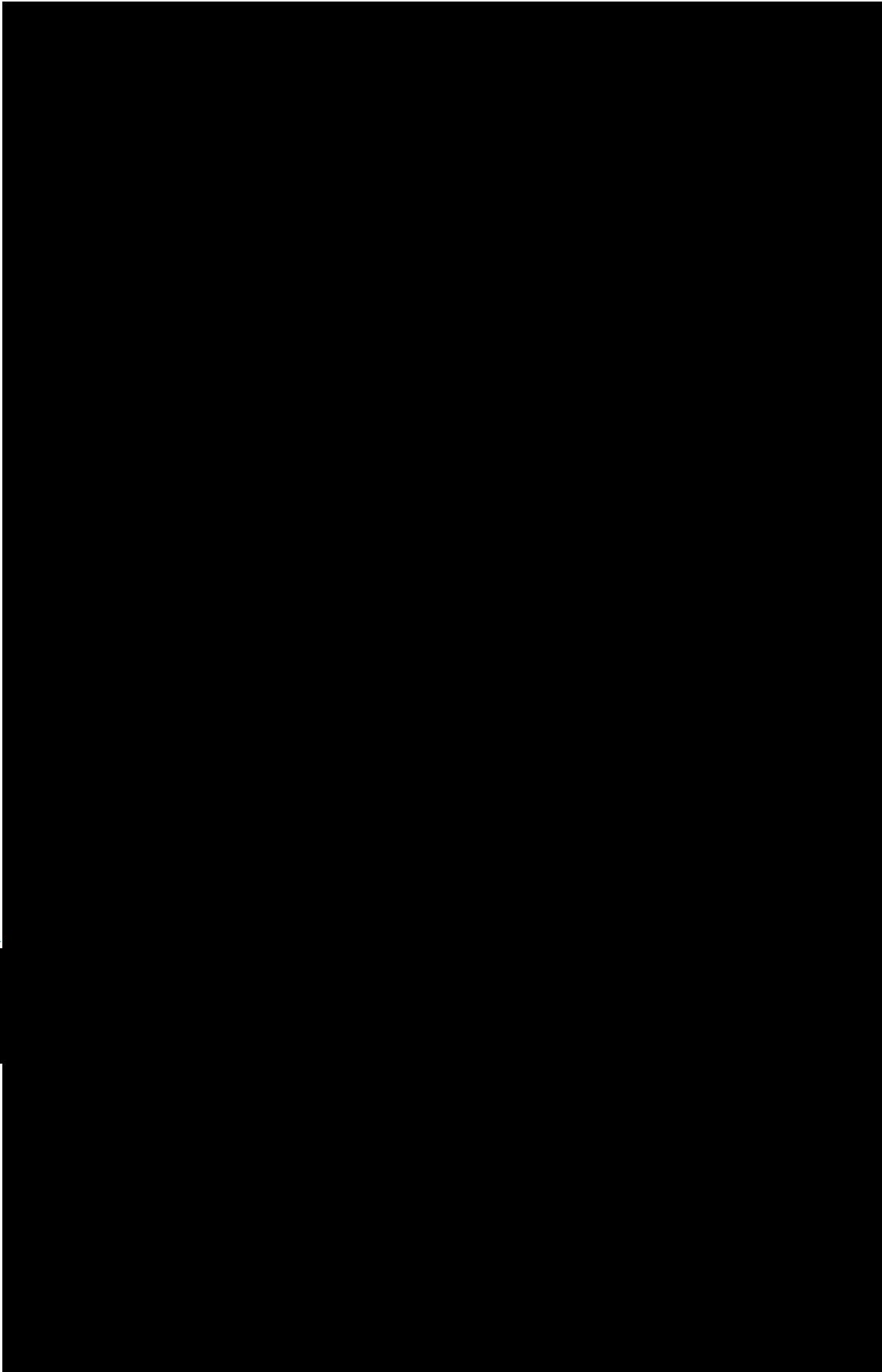


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ePulse Module & Mobile Application: iTrack Assets

This tool allows the user to create a comprehensive inventory database of their election-related equipment for assigning and tracking. Users can set up item names, serial numbers, and other pertinent data. Users can assign inventory items to individual polling location destinations.

iTrack Assets is also a mobile application that can be used on any iOS or Android device. Using iTrack, tech support can communicate with poll workers via text messaging and video chat to get a first-hand

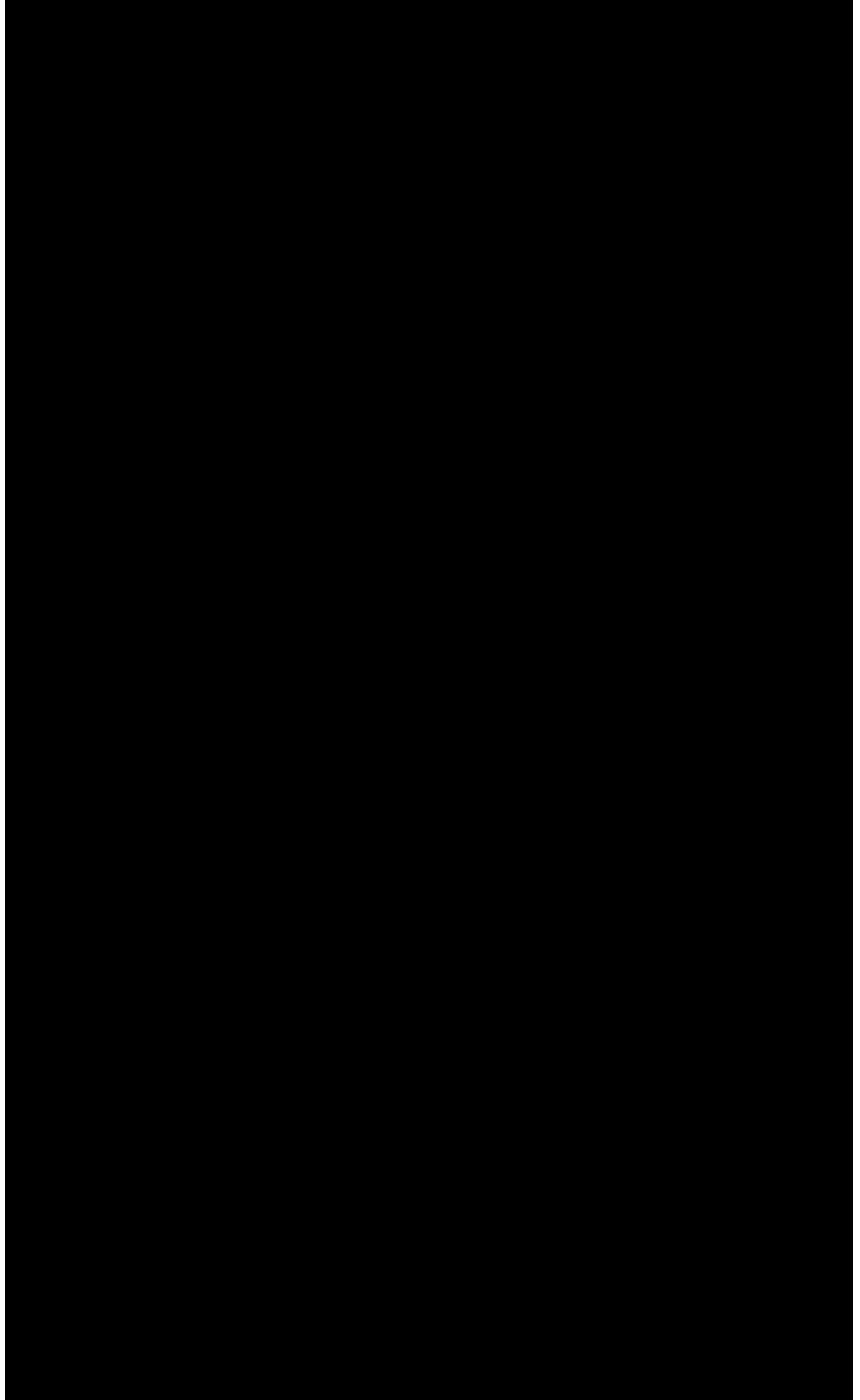
look at what the poll worker is encountering. It uses data from the client's ePulse database. Users can select a polling place from the ePulse database and scan the barcode to check devices into or out of the polling place inventory. This information is communicated in real time, which allows viewers the ability to check on the status of inventory items at each polling place through ePulse. Election officials can set alerts for missing or low inventory, and log device incidents in the iTrack application and ePulse module for expedited issue tracking and resolution.

**TRACK ALL ELECTION
EQUIPMENT WITH ITRACK
ASSETS ON ANY IOS OR
ANDROID DEVICE**

With iTrack Assets users can

- Scan any barcode
- Track inventory
- Set alerts
- Print labels
- Log incidents

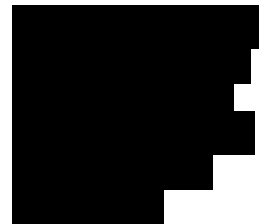
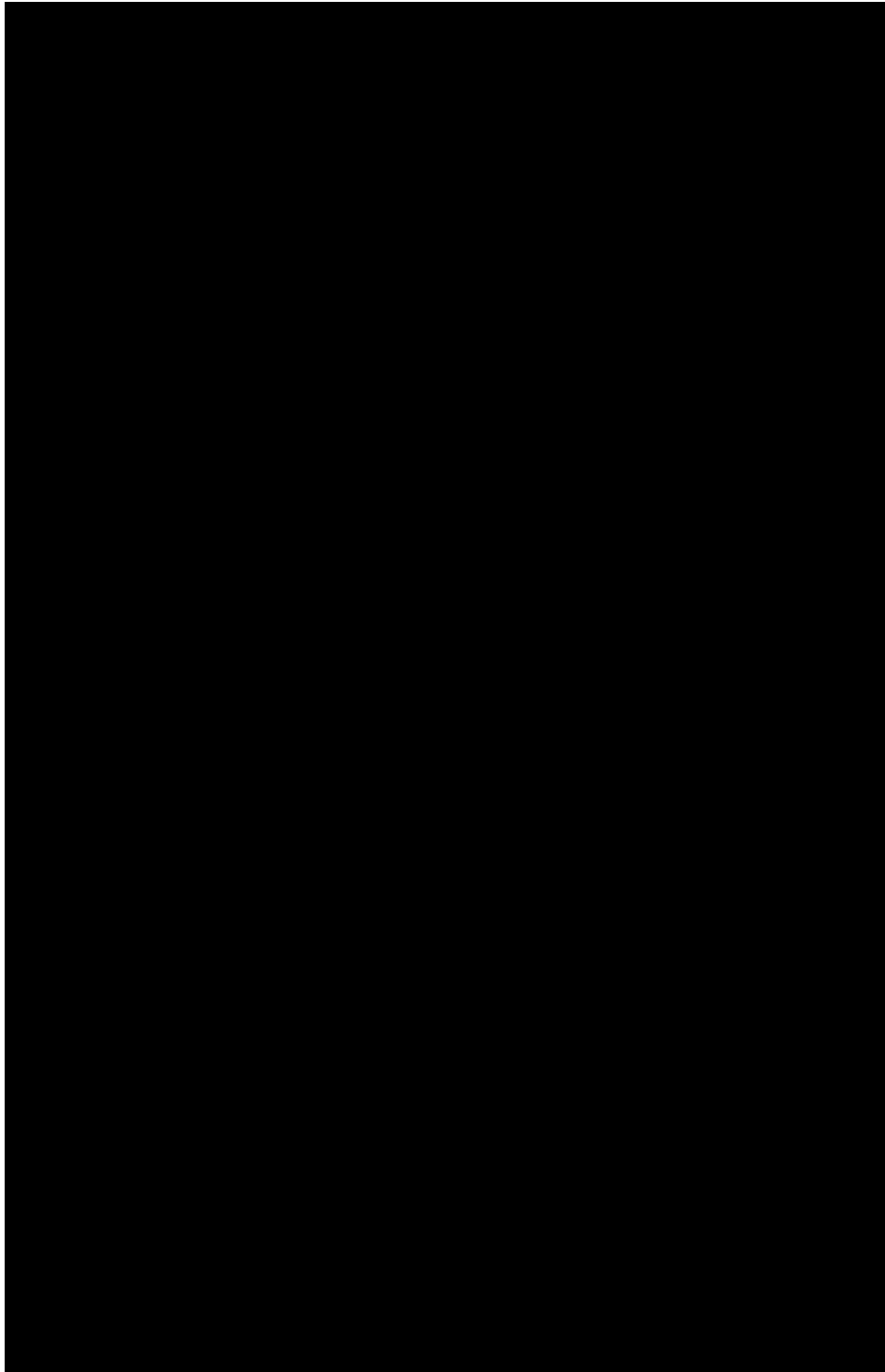
Screenshots of the iTrack Assets mobile application are located on the following page.





ePulse Module: Video and Text Messaging

ePulse provides election authorities with a powerful and complete communications tool between polling places and the elections office. Customizable and pre-written messages can be sent between the Poll Pads and ePulse to communicate questions and answers. KNOWiNK's innovative video chat is embedded directly into the Poll Pad application and is an election industry first. It revolutionizes how poll workers communicate issues to the election authority by giving them a first-hand look at the polling place.





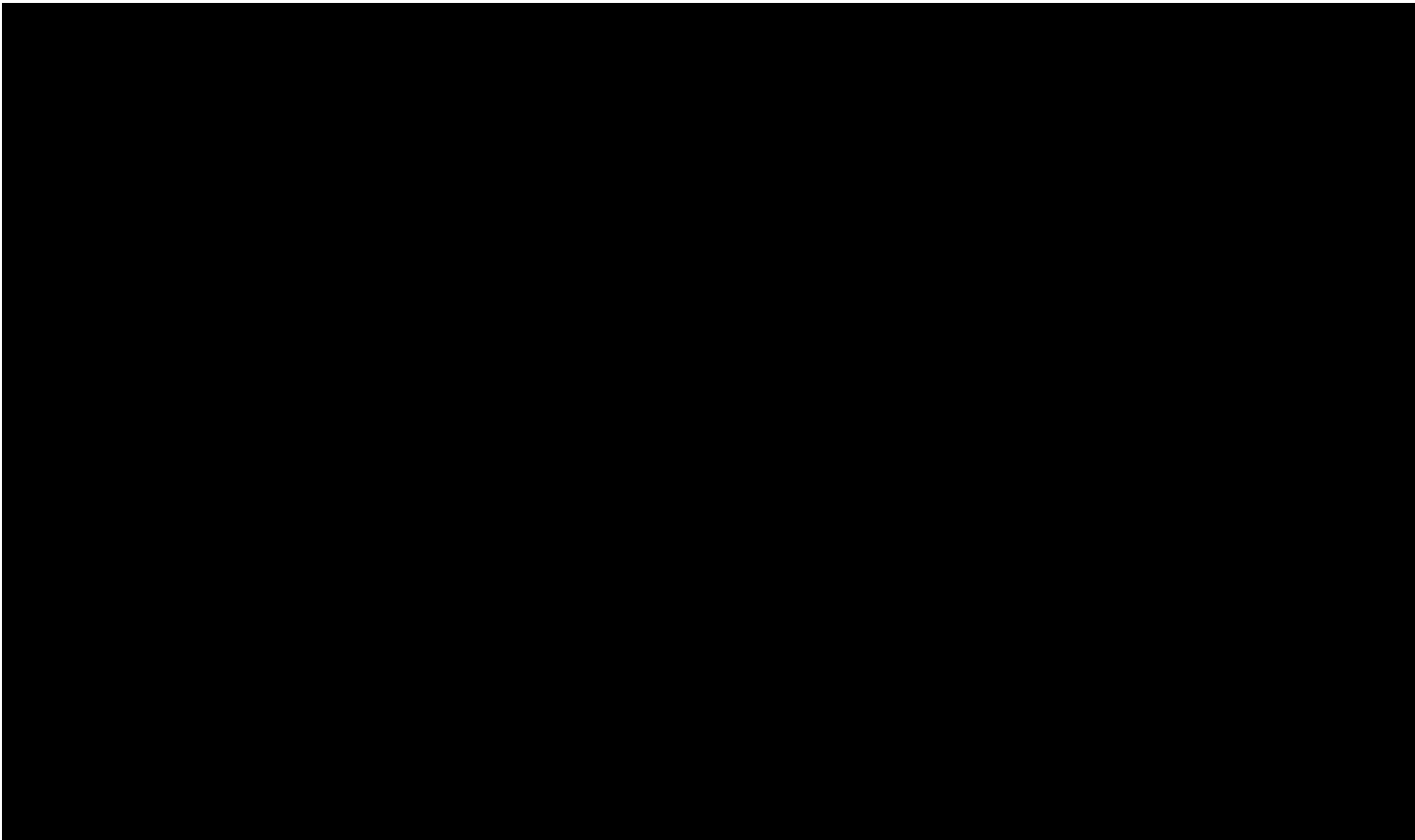
ePulse Module: Ballot Tracking

Ballot inventory levels imported into ePulse prior to an election are tracked in real time on the Poll Pad. Poll Pad gives a summary report to reconcile how many ballots were cast and how many were spoiled throughout the day.

ePulse provides customizable reports that summarize the ballot accounting at each location. Ballot inventory levels are tracked by location and the election official may see the numbers update in real time. Filters can be applied to search inventory levels and the user can filter which locations have less than 100 ballots remaining.

Restrictions on the number of ballots issued to a voter can be set to comply with specific election requirements. Poll Pad allows poll workers to account for all ballot activity with running counts throughout the election and poll workers can print summary reports for end-of-day reconciliation. The summary report is customizable and includes information on how many ballots were cast (by party, if necessary), how many were spoiled throughout the day, check-in totals, and any other data type that may need to be tallied.

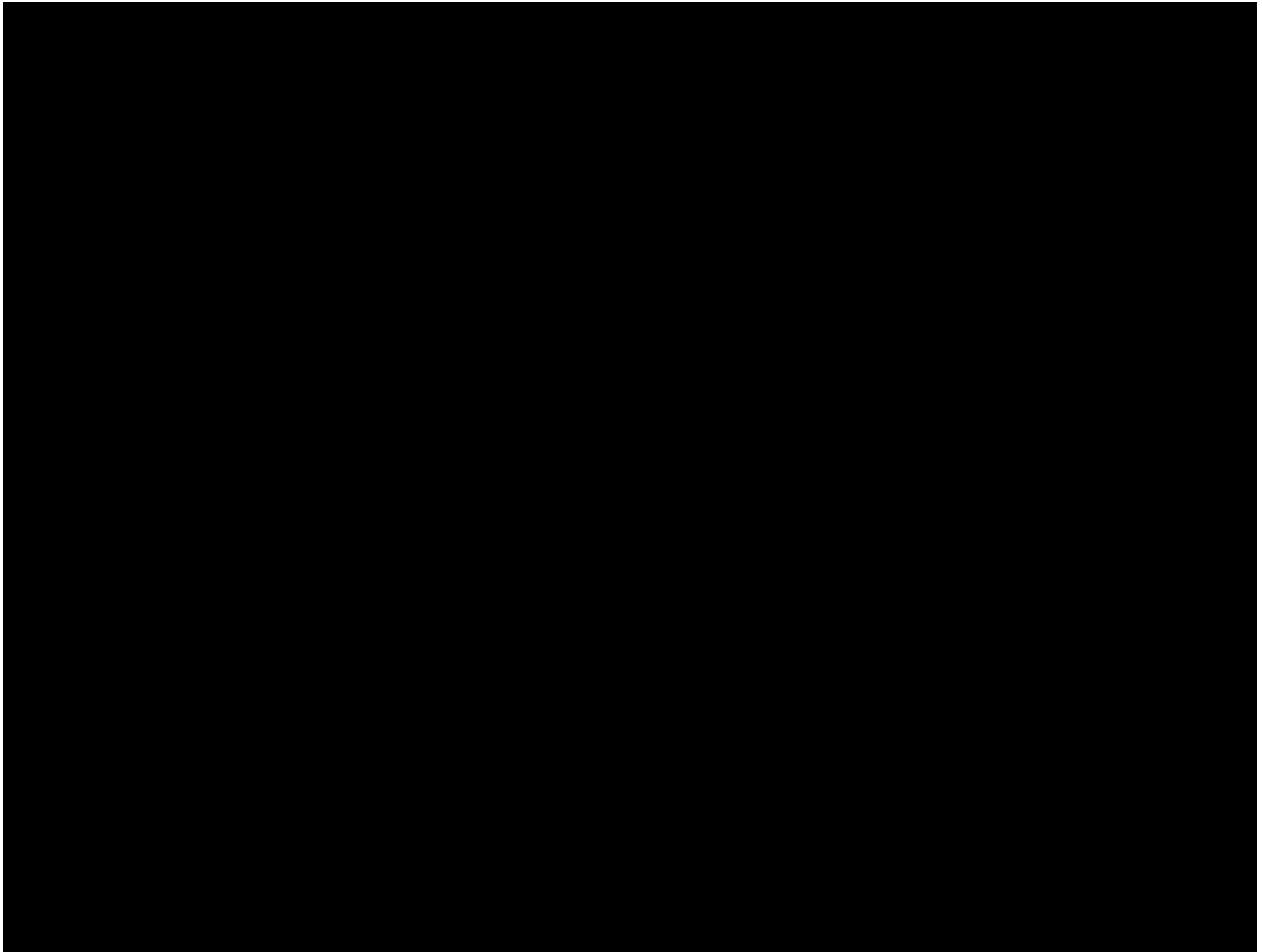
Reports set up in ePulse show the number of ballots available by individual locations. Alerts may be set up in ePulse to alert when ballot inventory levels have gone below a user-definable percentage. These tie in with the Optimal, Acceptable, and Critical alerts elsewhere in ePulse.





ePulse Module: Poll Worker Time Tracking

Poll Pad checks in poll workers, logging the timestamp and signature for each event. ePulse allows election officials to assign roles and pay rates to poll workers and provides reports on payroll, attendance and election day performance. Poll worker attendance is automatically managed on the Poll Pad. Using ePulse, election authorities may export a report of poll worker attendance and time for easy reporting and payment.



ePulse Module: Reporting

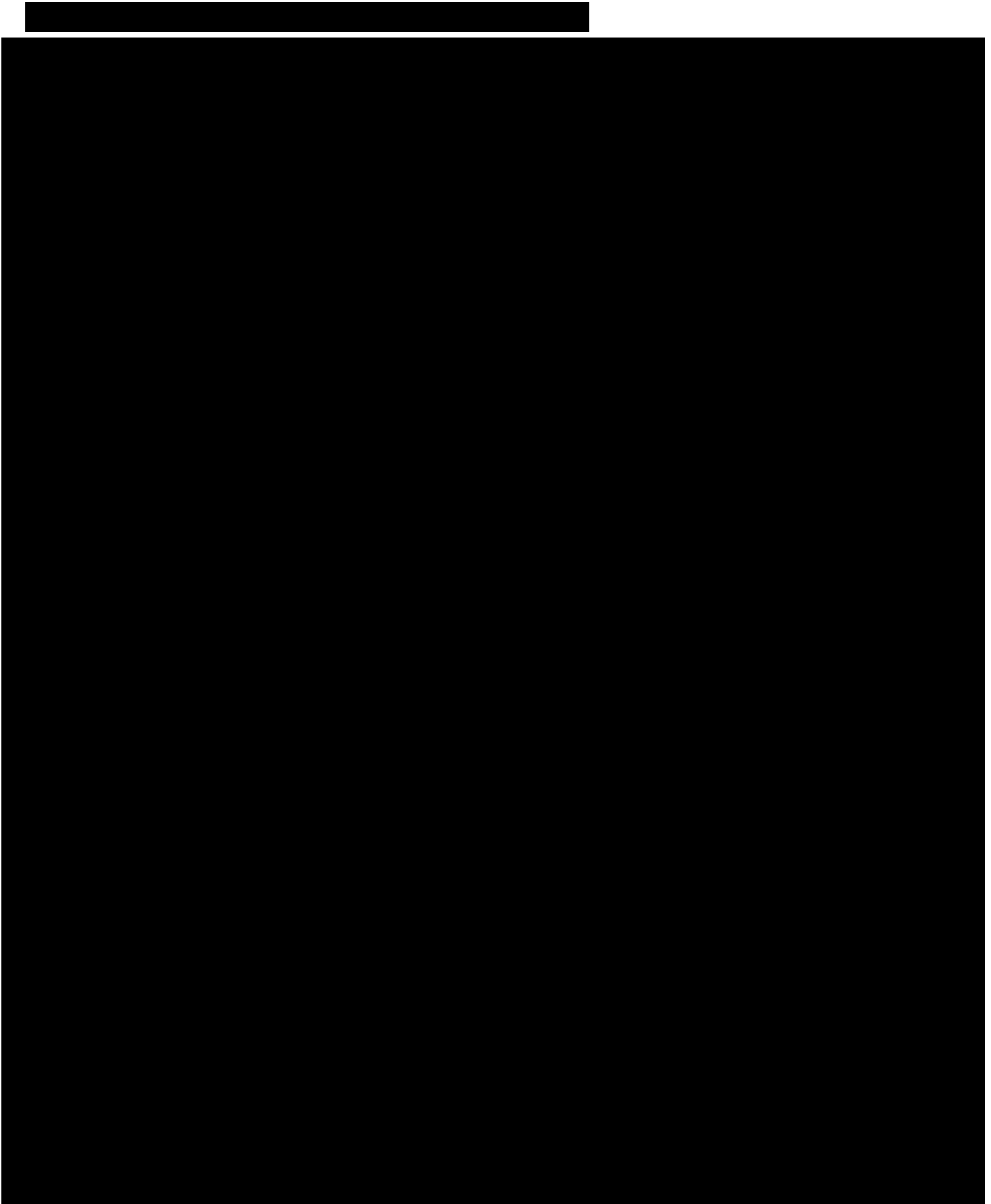
Reports can be run in ePulse at any point during and after the election. Our standard reports are listed below. The City can apply filters to customize the standard reports and they may be exported and printed.

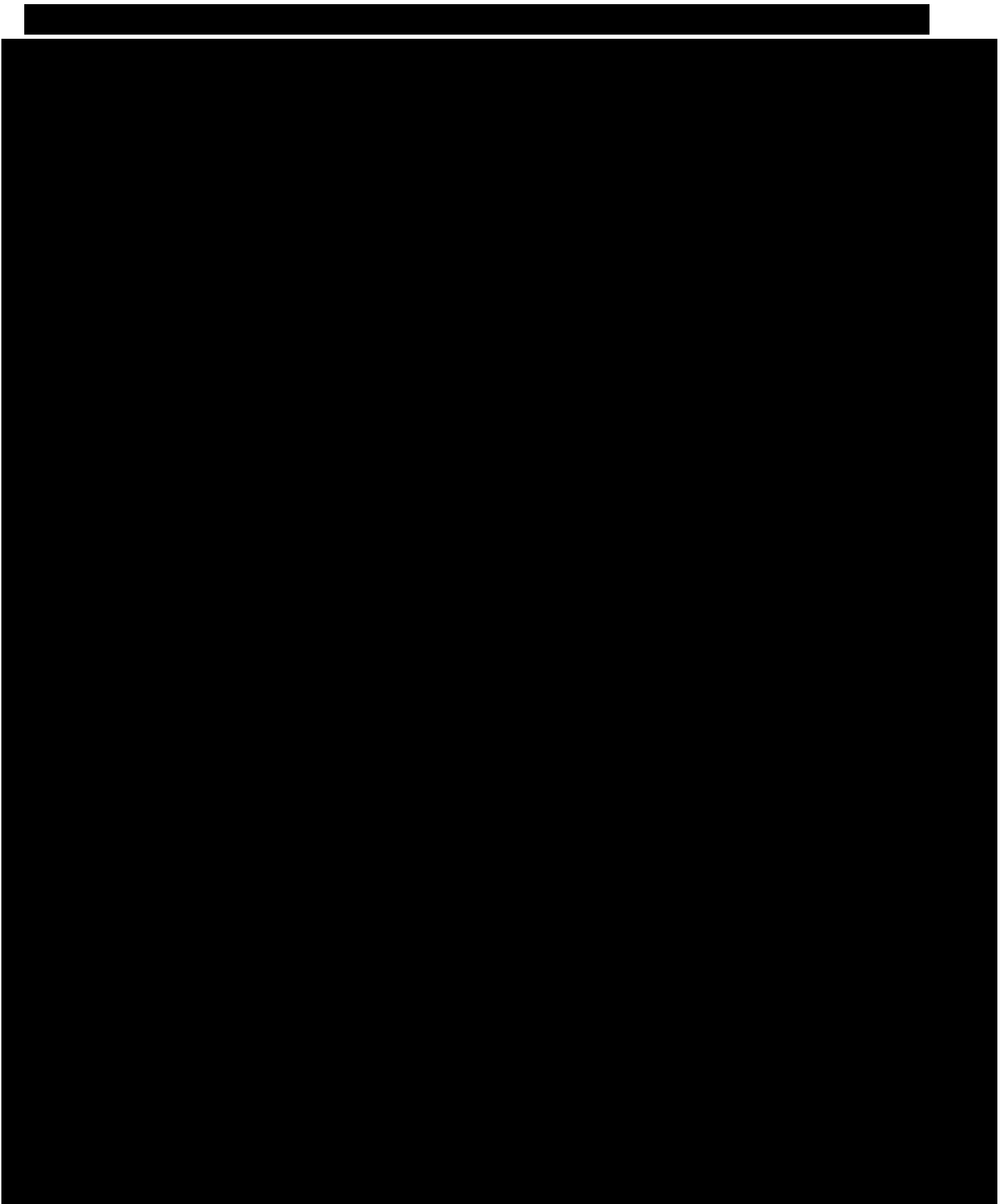


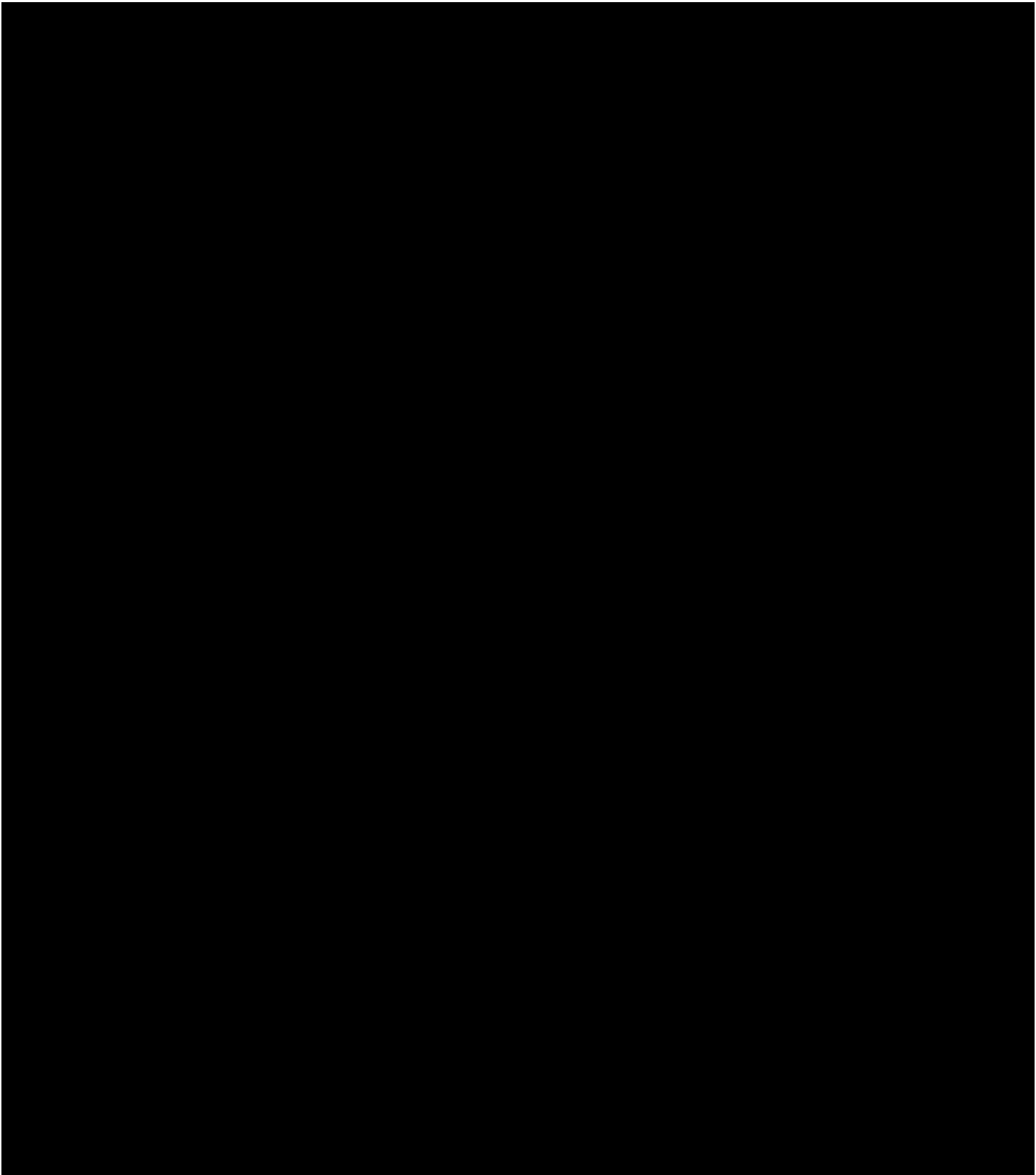
ePulse can sort, filter, and search through check-in data in the post-election discovery process, making it easy to hone in on the exact information that is needed at any time.

The Poll Pad system can report on any data collected by the auditing system, including but not limited to: transaction types; transaction times; transactions by poll official; and number of searches per transaction. Transaction types and transaction times are easily viewable on the Election Day dashboard and updated in real time throughout the day with the use of an internet connection.

Sample ePulse reports are provided on the following pages and include both the web browser screenshots and exported reports.



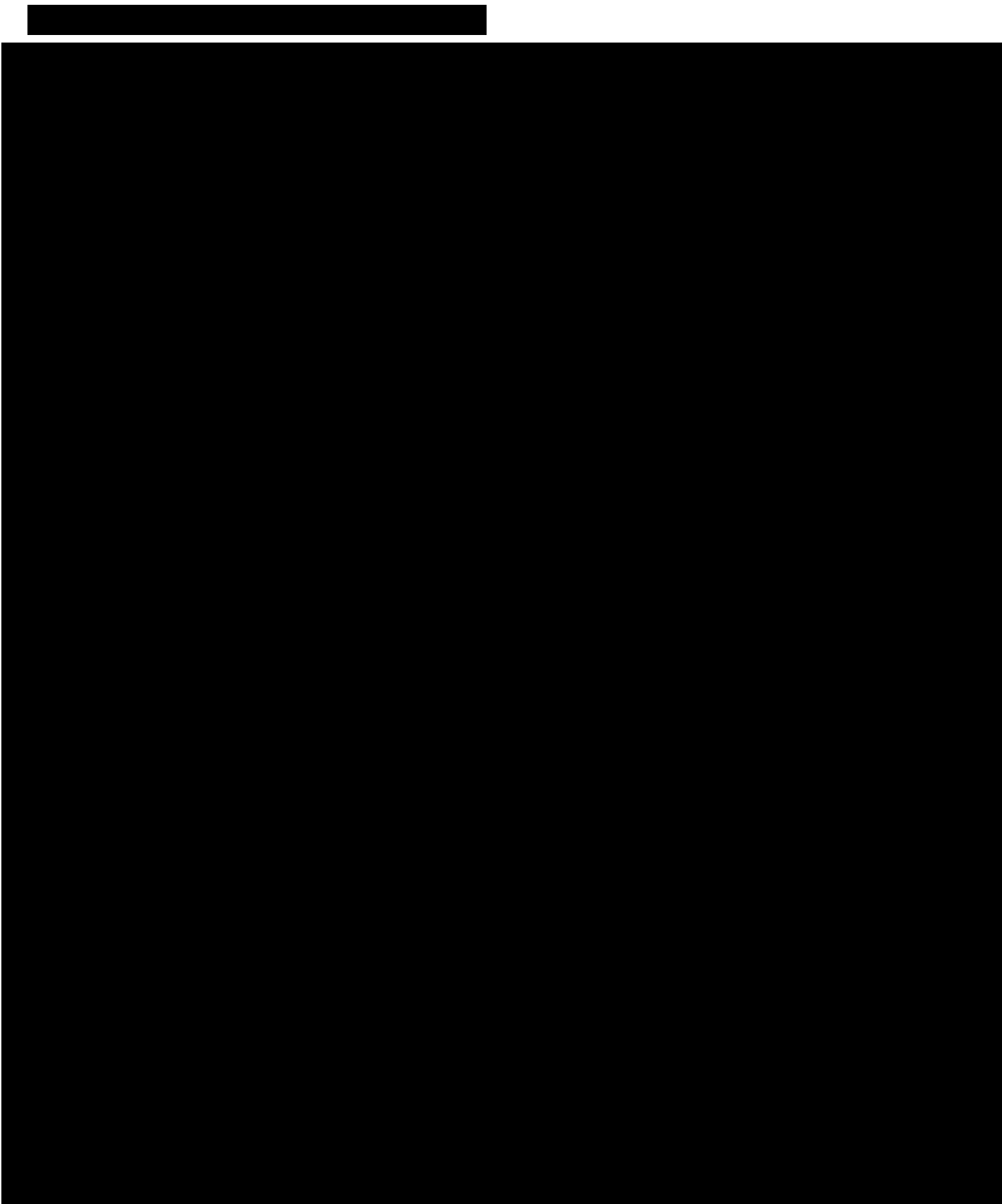






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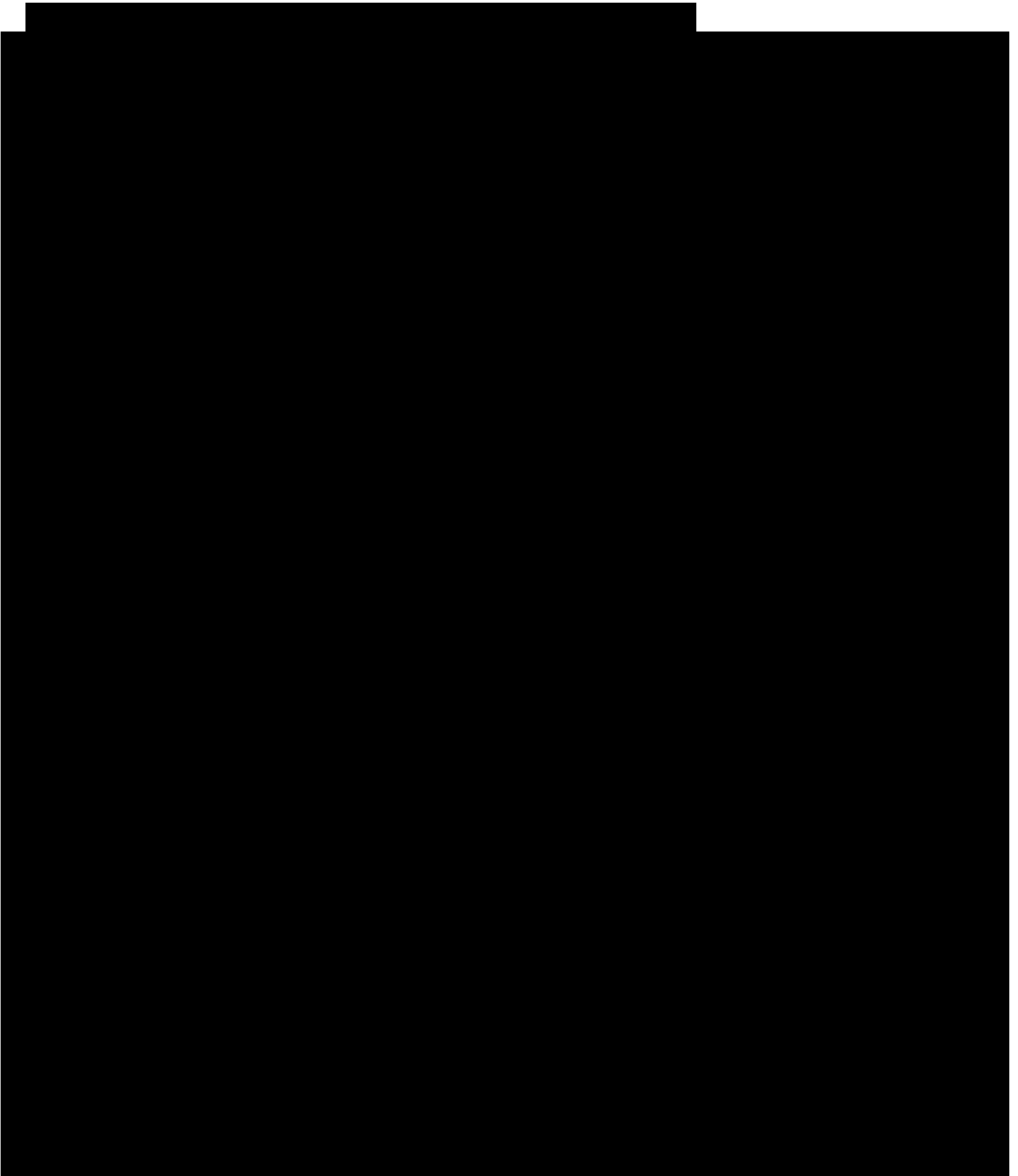
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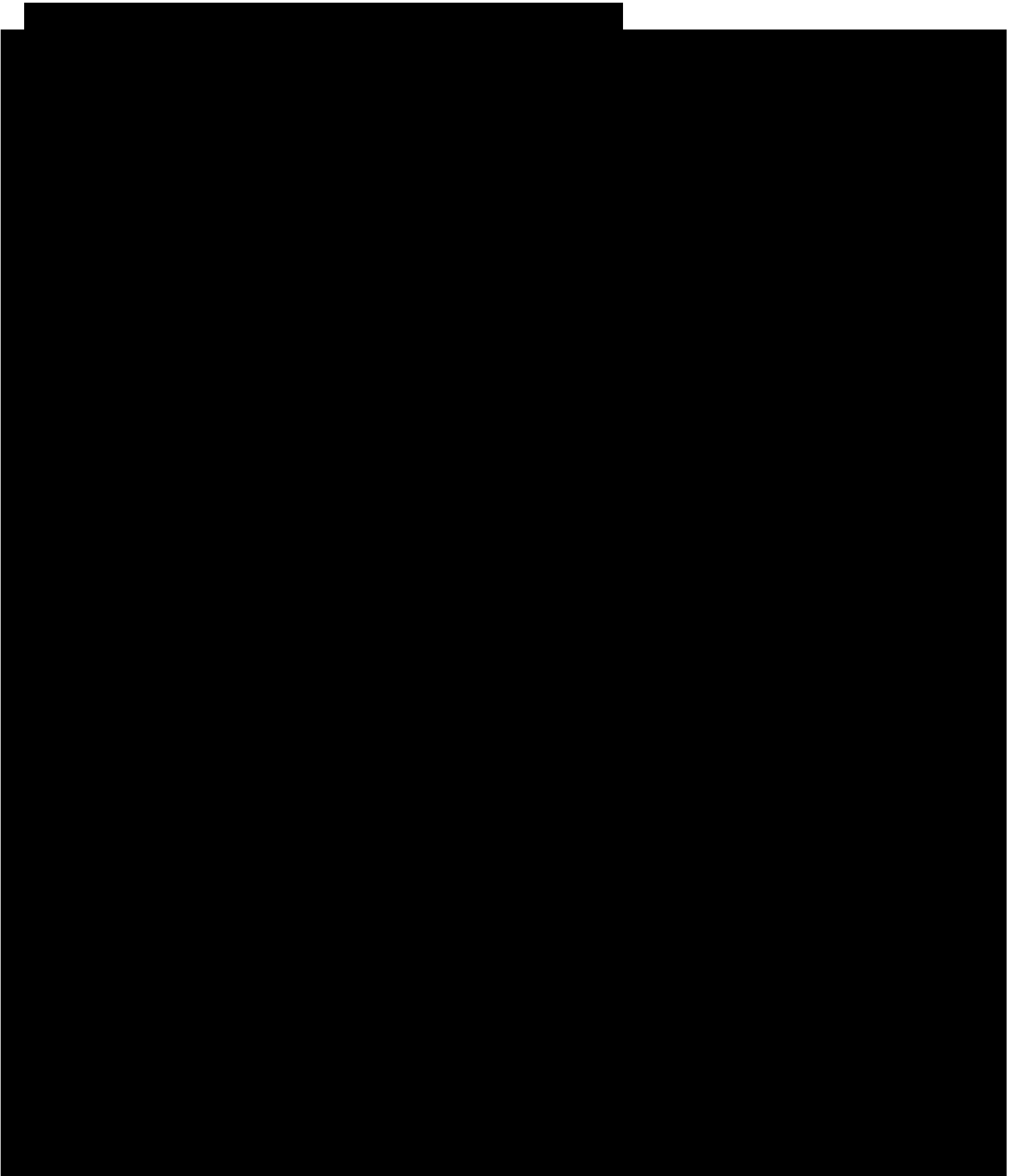


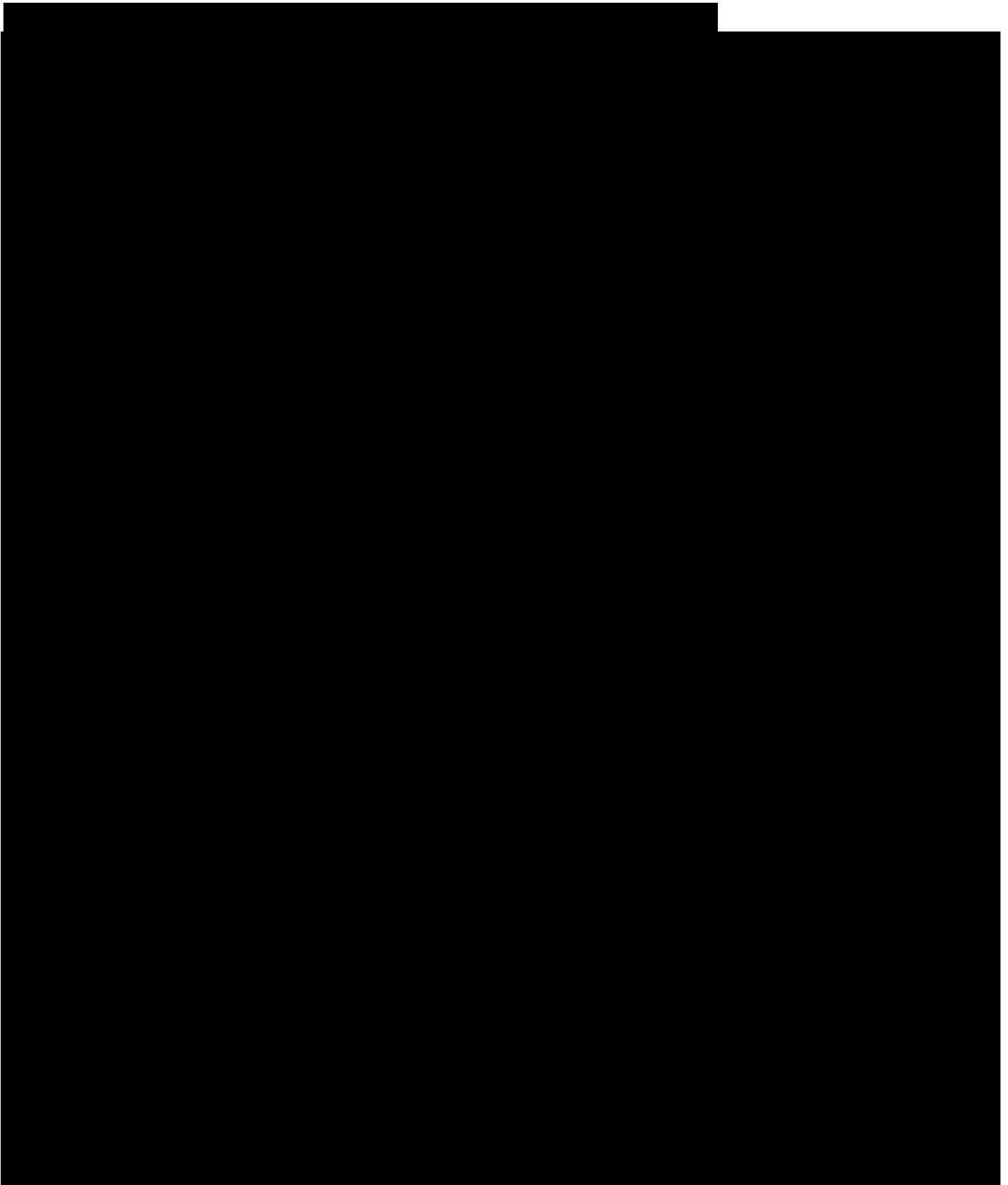


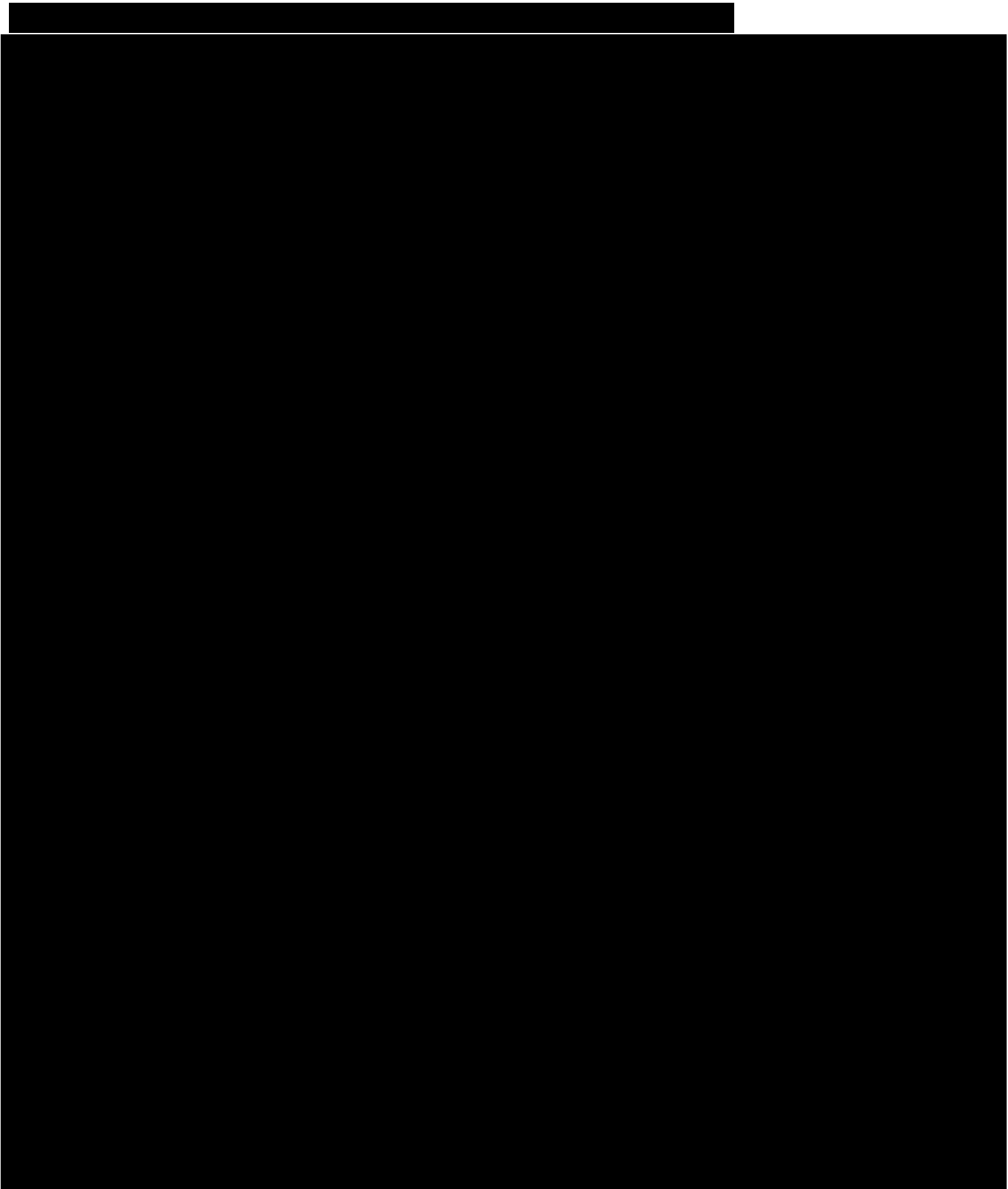
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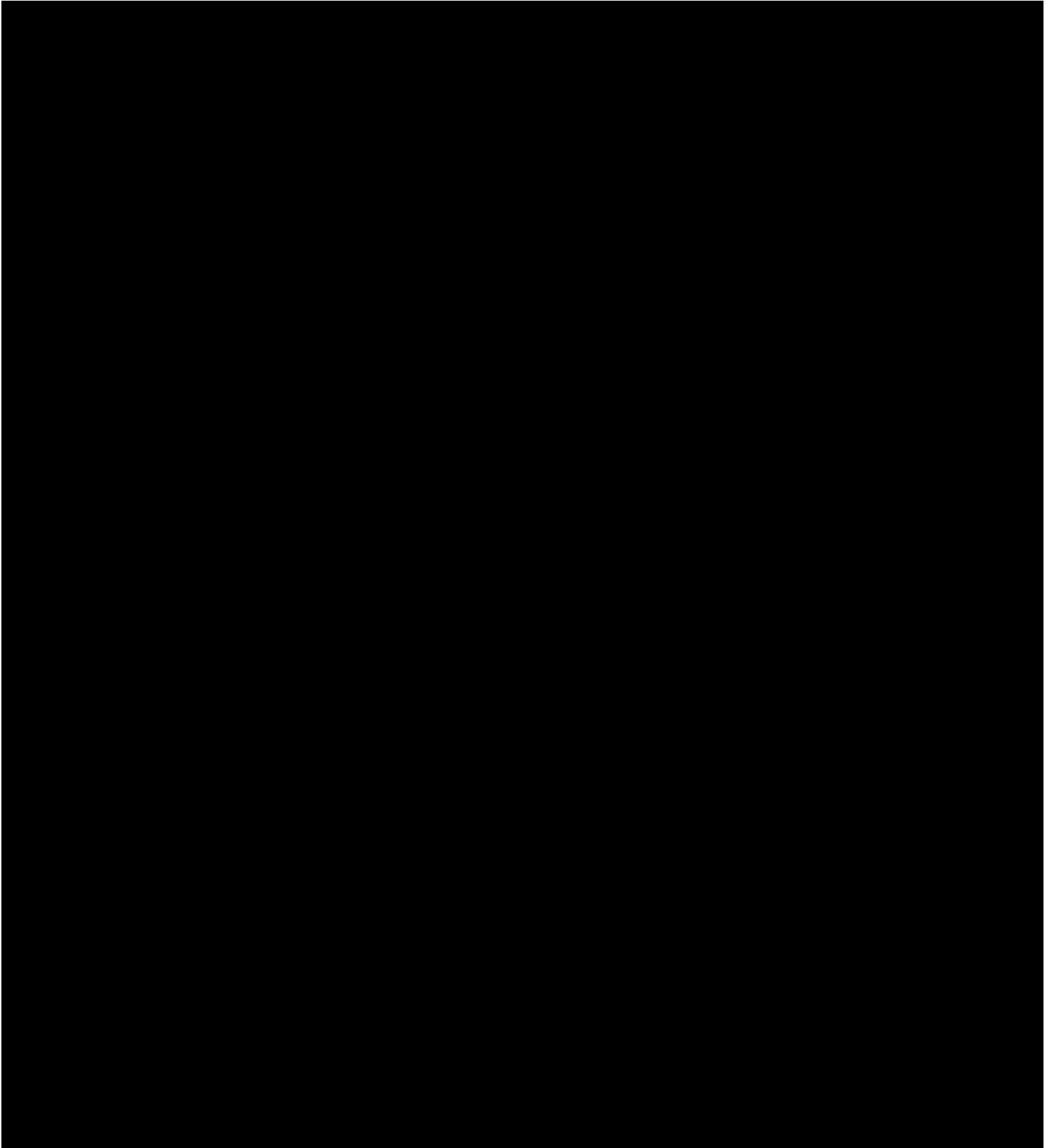
[Redacted]













[Redacted]

[Redacted]



ePulse Module: Election Night Reporting

KNOWiNK provides an integrated Election Night Reporting (ENR) solution in ePulse. The ENR module can quickly and easily upload results and mapping files, preview them, and publish them to County election results websites. ENR provides the same security and ease-of-use for which KNOWiNK's ePulse and Poll Pad are known. Our click-and-load integration makes election night reporting available from your desktop. Communicate race results in real-time; show results jurisdiction-wide; or drill down to specific precincts or races.

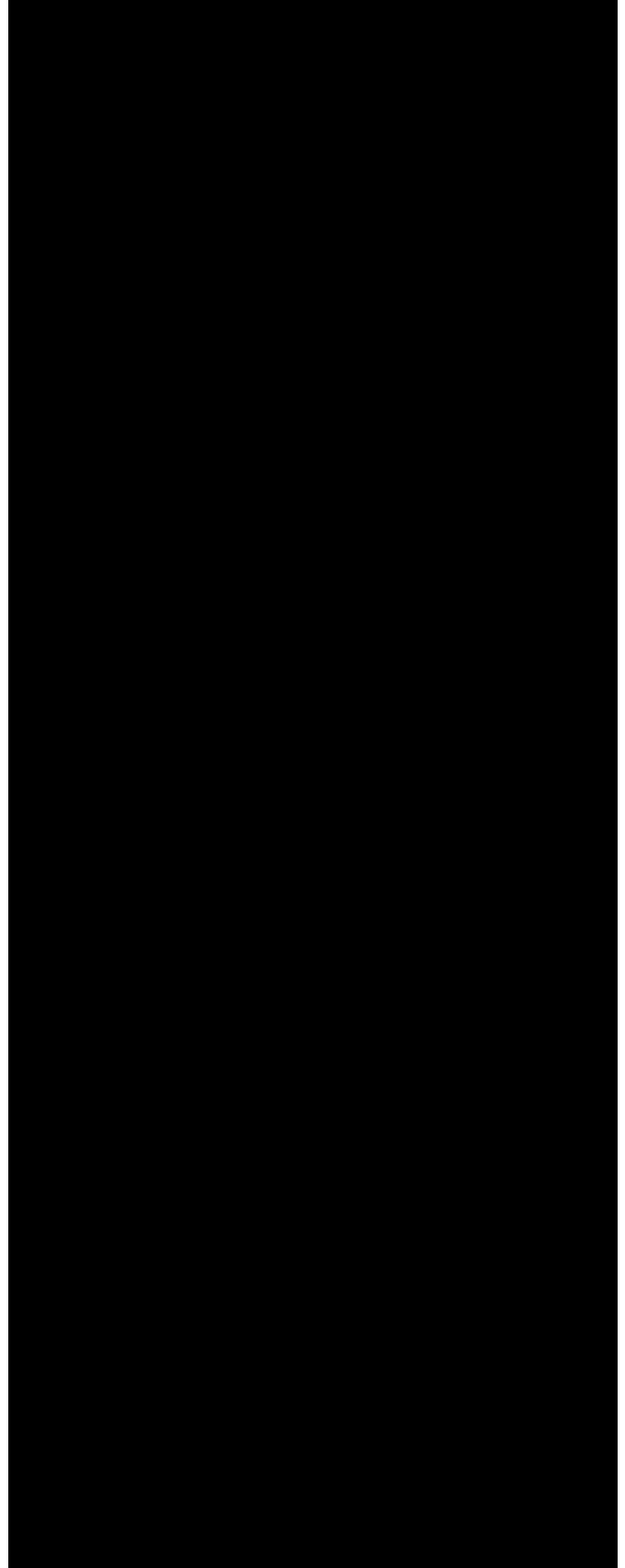


Figure 11. ePulse Election Night Reporting results graphically displayed.

POLL PRINT

BALLOT STATION



KNOWiNK's on-demand ballot system, **Poll Print**, is a secure, high-quality system developed with your election process in mind. The seamless check-in solution between Poll Pad and Poll Print has been proven easy to use and environmentally friendly, saving you money and time. This solution provides convenience, giving you the right quantity of ballots for every election.

[Redacted text block]



9. Please list any foreign ownership or investors in either the parent company and/or subsidiaries.

No foreign ownership or investors. KNOWiNK is a company based in the US.



3.2 Company Financial Overview

Provide a financial overview of your company, including the following:

1. A narrative that demonstrates its financial capacity to undertake and complete the project as proposed in this RFP

Upon review of our balance sheet and financial statements, the City can confirm we are well capitalized to complete this order. The majority of our inventory are commercial-off-the-shelf (COTS) equipment, allowing us to keep very little inventory on hand. We have multiple lines of credit with lending institutions to provide working capital cash flow if needed.

We have significant experience handling high volume EPB roll-outs with no financial impact.

2. A current audited statement of financial condition, prepared by an independent certified public accountant Include 2017 reviewed financial statement.

KNOWiNK's 2017 reviewed financial statement is attached in the appendix.

3. The company's most recent annual report

Please refer to our reviewed 2017 financial statement.

4. The latest quarterly financial reports

KNOWiNK's latest quarterly financial reports are attached in the Appendix.

5. Financial statements for two (2) prior years prior to the year to which the current audited financial statement applies, prepared by an independent certified public accountant. Financial statements should include, at a minimum, income statements, balance sheets and statements of changes in financial position.

KNOWiNK's 2017 and 2016 financial statements are included in the Appendix. The 2016 financial statement includes 2015 financial data.

6. If the company is a public company, instead of the information requested in paragraphs 2-5 above, submit a copy of the most recent Form 10-K filed by the Applicant with the U.S. Securities and Exchange Commission and copies of all Form 8-Ks filed since the filing of the most recent 10-K.

N/A



7. A bank reference

[REDACTED]

8. A statement disclosing any audits of the company by the federal government;

None.

9. A statement disclosing any state or federal bankruptcy or insolvency proceeding the company has filed or with which it is otherwise involved;

None.

10. If the Proposal is submitted by a partnership and/or joint venture, provide full information concerning the nature and structure of the partnership and/or joint venture, including:

- What entity will be guaranteeing contract performance?
- Date of joint venture or partnership.
- Does the agreement between members comprising the joint venture make each jointly and severally liable for contractual obligations of this project?

N/A

11. Any other information not specifically itemized above that it believes to be demonstrative of its financial capacity.

None.

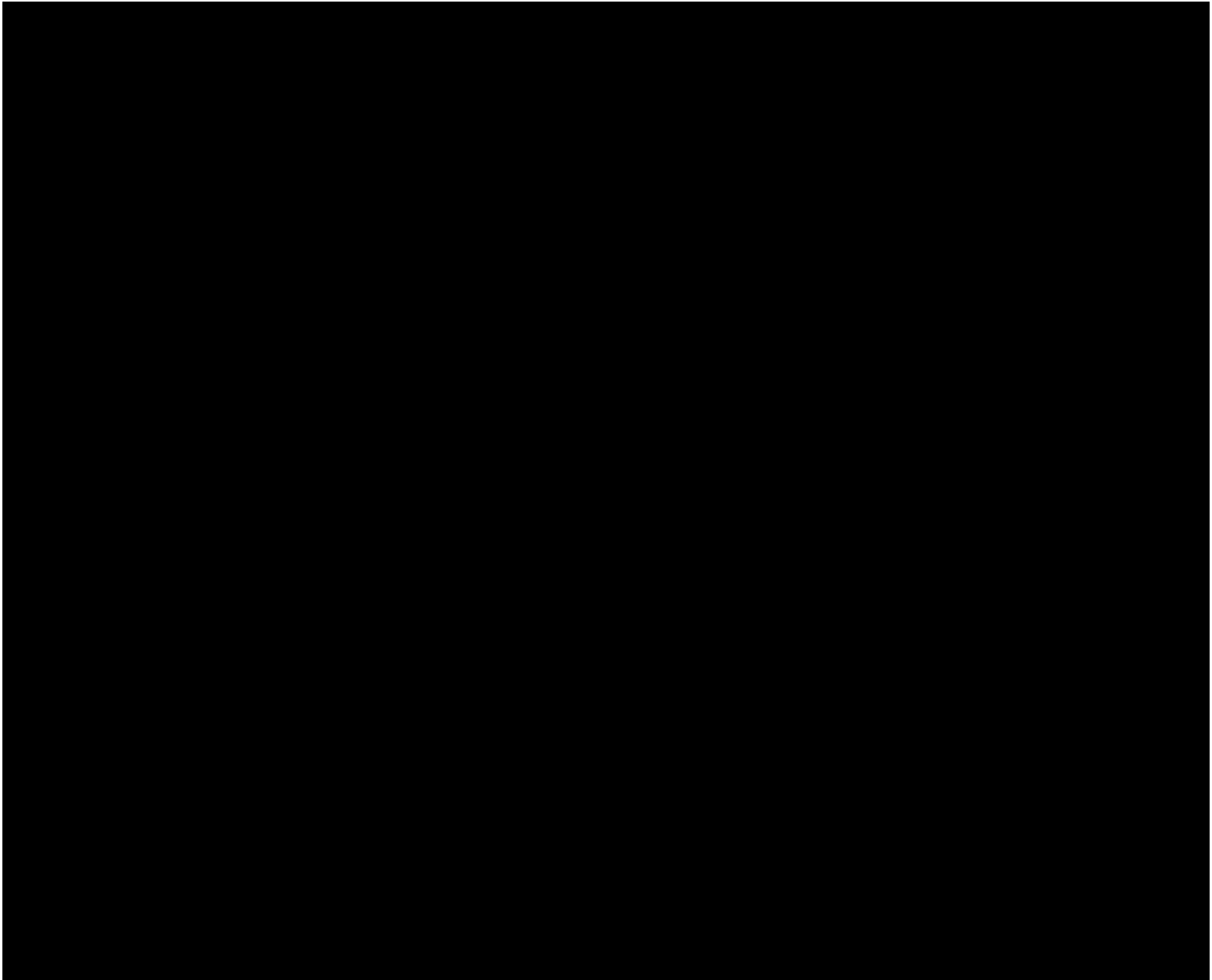


3.3 Clients in Comparable Jurisdictions

Describe your experience providing voting machines and/or EPB solutions to clients in jurisdictions comparable to the City of Philadelphia in terms of population size, population density, geographical area, and size of candidate pool.

1. For each comparable client engagement, provide the client name, engagement title, cost, start date and completion date. Describe the engagement and the solution implemented.

KNOWiNK's comparable client engagements are described on the following pages.



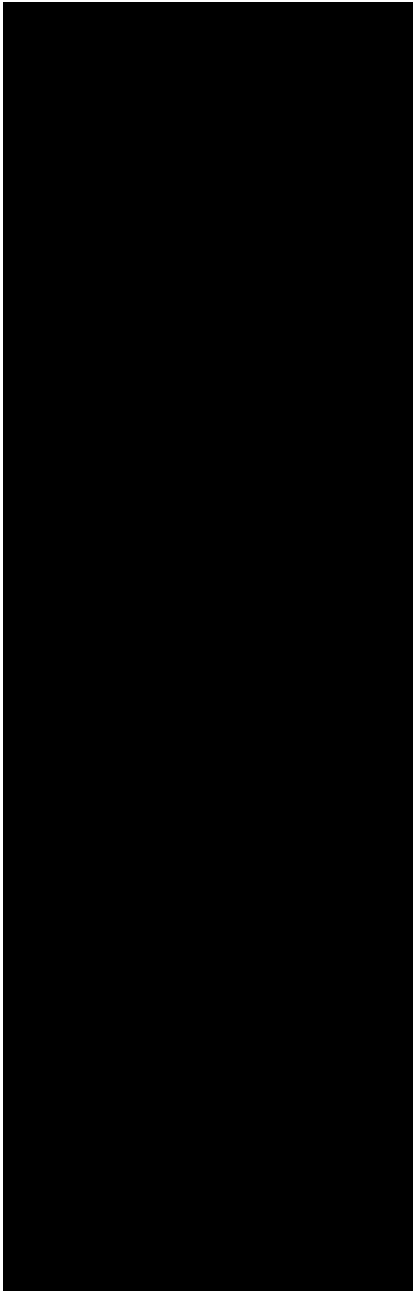
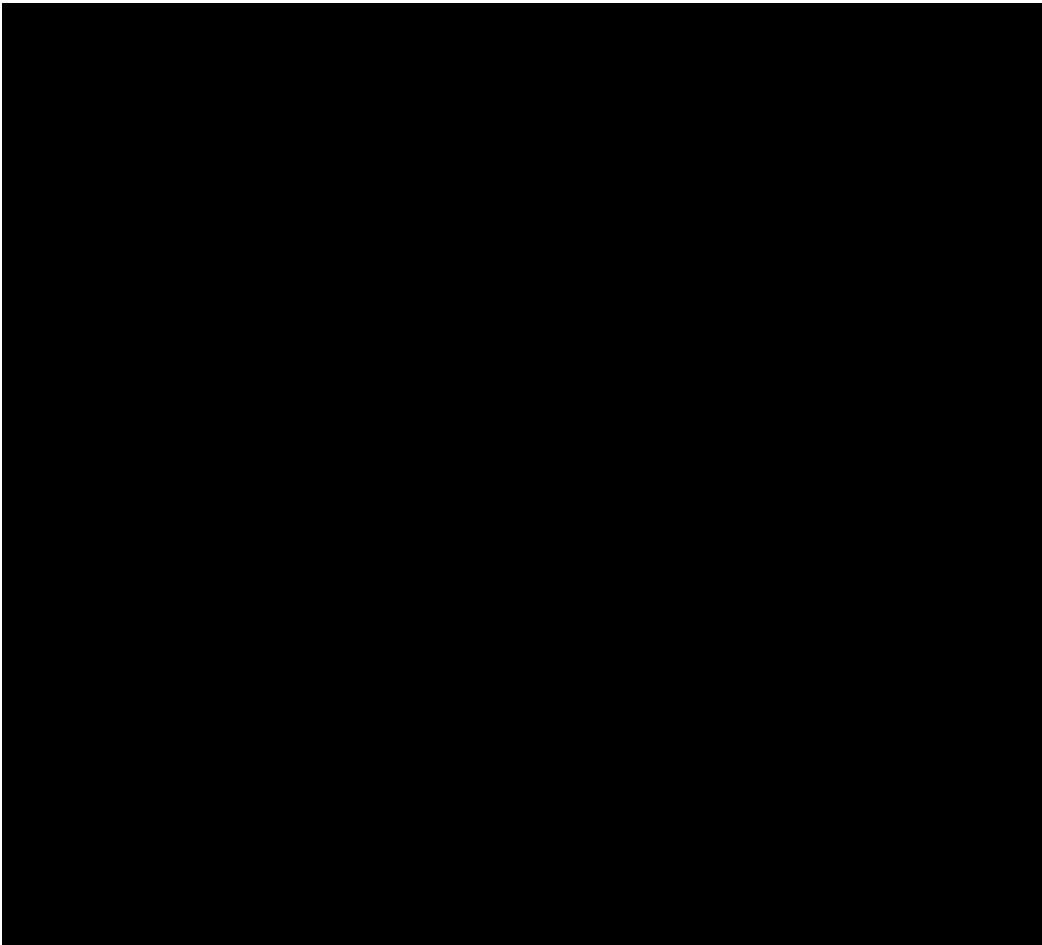
“

KNOWiNK ROCKS! It has been a pleasure working with the team from KNOWiNK. The team was more than willing to make adjustments to meet our requirements, and were available to us no matter what the time was that we called (in fact there were times I expected to leave a late evening message only to have them immediately return my call). KNOWiNK was there to hold our hand and ensure our first election was a complete success.

”

[Redacted signature]

.....



“

Poll workers and voters especially appreciated how easy the Poll Pads are to use...it's really a wow factor [!].

”

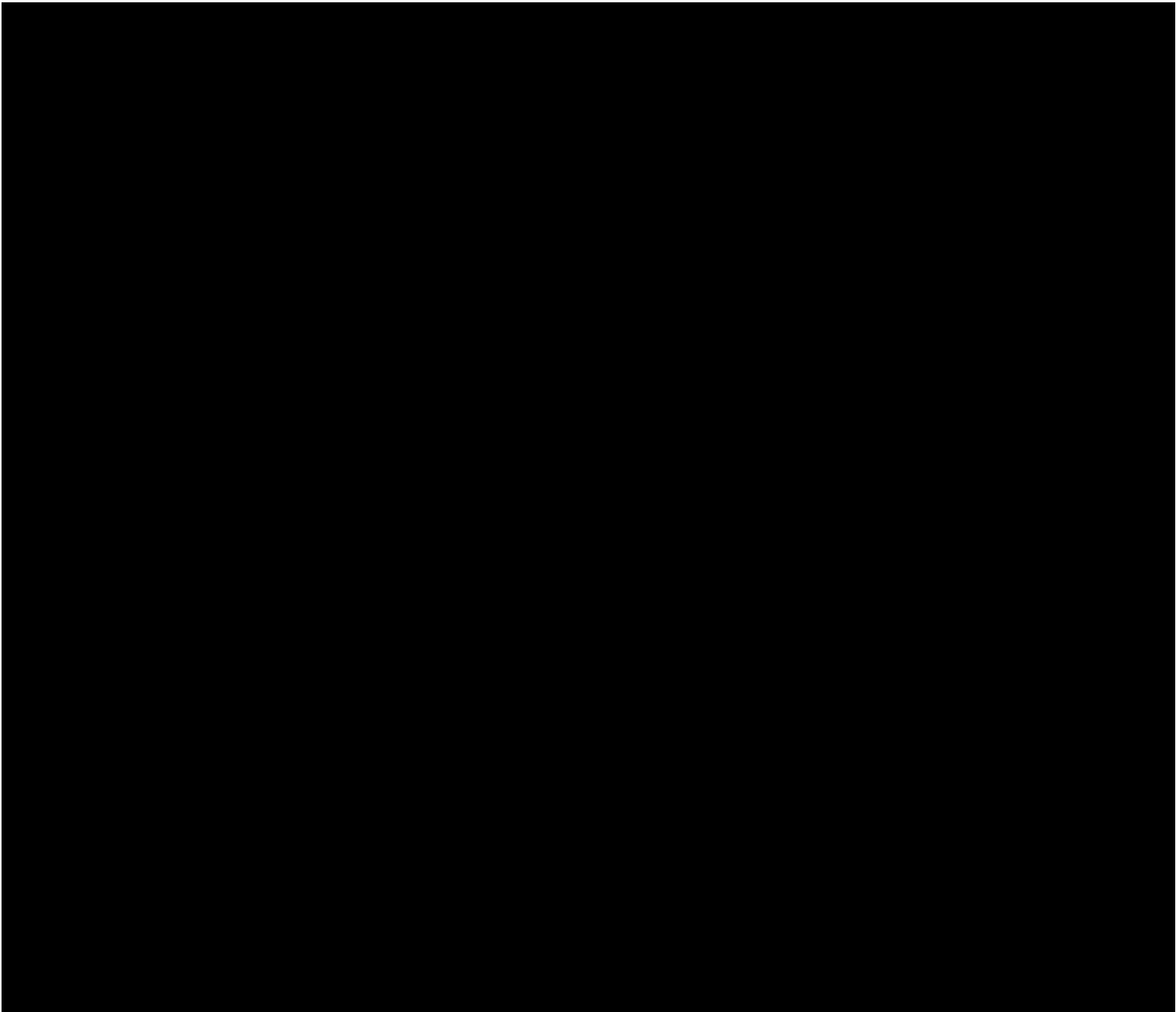


“

Nice Job KNOWiNK team. I'm on a call with the advisory board of the center of technology and civic life. Just sang the praises of KNOWiNK and numerous others on the call chimed in with nothing but terrific remarks! Great work!

”





It's an important step for us to modernize the election process... It'll bring that process into the 21st century.



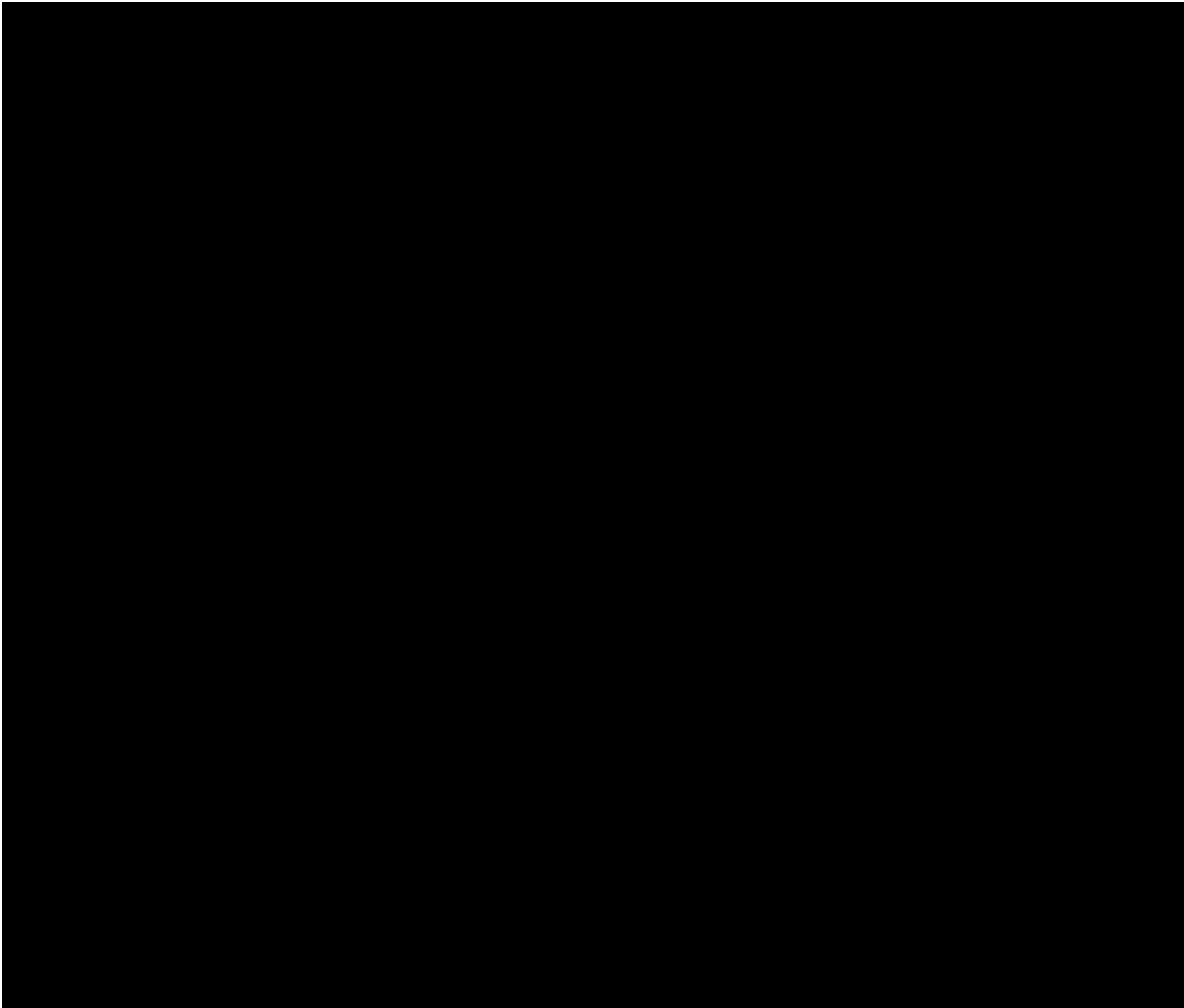


“

The Poll Pads have moved us into the 21st Century. The process of checking-in voters has been so easy. KNOWiNK has done an outstanding job working with us to customize our solution for such a large voter population. We deployed over 1100 Poll Pads in our June 2017 Election. The election officers and voters really enjoy using the new Poll Pads!

”

[Redacted signature]



“

Poll Pad was a big improvement over the legacy system it replaced in 2016, both in the Primary and General Elections. [REDACTED] aggressively rolled out new voting equipment and poll book system concurrently in June. Poll Pad’s intuitive setup and operation, safeguards against error, top tier customer support, and user-friendliness for the poll workers were all big contributors to the successful 2016 rollout.

”

[REDACTED]

.....



2. Provide references from clients in comparable jurisdictions. All references should include the name, title, telephone number of a contact person.

[Redacted client references]

3.4 Solution Description

Describe the proposed solution, including the following information:

1. Type of solution: voting machines only, electronic poll books only or both

Electronic Poll Books

2. Model names and numbers

Hardware	Manufacturer and Model Number
iPad tablet	Apple, MR7F2LL/A
Stand for iPad	AI Data, i360
Styluses	AI Data, SP-1010-KNO
Carrying case	Nanuk, 920
Thermal Printer	Star Micronics, TSP650ii

Table 3. Hardware specifications for the Poll Pad solution..

3. Date and location of manufacture

All of our equipment is manufactured in China/Taiwan except for the cases, which are made in Canada. Apple, Inc. manufacturers the iPad and the date of manufacture will vary based upon the date the product is ordered.

4. First in-service date

August 2012

5. Product specifications

The Poll Pad electronic poll book application runs on the Apple iPad.

6. Technical specifications

Apple iPad's Technical Specifications

32GB

Height: 9.4 inches (240 mm)

Width: 6.6 inches (169.5 mm)

Depth: 0.29 inch (7.5 mm)

Weight: 1.05 pounds (478 g)



Connector

Lightning

Retina display

9.7-inch (diagonal) LED-backlit Multi-Touch display with IPS technology

2048-by-1536-pixel resolution at 264 ppi

Fingerprint-resistant oleophobic coating

Supports Apple Pencil

Chip

A10 Fusion chip with 64-bit architecture

Embedded M10 coprocessor

Camera

8-megapixel camera

Live Photos

Autofocus

Panorama (up to 43 megapixels)

HDR for photos

Exposure control

Burst mode

Tap to focus

Timer mode

$f/2.4$ aperture

Five-element lens

Hybrid IR filter

Backside illumination

Auto image stabilization

Body and face detection

Photo geotagging

Video Recording

1080p HD video recording

Slo-mo (120 fps)

Time-lapse video with stabilization

Video image stabilization

Body and face detection

3x video zoom

Video geotagging

FaceTime HD Camera

1.2-megapixel photos

Live Photos

$f/2.2$ aperture

Retina Flash



720p HD video recording
Backside illumination
HDR for photos and videos
Body and face detection
Burst mode
Exposure control
Timer mode

FaceTime video

iPad to any FaceTime-enabled device over Wi-Fi or cellular

FaceTime audio

iPad to any FaceTime-enabled device over Wi-Fi or cellular

Wi-Fi + Cellular model

Wi-Fi (802.11a/b/g/n/ac); dual band (2.4GHz and 5GHz); HT80 with MIMO
Bluetooth 4.2 technology
UMTS/HSPA/HSPA+/DC-HSDPA (850, 900, 1700/2100, 1900, 2100 MHz); GSM/EDGE (850, 900, 1800, 1900 MHz)
CDMA EV-DO Rev. A (800, 1900 MHz)
LTE (Bands 1, 2, 3, 4, 5, 7, 8, 12, 13, 17, 18, 19, 20, 25, 26, 28, 29, 30, 38, 39, 40, 41)4
Data only
Wi-Fi calling

Sim Card

Nano-SIM (supports Apple SIM)
Includes Apple SIM

Location

Digital compass
Wi-Fi
Assisted GPS and GLONASS
Cellular
iBeacon microlocation

Sensors

Touch ID
Three-axis gyro
Accelerometer
Barometer
Ambient light sensor

Touch ID

Fingerprint identity sensor built into the Home button

Power and Battery

Built-in 32.4-watt-hour rechargeable lithium-polymer battery
Up to 10 hours of surfing the web on Wi-Fi, watching video, or listening to music
Up to 9 hours of surfing the web using cellular data network
Charging via power adapter or USB to computer system

Operating System

iOS 12

Accessibility

Accessibility features help people with disabilities get the most out of their new iPad. With built-in support for vision, hearing, physical and motor skills, and learning and literacy, you can create and do amazing things. Learn more

Features include:

VoiceOver
Zoom
Magnifier
Siri and Dictation
Switch Control
Closed Captions
AssistiveTouch
Speak Screen

Environmental Requirements

Operating ambient temperature: 32° to 95° F (0° to 35° C)
Nonoperating temperature: -4° to 113° F (-20° to 45° C)
Relative humidity: 5% to 95% noncondensing
Operating altitude: tested up to 10,000 feet (3000 m)

System Requirements

Apple ID (required for some features)
Internet access

Languages

The Poll Pad application supports English, Spanish and French.

QuickType keyboard support

English (Australia, Canada, India, Singapore, UK, U.S.), Chinese - Simplified (Handwriting, Pinyin, Stroke), Chinese - Traditional (Cangjie, Handwriting, Pinyin, Stroke, Sucheng, Zhuyin), French (Belgium, Canada, France, Switzerland), German (Austria, Germany, Switzerland), Italian, Japanese (Kana, Romaji), Korean, Spanish (Latin America, Mexico, Spain), Arabic (Modern Standard, Najdi), Armenian, Azerbaijani, Belarusian, Bengali, Bulgarian, Catalan, Cherokee, Croatian, Czech, Danish, Dutch, Emoji, Estonian, Filipino, Finnish, Flemish, Georgian, Greek, Gujarati, Hawaiian, Hebrew, Hindi (Devanagari, Transliteration), Hinglish, Hungarian, Icelandic, Indonesian, Irish, Kannada, Latvian, Lithuanian, Macedonian, Malay, Malayalam, Maori, Marathi, Norwegian, Odia, Persian, Polish, Portuguese (Brazil, Portugal), Punjabi, Romanian, Russian, Serbian (Cyrillic, Latin), Slovak, Slovenian, Swahili, Swedish, Tamil (Script, Transliteration), Telugu,

Thai, Tibetan, Turkish, Ukrainian, Urdu, Vietnamese, Welsh

QuickType keyboard support with predictive input

English (Australia, Canada, India, Singapore, UK, U.S.), Chinese (Simplified, Traditional), French (Belgium, Canada, France, Switzerland), German (Austria, Germany, Switzerland), Italian, Japanese, Korean, Russian, Spanish (Latin America, Mexico, Spain), Portuguese (Brazil, Portugal), Thai, Turkish

Audio Playback

Audio formats supported: AAC (8 to 320 Kbps), Protected AAC (from iTunes Store), HE-AAC, MP3 (8 to 320 Kbps), MP3 VBR, Dolby Digital (AC-3), Dolby Digital Plus (E-AC-3), Audible (formats 2, 3, 4, Audible Enhanced Audio, AAX, and AAX+), Apple Lossless, AIFF, and WAV

User-configurable maximum volume limit

Video

AirPlay Mirroring, photos, audio, and video out to Apple TV (2nd generation or later)

Video mirroring and video out support: Up to 1080p through Lightning Digital AV Adapter and Lightning to VGA Adapter (adapters sold separately)

Video formats supported: H.264 video up to 4K, 30 frames per second, High Profile level 4.2 with AAC-LC audio up to 160 Kbps, 48kHz, stereo audio or Dolby Audio up to 1008 Kbps, 48kHz, stereo or multichannel audio, in .m4v, .mp4, and .mov file formats; MPEG-4 video up to 2.5 Mbps, 640 by 480 pixels, 30 frames per second, Simple Profile with AAC-LC audio up to 160 Kbps per channel, 48kHz, stereo audio or Dolby Audio up to 1008 Kbps, 48kHz, stereo or multichannel audio, in .m4v, .mp4, and .mov file formats; Motion JPEG (M-JPEG) up to 35 Mbps, 1280 by 720 pixels, 30 frames per second, audio in ulaw, PCM stereo audio in .avi file format

The technical specifications above are also available on Apple's website: <https://www.apple.com/ipad-9.7/specs/>.

7. Federal Election Assistance Commission actual or anticipated certification date

N/A. The U.S. Federal Election Assistance Commission does not currently offer a certification for electronic poll books.

8. Commonwealth of Pennsylvania actual or anticipated certification date

The Poll Pad was first certified May 6, 2014 and the new application version was certified October 5, 2018.



9. Integrations with solutions offered by other vendors:

- o If the solution includes voting machines, indicate all EPB solutions the voting machines integrate with
- o If the solution includes electronic poll books, indicate all voting machines that the poll books integrate with.

The Poll Pad electronic poll book solution is currently integrated with the following voting system models (listed in alphabetical order by vendor).

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]



3.5 Physical Footprint

3.5.1 Number of Machines

The City currently has 3,735 full-face voting machines, serving a population of 1.05 million registered voters. There are 1,692 divisions and 825-850 polling places within the City. (The number of registered voters is dynamic and subject to increase, given the recent population growth within the City of Philadelphia.)

The City anticipates having at least 2 voting machines and 2 electronic poll books for each polling place. The number of machines required for a given polling place may be higher, depending on the size (population) of the division(s) associated with that polling place.

For voting machine suppliers, please provide the following information:

An estimate of the number of machines required to replace the City's existing machines. Your estimate should be based on queuing theory and replacement rates or other appropriate methodology. Please include the rationale for your estimate.

The amount of space required for an individual voting machine to be fully operational at a polling place. This is the total amount of space required for the machine and any associated equipment or peripherals required to operate the machine at a polling place, e.g. table, stand, scanner.

Estimated voter throughput based on space requirements for voting machines at a single polling place.

N/A

For EPB suppliers, please provide the following information:

An estimate of the number of poll books required to support the City's voting population and number of polling places. Please provide the rationale for your recommendation, e.g. ratio of voters to poll books.



The amount of space required for each poll book to be fully operational within a polling place. This is the total amount of space required for the machine and any associated equipment or peripherals required to operate the machine at a polling place, e.g. table, stand, scanner.

A minimum of two square feet is recommended per electronic poll book kit. To allow adequate room for poll worker mobility, we recommend two Poll Pads be setup per six-foot table.



Estimated voter throughput based on space requirements for poll books at a single polling place.



3.5.2 Warehouse/Storage Facility

The City plans to secure a new warehouse location for storage of election system hardware and equipment. The City may optionally request the vendor to identify warehouse space to be leased for all necessary components of this solution.

Describe the storage facility requirements for the hardware and equipment required for your solution. In addition to square footage, please indicate any requirements regarding climate, security, and electricity.

The Apple iPad's and electronic poll book kits should be stored between -4 degrees F and 113 degrees F. As Philadelphia shows historical records highs of 104 degrees and record lows at -7 degrees, any building with insulation should be appropriate (this is unusual for standard warehouses). These storage recommendations are specified by Apple, Inc. and available for review here: <https://support.apple.com/en-us/HT201678>

Please provide an estimate of the total square footage required for the complete proposed solution, in addition to square footage required for individual components. The square footage must be sufficient not just for storage of the proposed solution but must also consider the space required for maintenance and setup.

For 3,600 units and depending on how the Poll Pads are stacked on pallets, we estimate the City will need approximately 675 square feet of space for 40 pallets containing 90 units per pallet, 3,600 units total. If the storage space they rent instead uses shelving, the individual Nanuk cases run 14x17x7. If we assume 18-inch deep shelving, this will be used for the 14-inch dimension, so that the labels can be read. Assuming the City stacks the units 10 high (five each on two shelves), approximately 800 square feet is required, plus just as much or at minimum half of that square footage is needed for walk space, totaling 1500 to 2000 square feet of space for the storage, maintenance and setup of the complete proposed solution.

3.6 Shipping

Please describe the shipping requirements for transporting hardware and equipment. Include requirements for initial transport to the City’s warehouse and from the warehouse to polling places.

All shipping costs are included with the initial purchase price. For delivery of equipment, we request details and any special delivery requirements, such as (a) whether there is a dock or if a lift-gate on the truck is required; (b) are there specific hours for delivery, or other instructions (e.g., call ahead, etc); and, (c) is inside delivery required (meaning equipment can’t be left where the truck drops it). Our Logistics and Fulfillment Manager [REDACTED] will work directly with the City to ensure all shipping requirements are met and the order is delivered on time. [REDACTED] joined KNOWiNK in October 2015 after nearly seven years of service to the St. Louis Board of Elections as a Manager of Budget and Payroll. [REDACTED] is extremely well-versed in the delivery of KNOWiNK equipment and has worked with many of our [REDACTED] clients to successfully deliver their electronic poll books.

Our clients typically use moving trucks to transport polling place equipment, including voting systems and electronic poll books, to the polling places. We recommend the City use as many security measures as reasonably possible to ensure the equipment is protected during transport. This includes tamper-evident seals on the electronic poll books kits and the voting system equipment.

Each Poll Pad unit is equipped with an extremely durable Nanuk case that is waterproof and shockproof. The cases may be locked and or tamper-evident seals may be applied to ensure the units are not opened prior to setup at the Polling Place on Election Day.



3.7 Disposal

Please describe any services your organization offers for disposal of existing voting equipment.

N/A

3.8.1 Architecture Model

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]



[REDACTED]

[REDACTED]

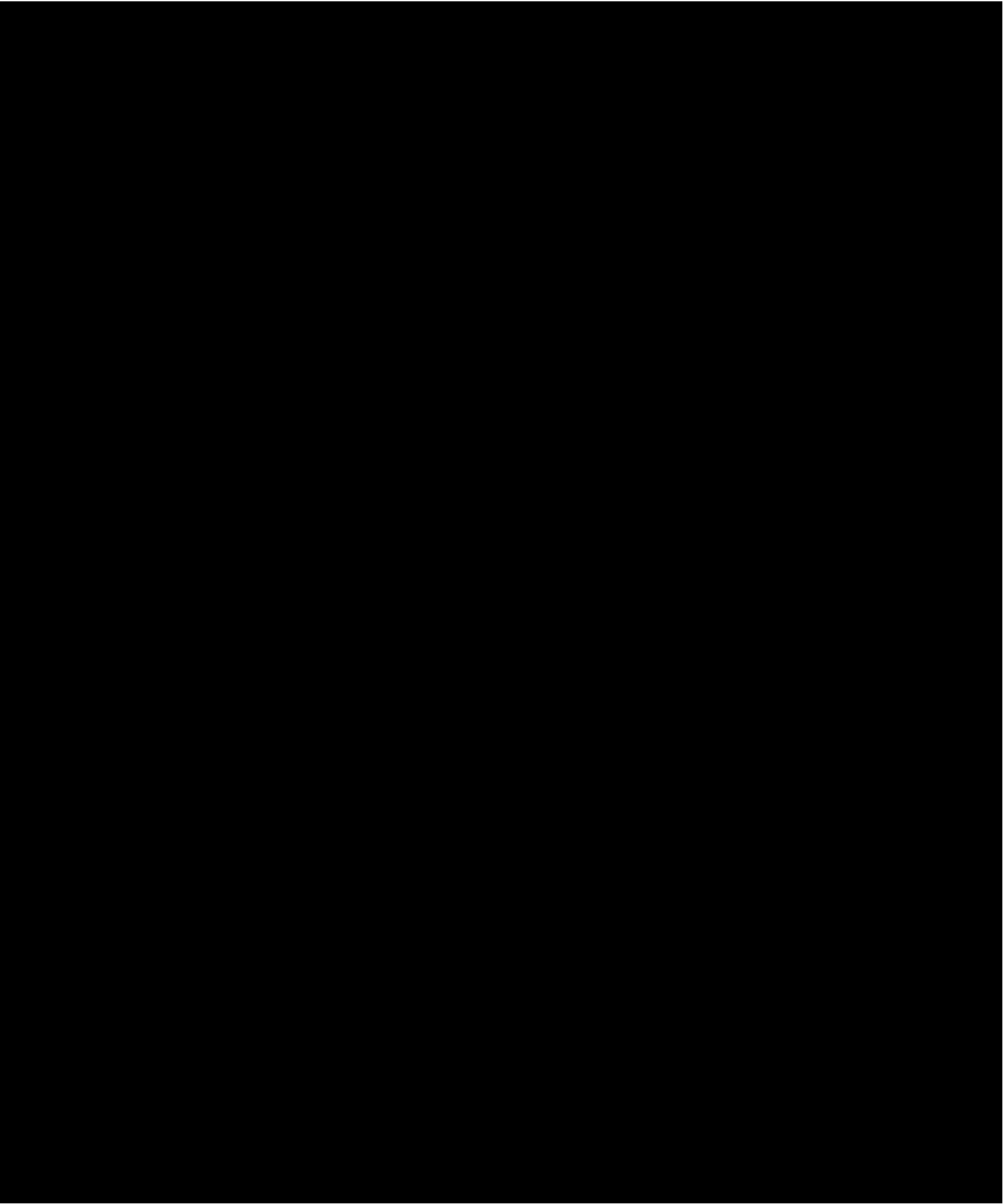
[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]





3.8.2 Network Design and Administration

The City Commissioners’ Office currently has several private networks that link computers within and across 8 remote transmission centers (RTCs) for election night reporting. The RTCs are located throughout the city; two (2) are central / headquarters locations for election related operations. Election night results are transmitted from RTCs to a designated website owned by the City Commissioners.

The selected Applicant will be expected to manage the City Commissioners’ private network(s) for election night reporting.

Prior to implementation of a solution, the selected Applicant may be asked to evaluate the City Commissioners’ existing network infrastructure for election night reporting and make a recommendation to either maintain the existing infrastructure, upgrade it or replace it. If an upgrade or replacement is recommended, the Applicant will be responsible for network design and implementation. In any case, the Applicant will be responsible for network administration.

Given the Applicant’s potential role in network design and implementation, Proposals must include the following:

1. Detailed specifications for recommended network setup and related equipment

N/A. Per the City response on page four of Amendment No. 1, second question on the page, election night reporting requirements do not apply to electronic poll book vendors.

2. Performance standards (throughput, processing volumes, response times, etc.) that the system will satisfy if installed on the recommended equipment.

N/A. Per the City response on page four of Amendment No. 1, second question on the page, election night reporting requirements do not apply to electronic poll book vendors.

3. Security measures to minimize vulnerabilities and mitigate risk of security threats

N/A. Per the City response on page four of Amendment No. 1, second question on the page, election night reporting requirements do not apply to electronic poll book vendors.

4. A diagram of the proposed network architecture.

N/A. Per the City response on page four of Amendment No. 1, second question on the page, election night reporting requirements do not apply to electronic poll book vendors.



3.9 Technical Qualifications

Indicate whether your proposed solution meets each requirement described in the Technical Requirements Compliance Matrix in Appendix E of this RFP. If configurations, customizations or work-around are required to meet an individual requirement, please explain. Please enter all information directly on the Compliance Matrix worksheet.

KNOWiNK has completed the General and Electronic Poll Book tabs of Appendix E and it is attached in the Appendix.

3.10 Maintenance and Support Model

The City expects that maintenance and support will be furnished on a “turnkey” basis – i.e. the successful Applicant will be contractually responsible for all maintenance and support services for all elements of the System, including but not limited to all software and any data transport services that are required under the contract, and will be the single point of contact for service and support. The City expects that the successful Applicant will guarantee the availability of maintenance and support services for application software, on the foregoing “turnkey” basis, for a minimum of five (5) years from final acceptance of the System.

The Applicant must allow the City of Philadelphia to service and maintain the voting system without voiding any terms of the warranty or violating a licensing agreement.

If the Applicant intends to no longer upgrade the solution, the City has the right to withdraw from upgrade/maintenance agreements. The Applicant must notify the City of end of support/life eighteen months prior to end date.

Proposals must state whether the Applicant will comply with the foregoing terms.

We are known for providing exceptional client support and solution maintenance and will bring the same level of service to the City of Philadelphia. The Poll Pad solution will be delivered on a turkey basis. Our project manager and client services and support team provide continuous support and are always available during normal business hours with extended support before, during and after an election.

We understand on-site support is important to the City. KNOWiNK has ██████ full-time employees available to support you as needed during testing, implementation and training, deployment, and before, during and after elections.

KNOWiNK’s three-tier support system is in place for general calls and inquiries, including escalation to tier three where resolution is not immediately achieved. Our client services and support team immediately answer all calls during normal business hours to provide you the support you need right when you need it. We guarantee the availability of maintenance and support services for application software for the required minimum of five (5) years.

Service Level Agreements

- Full-time year-round customer support from 7am CT-7PM CT with extended hours leading up to, during and after an election.
- Hardware maintenance and warranty as required by the City.
- Definition of functionality requirements to guide future upgrades and development.
- Pre and Post Election On-Site commitments as agreed upon by the City.
- Statement of work timelines related to installation and Pre/Post Election support requirements.
- Detailed issue and issue resolution tracking and formalized review process.
- Continuing training and documentation requirements and timelines as agreed upon by the City.

KNOWiNK will comply with the foregoing terms.

3.10.1 Maintenance

Describe your maintenance model, which should include the following:

1. A description of the services for all parts of the solution, including hardware, software, updates to firmware or software, peripherals, and whether solution uses “Commercial-off-the-Shelf”, proprietary products, or a mix of both.

Table 4 lists all hardware in the Poll Pad solution.

Item and Description	Make	Model	COTS (Y/N)
Poll Pad iPad Application	KNOWiNK	Poll Pad 3	N
ePulse Election Management Suite	KNOWiNK		N
iPad tablet: The iPad has a touchscreen/keyboard and the clear case is shockproof. The iPad has a battery life of approximately 10 hours.	Apple	MP2F2LL/A	Y
Stand for iPad: The Poll Pad stand is durable and user friendly.	AI Data	i360	N
Styluses: Each Poll Pad comes with two styluses.	AI Data	SP-1010-KNO	N
Carrying case: The shockproof and weatherproof case is extremely durable. So durable, in fact, we have never had a customer request a replacement case because they have never broken.	Nanuk	920	Y
Thermal Printer	Star Micronics	TSP650ii	Y
Wireless Connectivity - iPad comes equipped with WiFi capabilities. If the City requires additional hotspots or WiFi then we can offer the following.	Cisco Meraki	Meraki 42	Y
Jetpack Hotspot for cellular data at the polling places.	Novatel	6620	Y

Table 4. Hardware descriptions for the Poll Pad solution.



2. A proposed service and maintenance schedule.

The iPad and printer require very little to no maintenance to upkeep. We will warrant the products for five years and will replace any broken hardware. We rarely have issues with our COTS hardware.

All service and maintenance is included in KNOWiNK provided pre-election checklist, post-deployment checklist, and opening and closing polling place procedure checklists.

If awarded the contract, we will work with the City to prepare a technology roadmap that addresses all the City's needs. KNOWiNK is continuously innovating software.

To always stay up-to-date with the latest software updates, KNOWiNK continuously makes software changes that ensure that the application is compatible with the latest version of iOS. Future requests from our client jurisdictions are planned for and scheduled in our technology plan. We build our solution's functionality and capability based on state and local election law, process changes, and user requests—always making sure we're on most secure software available.



3. Proposed service level agreements, points of contact and escalation procedures.

Points of Contact and Escalation Procedures

KNOWiNK's three-tier support system is in place for general calls and inquiries, including escalation to tier three where resolution is not immediately achieved. If an emergency were to arise, the City should contact the dedicated project manager who will assess risk and consult the CFO and, if necessary, the CEO.

The point of contact for hardware maintenance is KNOWiNK's Logistics and Fulfillment Manager [REDACTED]. If escalation is required, KNOWiNK CFO [REDACTED] will be contacted.

Service Level Agreements

- Full-time year-round customer support from 7am CT-7PM CT with extended hours leading up to, during and after an election.
- Hardware maintenance and warranty as required by the City.
- Definition of functionality requirements to guide future upgrades and development.
- Pre and Post Election On-Site commitments as agreed upon by the City.
- Statement of work timelines related to installation and Pre/Post Election support requirements.
- Detailed issue and issue resolution tracking and formalized review process.
- Continuing training and documentation requirements and timelines as agreed upon by the City.



3.10.2 Technical Support

1. Problem resolution procedures, including problem severity classifications, response times and “fix” times for each level of severity.

Technical support issues are escalated through a three-tier customer support system. Tier one includes the toll-free customer support hotline, with customer support representatives available to answer general technical and process questions about the software platform. Issues may be escalated to tier two, which includes specialized technical representatives who have a more comprehensive understanding of the software. Escalation to tier three typically entails an actual code-related issue and will be assigned the software development team for review and resolution.

Support calls are immediately answered during business hours. KNOWiNK’s belief and practice is no support call should ever go unanswered during business hours. After hours calls and emails are typically followed-up to by a support team member fairly quickly.

[REDACTED]

[REDACTED]

2. Escalation procedures (including on-site service) that will apply where resolution is not immediately achieved.

We understand on-site support is important to the City. KNOWiNK has [REDACTED] full-time employees available to support you as needed for electronic poll book implementation, pre-election support, election day support, and post-election support. We can work with the City to develop escalation procedures for on-site support, including the KNOWiNK executive team, directors, managerial personnel, and support staff. We are also available for election day support and post-election support.

KNOWiNK’s three-tier support system is in place for general calls and inquiries, including escalation directly to tier three where resolution is not immediately achieved. If an issue persists and cannot be remedied through the traditional support system, representatives will be sent on-site to help facilitate a resolution. We will be on-site as quickly as possible upon a moment’s notice.

If an emergency were to arise, the City should contact the dedicated project manager who will assess risk and consult directly with the [REDACTED] and, if necessary, the [REDACTED]



3. Proposed service level agreements

Proposed Service Level Agreements

- Full-time year-round customer support from 7am CT-7PM CT with extended hours leading up to, during and after an election.
- Definition of functionality requirements to guide future upgrades and development.
- Pre and Post Election On-Site commitments as agreed upon by the City.
- Statement of work timelines related to installation and Pre/Post Election support requirements.
- Detailed issue and issue resolution tracking and formalized review process.
- Continuing training and documentation requirements and timelines as agreed upon by the City.

4. On the ground, in-person support for the following:

Describe your support model, which should include the following:

A. Pre-election support, including:

i. Ballot creation assistance and training

We understand on-site support is important to the City. KNOWiNK has [REDACTED] full-time employees available to support you as needed for electronic poll book implementation and pre-election support including testing, implementation and training, and deployment. We are also available for election day support and post-election support.

Ballot proofing and formatting is provided for customers deploying Poll Print. KNOWiNK will work with your ballot vendor to ensure all ballot mapping and PDF sizing is verified and tested before the Poll Print machines are deployed.

ii. System set up

KNOWiNK's client support team includes many former elections officials which provides additional value and ensures best practices are considered when the desire for on-site support arises. Our hiring focus on election experience provides tremendous experience and industry insight to our clients as we assist in data migration, PollPad configuration, and application/hardware updates.

iii. Pre-election logic and accuracy testing

KNOWiNK representatives will help create and subsequently implement the necessary logic and accuracy procedures to satisfy the City's public testing requirements. Our on-site personnel will provide provide custom documentation to assist in testing, offer immediate resolution to any issue that arises during testing, and create after action reports and documentation to ensure testing was fully completed.



iv. Set up for Election Day voting

KNOWiNK representatives will assist the City with all pre-deployment procedures as needed to successfully deploy the solution. They will help assist with preparing the equipment, loading and verifying the final election data, packing accessories, and engaging in any task necessary to ensure the success of the deployment process.

B. Election Day support and troubleshooting assistance, including:

i. Answering service calls

KNOWiNK representatives will be available to train call center staff prior to Election Day, personally field phone calls during the Election, assist other workers in answering Poll Pad related questions, or travel to locations to assist poll workers and gather feedback.

ii. Tabulation and reporting of results both for the unofficial and official canvass

A KNOWiNK representative will work to ensure that all data has been synchronized from the poll book units deployed once the equipment has been returned from the field. This work may take place the night of the election or in subsequent days post Election Day. Once all data has been verified in ePulse, all data will be available to be utilized by the ePulse Reporting module.

iii. Post-election testing and reporting

A KNOWiNK representative can help facilitate any desired reporting or post election testing required by the City. Once data has been verified in ePulse, all data will be immediately available to be utilized by the ePulse Reporting module. Any desired software or hardware testing post election will be performed on-site to the extent the representative is able to facilitate a resolution. If test cases do not immediately produce a resolution, appropriate escalation procedures will be enacted by the representative to achieve an expedited resolution.

iv. Post-election audits

Using the ePulse Reporting module data from the Pollbooks can be utilized to confirm turn out numbers and assist in any post election audits. A KNOWiNK representative can be on-site to assist the City throughout the auditing process.

v. Any possible recounts.

If desired, a KNOWiNK representative can be present to issue assistance in reconciling numbers or providing solution expertise deciphering device logs to provide clarity on any outstanding issues.



5. *In-person support personnel that meet the following criteria:*

- a. Pre-election support, including:*
- b. Election Day support and troubleshooting assistance, including:*
- c. Well-trained and certified in the use of the solution*
- d. Conversant in the English language*
- e. Licensed and insured to drive within Pennsylvania*

The City will gain an experienced election day support team that meets and exceeds its criteria. The KNOWiNK team will be on-site for your first election using the Poll Pad and we are able to provide as many resources as required for future elections. We have provided extensive on-site support for our [REDACTED] jurisdictional clients. Representative clients we have provided on-site support for include [REDACTED] a large support team that covered [REDACTED] Counties for their first election; and a large support team for [REDACTED] that even performed on-site logic and accuracy (L&A) testing for their first election using the Poll Pad.

KNOWiNK has [REDACTED] full-time employees available to support you as needed for electronic poll book implementation, pre-election support, election day support, and post-election support. We can work with the City to develop escalation procedures for on-site support, including the KNOWiNK executive team, directors, managerial personnel, and support staff. We are available for pre-election support, Election Day support, and post-election support.

Beyond these times of dedicated on-site support, if an issue persists and cannot be remedied through the traditional support system, representatives will be sent on-site to help facilitate a resolution. We will be on-site as quickly as possible upon a moment's notice.



3.11 Training Plan

Provide a training plan that includes all elements and meets all criteria described below.

3.11.1 Training Schedule

Provide a training schedule that includes:

1. Training for poll workers with the following frequency: 40 dates, consisting of 5 days per location (3 weeknight and 2 weekends, with 3 hour-long sessions on weeknights and 6 hour-long sessions on the weekends). Training should be conducted by employees of the Applicant.

We comply with the above requirement.

The KNOWiNK training staff will use a training methodology which has been proven successful with our jurisdiction client base. This methodology is designed by

KNOWiNK's training staff will coordinate with the City of Philadelphia to provide a training program tailored to the City's needs focusing on closely matching existing policies and procedures to ensure ease of understanding, familiar terminology, and workflow.

The KNOWiNK methodology is flexible and has been administered in three different manners based on the jurisdiction's requirements. These include:



2. A minimum of 10 demonstration and trainings for the general public, one in each Councilmanic district. Training should be conducted by employees of the Applicant.

We comply with the above requirement. The KNOWiNK training staff will conduct a Poll Pad training for the general public focused on the benefits for voters:

1. The Poll Pad "Experience", or how each voter will be processed when arriving at the polling location;
2. The speed of use. The average check in time is [REDACTED] seconds per voter;
3. The confidence of use. The Poll pad reduces Poll worker error by utilizing guidelines set by the City which tells the Poll worker and voter how they must proceed based on their status;
4. The Security of use. Explaining to the voter how the lack of connectivity follows Pennsylvania state law and provides an air gap reducing any outside influence on Election Day.

3. Extensive training on the solution for designated City staff, as chosen by the Philadelphia City Commissioners. The training sessions must cover the following topics:

- a. How to design and layout ballots
- b. Programming of all voting units and devices;
- c. Tabulating results during the unofficial and official canvass;
- d. Ensuring accuracy of results;
- e. Preparing polling places and setting up the solution for election day operation;
- f. Election Day operating procedures;
- g. Auditing procedures;
- h. Conducting a recount;
- i. Preserving records;
- j. Printing, designing, and formatting election reports;
- k. Troubleshooting common issues;
- l. Safeguarding and preventing tampering and unauthorized access to all parts of the voting system;
- m. Post-election care, maintenance, and storage

KNOWiNK will include the aforementioned topics in it's training for City staff.

[REDACTED]

4. For EPB solutions:

- a. Programming*
- b. Set up and shut down*
- c. Syncing, exporting, and importing data*

The KNOWiNK training staff will provide extensive training to the designated City staff focusing on opening procedures, setting up an election, deploying VRS data to the Poll Pads using different methods, providing precinct assignments for individual devices, election close procedures as well as gaining familiarity with many additional features of ePulse. Like the Poll Pad, we designed ePulse to be as user-friendly as possible. Due to its essential role in the Poll pad solution KNOWiNK staff will be sure to adequately familiarize and train City staff with its proper use.

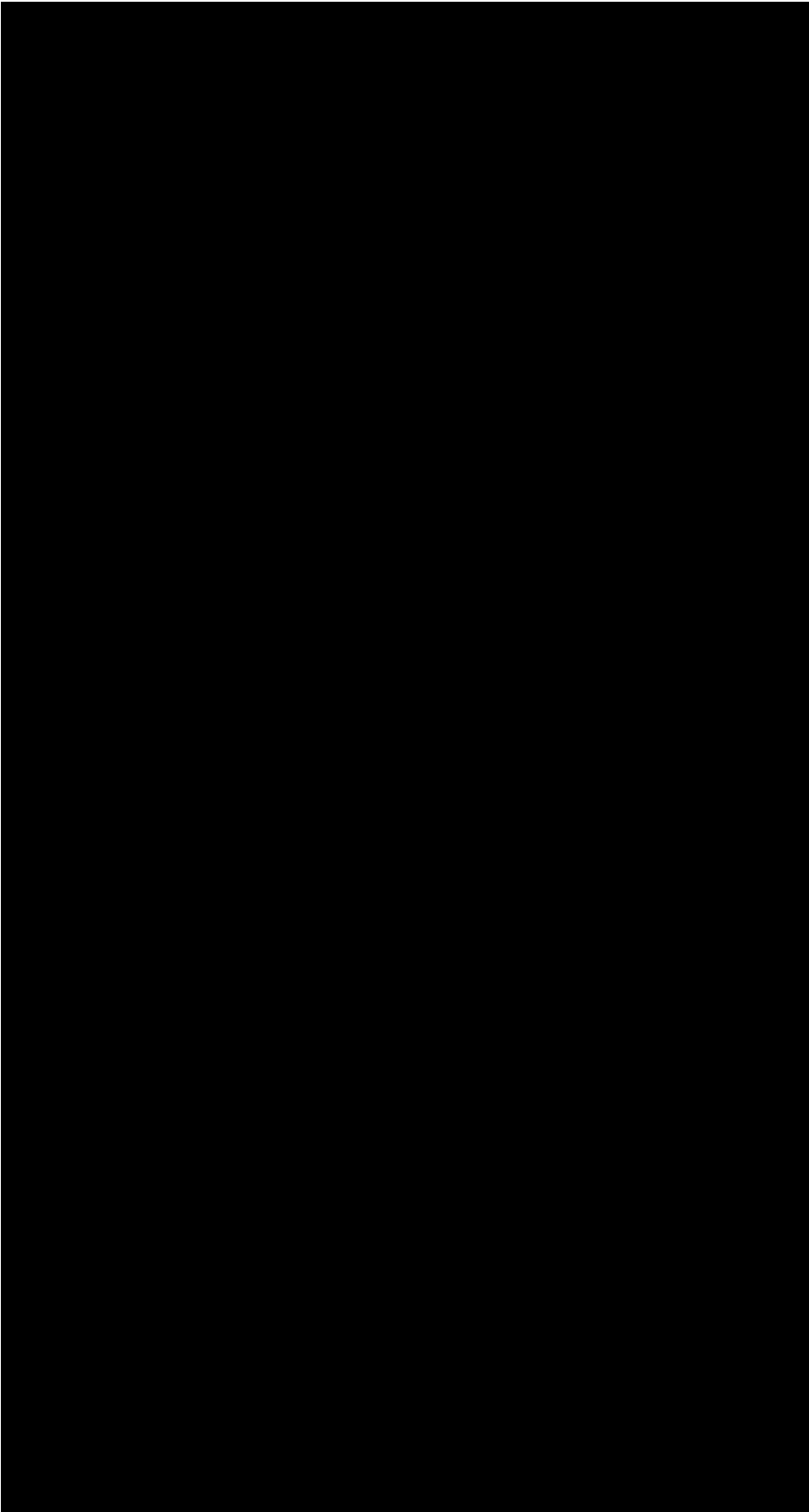
5. ‘Train the trainer’ training for designated City staff so that they can conduct additional public trainings. Training should be conducted by employees of the Applicant.

The KNOWiNK Trainer will teach the City Staff members the recommended practices for training End Users on the Poll Pad Solution. This includes a guided walk through of the End User Training utilized by KNOWiNK, detailed instruction on setting up and breaking down the Poll Pad Units, Voter scenario demonstration, and consultation on incorporation of KNOWiNK’s recommend practices with current “City” trainings.

Training poll workers to operate new EPBs requires providing hands-on training. We will provide end-user training (using a train-the-trainer model) to City staff so that they can conduct additional public trainings using materials and techniques provided by KNOWiNK. We recommend the City limit poll worker / end-user training to 25-persons per session to ensure they have hands-on time. We have found limiting the class size to contribute to an optimal training environment.

TRAINING SCHEDULE

We have prepared a training schedule as specified located on the following page. If awarded the contract, we propose discussing training options that can condense the on-site time required by KNOWiNK. We will work with you to design a schedule that is most beneficial to your staff and your poll worker training staff.





3.11.2 Training Materials

1. Provide a video (in multiple electronic formats for use with DVDs, web, and social media) for poll workers that demonstrates how to setup, operate, and shutdown the voting system and/or EPBS on an election day. The video must be specific to the City's setup and use of the voting system and/or EPBS.

KNOWiNK currently has an extensive library of digital training material including full training webinars and short task specific videos for tasks such as setting up the Poll Pad, checking in voters, and packing up the Poll Pad. In addition to the existing media, KNOWiNK is finishing construction on a professional sound studio to not only improve the quality of media, but also allow for more customization for entities such as the City.

2. Provide a video in multiple electronic formats for use with DVDs, web, and social media) for voters that demonstrates how to cast a vote using the voting system. The video must be specific to the City's setup and use of the voting system.

N/A

3. All training videos must be closed captioned for the visually impaired.

KNOWiNK's video editing team will be able to provide Closed Captioning for all training videos supplied to the City.

4. All training videos must be provided in both English and Spanish.

KNOWiNK's video editing team will be able to provide English and Spanish versions of all videos provided to the City.

5. Applicant must consent to the publication and use of the videos during any training or demonstration session hosted by the City.

KNOWiNK consents to the publication and use of videos produced by KNOWiNK during any training or demonstration session hosted by the City. We are here to make your elections successful and are happy to share this content.

6. Applicant must consent to the publication and use of the videos on websites hosted by the City.

KNOWiNK consents to the publication and use of videos produced by KNOWiNK on websites hosted by the City. We are here to make your elections successful and to provide a tool that improves voter confidence in elections. Therefore, we are happy to share this content.

7. Applicant must consent to the publication and use of the videos on publicly available social media platforms.

KNOWiNK consents to the publication and use of videos produced by KNOWiNK on publicly available social media platforms. We are here to make your elections successful and to provide a tool that improves voter confidence in elections. Therefore, we are happy to have the City share this content with its residents and the general public.



3.11.3 Testing and Certification

1. Provide a testing and certification process for current and new employees who will maintain the equipment.

KNOWiNK can provide Certification for all staff members that complete training hosted by a KNOWiNK Staff Member, and requirements for continuing education/certification.



3.12 Documentation

Describe the documentation you will provide, which should include the following:

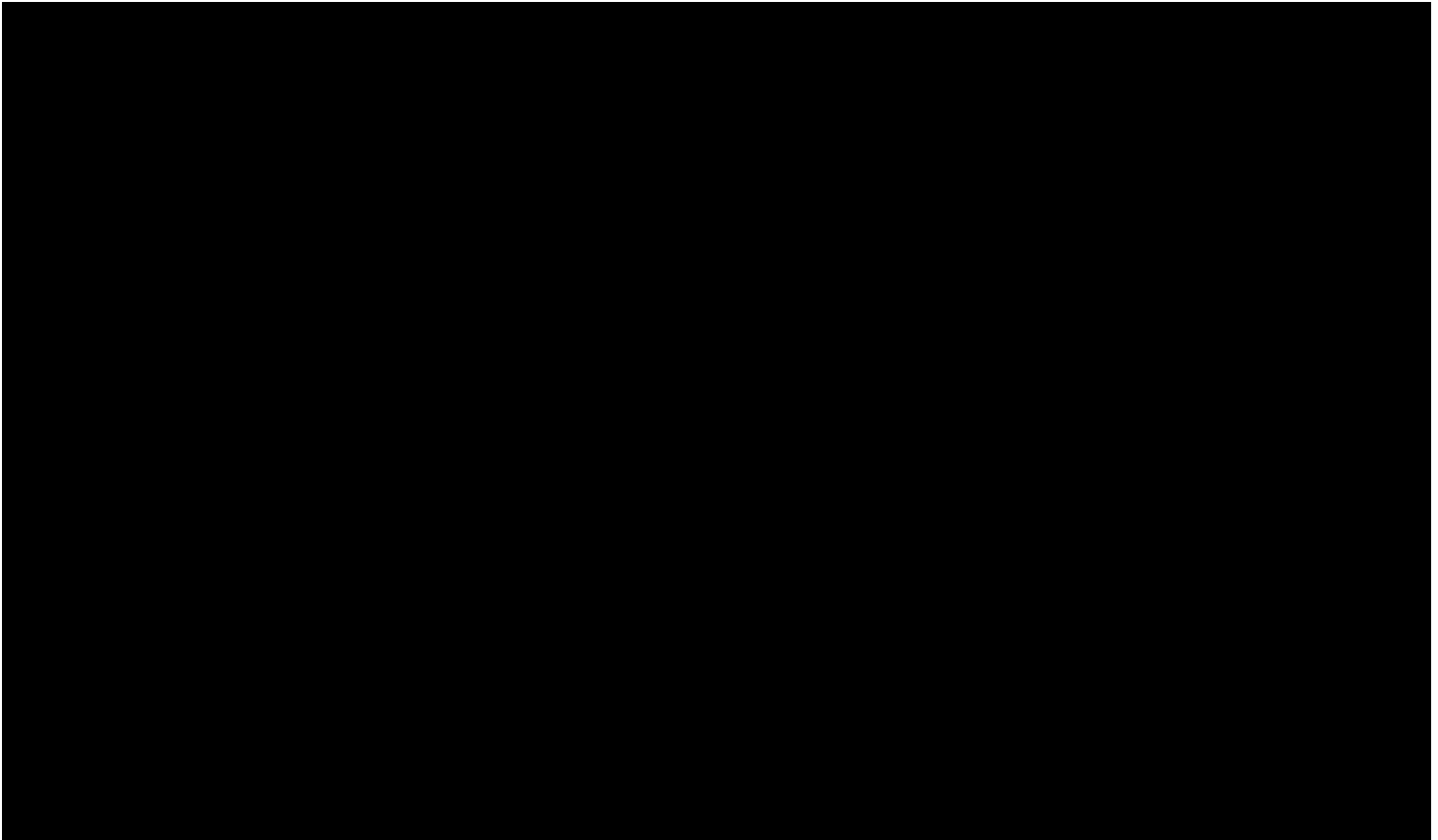
1. All system manuals necessary to allow the City to operate the voting system from the start of an election to the auditing of final results, independently of the Applicant's assistance and support. System documentation should include:

a. Detailed specification of all implemented functionality

KNOWiNK is proposing to provide the Poll Pad electronic poll book. The following documentation/system manuals are included the the Appendix:



b. Architecture model





c. System consumables and the Applicant's supply chain for those consumables

The only consumable in the solution is the thermal receipt paper rolls for the Bluetooth thermal printers. Occasionally customers also use labels. Both consumables are manufactured by Star Micronics. Star Micronics was founded in 1947. We purchase these supplies through the Bertarelli Paper Company. Founded in 1967, Bertarelli Paper Company has always provided with exceptional service and we have never had a supply chain issue with them.

d. Applicant's repair and maintenance policies and proposed service level agreements

The iPad and printer require very little to no maintenance to upkeep. We will warrant the products for five years and will replace any broken hardware. We rarely have issues with our COTS hardware.

All service and maintenance requirements are included in KNOWiNK provided pre-election checklist, post-deployment checklist, and opening and closing polling place procedure checklists

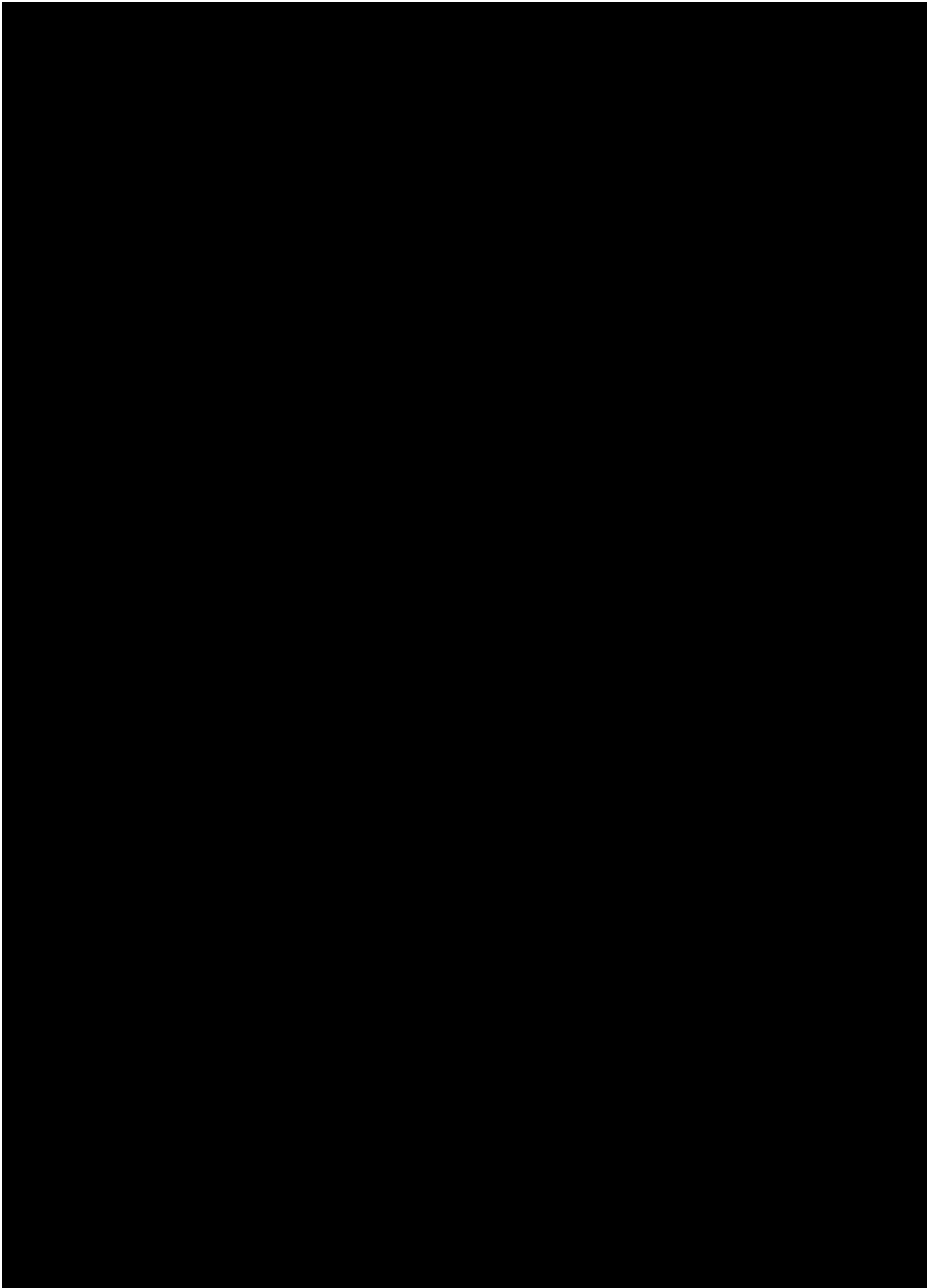
Proposed Service Level Agreements

- Full-time year-round customer support from 7am CT-7PM CT with extended hours leading up to, during and after an election.
- Hardware maintenance and warranty as required by the City.
- Definition of functionality requirements to guide future upgrades and development.
- Pre and Post Election On-Site commitments as agreed upon by the City.
- Statement of work timelines related to installation and Pre/Post Election support requirements.
- Detailed issue and issue resolution tracking and formalized review process.
- Continuing training and documentation requirements and timelines as agreed upon by the City.

e. Applicant's internal quality assurance procedures and any internal or external test data and reports available to the vendor concerning the voting system and/or EPBS.

[REDACTED]

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2. A user guide that contains complete instructions sufficient to set up, operate, configure, re-configure, maintenance, and shut down the solution. The user guide must be in a format suitable for use at a polling place such as simple “how to” or “quick reference” guides.

Our team of election experts know firsthand that training and documentation are the backbone of success when implementing new election technology. From full-time staff to poll workers, Election Day support staff, the general public, and all voters—success happens when all players understand the new technology, are confident in their ability to use it, and trust that support systems are in place to ensure success on Election Day. Our clients can be confident that all aspect of their implementation will be managed by a team comprised of experienced, knowledgeable, available, and flexible personnel.

KNOWiNK recognizes the importance of a comprehensive training and documentation program for each of our end users and their varying needs. Prior to developing a specialized training and documentation program, our team will evaluate the City’s operations and needs to ensure integration with existing policies and procedures. We will develop a thorough plan customized per the specifications of the City and needs of each user. Our dedicated training department will work with the City to plan and implement a structured end-to-end program. Our in-house graphics and design team offer almost limitless possibilities for distributable materials, training videos, Power Point presentations, and user guides. Election administrators find the KNOWiNK solution is easy to deploy with the use of our comprehensive training and documentation plan.

We have included the following documentation in the Appendix:





3.13 Statement of Work

Provide a Statement of Work for the proposed solution, including:

1. A comprehensive list of deliverables to be provided, in accordance with the Scope of Work described in Section 2 of this RFP.

KNOWiNK will provide the following project deliverables in accordance with the RFP's Scope of Work:

- Project management (as detailed in Section 3.14 Implementation Plan)
- A State certified electronic poll book solution
- Network design and administration (we understand this responsibility will be the voting system vendor's and not the EPB vendor's, but are happy to evaluate and provide recommendations if requested)
- Technical support as described in Section 3.10.2
- Maintenance of the EPB system and all hardware as described in Section 3.10.1
- Extensive training days as detailed by the City in Section 3.11
- Comprehensive documentation as described in Section 3.12.
- A Proof of Concept as described in our response to 3.14 Implementation Plan.
- The delivery of a complete solution, including all hardware, software, peripherals and equipment for a fully operational electronic poll book solution.

Proposed Service Level Agreements

- Full-time year-round customer support from 7am CT-7PM CT with extended hours leading up to, during and after an election.
- Hardware maintenance and warranty as required by the City.
- Definition of functionality requirements to guide future upgrades and development.
- Pre and Post Election On-Site commitments as agreed upon by the City.
- Statement of work timelines related to installation and Pre/Post Election support requirements.
- Detailed issue and issue resolution tracking and formalized review process.
- Continuing training and documentation requirements and timelines as a

2. All assumptions relied upon to develop the work plan and estimate, and all conditions for its fulfillment as proposed, including City responsibilities.

We relied upon the data provided in RFP Section 1.2 Background to develop the estimated quantity of EPBs the City will require. At a minimum the City requires 3,384 EPBs to support it's 1,692 divisions. As some divisions will required more than two EPBs, we are estimating the City will procure approximately 3,600 EPB units.

City Responsibilities

We propose the City participate in a project kick-off meeting to finalize the project plan, including project objectives, schedule milestones, and the training plan. We will provide the City with the project plan, including the training plan, following the kick-off meeting.



3.14 Implementation Plan

Provide an implementation plan describing how your organization will implement the proposed solution and provide the services required by this RFP, including:

1. Project management and implementation approach, i.e. the methods by which the Applicant manages projects of the type sought by this RFP. The City reserves the right to implement the project in phases defined by the City.

At KNOWiNK we employ a hybrid approach to project management, taking advantage of the traditional software development lifecycle (SDLC) processes in the planning phase of the project where a more detailed methodological approach to define, analyze and document scope is required. Once the project enters the development phase, where rapid and repetitive changes are required, this is where the agile methodology is used to deliver the best results in the shortest amount of time.

2. Project schedule, identifying all tasks to be performed, role(s) that will perform each task, durations for each task, principal schedule milestones, and overall duration from inception to completion.

Implementation Plan and Project Schedule

We have created a comprehensive project schedule (using Microsoft Project) to illustrate the workflow for implementing Poll Pad in the City of Philadelphia in the timeframe defined in the RFP. The high-level outline of our plan, and schedule, is shown below. We reserve the right to adjust the schedule based on the level of customization required per the client.

A detailed schedule is attached in the Appendix.

[Redacted]

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4. A description of how private networks for election night reporting will be setup and managed.

KNOWiNK has extensive experience working with and setting up networking solutions in remote polling places for election jurisdictions. KNOWiNK will inspect the current solution and determine if it is compatible with the needs of the solution and recommend the best solution. KNOWiNK typically works with mobile hardware such as a cradlepoint router to create a secure private network via VPN or other method.

5. A description of how software upgrades, customizations or configurations will be implemented. Describe your software development and implementation methodology, including version control, error correction, pre-delivery testing and de-bugging procedures, and post-installation testing.

[Redacted content]



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6. Any other project management or implementation strategies or techniques that the Applicant intends to employ in carrying out the work.

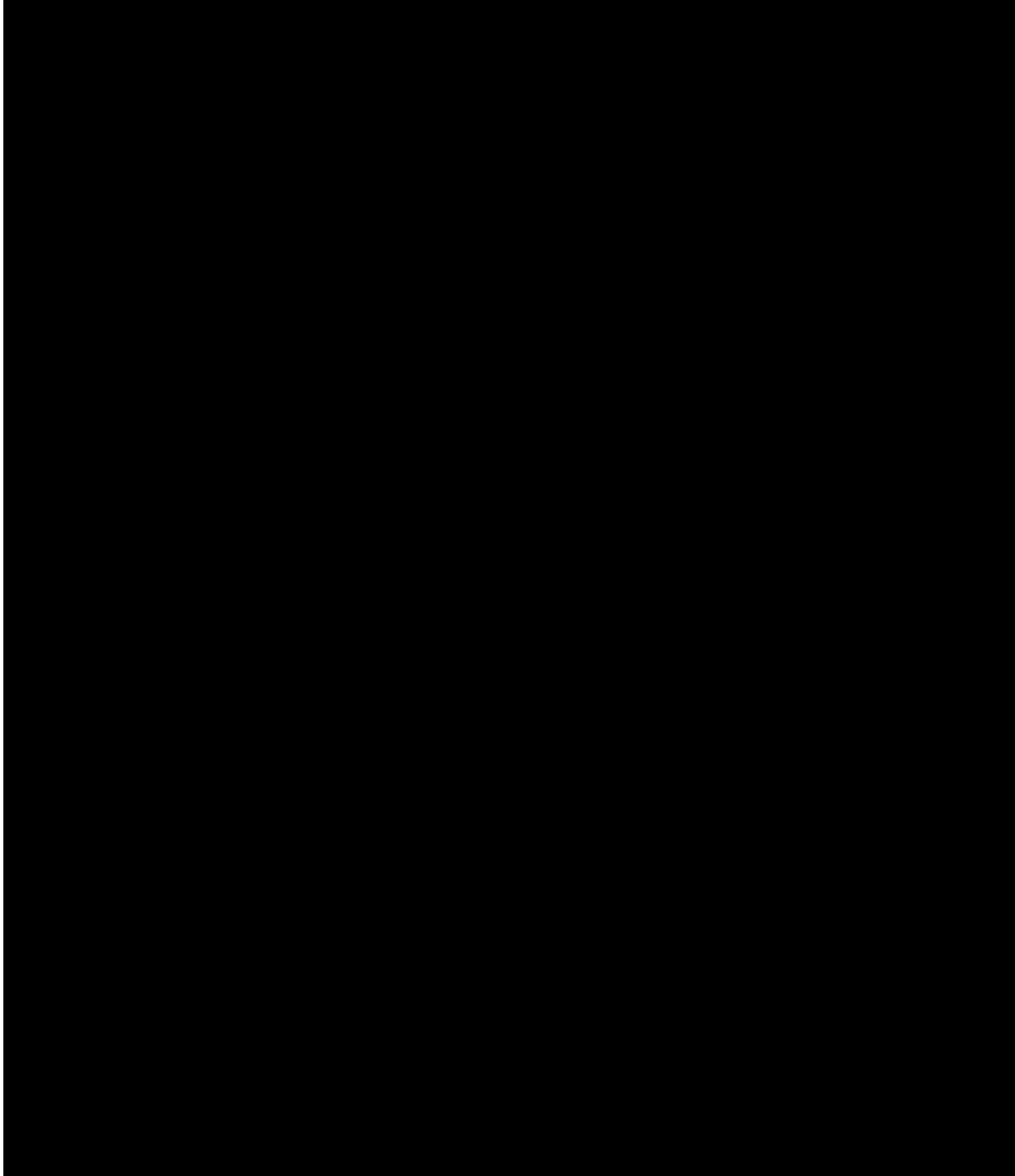
KNOWiNK uses [REDACTED] for software project management. The engineering team typically works in one week sprints, and holds business analyst review, estimation, and scrum meetings weekly.

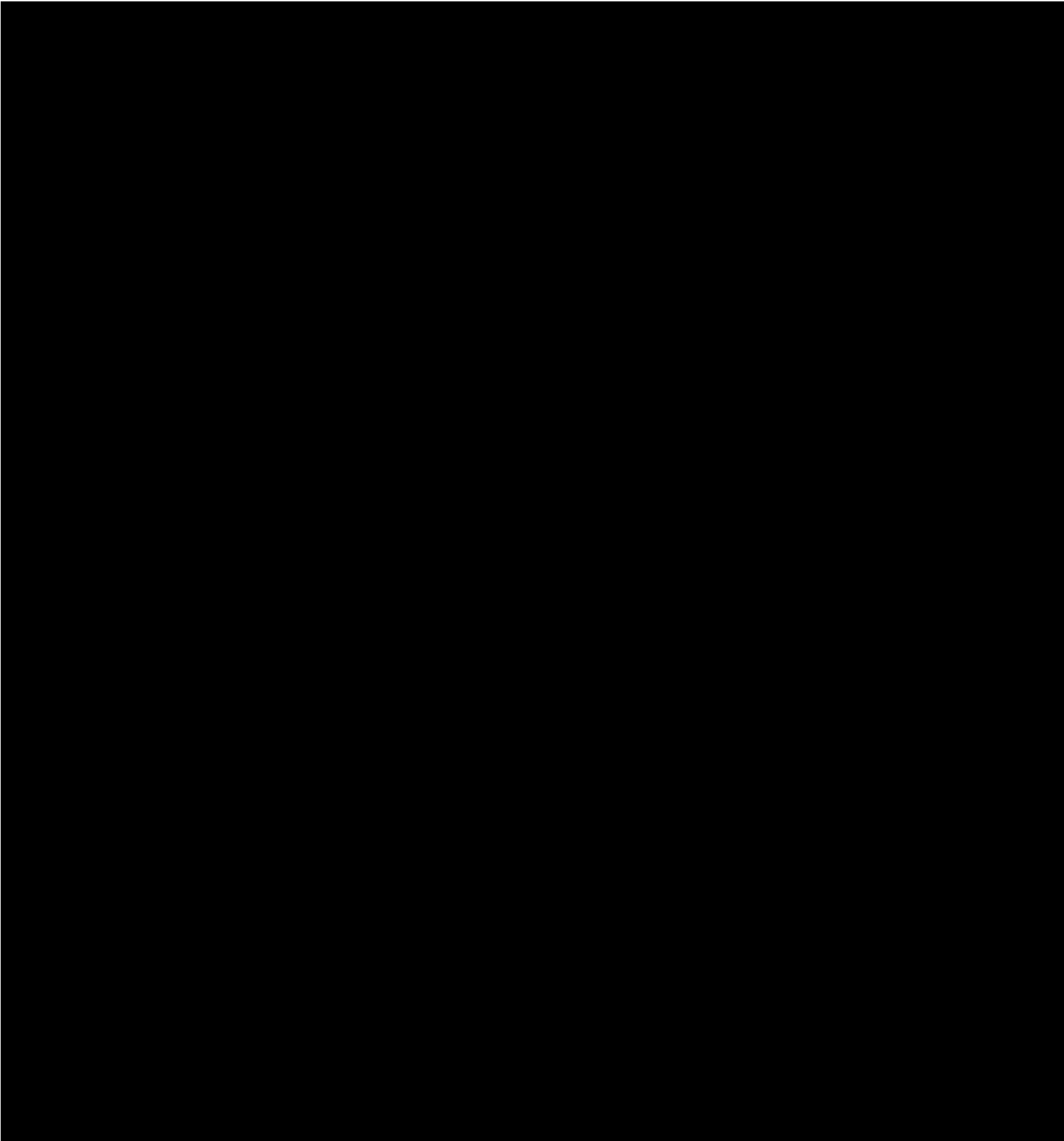


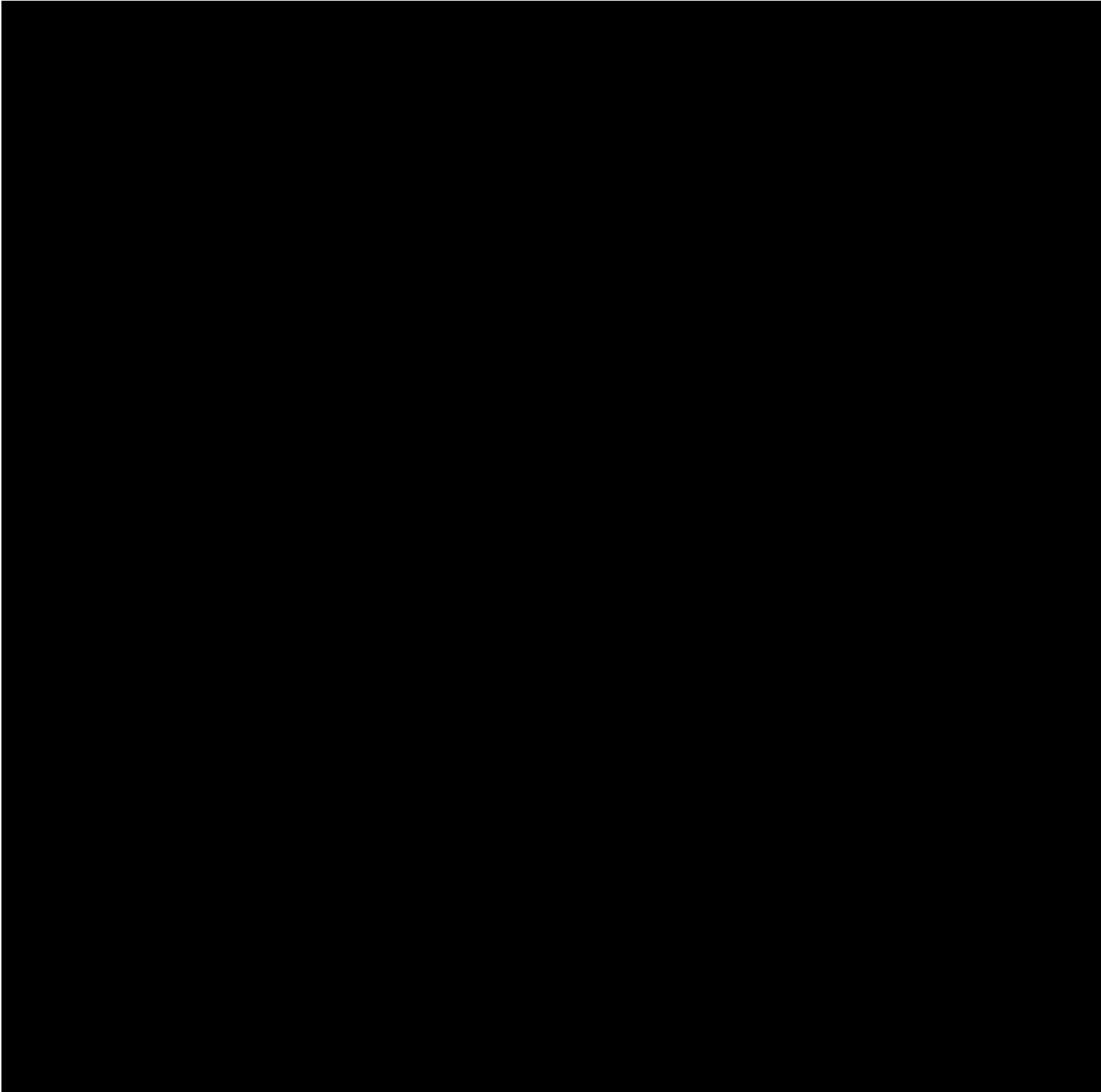
3.15 Organizational Structure and Resources

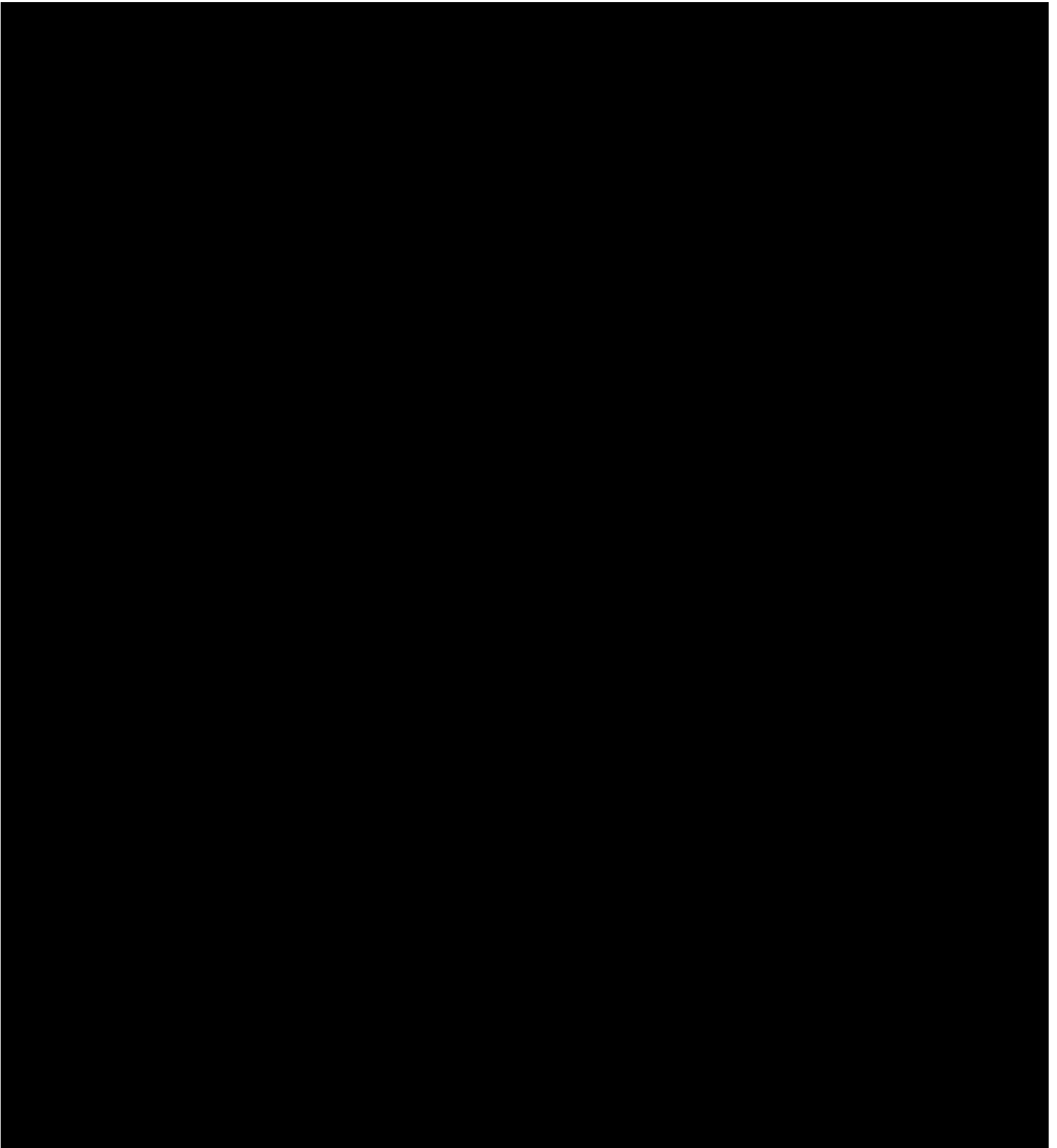
Please provide the following information regarding your organization and the resources that will perform the tasks required under this RFP:

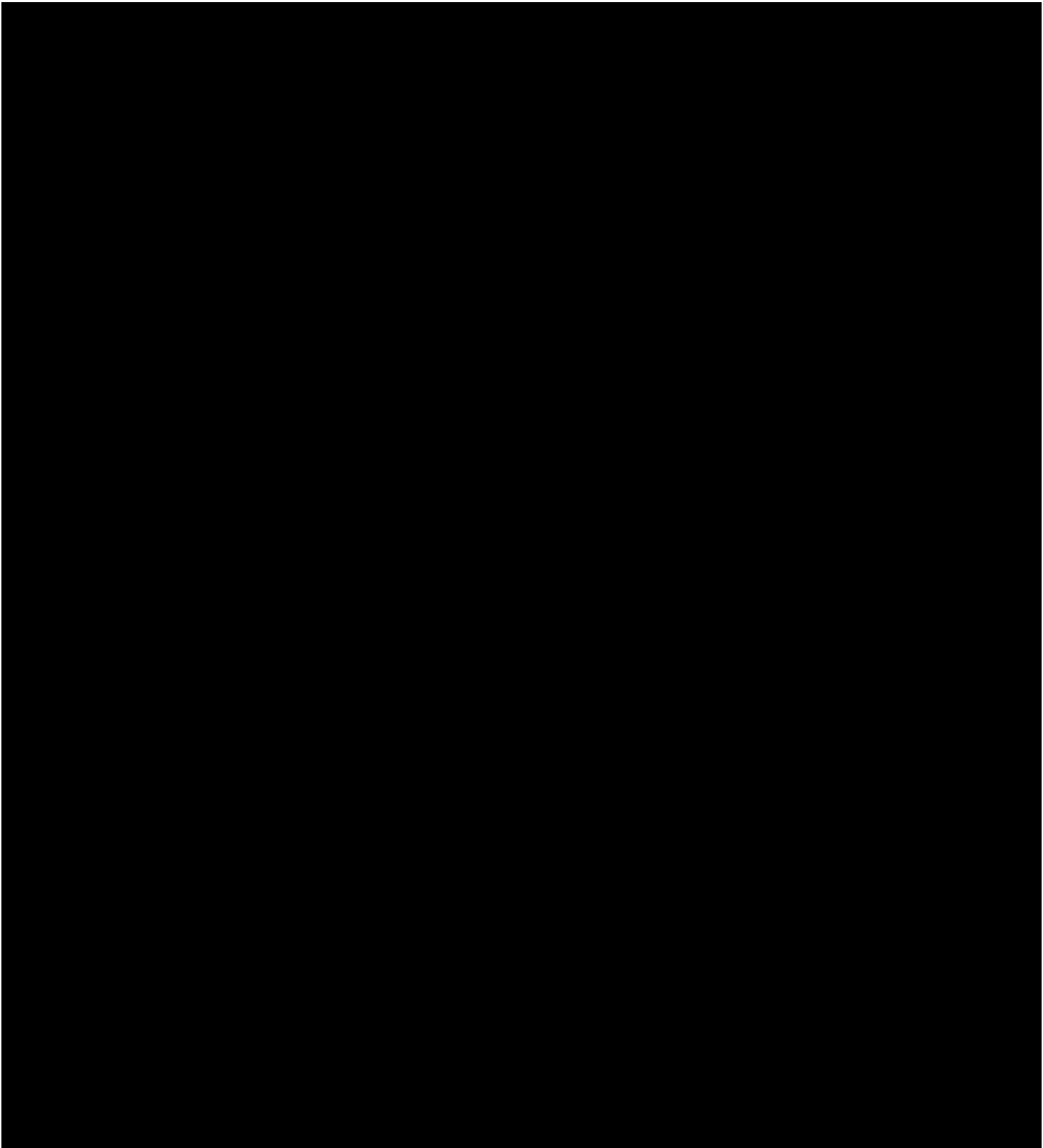
1. An organizational chart indicating the delineation of authority, roles and responsibilities for the resources that will perform the tasks required for this project.

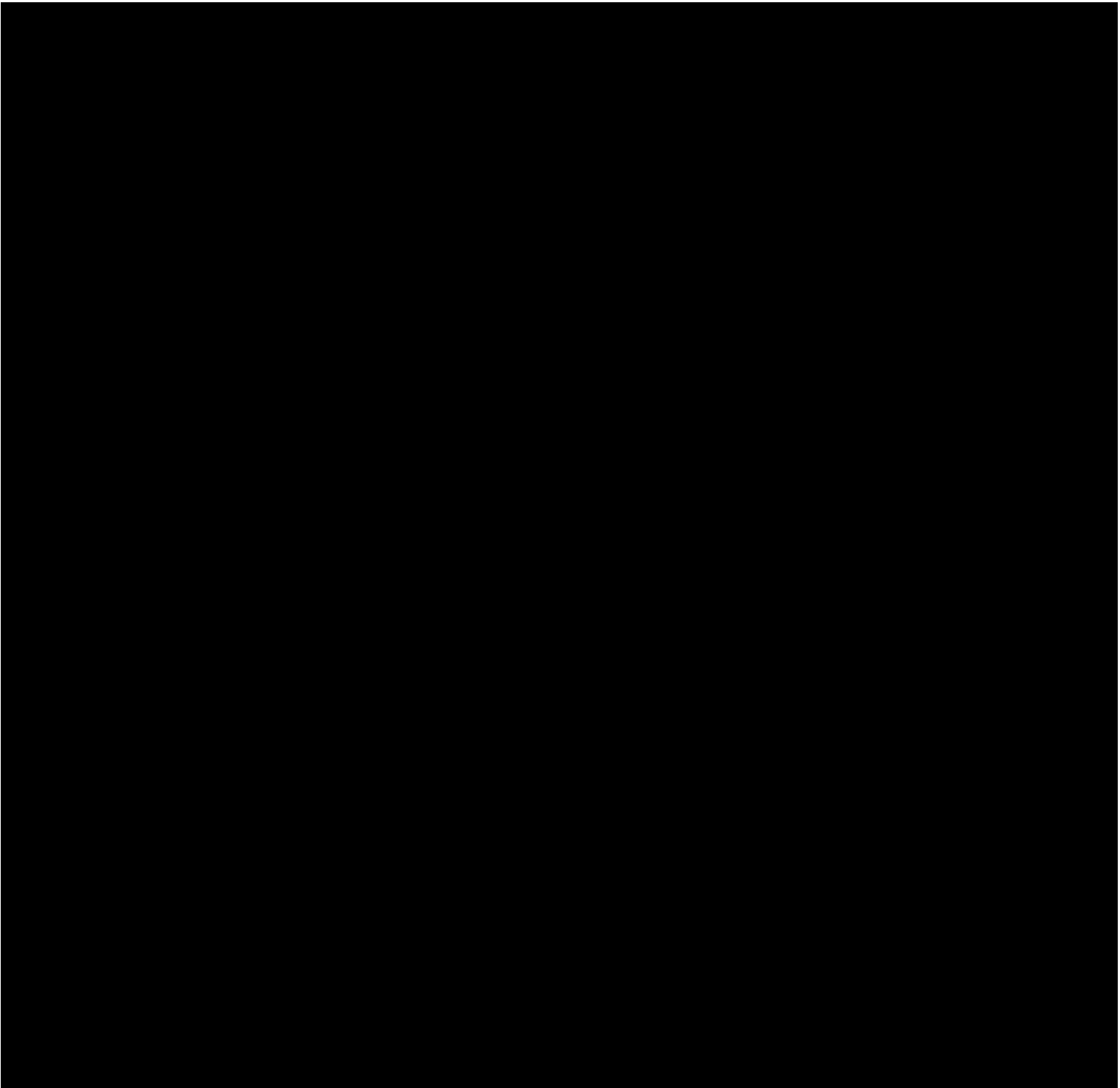














3.16 Pricing Model and Cost Proposal

Provide a fixed price pricing model and Cost Proposal for the solution and services required by this RFP, as identified in Section 2, Scope of Work. Your response should include the following and identify associated costs:

1. Lease and purchase options

KNOWiNK has provided cost proposals for both lease and purchase options. We have addressed all items listed in Section 3.16 question nos. 2-12 in the pricing on the following pages.

2. Software licensing model

- a. Include pricing for all requisite software licenses for five years from the date that the solution is received by the City.*
- b. Provide detailed pricing for continued licensing for an additional five years beyond the expiration of the initial five years.*
- c. If the anticipated life cycle of the solution is believed to be greater than ten years, the Applicant must provide detailed pricing estimates for the requisite licensing for software for that time period beyond the expiration of the first ten years.*
- d. The Applicant must allow all software licensing to be transferrable among Pennsylvania counties.*

3. Hosting options, if applicable

4. Network evaluation, design and implementation

5. Technical support for five (5) years, including services included, and when and how support costs are incurred. Please indicate when the City will begin to incur support costs (at time of purchase, after implementation, etc.).

6. Maintenance for five (5) years. Describe services included, such as repair of machines, software upgrades, support for City employees' maintenance of equipment, and when and how maintenance costs are incurred. Please indicate when the City will begin to incur maintenance costs (at time of purchase, after implementation, etc.).

7. Training

8. Documentation:

9. Hardware: indicate costs of all hardware included with the solution

10. Any equipment and materials the City will need to purchase. Include any equipment needed to transport the equipment and/or needed at the polling places for use by voters, including tables privacy booths, stands, carts, etc.

11. Any additional equipment Applicant recommends, but is not required as part of the solution, including, but not limited to signature pads, bar code scanners, additional printers, etc.

12. A milestone payment schedule that defines the timing and amount of payments, and identifying the tasks and deliverables ("milestones") to be completed for each payment



For hardware and equipment (items 9, 10, 11), please provide physical descriptions, model numbers, and part numbers, concerning components such as, but not limited to, laptops, tablet computers, printers, cables, connectors, servers, internet connectivity, etc. Also indicate whether hardware and equipment must be purchased from Applicant or can be purchased by the City from other vendors. Note that the City requires purchase of Juniper brand products for all network-related equipment.

The Cost Proposal should be submitted using the template provided in Appendix G or a similar format.

Note that the City is not subject to federal, state, or local sales or use taxes or to federal excise tax. The Cost Proposal may not include any such taxes.

-- additional requirements from 5.0 RFP Requirements and Conditions below

5.1 Fixed Price Proposal Required

Cost proposals must be "fixed price" proposals. The proposed price must include costs for all services described in the Scope of Work in Section 2 of this RFP.

If an Applicant offers options and/or alternates that are not included in the fixed price for the proposed System, the Applicant must provide for each such option/alternate the following information: 26

- A detailed description of the option/alternate (including, but not limited to, all features and functionality that will be unavailable in the base System if the option/alternate is not purchased);
- A full explanation of the rationale for not incorporating such functionality in the base System;
- Detailed cost information for each option/alternate, in accordance with the Cost Proposal requirements of the RFP.

The Cost Proposal must identify, by separate line item, the cost of each of the products and services listed in Section 3.16 of this RFP.

The City reserves the right, in its sole discretion, to reject without evaluation any Proposal that does not identify each item of the work by line item, and any Proposal that does not provide a fixed price to perform the proposed work (including, but not limited to, proposals to perform the work on a "time and materials" or "cost-plus" basis).

-- additional description of the milestone payment schedule on page 81, Appendix J Required Project Documents
"(d) a milestone payment schedule setting forth the frequency and amount of progress payments and identifying the tasks and deliverables ("milestones") to be completed for each payment."

CONCLUSION

With KNOWiNK, the City is sure to partner with a vendor equipped to deliver service, security, ease-of-use and Election Day successes time and time again. As outlined in our proposal to provide electronic poll books, the County will realize significant time and cost-savings as a result of choosing the Poll Pad solution.

The simple-to-use application will reduce check-in times to approximately [REDACTED] seconds while giving administrators a bird's-eye-view of elections as they are in progress. ePulse's Election Night Reporting (ENR) and the many other modules of ePulse will allow the City to easily track issues and hardware during an election.

We have gone to great lengths to provide the City with the best tools to ensure the security of voter data and to increase overall voter confidence in elections. Our application has been heavily scrutinized by government agencies and third-parties and found to be secure. We will continue to supply high quality industry leading security and technology solutions to our clients, such as the Poll Pad Lock™ powered by Factom blockchain.

Simply put, we are the best, most preferred electronic poll book vendor in North America. We offer the best products and service and support. Additionally, the Poll Pad is the most reliable, most tested and most used EPB on the market.

KNOWiNK is pleased to participate in the procurement process for Philadelphia and we look forward to working with you.



December 28, 2018 | Prepared for the CITY OF PHILADELPHIA

APPENDIX B

CITY TAX AND REGULATORY STATEMENT

APPENDIX B: CITY TAX AND REGULATORY STATUS AND CLEARANCE STATEMENT

THIS IS A CONFIDENTIAL TAX DOCUMENT NOT FOR PUBLIC DISCLOSURE

This form must be completed and returned with Applicant's proposal in order for Applicant to be eligible for award of a contract with the City. Failure to return this form will disqualify Applicant's proposal from further consideration by the contracting department. Please provide the information requested in the table, check the appropriate certification option and sign below:

Applicant Name	KNOWiNK, LLC	
Contact Name and Title	Kevin Schott, CFO	
Street Address	2111 Olive St.	
City, State, Zip Code	St. Louis MO 63103	
Phone Number	(314) 904-1345	
Federal Employer Identification Number or Social Security Number:	<div style="background-color: black; width: 150px; height: 20px;"></div>	
Philadelphia Business Income and Receipts Tax Account Number (f/k/a Business Privilege Tax) (if none, state "none")*	None	
Commercial Activity License Number (f/k/a Business Privilege License) (if none, state "none")*	None	

____ I certify that the Applicant named above has all required licenses and permits and is current, or has made satisfactory arrangements with the City to become current with respect to the payment of City taxes or other indebtedness owed to the City (including, but not limited to, taxes collected by the City on behalf of the School District of Philadelphia), and is not in violation, or has made satisfactory arrangements to cure any violation, or other regulatory provisions applicable to Applicant contained in The Philadelphia Code.

X I certify that the Applicant named above does not currently do business, or otherwise have an economic presence in Philadelphia. If Applicant is awarded a contract with the City, it promptly will take all steps necessary to bring it into compliance with the City's tax and other regulatory requirements.

Authorized Signature

Kevin Schott

Print Name and Title

12/27/2018

Date

* You can apply for a City of Philadelphia Business Income and Receipts Tax Account Number or a Commercial Activity License on line after you have registered your business on the City's Business Services website located at <http://business.phila.gov/Pages/Home.aspx>. Click on "Register" or "Register Now" to register your business.

APPENDIX D-1

ANTI-DISCRIMINATION POLICY

ANTIDISCRIMINATION POLICY SOLICITATION FOR PARTICIPATION AND COMMITMENT FORM
Minority (MBE), Woman (WBE), Disabled (DSBE) and Disadvantaged (DBE) Business Enterprises¹

DEPARTMENT OF COMMERCE OFFICE OF ECONOMIC OPPORTUNITY (OEO)							
Bid Number or Proposal Title: Election System		Name of Bidder/Proposer: KNOWINK LLC				Bid/RFP Opening Date: December 28, 2018	
List below ALL MBE/WBE/DBE/DSBEs that were solicited regardless of whether a commitment resulted therefrom. - Photocopy this form as necessary.							
<input type="checkbox"/> MBE <input checked="" type="checkbox"/> WBE <input type="checkbox"/> DSBE <input type="checkbox"/> M-DBE <input type="checkbox"/> W-DBE		Work or Supply Effort to be Performed Election Works w prov de a Commerc a Off The Shelf hardware, nc ud ng Pads and therma pr nters.	Date Solicited		Commitment Made		Give Reason(s) If No Commitment
Company Name E ect on Works Inc. Address 0S096 Cat n Square, Geneva, IL 60134 Contact Person Sandra Hed Telephone Number (630) 232 4030 Fax Number (630) 232=4030 Email Address shed@e ect onworks.com OEO REGISTRY # CERTIFYING AGENCY North Centra Texas Reg ona Cert f cat on Agency			By Phone	By Mail	Yes (If Yes, give date)	NO	
			X		Yes, 12/26		
			Quote Received		Amount Committed To		
			YES²	NO	Dollar Amount		
				X	\$1,584,000		
		Percent of Total Bid/RFP		39.50%			
<input type="checkbox"/> MBE <input type="checkbox"/> WBE <input type="checkbox"/> DSBE <input type="checkbox"/> M-DBE <input type="checkbox"/> W-DBE		Work or Supply Effort to be Performed	Date Solicited		Commitment Made		Give Reason(s) If No Commitment
Company Name Address Contact Person Telephone Number Fax Number Email Address OEO REGISTRY # CERTIFYING AGENCY			By Phone	By Mail	Yes (If Yes, give date)	NO	
			Quote Received		Amount Committed To		
			YES²	NO	Dollar Amount		
					\$		
		Percent of Total Bid/RFP		%			
<input type="checkbox"/> MBE <input type="checkbox"/> WBE <input type="checkbox"/> DSBE <input type="checkbox"/> M-DBE <input type="checkbox"/> W-DBE		Work or Supply Effort to be Performed	Date Solicited		Commitment Made		Give Reason(s) If No Commitment
Company Name Address Contact Person Telephone Number Fax Number Email Address OEO REGISTRY # CERTIFYING AGENCY			By Phone	By Mail	Yes (If Yes, give date)	NO	
			Quote Received		Amount Committed To		
			YES²	NO	Dollar Amount		
					\$		
		Percent of Total Bid/RFP		%			

1. If Bidder/Proposer makes solicitation(s) and commitment(s) with a DBE, Bidder/Proposer shall indicate which class type, M-DBE or W-DBE, is submitted for credit.

2. Attach all quotations to this form.

09/2010

APPENDIX E

TECHNICAL REQUIREMENTS COMPLIANCE MATRIX

This workbook contains three worksheets that list requirements for the City of Philadelphia Election System RFP:

REQ-General

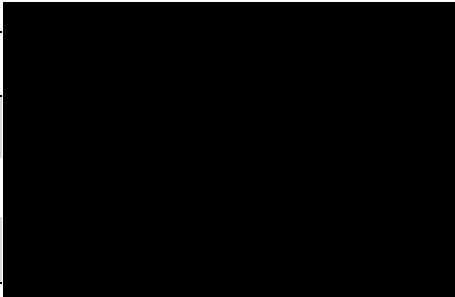
REQ-Voting Machines

REQ-EPBs

Instructions:

- 1) Review the requirements on each tab
- 2) For each requirement, indicate whether your solution meets the requirement by clicking one of the options in the Vendor column.
- 3) Submit the completed workbook with your Proposal to the City of Philadelphia

ID	Category	Code	Requirement	Vendor Response Indicate whether the solution meets the requirement
1	Compliance	COMP_1.1	The solution must be certified by the U.S. Election Assistance Commission (EAC) and the Commonwealth of Pennsylvania Department of State by the time of Applicant selection.	MET
2	Compliance	COMP_1.2	The solution must be compliant with Title IV and Title V of the Americans with Disabilities Act. (Please explain how your equipment accommodates voters in wheelchairs, voters with limited or no sight, and voters with limited or no mobility.)	MET
3	Compliance	COMP_1.3	The solution must comply with common data format standards set by a recognized standard setting body (e.g., IEEE, ANSI, NIST, EAC) and best practices.	MET



Technical Requirements Compliance Matrix

Requirements for Electronic Poll Books Only

#	Category	Req ID	Requirement	Vendor Response
				Indicate whether the solution meets the requirement
1	Admin	Admin_3.1	The EPBS must allow central level users to manage user accounts, including adding and removing users and managing their access privileges.	MET
2	Admin	Admin_3.2	The EPBS must provide a means for the integration of additional electronic poll books into its configuration at any point throughout the election without requiring a shutdown or a restart of the electronic poll book system. This includes turning on new poll books on election day, assigning poll books to a precinct, and reassigning poll books.	MET
3	Admin	Admin_3.3	The EPBS must provide a means for the exclusion of an existing electronic poll book from its configuration at any point throughout the election without requiring a shutdown, or restart of the electronic poll book system. This action should not require physical access to the electronic poll book that is to be excluded.	MET
4	Admin	Admin_3.4	Each electronic poll book within a configured electronic poll book system must have a unique identifier and must identify what precinct it is assigned to. Any component within a configured electronic poll book system must be able to uniquely identify said electronic poll book by its identifier.	MET
5	Admin	Admin_3.5	An electronic poll book system must not permit access to voter information other than information included in the Philadelphia County SURE database.	MET
6	Admin	Admin_3.6	The EPBS must prevent any program that is not listed from being executed within the EPBS.	MET
7	Admin	Admin_3.7	The EPBS must allow central level users to assign poll books to preceincts.	MET
8	Admin	Admin_3.8	The first time the "open poll" function is activated, the solution shall support a configurable checklist which requires the poll worker to complete the checklist by affirming each item of the checklist independently. Examples of the sort of items comprising the checklist include: the ballot box has been sealed, the voting screens are in place, ballots have been initialed, etc.	MET
9	Admin	Admin_3.9	The EPBS shall support an "open of poll" function that will enable access to the set of functions that support poll operations.	MET
10	Admin	Admin_3.10	When the close poll function is activated, the solution shall support a configurable checklist which requires the poll worker to complete the checklist by affirming each item on the checklist has been completed.	CUSTOM
11	Admin	Admin_3.11	The EPBS shall support a "close of poll" function that will disable poll operation functions and provide access to the set of capabilities that support closing of the poll.	MET
12	Admin	Admin_3.12	Prior to the opening of a Polling Place, the EPBS must be initialized with the List of Electors and all supporting data.	MET
13	General	GEN_3.1	The EPBS must allow users to view and print the voter list.	MET
14	General	GEN_3.2	The EPBS must allow users to look up the voters within the current election.	MET
15	General	GEN_3.3	The EPBS must allow users users to verify whether an individual is eligible to vote in the current election.	MET
16	General	GEN_3.4	The EPB must allow users to update voter activity information.	MET
17	General	GEN_3.5	The EPB must allow users to notate discrepancies in voter information on voter registration records.	MET
18	General	GEN_3.6	Electronic poll books must be compatible with voting machines certified for use in Pennsylvania elections.	MET

Technical Requirements Compliance Matrix

Requirements for Electronic Poll Books Only

#	Category	Req ID	Requirement	Vendor Response	
				Indicate whether the solution meets the requirement	
19	General	GEN_3.7	The EPBS must provide notifications to indicate the following: 1. The EPBS has been set up for use in the current election 2. An electronic poll book has been set up for use in the current election 3. A voter registration record has changed 4. A voter activity record has changed 5. The local voter database has been imported into the electronic poll book system 6. A system error or deviation has been detected, along with a description of the solution error or deviation 7. An electronic poll book is shutting down	MET	
20	General	GEN_3.8	The EPBS must allow a precinct level user working in a given precinct to only check-in voter's assigned to that precinct.	MET	
21	General	GEN_3.9	The EPBS must guarantee that a voter can be checked in only once during normal connectivity.	MET	
22	General	GEN_3.10	Any update to a voter record or to any other data pertaining to the election completed on one electronic poll book must be visible on all other connected electronic poll books	MET	
23	General	GEN_3.11	The EPBS must support same day registrations. Central level users must have the ability to turn this feature on and/or off in accordance with Commonwealth of Pennsylvania laws.	MET	
24	General	GEN_3.12	An electronic poll book must allow a voter to make an electronic signature.	MET	
25	General	GEN_3.13	The EPBS must provide a method to compare voter signatures to the signature on file.	MET	
26	General	GEN_3.14	The EPBS must provide a method to search and verify precinct assignment for any voter in the City or any address in the City.	MET	
27	General	GEN_3.15	The EPBS must allow poll workers to redirect voters to correct polling place location and provide turn by turn directions.	MET	
28	General	GEN_3.16	The EPBS must provide a method to electronically record the fact that a voter has cast a ballot in an election, whether on election day, during early voting or during grace period voting.	MET	
29	General	GEN_3.17	The EPBS must provide a method to ensure that updated information on voter activity can be communicated to poll workers on any day during which voting is being conducted in as near to real-time as feasible. Voter activity information includes, but is not limited to, whether an individual has already voted, by what method, when and where (on election day, during early voting or during grace period voting).	MET	
30	General	GEN_3.18	The EPBS must provide poll workers with the ability to account for all ballots delivered, all ballots cast, all provisional ballots cast, all spoiled ballots and all ballot applications	MET	
31	General	GEN_3.19	The EPBS must provide poll workers with the ability to create an end-of-the-day reconciliation statement.	MET	
32	General	GEN_3.20	The EPBS must provide the ability for poll workers to sign-in, and enter their time into timesheets to enable tracking of poll workers' time.	MET	
33	General	GEN_3.21	The EPBS must provide the ability to generate payroll statements.	MET	
34	General	GEN_3.22	The EPBS must provide operational checklists for poll workers to assist them in following all proper steps for opening, operating and closing the polls on election day.	MET	
35	General	GEN_3.23	The EPBS must provide a method to capture, track, identify, and store data related to provisional voting, including but not limited to name and address information.	MET	
36	General	GEN_3.24	The EPBS shall have the ability to provide listings and counts of voters on Election Day.	MET	
37	General	GEN_3.25	EPBs must permit a precinct election official to cancel a voter's absentee ballot and allow the voter to vote in person.	MET	
38	General	GEN_3.26	An electronic poll book shall contain the ability to retrieve and display information for voters by any combination of manual or automated search fields, including partials, such as: Last Name, First Name, Street Address, District Information, SURE ID Number, Birthdate.	MET	
39	General	GEN_3.27	In the event of a temporary interruption of connectivity, the EPB system must automatically restore voter list consistency across the electronic poll books after connectivity is restored.	MET	
40	General	GEN_3.28	In the event of a temporary interruption of connectivity, the EPB system must identify voters that have been checked in at two or more different electronic poll books during the interruption of connectivity.	MET	
41	Data Integrations	INT_3.1	The EPBS shall provide the ability to import data from the Philadelphia County SURE database in an agreed upon format.	MET	
42	Data Integrations	INT_3.2	The EPBS shall provide the ability to export data for transmission to the Commonwealth of PA for updating of the Philadelphia County SURE database. The data shall be in a format specified by the Commonwealth.	MET	
43	Data Integrations	INT_3.3	The EPBS must not modify permanent data, besides updating vote history, in the voter record in the Philadelphia County SURE database during import or export or normal operation.	MET	
44	Reporting	RPT_3.1	The EPBS must provide the ability to generate standard reports at any time, including during an election.	MET	
45	Reporting	RPT_3.2	The EPBS must provide the ability to generate custom reports at any time, including during an election.	MET	

Technical Requirements Compliance Matrix

Requirements for Electronic Poll Books Only

#	Category	Req ID	Requirement	Vendor Response	Comments
				Indicate whether the solution meets the requirement	
46	Reporting	RPT_3.3	The EPBS must provide the ability to search reports and run queries at any time, including during an election.	MET	
47	Reporting	RPT_3.4	The EPBS must provide post-election tools and reports that can assist the City Commissioners in conducting post-election recount and/or election contest proceedings, and/or write-in adjudication.	MET	
48	Reporting	RPT_3.5	The EPBS must allow for the publishing of voting statistics to a website designated by the City Commissioners. (Please provide an explanation of the process of publishing to the web from the secure system, how often web results will be updated, and provide examples of the types of reports that can be published on the web).	CUSTOM	
49	Performance	PERF_3.1	The anticipated life cycle of the EPB solution must be at least five years. Please provide details on the anticipated life cycle of The EPBS for both hardware and software.	MET	
50	Performance	PERF_3.2	The EPBS must accommodate all electronic poll books operating together during peak usage.	MET	
51	Performance	PERF_3.3	The EPBS must be usable within a standard office environment with temperatures ranging at from 50°F (or higher) to 90°F (or lower).	MET	
52	Performance	PERF_3.4	At a minimum, the EPB system must allow for voter throughput of thirty (30) voters per hour per configured electronic poll book.	MET	
53	Performance	PERF_3.5	The EPBS must have the ability to increase the speed of throughput using the scanning of IDs and other documents.	MET	
54	Performance	PERF_3.6	The EPBS must support multiple electronic poll books operating concurrently in a single polling location. Should one of the electronic poll books become inoperable, the operation of the remaining electronic poll book or electronic poll books must not be affected.	MET	
55	Backup & Recovery	Backup_3.1	The EPBS must maintain a copy of the Philadelphia County SURE database as well as any updates to voter activity on a removable storage device. This enables the City to continue with an election in the event the EPBS becomes inoperable.	MET	
56	Backup & Recovery	Backup_3.2	The EPBS must provide means for recovery of the Philadelphia County SURE database, should the physical storage component fail.	MET	
57	Backup & Recovery	Backup_3.3	The EPBS must be designed to tolerate any single point of failure scenarios.	MET	
58	Backup & Recovery	Backup_3.4	An electronic poll book should continue to function if not connected to the EPBS network. All data should be backed up and recoverable once connections is	MET	
59	Audit	AUD_3.1	The EPBS must maintain an audit log.	MET	
60	Audit	AUD_3.2	The EPBS should provide auditing both locally and at the central office locations.	MET	
61	Audit	AUD_3.3	The EPBS must support post-election audits as required by current law and provide flexibility to meet additional types of audits as required by directive or legislation.	MET	
62	Audit	AUD_3.4	The audit log must retain time-stamped records of any actions performed by any user on the electronic poll book system, including but not limited to: 1. Starting up the system 2. Shutting down the system 3. Switching user accounts 4. Creating/ modifying user accounts 5. Switching to diagnostic/ administrative mode 6. Printing 7. Exporting 8. Importing 9. Adding or removing an electronic poll book 10. Any query of, or update to, a voter record by any user of the electronic poll book system	MET	
63	Audit	AUD_3.5	The audit log must retain time-stamped records of: 1. Any interruption in connectivity (between the components of electronic poll book system) or loss of power 2. Any detected system error or deviation from expected system behavior.	MET	
64	Audit	AUD_3.6	The EPBS must allow authorized users to view and print the audit log.	MET	
65	Audit	AUD_3.7	The audit log must be exportable to an external, removable storage device.	MET	
66	Audit	AUD_3.8	The audit log must not be encrypted.	MET	
67	Security	SEC_3.1	The EPB system may not be connected to the voting system.	MET	
68	Security	SEC_3.2	The EPBS must have the ability selectively block access to the system and its components by Internet or wireless method.	MET	
69	Security	SEC_3.3	The EPB system must withstand a standard network vulnerability test.	MET	
70	Security	SEC_3.4	The EPB system must be protected against eavesdropping attacks.	MET	
71	Security	SEC_3.5	The EPB system must be protected against man-in-the-middle attacks.	MET	
72	Security	SEC_3.6	The EPB system must be protected against replay attacks. (A replay attack is an attack carried out either by the originator or by an attacker who intercepts the data and re-transmits it, possibly as part of a masquerade attack by IP packet substitution.)	MET	
73	Security	SEC_3.7	The electronic poll book system must only accept authorized files.	MET	
74	Security	SEC_3.8	The electronic poll book system must only accept authorized file formats.	MET	
75	Security	SEC_3.9	A file can only be imported into the electronic poll book system if it passes file authenticity verification. This verification must prove that the file originates from a trusted source, by validating the digital signature of the file.	MET	

Technical Requirements Compliance Matrix

Requirements for Electronic Poll Books Only

#	Category	Req ID	Requirement	Vendor Response	
				Indicate whether the solution meets the requirement	Comments Explain any configurations, customizations or work-arounds
76	Security	SEC_3.10	A file can only be imported into the electronic poll book system if it passes file integrity verification. This verification must prove that the file has not been tampered with between the time that it was signed and the time of the import.	MET	
77	Security	SEC_3.11	Any file to be used in the electoral process, e.g., for information exchange with other election systems, audit purposes, etc., must be cryptographically signed before it is exported from the electronic poll book system. Digital signatures must be compliant with a standard, such as the Digital Signature Standard (DSS).	MET	
78	Security	SEC_3.12	Access to the non-precinct level EPBS functions must be restricted to individuals holding an official role and an unique account created for assigned to them.	MET	
79	Security	SEC_3.13	Access to authorized EPBS User Interface and all underlying functionality is restricted to account holders of authorized EPBS user role accounts. User authentication is required to validate the account holder s access privileges.	MET	
80	Security	SEC_3.14	Access to the diagnostic interface and all underlying functionality (if applicable) must be restricted to users with administrator accounts and associated privileges. User authentication must be required to validate the account holder s access privileges.	MET	
81	Security	SEC_3.15	Access to the administrative interface and all underlying functionality must be restricted to users with administrator accounts and associated privileges. User authentication must be required to validate the account holder s access privileges.	MET	
82	Security	SEC_3.16	All information stored on the electronic pollbook system must be encrypted using FIPS 140-2 approved encryption.	MET	
83	Security	SEC_3.17	The electronic pollbook system shall be configured and managed in such a manner that all data in-motion maintains the highest level of physical or digital protections.	MET	
84	Security	SEC_3.18	Encryption and other security measures must be in place to protect data if the proposed system involves internet or cloud based transmission of data to and from local electronic EPB components.	MET	
85	Security	SEC_3.19	All portable components in proposed system (laptops, tablets, printers, etc.) must be trackable, recoverable, disposable, and/or wiped if stolen or removed.	MET	
86	Security	SEC_3.20	If any component in the proposed system will accept USB or SD card input, the system must identify and prevent foreign self-executing code and how components can be limited to accepting only pre-approved USB or SD card devices.	MET	
87	Security	SEC_3.21	The proposed system must detect and prevent any suspicious software behavior in any part of the system.	MET	
88	Security	SEC_3.22	The EPBS shall enable a "data cleansing" function which purges all protected information on each component which contains protected data when the device is decommissioned. (Purging means that the data cannot be accessed except through extraordinary forensic methods).	MET	

Vendor Response Code	Description
MET	Requirement is met by existing solution.
NOT MET	Requirement is not met by existing solution and cannot be met via configuration, customization or work around.
CONFIG	Requirement can be met via configuration. Provide an explanation in the Comments field.
CUSTOM	Requirement can be met via customization. Provide an explanation in the Comments field.
WORK AROUND	Requirement can be met by a work around. Describe the work around in the Comments field.
PLEASE SELECT	Default value

APPENDIX G

COST PROPOSAL

APPENDIX G: COST PROPOSAL TEMPLATE

Purchase Option

As stated in Section 3.16, the City requests that Applicants use the template below or a similar format for the Cost Proposal. Please provide one Cost Proposal for leasing and one for purchasing the solution.

If the Proposal includes more than one solution, there must be a separate cost itemization for each solution proposed.

[Redacted]					
[Redacted]					
[Redacted]					
#	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]
	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]
	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]
	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]
	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]
	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]
	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]
	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]
	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]

Appendix G.2: Base System Software Add-ons					
Provide costs for any recommended software add-ons for years 1-5 and an additional five years (years 6-10). Add additional rows as needed.					
#	COMPONENT	QUANTITY	PER UNIT COST	TOTAL COST	ASSUMPTIONS
1	[Redacted]				
2					
3					
4					
5					
6					
Total					

All other software applications discussed in RFP are included (IE Reporting, Issue Tracking, Asset Tracking, Advance Communication, Administrative Dashboards and Election Night Reporting)

Appendix G.3: Base System Hardware and Equipment					
Provide base system hardware costs for years 1-5 and an additional 5 years (years 6-10). Add additional rows as needed.					
#	COMPONENT	QUANTITY	PER UNIT COST	TOTAL COST	ASSUMPTIONS
1					
2					
3					
4					
5					
6					
Total					

Appendix G.4: Additional Hardware for Polling Place Connectivity					
Provide base system hardware costs for years 1-5 and an additional 5 years (years 6-10). Add additional rows as needed.					
#	COMPONENT	QUANTITY	PER UNIT COST	TOTAL COST	ASSUMPTIONS
1					
2					
3					
Total					

Appendix G.5: Professional Services to implement Base System and Add-ons					
Include professional services required to implement all software and equipment listed in sections G.1-G.4. Add additional rows as needed.					
#	COMPONENT	QUANTITY	PER UNIT COST	TOTAL COST	ASSUMPTIONS
1	Cost of Professional Services to implement the Base System				
2	Cost of Professional Services to implement the Base System Add-ons				
3	Cost of Professional Services to implement the Base System Add-ons				
4	Cost of Professional Services to implement the Base System Add-ons				
5	Cost of Professional Services to implement the Base System Add-ons				
6	Cost of Professional Services to implement the Base System Add-ons				
7	Cost of Professional Services to implement the Base System Add-ons				
8	Cost of Professional Services to implement the Base System Add-ons				

Appendix G.6: Additional Hardware for Connectivity		
Provide itemized costs for evaluation, setup and management of the City's network(s) for election night reporting for years 1-5 plus 5 additional years (years 6-10). Add additional rows as needed.		
#	DESCRIPTION	
1	All Networking and Connectivity charges related to KNOWiNK's Election Night Reporting Product is included in G4	
Total		Included

Appendix G.7: Professional Services to provide Training			
Provide itemized costs for all required training services, as described in Section 3.11. Add additional rows as needed.			
#			
1			
2			
3			
4			
5			
6			
Total			

Appendix G.8: Documentation		
Provide itemized costs for all documentation to be provided, as described in Section 3.12. Add additional rows as needed.		
#	DESCRIPTION	
1	Included in Training Documentation in G7	
Total	Included	

Appendix G.9: Maintenance Agreement					
Please list itemized costs for maintenance services for Years 1-5, as described in Section 3.10.1. Include annual and monthly costs. Add additional rows as needed.					
#	COMPONENT	QUANTITY	PER UNIT COST	TOTAL COST	ASSUMPTIONS
1	S H M (Y				
2	A a (Y				
Total					

Appendix G.10: Support Services					
Please list itemized costs for support services for years 1-5, as described in Section 3.10.2. Include annual and monthly costs. Add additional rows as needed.					
#	COMPONENT	QUANTITY	PER UNIT COST	TOTAL COST	ASSUMPTIONS
1					
2					
3					
Total					

Appendix G.11: Other Associated Products and Services					
Please list itemized costs for any other associated products and services not covered in sections G.1-G-10. Add additional rows as needed.					
#	COMPONENT	QUANTITY	PER UNIT COST	TOTAL COST	ASSUMPTIONS
1					
2					
3					
Total			\$0		

Appendix G.12: ADDITIONAL ASSUMPTIONS					
State any assumptions (not already stated above) upon which pricing is based. Insert as many lines as necessary to ensure all concerns are adequately expressed.					
#	COMPONENT	QUANTITY	PER UNIT COST	TOTAL COST	ASSUMPTIONS
1					
2					
3					
Total			\$0		

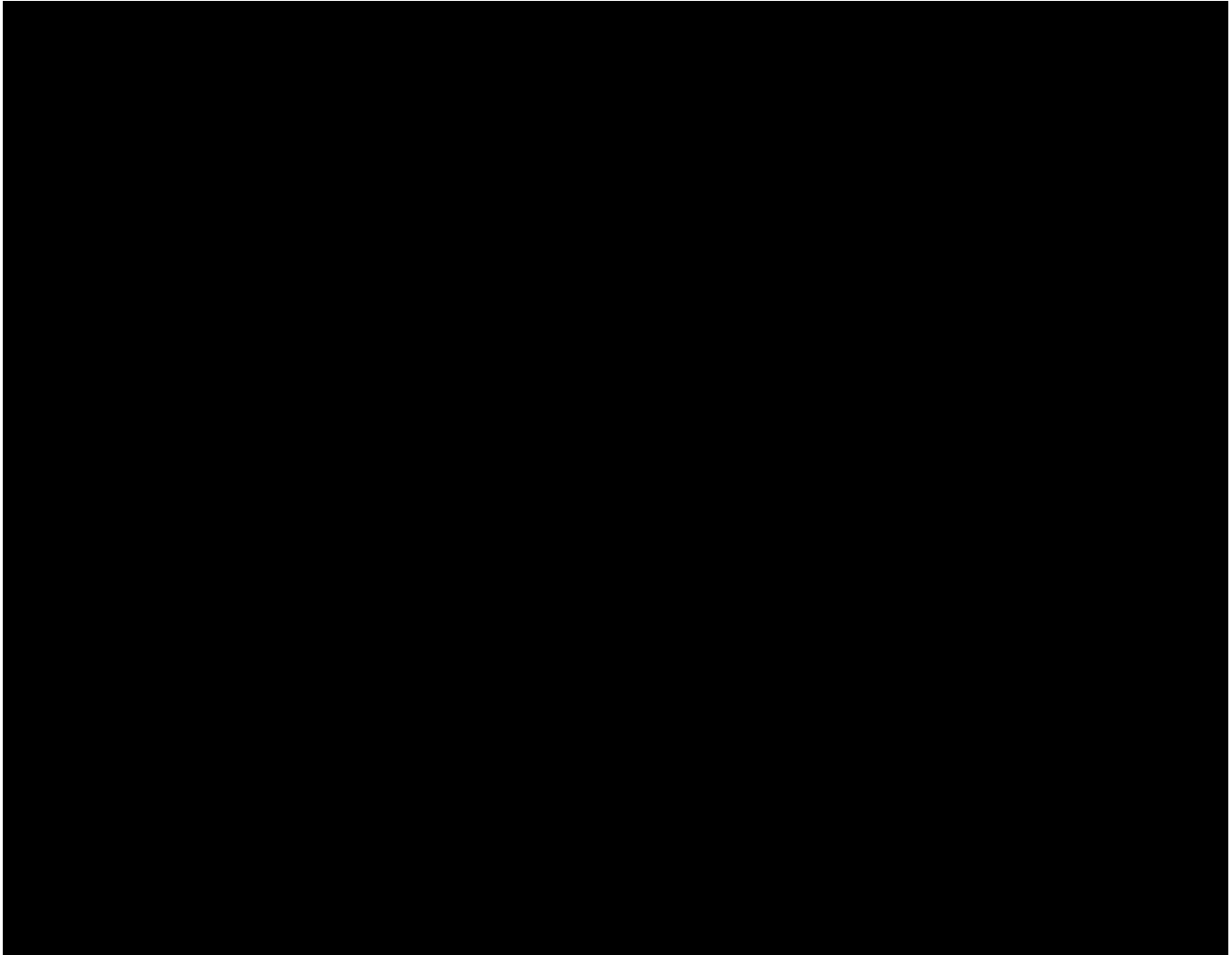
Lease Option

KNOWINK will provide a 3-5 year leasing option to the City at 5% per anum. We have implemented this payment option with the State of Rhode Island. The leasing option will cover all items in Appendix G.1, G.2 and G.3., that is the first year hardware purchase and the initial software licensing fee.

Approximate annual payment 3 year lease	████████0
Approximate annual payment 5 year lease	████████

Project Documents: Milestone Payment Schedule with Deliverable Descriptions

I. Project Deliverables

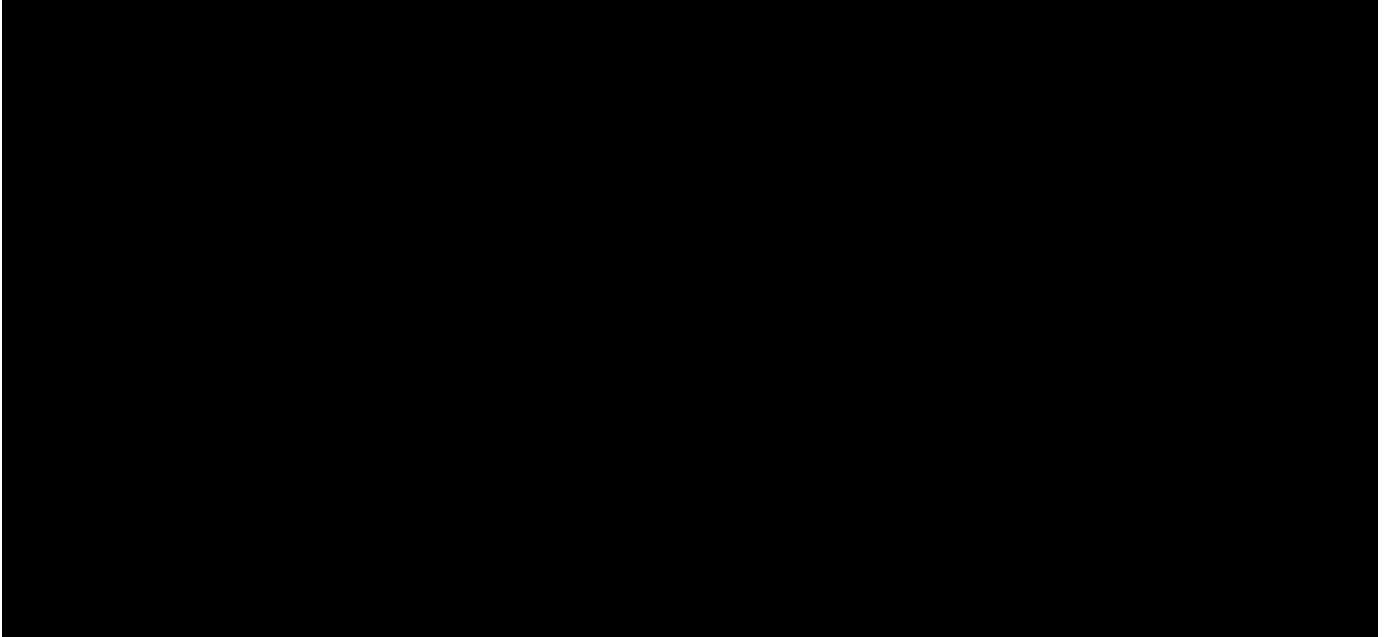


II. Payment Terms

The City shall pay the Contractor the payment amounts set forth in the Milestone Payment Schedule, upon, as applicable, the City's acceptance of each Deliverable as further described herein. Upon acceptance of a Deliverable, the Contractor shall invoice the City the amount set forth. Payment shall be made within thirty (30) days from receipt of the invoice.

Milestone Payment Schedule

The fixed cost payment amount will be made after completion and acceptance of each milestone deliverable. The final installment in an amount equal to total holdback amounts will only be made after successful demonstration of the system in the November 2019 Primary Election.



APPENDIX H

MANDATORY ELECTRONIC DISCLOSURE FORM



Mandatory Campaign Contribution Disclosure form

"This fillable PDF must be used to complete your financial disclosures. Once you select if you are a "business" or "individual" the appropriate questions will appear. Please answer as completely as possible. Once you complete the question on each page, select "Continue" to go to the next page. You must have Adobe to be able complete this form. If you do not have Adobe, you can download it by going here: <https://get.adobe.com/reader/>." If you need to complete the form as a business and as an individual, please complete and submit two separate forms.

Continue

Contribution Disclosure Information

*Required fields

*Is the Applicant an individual or business? ☐ Individual ☒ Business

Business

- * Has the Applicant made any contributions? ☐ Yes ☒ No
- * Has the Applicant solicited or served as an intermediary for any contributions? ☐ Yes ☒ No
- * Has an officer, director, controlling shareholder, or partner of the for-profit Applicant made any contributions? See note below. (Non-profit organizations, please select No.) ☐ Yes ☒ No
- * Has an officer, director, controlling shareholder, or partner of the for-profit Applicant solicited or served as an intermediary for any contributions? See note below. (Non-profit organizations, please select No.) ☐ Yes ☒ No
- * Has an affiliate of the Applicant made any contributions? ☐ Yes ☒ No
- * Has an affiliate of the Applicant solicited or served as an intermediary for any contributions? ☐ Yes ☒ No
- * Has an officer, director, controlling shareholder, or partner of a for-profit affiliate of the Applicant made any contributions? See Note Below. ☐ Yes ☒ No
- * Has an officer, director, controlling shareholder, or partner of the for-profit affiliate of the Applicant solicited or served as an intermediary for any contributions? See note below. ☐ Yes ☒ No
- * Has the Applicant or an affiliate of the Applicant reimbursed another individual or business for a contribution that the individual or business has made? ☐ Yes ☒ No
- * Has an officer, director, controlling shareholder, or partner of a for-profit Applicant, reimbursed another individual or business for a contribution that the individual or business has made? See note below. ☐ Yes ☒ No
- * Has a political committee controlled by the Applicant or by an affiliate of the Applicant made any contributions? ☐ Yes ☒ No
- * Has a political committee controlled by an officer, director, controlling shareholder, or partner of the for-profit Applicant, or of a for-profit affiliate of the Applicant, made any contributions? ☐ Yes ☒ No

* Vendor: KNOWiNK, LLC

* Date: 12/27/2018

* RFP/Bid: Election System

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Notes:

Applicants must disclose all contributions to candidates or incumbents which are attributed to an immediate family member of an officer, director, controlling shareholder, or partner of the for-profit Applicant or the for-profit affiliate of the Applicant. Please disclose the full amount of contribution, although only the amount above \$3,000 will be attributed to the office, director, controlling shareholder, or partner (and, by extension, the applicant business).

Contributions Disclosure Information

Is the applicant an individual or business? ☐ Individual ☐ Business

Name of Contributor 1:

Relationship to Applicant:

Name of Recipient:

Date of Contribution:

Amount of Contribution:

Have you, the Applicant solicited or served as an intermediary for any contributions? ☐ Yes ☐ No

Has a member of your immediate family made any contributions over and above 3,000? ☐ Yes ☐ No

Has a member of your immediate family solicited or served as an intermediary for contributions over and above 3,000? ☐ Yes ☐ No

Is the applicant an individual or business? ☐ Individual ☐ Business

Name of Contributor 3:

Relationship to Applicant:

Name of Recipient:

Date of Contribution:

Amount of Contribution:

Have you, the Applicant solicited or served as an intermediary for any contributions? ☐ Yes ☐ No

Has a member of your immediate family made any contributions over and above 3,000? ☐ Yes ☐ No

Has a member of your immediate family solicited or served as an intermediary for contributions over and above 3,000? ☐ Yes ☐ No

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Is the applicant an individual or business? ☐ Individual ☐ Business

Name of Contributor 2:

Relationship to Applicant:

Name of Recipient:

Date of Contribution:

Amount of Contribution:

No

Have you, the Applicant solicited or served as an intermediary for any contributions? ☐ Yes ☐ No

Has a member of your immediate family made any contributions over and above 3,000? ☐ Yes ☐

Has a member of your immediate family solicited or served as an intermediary for contributions over and above 3,000? ☐ Yes ☐ No

Is the applicant an individual or business? ☐ Individual ☐ Business

Name of Contributor 4:

Relationship to Applicant:

Name of Recipient:

Date of Contribution:

Amount of Contribution:

Have you, the Applicant solicited or served as an intermediary for any contributions? ☐ Yes ☐ No

Has a member of your immediate family made any contributions over and above 3,000? ☐ Yes ☐ No

Has a member of your immediate family solicited or served as an intermediary for contributions over and above 3,000? ☐ Yes ☐ No

Consultant Disclosure Information

***Required Fields:**

☐

Check here to certify if a consultant(s) was used in the year prior to the application deadline for this contract opportunity. (Click 'Continue' if this does not apply)

List all consultant(s) used in the year prior to the application deadline for this contract opportunity. Please be sure to refer to the definition of Consultant before completing this form.

Reset

Continue

Vendor Disclosure Information

***Required Fields:**

- ☐ List all consultant(s) used in the year prior to the application deadline for this contract opportunity. Please be sure to refer to the definition of Consultant before completing this form.

Reset

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Vendor City Employee Request Disclosure

*Required Fields

☐

Check here if one or more City employees or officers asked you, the Applicant, any officer, director or management employee of the Applicant, or any person representing the Applicant to give money, services, or any other thing of value (other than contributions) during the two years prior to the application deadline for this contract opportunity. (Click "Continue" if this does not apply.)

Reset

Continue

Vendor City Employees Participation Advice Disclosure

*Required Fields

☐ Check here if one or more City Employees or officers gave you, the Applicant, any officer, director or management employee of the Applicant, or any person representing the Applicant advice that a particular individual or business could be used by the Applicant to satisfy any goals established in the contract for the participation of minority, women, disabled or disadvantaged business enterprises during the two years prior to the application deadline for this contract opportunity.

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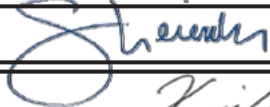

Vendor Signature on Application

In order for an application to be considered valid, it must be properly signed by the applicant. The Application may not be signed by anyone other than the Applicant or an authorized officer or employee of the Applicant. Applications that are not signed will be rejected. By typing your name and title in the signature space below, you, as the applicant, signify your intent to sign this application. Someone other than the proper signatory may not type in another's signature. All signatories hereby declare and certify that they are the Applicant or are employees or officers of the Applicant duly authorized to execute this Application and make disclosures on the Applicant's behalf; and represent and covenant that, to the best of their knowledge after appropriate inquiry, all of the information and disclosures provided are true and contain no material misstatement or omissions.

If application is being submitted by an INDIVIDUAL, SOLE PROPRIETOR, PARTNERSHIP, LIMITED LIABILITY PARTNERSHIP, LIMITED LIABILITY COMPANY, or any other legally formed entity except a corporation (see below) sign the application here, with a signature by either the Individual, Owner, Partner, Member or Manager. If the application is not signed by the above mentioned, by signing in the Authorized Signatory box provided below, you hereby certify that you are authorized to sign in place of such officers:

Signature of Individual/Owner/Partner/Member/Manager

Authorized Signatory

If application is being submitted by a CORPORATION, sign the application here, with signatures by (a) President or Vice-President of the corporation AND (b) Secretary, Assistant Secretary, Treasurer or Assistant Treasurer of the corporation. If the application is not signed by the above mentioned, you hereby certify that you are authorized pursuant to a certified corporate resolution to sign in place of such officers.

President/Vice President

Secretary/Asst. Secretary/Treasurer/Assistant Treasurer

Authorized Signatory

Save

APPENDIX J

PROJECT DOCUMENTS

APPENDIX J: REQUIRED PROJECT DOCUMENTS

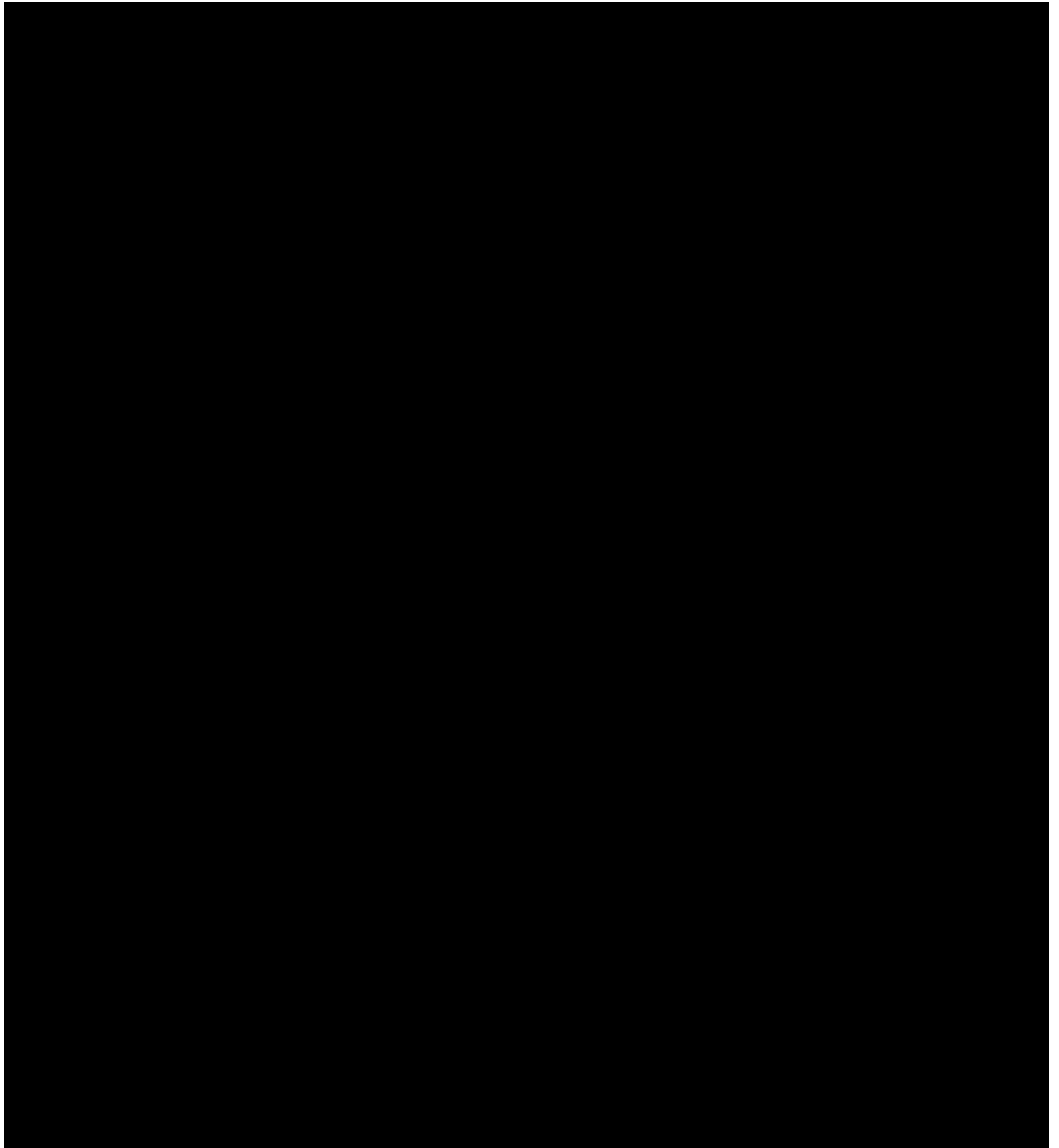
Applicants must submit the following documents (collectively, "Project Documents") as part of their Proposal:

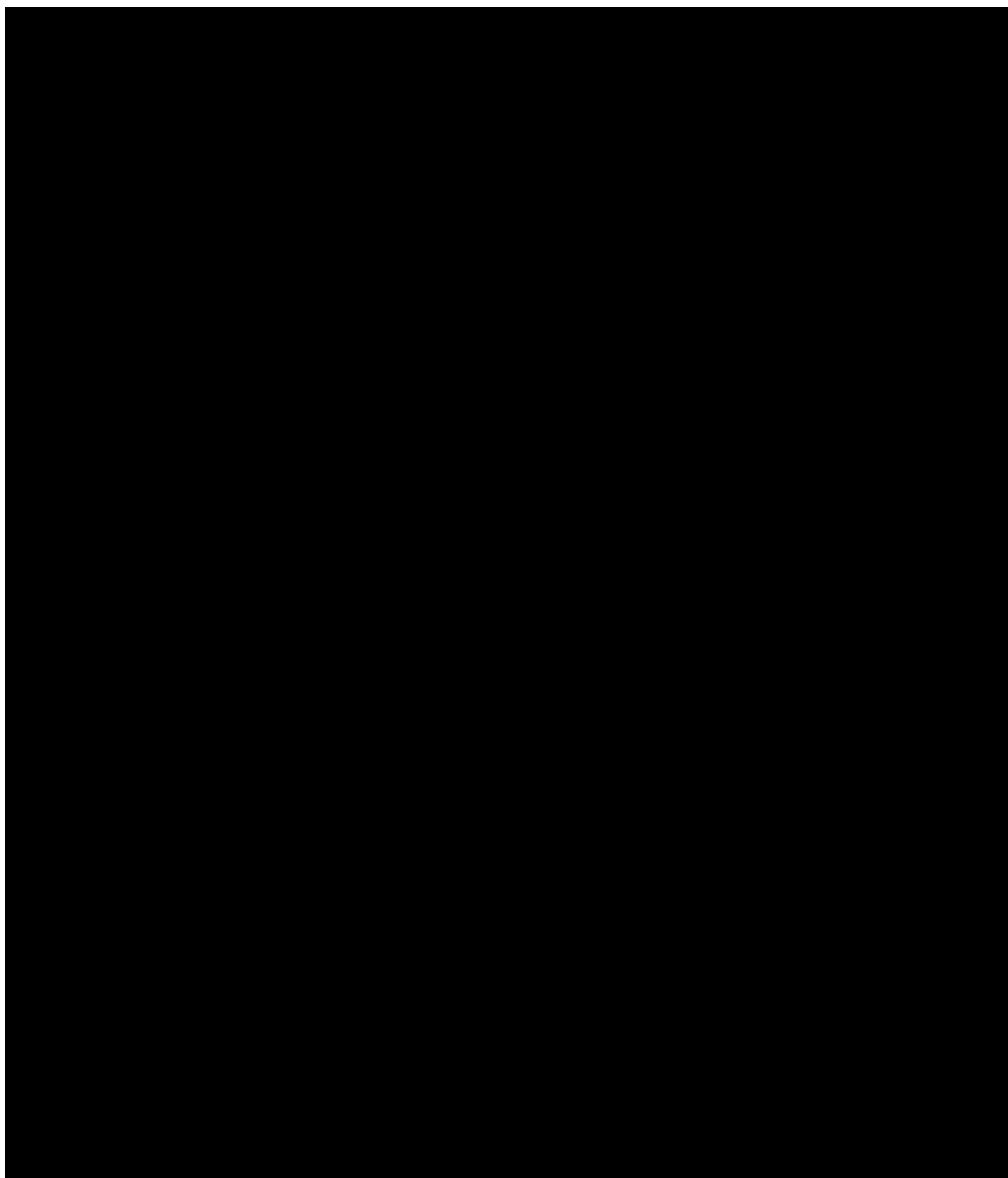
- (a) an implementation plan for the proposed System and/or services that describes in detail (i) the methods, including controls, by which the Applicant manages projects of the type sought by this RFP; (ii) where software is to be developed, customized, and/or implemented as part of the project, the Applicant's software development and implementation methodology, including, but not limited to, version control, error correction, pre-delivery testing and de-bugging procedures, and post-installation testing; (iii) and any other project management or implementation strategies or techniques that the Applicant intends to employ in carrying out the work;
- (b) a detailed statement of the work to be performed, in a form that the Applicant considers appropriate and sufficient for incorporation in a contract document;
- (c) a detailed project schedule, identifying all tasks and deliverables to be performed, durations for each task, principal schedule milestones, and overall time of completion; and
- (d) a milestone payment schedule setting forth the frequency and amount of progress payments and identifying the tasks and deliverables ("milestones") to be completed for each payment.

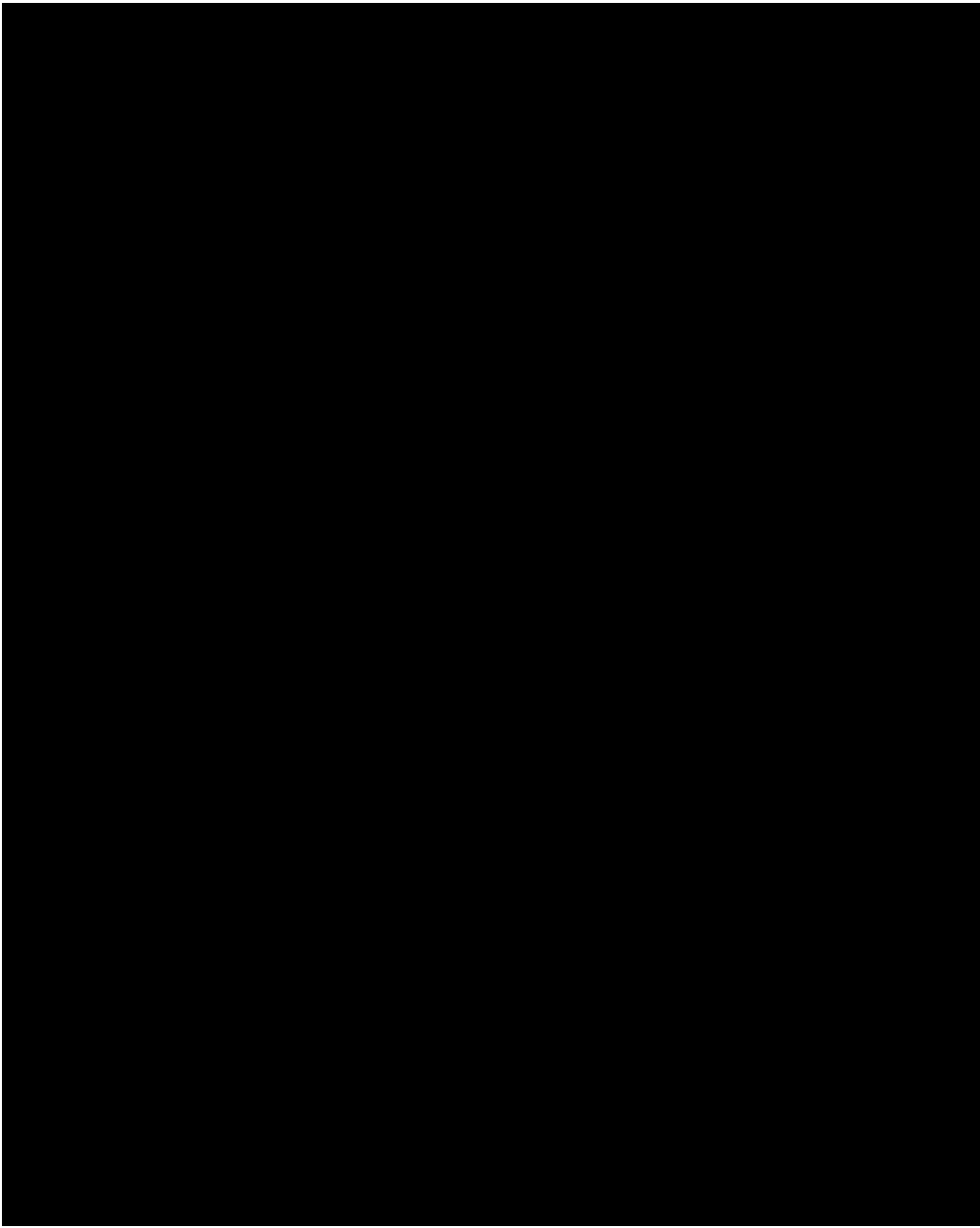
Proposals will be evaluated in part on the adequacy of the proposed Project Documents. The City reserves the right, in its sole discretion, to impose additional or different requirements for Project Documents on any Applicant without notice to other Applicants.

KNOWiNK's Project Documents are located in the following proposal sections:

- (a) Implementation Plan is located in Section 3.14 Implementation Plan.
- (b) Detailed Statement of Work is located in Section 3.13 Statement of Work.
- (c) Detailed Project Schedule is summarized in Section 3.14 Implementation Plan and is attached in Appendix J following this page.
- (d) A Milestone Payment Schedule is attached in Appendix G: Cost Proposal.

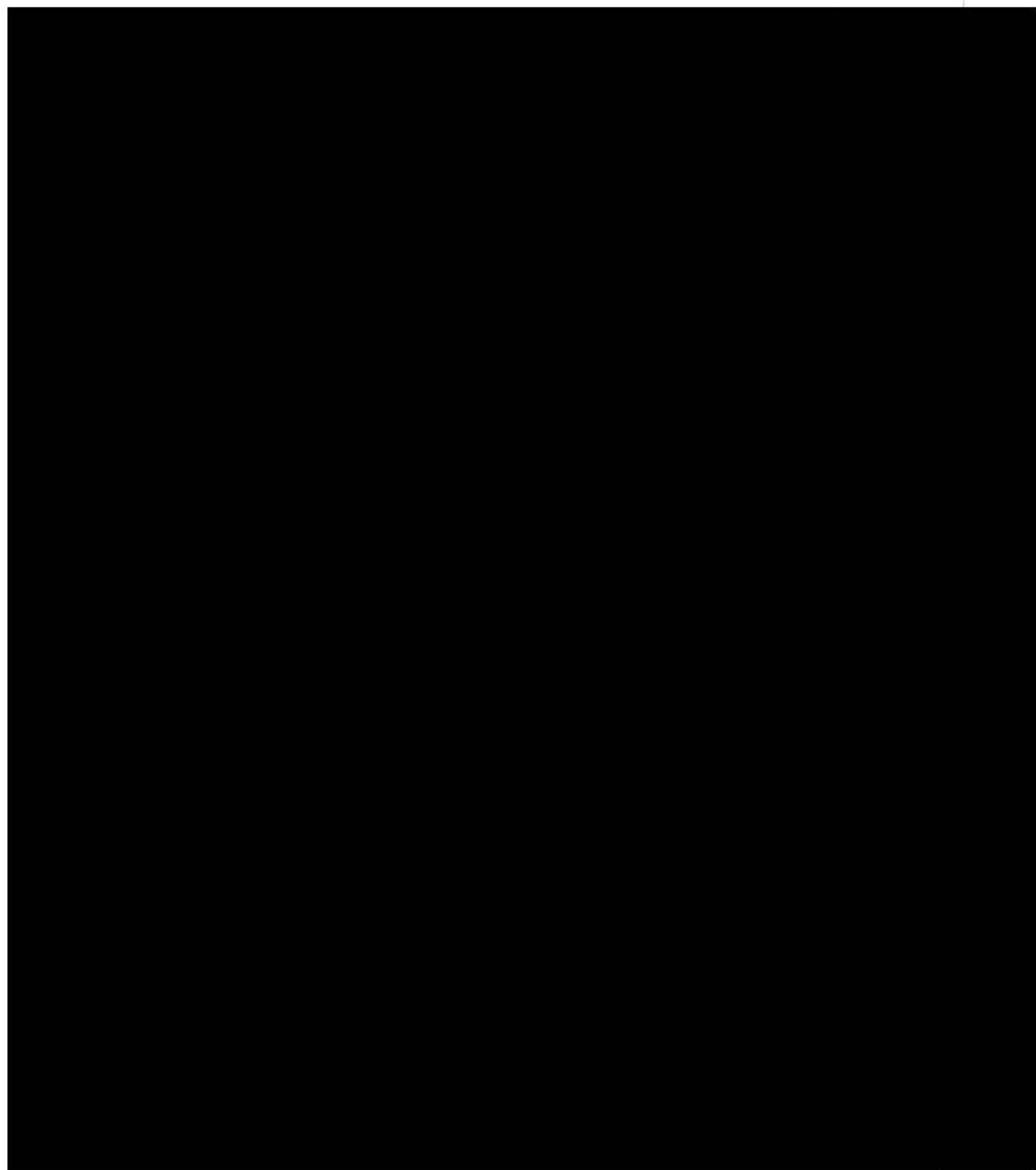


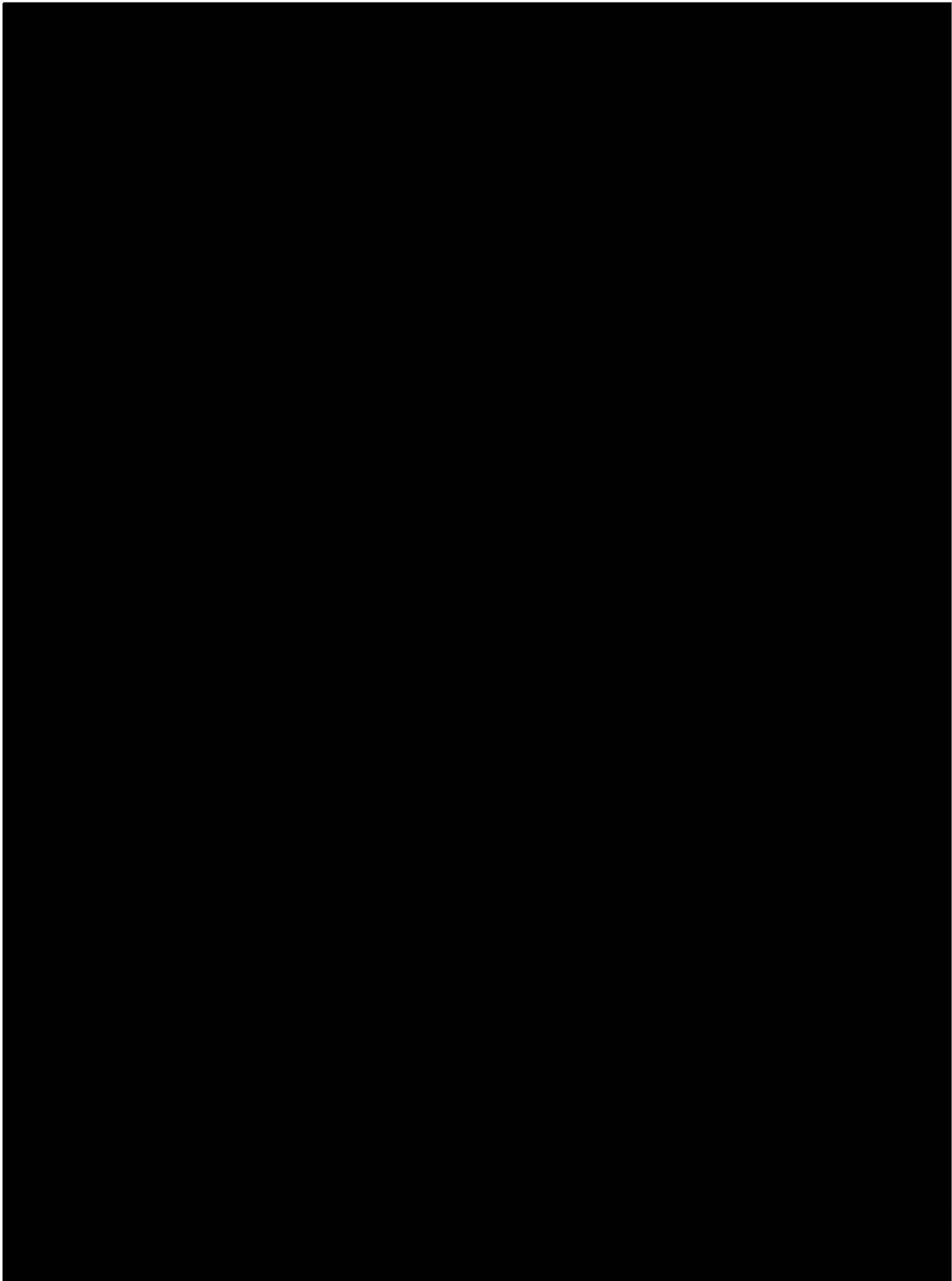












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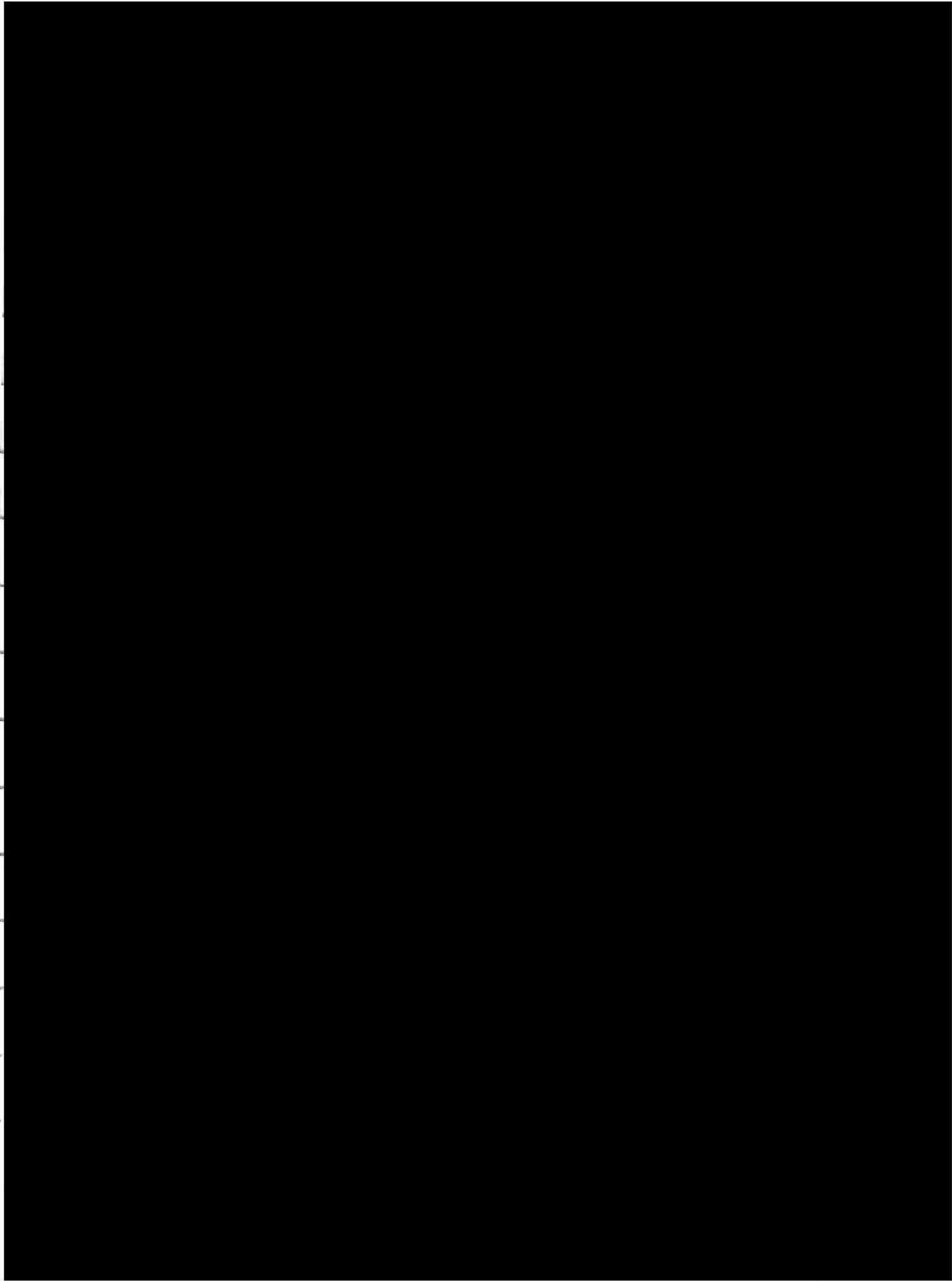
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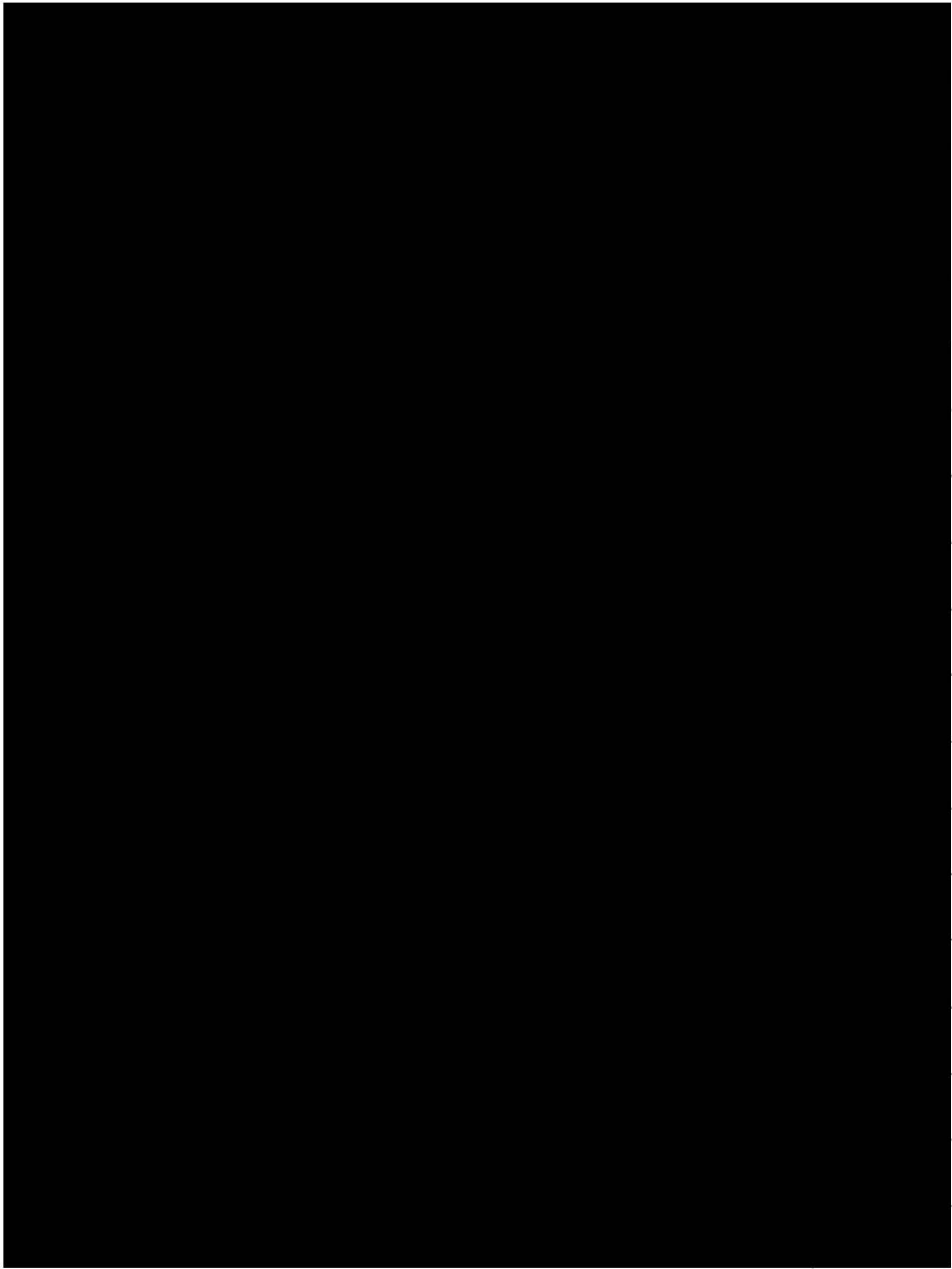
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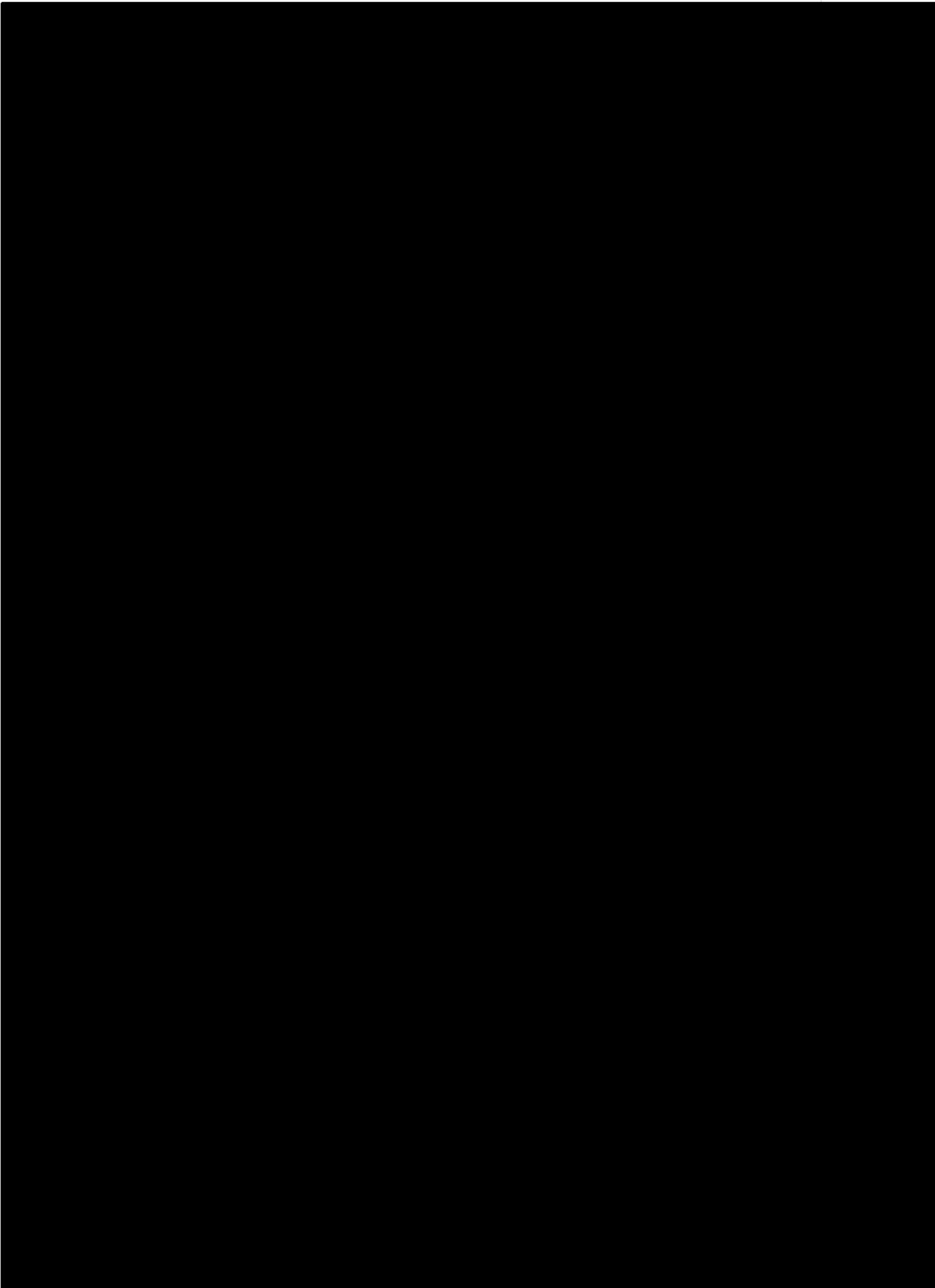
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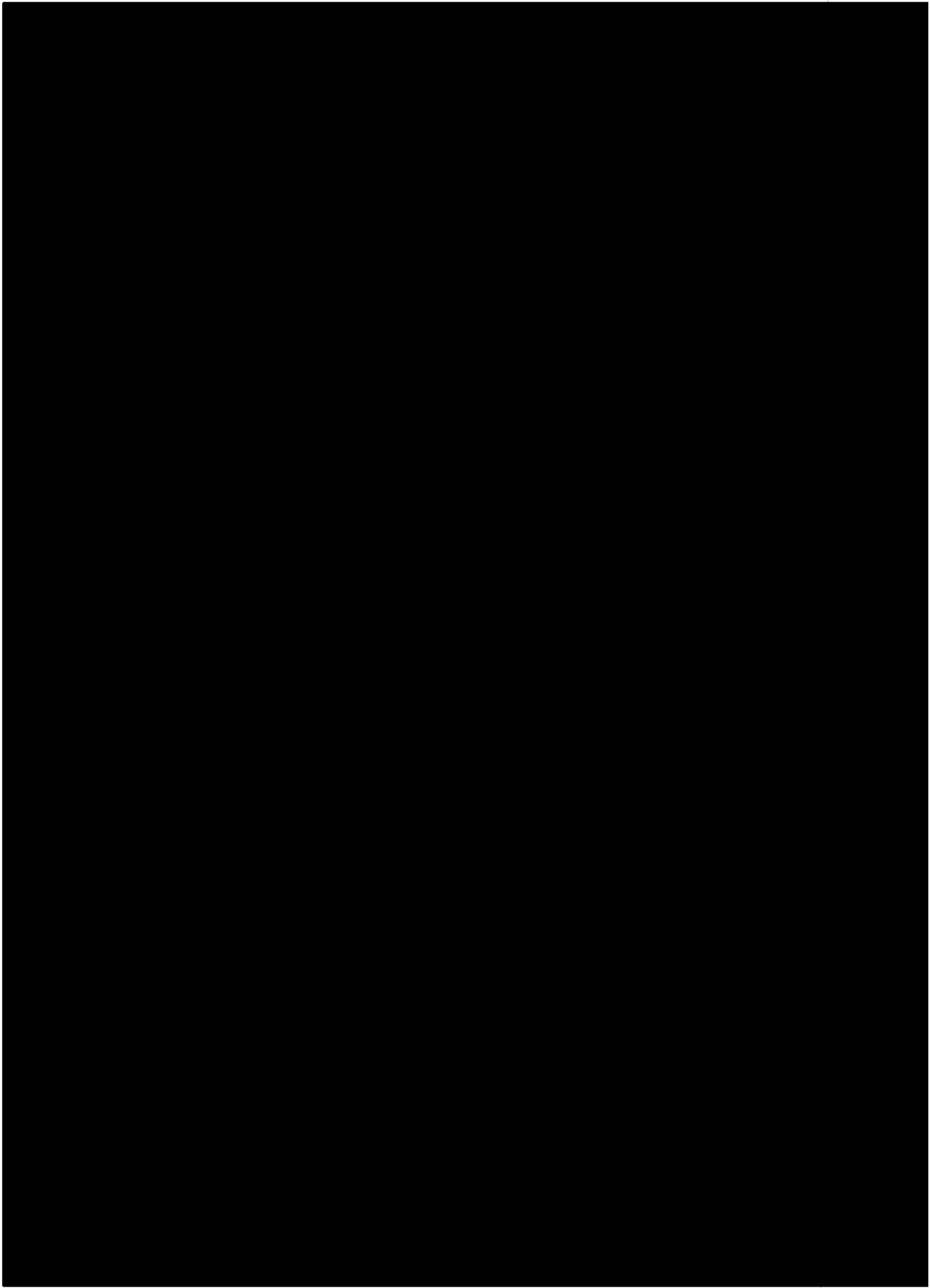
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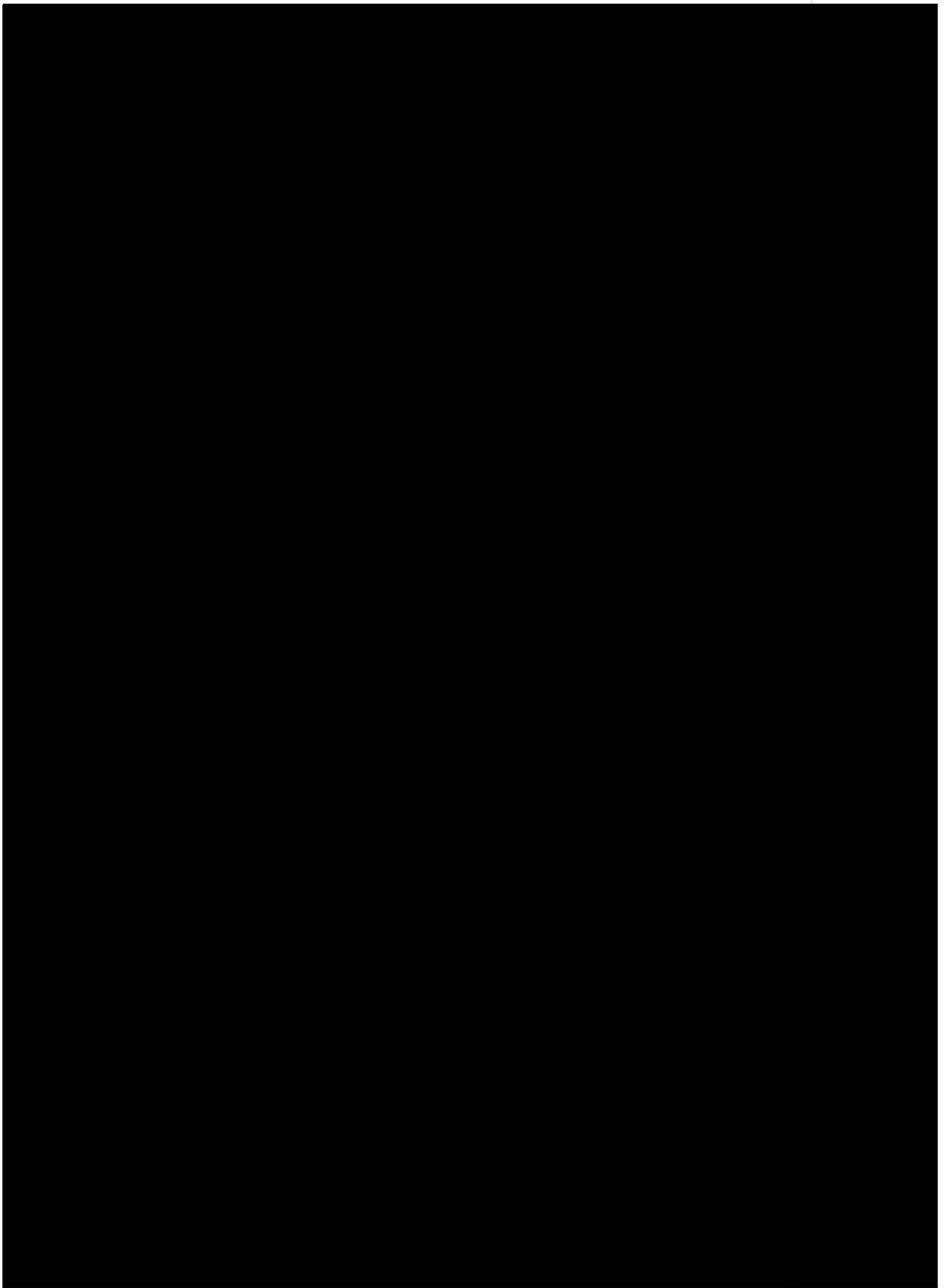
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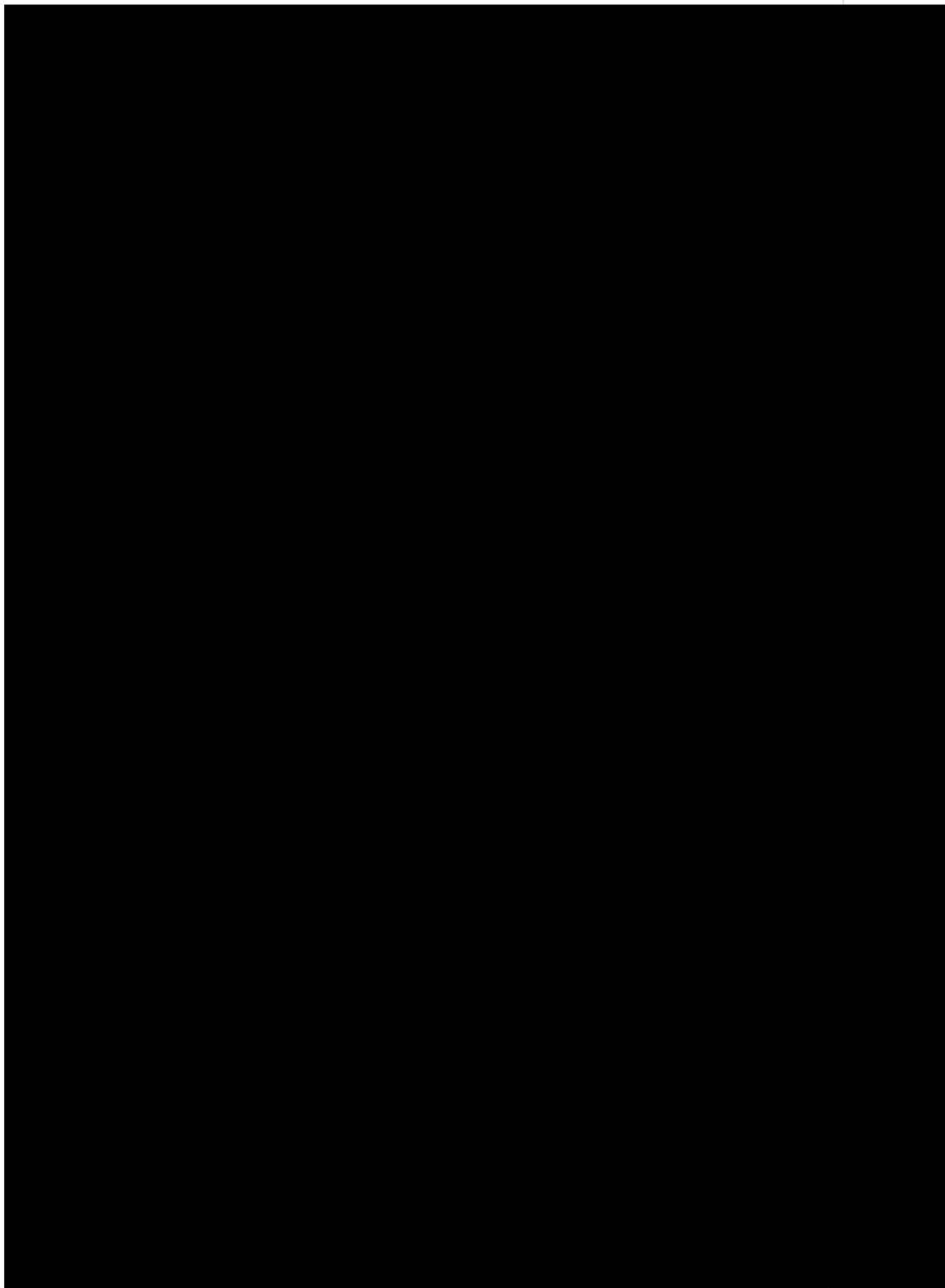


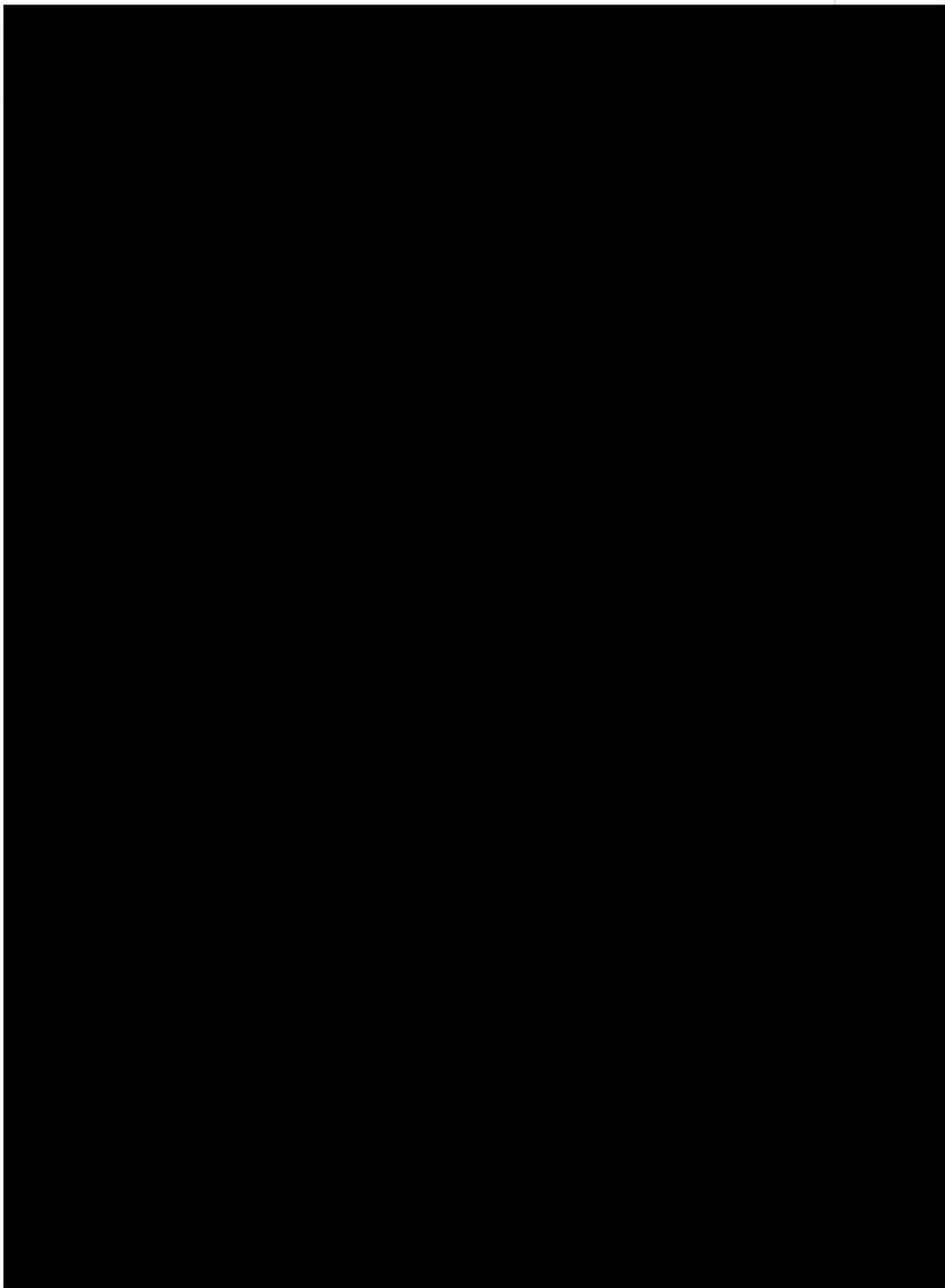


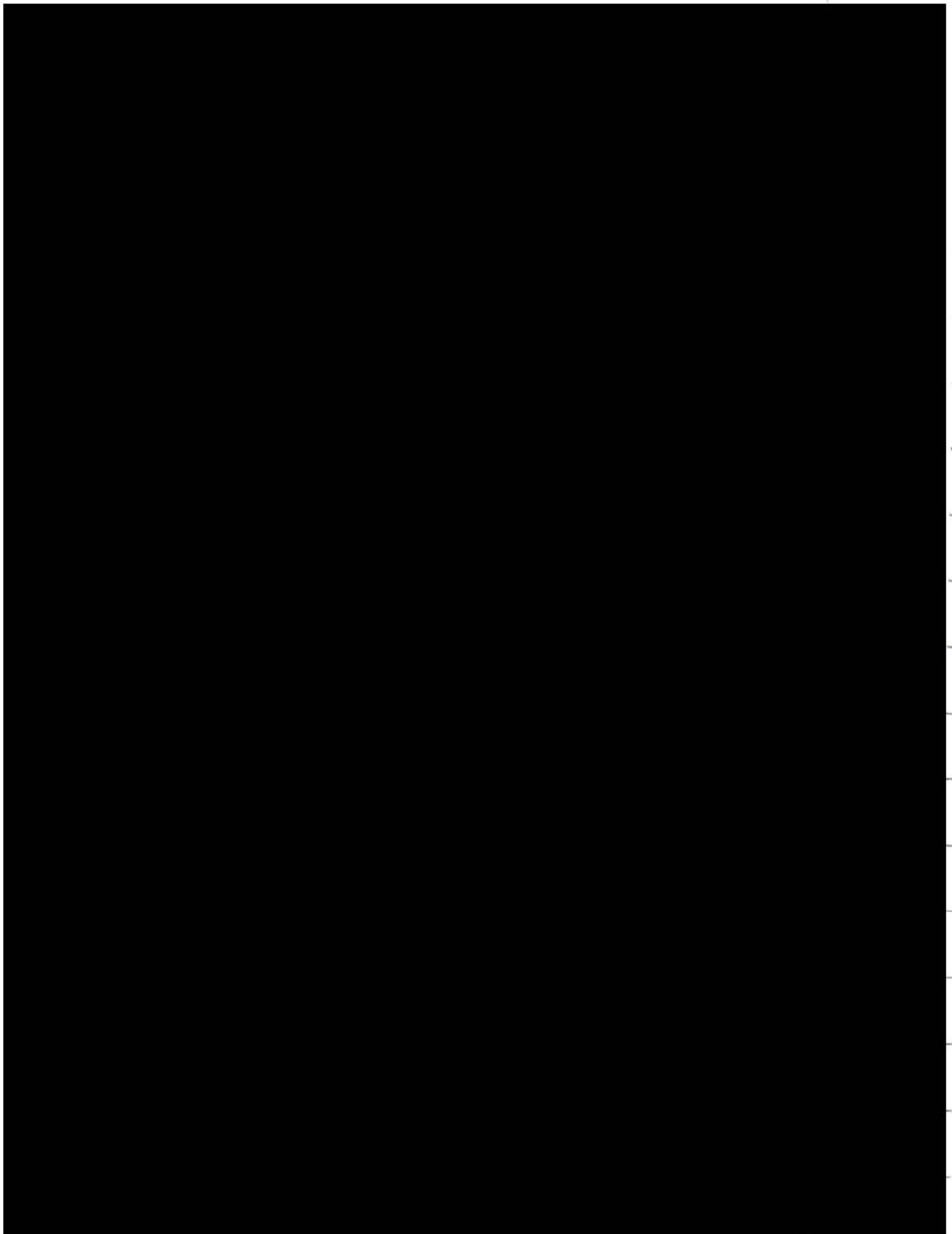


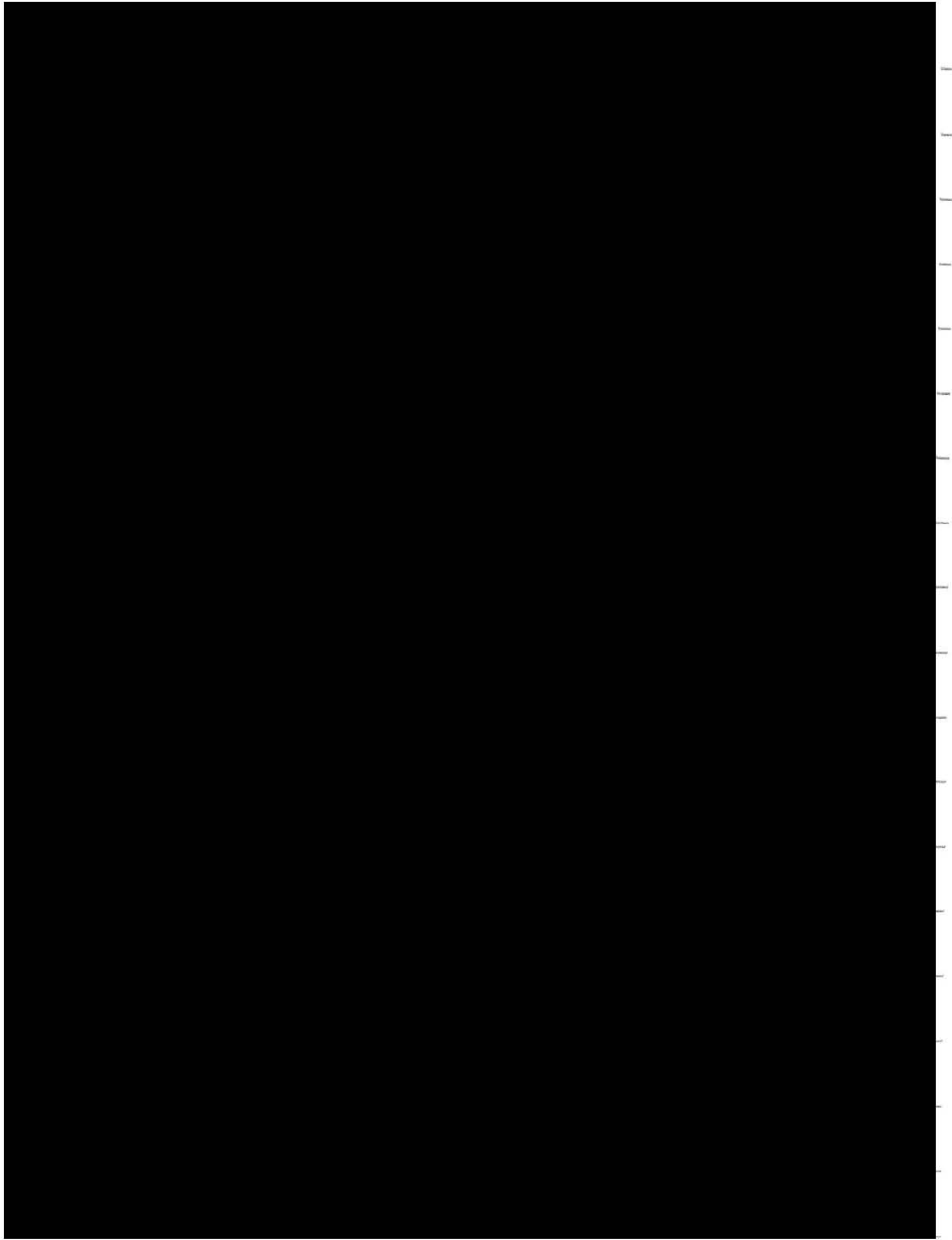


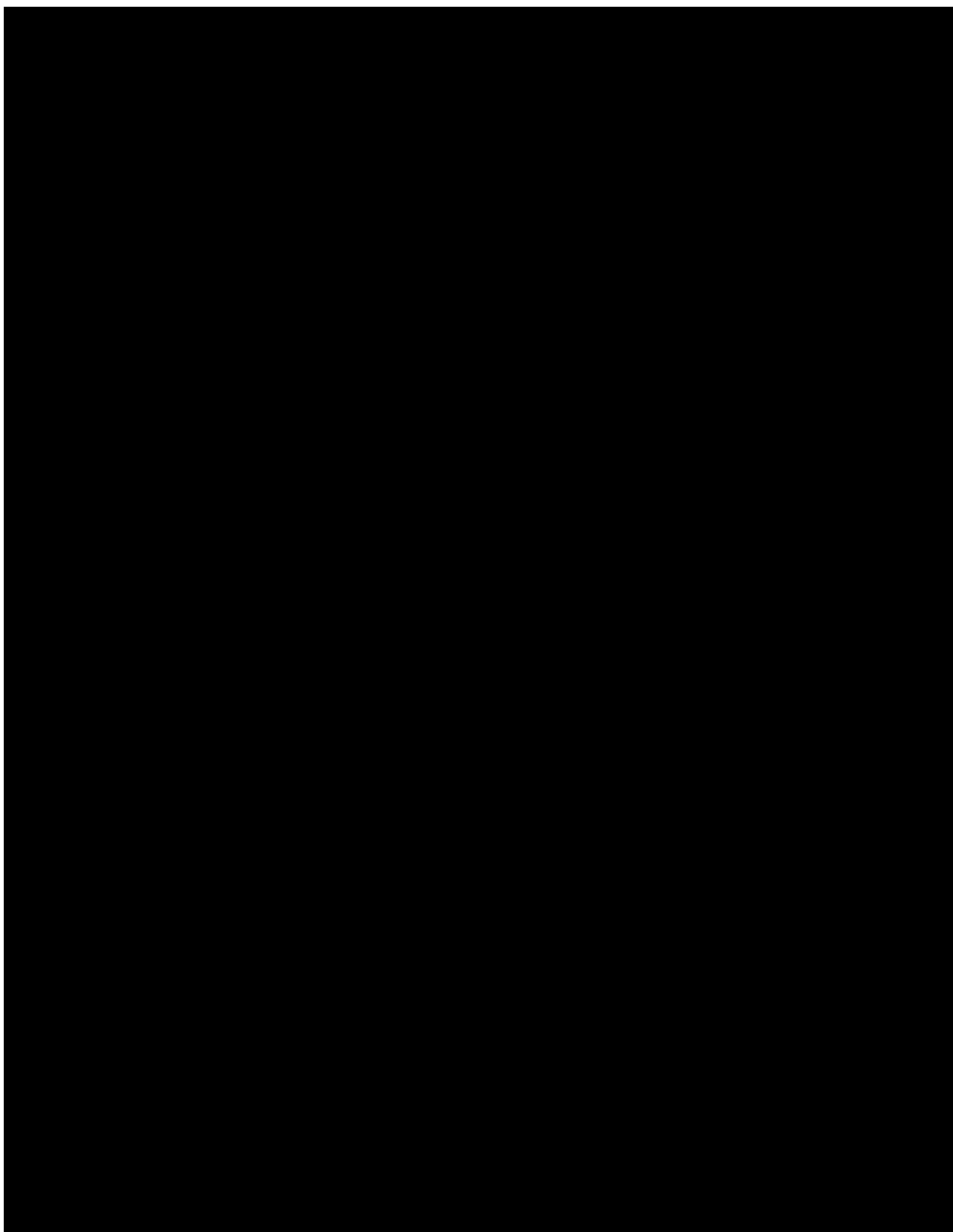












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the 'information' and 'communication' fields. The 'information' field is defined as:

...the study of the processes of information production, distribution, access, use and evaluation, and the study of the social, cultural, economic and political contexts in which these processes take place. (p. 10)

The 'communication' field is defined as:

...the study of the processes of communication production, distribution, access, use and evaluation, and the study of the social, cultural, economic and political contexts in which these processes take place. (p. 10)

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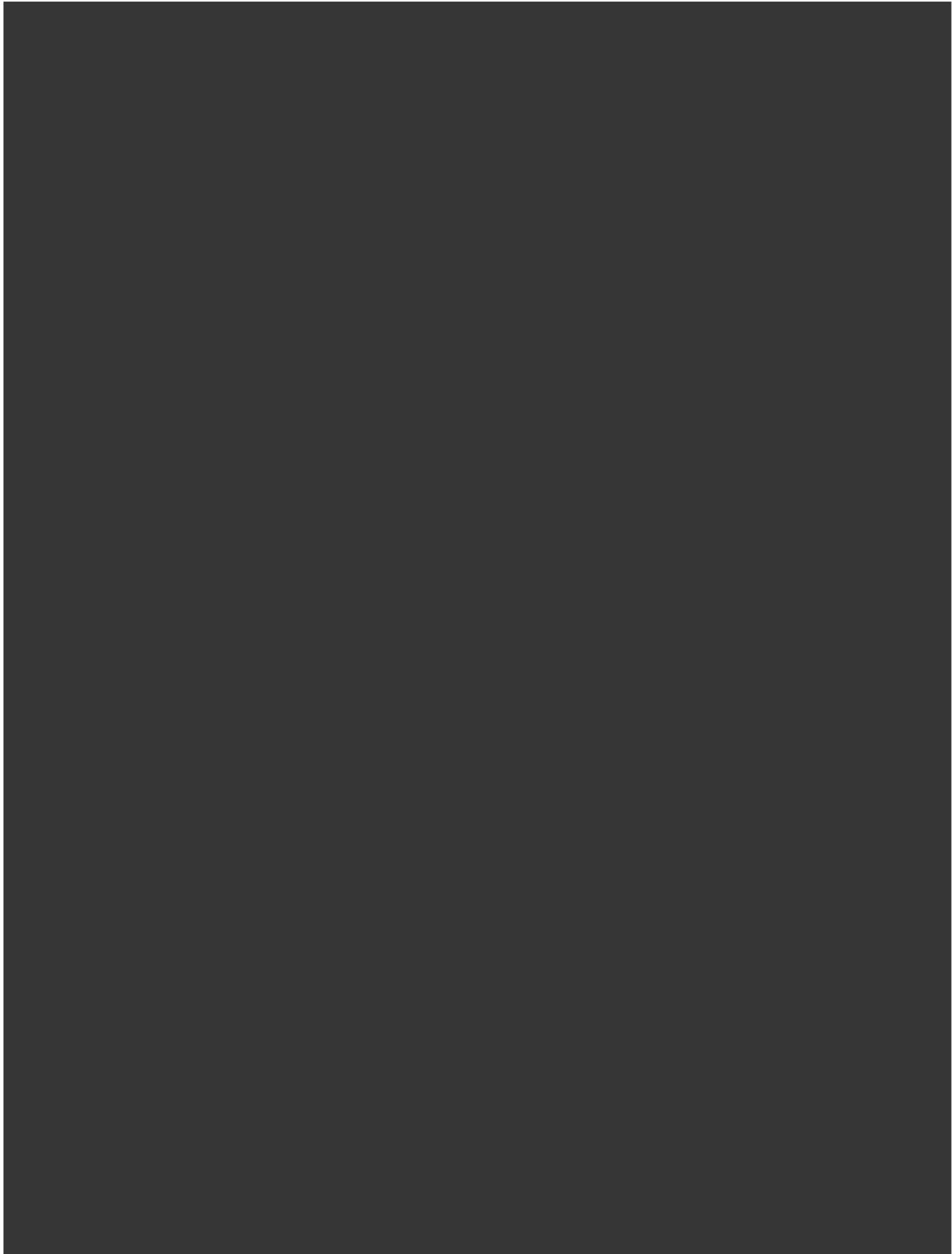
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the 'information' and 'communication' fields. The 'information' field is defined as:

...the study of the processes of information production, distribution, access, use and evaluation, and the study of the social, cultural, economic and political contexts in which these processes take place. (p. 10)

The 'communication' field is defined as:

...the study of the processes of communication production, distribution, access, use and evaluation, and the study of the social, cultural, economic and political contexts in which these processes take place. (p. 10)

The 'information science' field is defined as:

...the study of the processes of information production, distribution, access, use and evaluation, and the study of the social, cultural, economic and political contexts in which these processes take place. (p. 10)

The 'information studies' field is defined as:

...the study of the processes of information production, distribution, access, use and evaluation, and the study of the social, cultural, economic and political contexts in which these processes take place. (p. 10)

The 'information technology' field is defined as:

...the study of the processes of information production, distribution, access, use and evaluation, and the study of the social, cultural, economic and political contexts in which these processes take place. (p. 10)

The 'information systems' field is defined as:

...the study of the processes of information production, distribution, access, use and evaluation, and the study of the social, cultural, economic and political contexts in which these processes take place. (p. 10)

The 'information management' field is defined as:

...the study of the processes of information production, distribution, access, use and evaluation, and the study of the social, cultural, economic and political contexts in which these processes take place. (p. 10)

The 'information policy' field is defined as:

...the study of the processes of information production, distribution, access, use and evaluation, and the study of the social, cultural, economic and political contexts in which these processes take place. (p. 10)

The 'information law' field is defined as:

...the study of the processes of information production, distribution, access, use and evaluation, and the study of the social, cultural, economic and political contexts in which these processes take place. (p. 10)

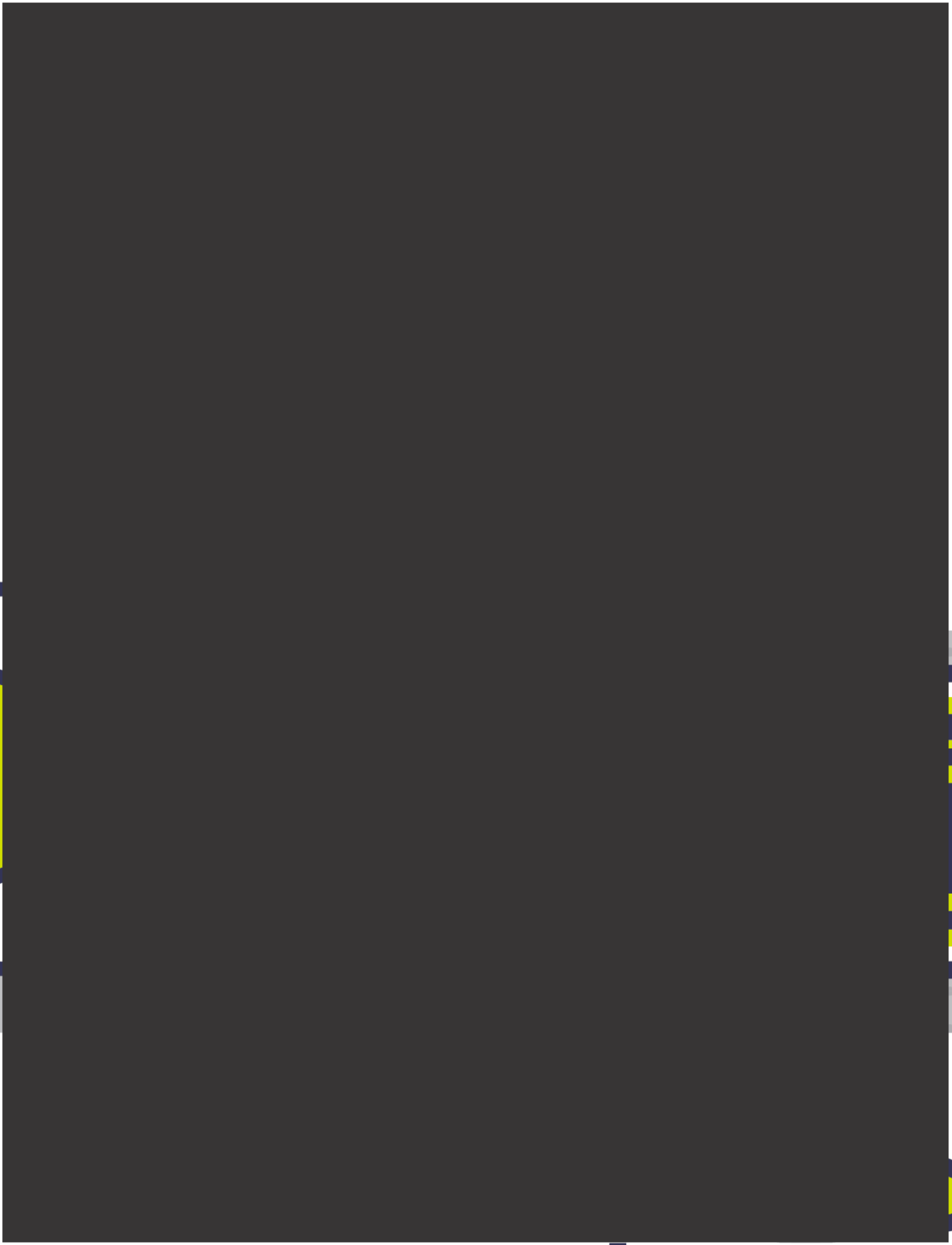


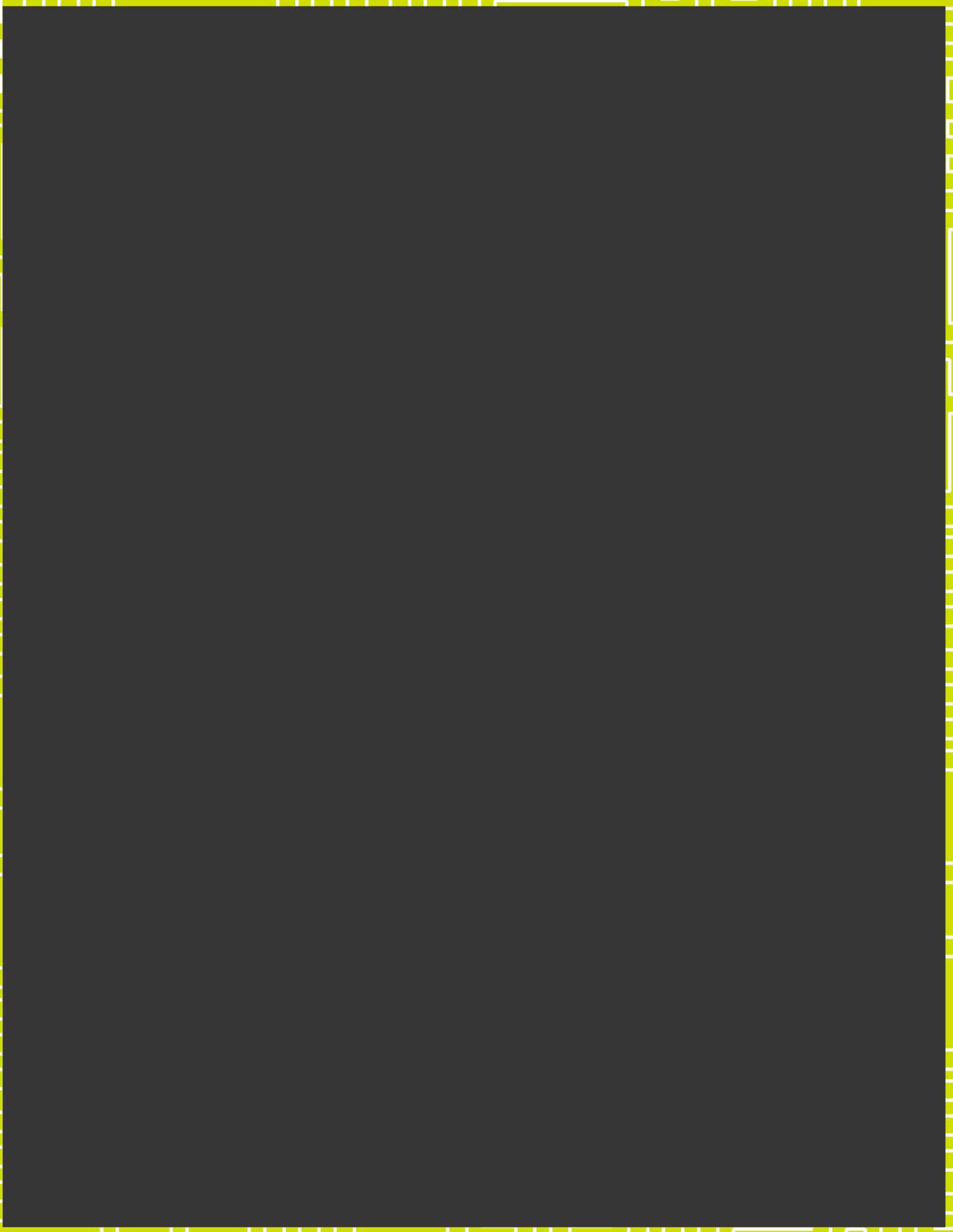
[REDACTED]















[The following text is a placeholder for the main body of the document, which has been redacted. It would typically contain the title, abstract, introduction, and main text of the paper.]

