Tenex Software Solutions, Inc.
Response to State of Delaware
RFP GSS18809 -
Election System Solution

Electronic Poll Book
Election Management System
Voter Registration System
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Transmittal Letter

January 18th, 2018

Michael Bacu and the State of Delaware Elections Board,

Tenex Software Solutions, Inc., is pleased to submit our proposal to the State of Delaware’s request for proposal GSS18809 for Election Equipment and Voting System. This proposal outlines our proposed approach to the project and addresses the information requirements that were outlined in the RFP. Tenex is submitting a proposal for both the electronic poll book portion as well as the election management/voter registration system portion of this proposal.

With over 16 years of experience, Tenex Software Solutions, Inc has the in-depth knowledge and experience to undertake this initiative on behalf of the State of Delaware and to complete it effectively and on time. Our staff consists of industry veterans and highly qualified technical engineers who have a proven track record of providing solutions to large jurisdictions in the elections industry.

Tenex does not take any exceptions to this RFP or its requirements. Tenex also attests that it shall not store or transfer non-public State of Delaware data outside of the United States.

Thank you for the opportunity to submit our proposal for your consideration.

Sincerely,

[Signature]

Ravi Kallem, President, Tenex Software Solutions, Inc.

We would be pleased to answer any questions you might have regarding our submission. Please reach out to the individuals listed below for clarifications and additional information.

The individual to be contacted for clarification
Ashley Ellison, Marketing Specialist, 5402 W. Laurel St. Suite 206 Tampa, FL 33607
Telephone: 813-735-0845 Email: ashley.ellison@tenexsolutions.com
Form 1: Proposal
Company Background and Qualifications

Tenex Software Solutions, Inc., headquartered in Tampa, FL has been providing IT and software development services to local government agencies since April 2000. Tenex was founded by IT industry veterans to bring the benefits of rapid application development technology to the enterprise industry. The founders realized that the changing trends towards sophisticated web technologies, mobile revolution, and shifting user expectations around sophisticated but simple user experiences offered a reward opportunity to bring those benefits to voters, enterprises, and IT administrators alike. Over the years Tenex has part the patented a variety of software development efforts, but from the start of the company, the primary focus has been and continues to be e-ect ons.

Tenex and our expert team of 15 employees currently serve over 5.8 million registered voters in 6 states. A software development and support service conducted from our headquarters based in Tampa, FL and a satellite office in Ohio. Tenex takes pride in technical and product development skills as well as the depth of the collective e-ect on knowledge to bring to the organization. With a proven and successful track record with high customer and platform of next generation on products for e-ect on n, Tenex is a respected and growing company n the e-ect on d ona.

Tenex has built and acquired IP for a range of software products for the e-ect on domain, ranging from on n-e-ect on on results reporting to comprehensive voter registry system. Two of the latest products offer ng from Tenex’s Precinct Central e-ect on management and e-ect on c -book platform with the integrated E-ect on Response module for e-ect on centers ng. These have been very received in the market as the next generation on systems and have been developed from the ground up using the latest technologies. The platform has been very successfully used in some of the largest jurisdictions in the US and was most recently used county-wide by a customers in the heavy turnout General E-ect on in November 2016.

Tenex’s focused and professional approach has led to a company that has grown consistently year over year and is viewed as a respected technology company in the domain by users and other stakeholders. Tenex has an excellent track record for service and has never defau ted n ts performance on a contract.

Tenex operates on three fundamental pr ncips:
- Techn ca Exce on: Tenex cons ders th s pr ncip e “ra n so n d ete” for ts corporate existence. The company invests n attr ng the best talent and devotes a considerable amount of f nance, corporate and human resources n enur ng that ts workforce s mp y one of the best n tech ca sk s.
- Operat ona Savvy: Tenex be eves that any IT system s on y as good as ts users say it s, no matter how soph st cated the eng nee ng happens to be. Tenex be eves that at least 1/3 of the effort n bu d ng a system s n spend ng t me w th the users as they are us ng the system, f ne-tun ng the processes until the systems are robust and perform ng at near 100% reliability.
- Integr ty: Tenex regards integr ty and trust as form ng the core of ts bus ness funct on. The operat ona mode of Tenex emphasizes transparency, the conduct of business, s mp y to express a n language n contract terms, far and a -nc us ve pr c ng and nvest ng nto commun ty s and peop e that we work w th.

The name of the company, “Tenex,” encompasses the basic business philosophy of “being 10x (ten times) better in everything we do”. With that in mind, with every project we undertake, every employee we hire, and every product we create, we first answer some basic questions:
- Is what we are propos ng 10 times better than the prevous process?
- Is what we are propos ng go ng to so ve the problem 10 times better than the compet on?
- Is what we are propos ng go ng to offer our customers 10 times more benefit than the status quo?
Solution Overview

The Tenex v.s on has been to bring a modern solution using the latest technologies to the election domain. A product created by Tenex can work stand-alone for individual purposes or as a fully integrated and comprehensive system. The nd v. dua Tenex product modules come together under the product umbrella of The Election Desk (Voter Central) to form a comprehensive, user-friendly integrated state-wide solution for one central system.

A Tenex product can be deployed as a single county solution on one or as an integrated state-wide system where a county can access the system from one central portal. For the State of Delaware, Tenex’s proposition is Voter Central. Suite of products that are comprised of:

- **Precinct Central** - for voter check-in and monitoring votes on the voting machine.
- **Election Central** - for end-to-end printing of the election cycle.
- **Voter Central** - for managing the day-to-day tasks of administering voter registration.

Precinct Central - Electronic Pollbook and Election Monitoring

The Precinct Central platform started with a basic concept of an electronic pollbook system that replaces the paper check-in process and allows checking in voters in an electronic format. In its current state, it has evolved into a complete monitoring platform allowing electronic tracking and issue resolution before they are magnified into larger problems.

The Precinct Central Suite is comprised of three core modules that form the backbone for the electronic pollbook functionality. These are, Precinct Central Touchpad, Precinct Central Data Studio, and Precinct Central Console.

Precinct Central Touchpad is a high-quality, custom-built electronic pollbook system that runs on the award-winning Pad hardware platform. The hardware platform, along with the intuitive software from Tenex, offers familiarity and ease of use for polling workers. There are no additional peripherals required for reading barcodes and gathering voter signatures. The platform is lightweight and easy to setup, operate, transport, and store. Precinct Central’s high-quality custom design features a software for easy scalability to multiple voter districts throughout the province with custom rendezvous messages, fows, and language where necessary.

The Precinct Central Data Studio forms the communication backbone for the product suite. This module provides interfaces for integrating with the voter registration system and for communication in practical data management practice and mature off-the-shelf database technologies to manage, protect, and maintain the integrity of election data. The consistent application of this methodology is used at every module of the platform to prevent data inconsistencies and ossesses in the delivery of voter registration except in cases of quick and easy changes of the election office.
Precinct Central Console is a real-time comprehensive voting platform that allows the office staff to monitor devices, users, communications, and performance metrics on an easy-to-use, dedicated computing environment. A jurisdiction receives a private, secure web site where they can monitor voting from anywhere.

The Precinct Central Console is the election office portal for pre-election setup activity and post-election data reconciliation, auditing, and export. tenex understands that management staff on Election Day can be stretched thin and need access to important election information on-the-go from wherever they are. A mobile website of the Precinct Central Console, Precinct Central Mobile Monitor, provides direct access to election information off-site so that can quickly respond to issues in the field.

Live Results is a real-time election results reporting module that can be used to report preliminary results on election night and final certified election results.

Election Response is an election helpdesk for tickets and technical management support on the PSOffices track and resolve issues in the field.

Election Ready provides hourly views into the status of voting locations to allow administrators to quickly identify issues before they become large problems.

**Election Central - Election Management**

The tenex Election Central platform uses the latest technologies to provide an end-to-end management of the election for counties, the integrated module is a work efficiently and seamlessly to facilitate information sharing and monitoring across departments. Usage is one integrated so that everyone is aligned on the same page.

Election Force allows easy tracking for training classes, election on worker staffing and scheduling, and election on worker payrolls.

Election AIM is an asset and inventory management solution designed specifically for managing equipment and election supplies at the location and tracking process.

Election PAL allows planning for an election on and mapping which precincts vote at which location.

Election ToDo is an election calendar and work assignment so that allows election on off-cycles to plan and track election-related tasks.

Campaign Desk is a powerful solution for setting up election on off-cycles, candidate elections, elections on contests, and both planning and coordination.
Appendix B: Part 3: Electronic Poll Books

Minimum requirements for Electronic Poll Book (EPB) System:

1. Basic Features:

1. Voter Search and Check-in:

   A. Provide information necessary to verify voter's identity. Note: System shall store answers to these questions as a derived value from a strong key derivation function. Refer to GSS_18809_ELECTIONS_SYS_rfp -> Technology requirements -> STANDARD PRACTICES for additional information. Specifically, Applicable Security Standard, Web Application Security Standard, and Cryptography Standard.

   B. Allow for a search based on name, address, or voter ID. Must support predictive text, auto-complete, suggested matches, etc.
C. Provide capability for the Italy lookup step to be merged to just voters in the precinct location where the EPB is located.

D. EPB shall have the ability to scan various forms of identity on file for search, e.g., driver's license, State ID card, Polling Place Card/Voter ID Card, etc.

Precinct Centra was built with great care to ensure that poll workers can easily and efficiently search for a voter through a variety of methods. The flip-and-share stand has been designed to provide an ergonomic method for scanning barcoded data and automatically lookup voter information. A variety of standard barcode formats are supported, such as Code39 (3 of 9 barcode), QR Code, and PDF417 2D barcode.

- **Driver's License/State Issued ID Card**: The built-in camera is used to scan the 2D barcode on the ID card and automatically lookup voter information. This method has been benchmarked at under 1-second data retrieval across a database of 10 million voters.
- **Polling Place Card/Voter ID Card**: Precinct Centra can be configured to read a barcode of the voter's number. The voter's number can be typed or a barcode can be scanned using the built-in camera from documents such as voter information on card or sample ballot. This method has been benchmarked at under 1-second data retrieval across a database of 10 million voters.

E. EPB shall have the capability of providing the EPB operator with sufficient voter record information for determining a voter's eligibility to vote, voter status, voted status, absentee status, districts and precinct information, and ballot information, only after the voters' eligibility has been proofed per (a).

The Precinct Centra easy-to-use wizard-like screens seem easy to guide the poll worker through the barcode workflow. On step 1 "Voter Identity on file", the voter's proper identity fed and proofed. On step 2 "Voter Eligibility", of the Precinct Centra check-in wizard the poll workers are provided with the voter's eligibility determined on.

The voter's eligibility is clear and fed with color-coded messages that warn and guide the poll worker to the proper handling of the specific voter record. A workflow and messages are easy to customize.
2. Usability

A. Touch screen capacities required.

Precinct Centra Touchpad uses Apple Pads hardware which requires a specially designed touch screen for user input. The screen is protected by a scratch-resistant sheet of glass. Apple coats the screen with an oleophobic substance designed to repel the oily stuff by your fingers, allowing you to wipe the screen clean easily. The key to the screen's fingerprint capability is embedded in the surface that serves as the heart of the Pad input system. The material is transparent to the user, but it allows the system to detect a touch anywhere on the surface of the screen.

The system does not require any additional external peripherals such as a keyboard, mouse, barcode scanner, or signature capture pad. The onboard camera is used to facilitate searches using barcodes on voter identification cards or other voter identification on cards. The signature capture is computed on the touch screen.

The Pad is a tablet format and requires a stand for viewing the screen and handling the device. Tenex designed the Pad's share stand to house the Pad in an ergonomic enclosure for storage as well as for operation as a stand. Using the Pad's share stand, the poll worker does not have to handle the Pad device at any time, there is no assembly required for the stand, and there are no tangled cords, the stand does not wobble when handling or setting it up, and it has been engineered to work at optimal angles when scanning cards and when scanning.

B. EPB should support interface customization such as brightness, contrast, text and UI contrast sizes, User Interface brightness (hide/show, enable/disable), color schemes.

C. EPB must provide the capability to employ the use of handheld devices for voter check-ins.

The flexibility of Precinct Centra makes it easy to deploy the use of handheld devices to check-in voters on the device. Not only does the Precinct Centra Touchpad easily change from a tab to a check-in device to a handheld device using the Pad's share stand but Precinct Centra can also be deployed through our mobile app on a smaller, more portable device to view check-ins, look-up voters and more.

D. EPB should have the ability to support a dynamic vote on types and ballot combinations.

The Precinct Centra e-vote book is a comprehensive system that has been designed for, and it is easy to configure to run any type of system, such as a primary, general, or special election. The Precinct Centra database contains all event voter information that is normally included in a printed paper roster where all data in a clearer and more accurate way of looking up and checking the voter's name. The Precinct Centra system (specifically Conso-e) setup screens provide an easy setup
for each e ect on type and parameters can be eas y conf gur ed based on the type of e ect on.

E. EPB shall comp y with a app c abl e access b ty aws and gu de lines.

One of the tenants of the Prec nct Centra p atform and des gn methodology has a ways been usab le. Great care has been taken to ensure usab le standards are eva uated and enforced n every aspect of the software. The bas c ph osophy o followed for software des gn was to create a product that s as sm p e for po of f c a s s to use on e ect on day and users can fo ow ntu t ve prompts and message to comp ete the task at hand.

- **Contrast** – A Prec nct Centra screen e ements present data w th enough contrast between the text background and foreground c ors. The default c or can be cust omed by De aware f dfferent results are des red.
- **Type Color** – Most data presented n Prec nct Centra s presented n back or shades of gray. On y cert a e ort messages are presented n co or, but these are done w th suff cient contrast (such as w hite text on red abe background).
- **Point Size** – Prec nct Centra presents re evant data n a m mum s ze of 30 p oints.
- **Font family and font style** – The recommendat on here s to use a font that s not comp cated or dec orat ve. Prec nct Centra uses a very s m p e font throughout the screens, keep ng focus on access b ty as we des gn func ons.
- **Font heavness** – Font recommendat ons c ates the use of med um fonts rather than ght stroke and us ng bo d fonts for emph a s. It a so recommend s not us ng ta cs and upper case for emph a s. The Prec nct Centra screens do not use ta c or upper case for emph a s.
- **Letter Spacing** – Prec nct Centra fo ows the pr mary recommendat on of us ng a monospaced font rather than one that s propor on y spaced.

In add on, three pr mary themes de f erent ate OS from other paforms:

- **Clarity** – Throughout the system, text s e ng be at every s ze, cons are prec se and uc d, adornments are subt e and appro priate, and a sharpened focus on func ona ty mot vates the des gn. Negat ve space, co or, fonts, graph cs, and interace e ements suby gh ght imp ortant content and con vey interac t v t y.
- **Deference** – Font mot on and a cr sp, beaut ful t erface he p peop e understand and interact w th content w here never compet ng w th t. Content typ ca y f s the ent re screen, w h e trans u ency and b u n ng of ten h nt at more. M n use of b e s, grad ents, and drop shad es keep the interace ght and a ry, w h e ensur ng that content s paramount.
- **Depth** – D s nct v sua ay ers and rea st c mot on con vey h erarchy, mpart v ta ty, and fac tate understand ng. Touch and d cov erab ility he gt en de ght and en ab e access to func ona ty and add t ona content w thout os ng context. Trans ons prov de a sense of depth as you nav gate through content.

Some usab ility considerations that stand-out in the software include:

- Large font s zes w th an emph a s on most readab e on-screen font sty es
- Cons stent co or schemes for presentat on of a erts and messages
- Use of cons to a ert users to cert a n cond ons
- Custom zable messages that a ow jur sd c ons freedom over anguage and messag ng
  - Large buttons that ensure understand ng of three-d mens ona tems that can be "touched" or "c c ked" for caus ng the next act on

Accessibility features for voter fac ng screens include:

- D sp ay n mul te anguages for any screens that are avail able to e c tors
- App ropr ate ang uages for on-screen s gnature capture and address ng spec a cir cum stances – e. eft- handed e c tors
3. Data Validations:

A. System must maintain information on voters who have requested absentee ballots, returned absentee ballots, voted by absentee, or voted, etc.

Precinct Central handels absentee statuses, which include absentee not returned, absentee returned, absentee not valid, or absentee surrendered. The system allows setting up different workflows for the different scenarios. The absentee status information is displayed on the voter's screen with clear instructions provided to the poll worker on how to handle the voter check-in process.

B. System must identify voters required to show proof of dent if they are on of residence.

The Precinct Central workflow configuration can be set up to handle different checks on and proof of different cases on many configurations.

C. System shall provide the ability for any voter who has participated in one of the elections from participating in any other elections held on the same day.

Precinct Central provides voters from voting twice on the same day. This check is conducted over all voting methods, such as early voting, absentee voting, and election day voting. The robust communication framework ensures that voter check-in information is made available to the central office and to polling workers at the polling locations. This communication system contains numerous voter activity across the county and state to ensure no one can be checked in twice.
D. System shall have the ability to display information prompting and/or warnings based on non-qualifying voter criteria.

PrecinctCentra clearly identifies voters who may not be qualified to vote in the election.

E. Data integrity must be cryptographically protected. Refer to GSS.18809_ELECTIONS_SYS_rfp -> Technology requirements -> STANDARD PRACTICES for additional information. Specifically, Cryptography Standard, and Key Management Standard.

PrecinctCentra was built from the ground-up and data integrity and security are at its core. The system is fully compliant with State and Federal privacy laws. A step further, PrecinctCentra was built using the most secure platform on the market today, the Apple iOS operating system.
4. Voter Registration Data:

A. Provide a means to capture voter information on updates (i.e., completing a voter registration on app cat on with electronic signature capture). When voter license or state ID is used as proof of identity, EPB shall be able to parse the data from the barcode and reduce manual data entry, with the ability for the pov worker to accept or reject the scanned data for each record. Note: All data must be decrypted by the inserter and verified that the signature party is authorized on the server before accepting (and record the signature). Refer to GSS_18809_ELECTIONS_SYS_rfp -> Technology requirements -> STANDARD PRACTICES for add on information. Specifically, a secure app cat on Security Standard, Web App cat on Security, Cryptography Standard, Key Management Standard, and Electronic Signature Standard.

To capture voter information on updates very simply process. The pov worker is guided step-by-step through the process. The information captured from the device is automatically used to provide various relevant data from the data entry.

Precinct Central has one of the most advanced modules available for enter ng and validate ng address information on a product. This task, where appear ng simple, can be troub lesome when trying ng to locate proper street names. A large dataset. Precinct Central has a flex bly robust street lookup engine that makes this process extremely simple and user-friendly.

- A address information on a validated and a correct basis by assigning it to the voter based on the address information on.
- Prove on and working are available in the software, in cases where there is missing street data when an address cannot be validated.

In add on to bas c name, birth date, and address updates, steps for add on information, such as managing address, dent if cat on provided, and demographic information, can be configured to be available when adding or updating voter records.

The voter information on update process is a step-by-step process, that works the pov worker through any kind of change requested by the voter. Once the pov worker has completed the change, the voter has the opportunity to review the change and ask for any correct ons. During the verification process, the pov worker can see the ergonomic views & share stand towards the voter and allow them to easily review the information and accept it as correct or not.

After day ts can be configured for the update to aw the voter to sign and confirm the update. A information on the update is securely stored oca y on the Touchpad used for the update. The information on is so commun cated to nearby Touchpad units us ng a secure encrypted commun cat on method. A information on is commun cated to the Precinct Central server us ng secure commun cat ons and fully encrypted transmission.

B. Provide means for updating the De aware stateon de voter registration on system. Note: Must be secure and decrypted by the signer. Refer to GSS_18809_ELECTIONS_SYS_rfp -> Technology requirements -> STANDARD PRACTICES for add on information. Specifically, a secure app cat on Security Standard, Web App cat on Security, Cryptography Standard, and Key Management Standard.
C. Support state-wide search feature that can be turned on if business process allows.

D. EPB shall support electronic signature capture. Describe how a voter’s electronic signature is captured. Note: Refer to GSS_18809_ELECTIONS_SYS_rfp -> Technology requirements -> STANDARD PRACTICES for additional information. Specifically, Cryptography Standard, Key Management Standard, and Electronic Signature Standard.
E. EPB should provide polling place information for voters who appear at the wrong polling place and provide a means of directing voters to the correct polling place anywhere in the state, e.g., turn-by-turn directions or generate QR code containing the information.

Precinct Center keeps detailed information for all precincts and voting locations to ensure the voters are correctly directed to the correct voting location.

- **Voter Precinct Assignment:** Each voter's precinct information is pre-loaded in the system. When a voter appears at the location to vote, the voter's precinct information is automatically validated based on the current voting location.

- **Wrong Location:** If the voter is at the incorrect precinct/voting location, the election worker is prompted to either update the voter's address or transfer/rect the voter to the correct voting location.

- **Voter Address Change:** If a voter requires an address change, Precinct Center will automatically detect the voter's new precinct based on the new address.
F. Ability to capture and store an aff dav t (e.g. for non-reg stered voters dur ng sch ool eect ons) on the EPB, inc ud ng captur ng of eectron c s gnatures. Note: Must be d g ta y s gned. Refer to GSS_18809_ELECTIONS_SYS_rfp -> Tchnology requrements -> STANDARD PRACTICES for add t ona informa on. Spec f ca y, Cryptography Standard, Key Management Standard, and Eectron c S gnature Standard.

Precnt Centra has the ab ty to custom ze aff dav ts that the voter can “ACCEPt” and aff rm on the screen. The aff dav ts can be custom zed based on voter scenar os, such as prov s ona or voter’s s m ar name aff dav t. A regul ar aff dav t or “oath of voter” can a so be setup for the voters vot ng a regul ar ba ot w th no spec f c issues w th the reg strat on data. Each aff dav t enab ed n the system can be presented n d ffer ent angua ges al ow ng the voter to se ect and aff rm n the angua ge dese red.

For s gnature capture, the voter can s gn on the Pad touchscreen and the s gnature s captured and stored d g t a y. The s gnature capture process s exp a ned n more deta n answer D n th s sect on (“4. Voter Reg strat on Data - D”).

5. Data synchronization:

A. Where multple EPBs are dep oyed at the same vot ng s te, prevent a voter from s gn ng n at d ffer ent stat ons.

B. Be capable of network ng multple EPBs that are locat ed n a s ng vot ng oc at on ut ng a secure oc a area network. Must dem onstate accur ate and re ab e synchron at on between dev ces so that no voter can vote tw ce, and no reg ster ed voter s dem ed the opport un ty to vote.
C. Provide a secure means for EPBs to communicate with the central system and vice versa. Note: Data must be secured at each event as described in provided security documentation. Refer to GSS_18809_ELECTIONS_SYS_rfp -> Technology requirements -> STANDARD PRACTICES for additional information. Specifically, App cat on Security Standard, Web App cat on Security, Cryptography Standard, and Key Management Standard.

- Precinct Center has a highly fine-tuned, performance-tested strategy for data updates. The robust communication framework ensures all locations are current with voter information and guards against double voting.

D. If connectivity is available, EPB should be able to determine if a voter has signed in or voted in another location.

- Precinct Center has a highly fine-tuned, performance-tested strategy for data updates. The robust communication framework ensures all locations are current with voter information and guards against double voting.
E. Central system shall be capable of supporting more than one election at a time, e.g., simultaneous specialelections. The system shall maintain separate unique records for each election held on the same day.

- Precinct Central has the capability to provide multiple election instances on the same election day. These elections can take place simultaneously within the same voting locations. Precinct Central keeps track of multiple ballot styles for voters, e.g., to vote in multiple elections. Touchpads can be pre-configured with one election, or allow the poll worker to choose the election on that they are working.

F. Administration:

A. Allow for an override of the system if the voter's consent having voted but poll workers know that the voter has not yet voted. Reason for such override shall be captured and logged. The system shall have the ability to require advanced user authentication and authorization to perform the override.

Poll workers can override the “voter already voted” flag.

B. Provide estimates on how long it would take to load an EPB with data.

Time to load: The time it takes to load data on each Touchpad depends on the size of the dataset and network bandwidth. Typically, downloading data in under 1 minute/Touchpad with multiple Touchpads downloading concurrently.
C. EPB shall allow for voter history to be quickly and accurately uploaded into the De aware state-wide voter registration system. Note: Must be data signed. Refer to GSS_18809_ELECTIONS_SYS_rfp -> Technology requirements -> STANDARD PRACTICES for additional information. Specifically, Cryptography Standard, and Key Management Standard.

Precinct Central has out of the box capability to export data to many voter registration systems including De aware systems.

D. EPB must be able to produce accurate reports while the election system underway and after it has closed.

Precinct Central can be configured to continuously report on transaction information throughout the day.
E. Provide a means for challengers to review checked-in voters in real-time at every location and from a central location, where connectivity is available.

Within the Precinct Central Touchpad software menu, checked-in voters can be found in real-time using the “Check-In Logs” and “Check-In Totals” to display the total number of checks-ins, spoiled ballots, and provisional ballots. In addition, a portal for challengers to review these, real-time check-ins at every location is available. This portal contains the information necessary for the challenger to log-in and review all check-ins for the election.

Tenexa so provides a central web-based option for challengers or “poll watchers” that allows them to log-in and view real-time, on network of checked-in voters.

F. Allow real-time of reports and data from previous election where EPBs were used.

Precinct Centrals are the most comprehensive e-ecerto book dashboard available on the market today. This console also offers extensive real-time monitoring and control during the voting period. The data is presented in a variety of graphing formats that can be easily filtered, summarized, and exported.

Check-in Monitor
- The check-in function provides up to the minute summary and detailed information on all voters checked-in.
- Summarized dashboards provide an at-a-glance view of voter turnout by voting location, party, precinct, and other summary options. Clicking on summaries allows easy drill-down voter details.

Graphical Web Reports
- Web reports are available for providing information on the public election websites. Graphical and map-based information can be presented on the websites for voting locations, voter turnout, and wait times.

This information made available in various summary and detailed formats in secure portal where users with the security access can log-in and view the information.

Types of views available include:
- At-A-Glance Dashboards — These provide graphical dashboards at an aggregate level to show quick viewing of total votes. Data is presented in graph formats, map formats, and aggregate high-level totals.
- Ad-Hoc Summaries — These allow export of data from summary to summarize the data using a variety of metadata elements referred to the check-in data as well as voter demographics.
- Drill-down Reports — From Ad-Hoc summaries, users can drill and quickly access complete data with just a few clicks.
7. Reporting:

A. Generate interm reports on the same screen and printer, i.e., st checked n voters, st of reg strat on updates, etc., without suspending reg strat on operations.

The flexibility of Precinct Central allows for easy Touchpads to generate interm reports easily and quickly without having to suspend any operations on elect on day by simply navigating to the menu options and following the wizard steps.

B. EPB must be capable of providing a list of valid voters in each respect ve elect on D strct on an optiona EPB prnter mmedtate followng the c ose of the pos on Elect on Day. Please provide a samp e of this st.

Precinct Central provides a comprehenve set of tools for pos workers to quickly generate the necessary reports required on elect on day, nc udng “check- n ogs” for valid voters.

C. Ability to identify doubt e voters either real-time or post-elect on.

The Precinct Central platform includes a best-n-class mon tor ng suite, the Precinct Central Conso e. Precinct Central Conso e s a web-based porta that allows c entra off ce staff and elect on off c as to mon tor the Precinct Central Touchpads in the fed throughout preparat on, d str but on, e elect on usage, and equpment return. Th s feature-r ch platform has been used extensve y by current Precinct Central jur sdct ons. Precinct Central all ows the De aware State Board of Elect ons and county elect ons staff the ability to centra y mon tor all e e crton c po books (both hardware and software aspects) before, dur ng and after an elect on. nc udng:

- Pre-elect on, use data ed dep oyment reports to ver fy hardware statuses, operat ng system vers ons, t me zone sett ngs, software vers ons, voter ver f cat on (nc ud ng any f ags on a voter record) and more
- Mon tor a software and hardware parameters of the pos book c ents, nc ud ng connect on status, voter updates, power, pos open, database status, users ogged n, prnter status, oca area commun cat ons, and runn ng tota s dur ng the event
D. System must have the ability to continuously and automatically display and update the total count of voters checked-in at the precinct. If the EPBs communicate outsde of the r precinct, then EPB System should have the ability to prohibit the display and/or combination of poll book counts with any other precinct.

The Sldeway communication protocol for Precinct Centrals uses an architecture that does not require a master e-ctronic poll book as is needed in a hub and spoke configuration. Instead, all devices share information. No central server is required. This much better recency of the overall system. The communication between Touchpads at the same voting location does not require any internet connectivity.

The Precinct Central Touchpads deployed across the State can be set up as Precinct base. Locations Based on a Vote Center or on a polling location. Depending on the device used, the screen will show according to the connected devices.

A notification related to the location on the Touchpad can be used to signal a specific location at the bottom of the “Start” screen and at the bottom of the “Launchpad” screen. The location notification can also be accessed from any screen using the gear icon in the upper left-hand corner of the
8. Performance, dependability, reliability, availability:

A. EPBs shall consistently respond to user actions. Example: Search results must be returned quickly within a reasonable time.


Precinct Centrals were built from the ground-up to be a state of the art, secure, near real-time system that satisfies the needs of voter convenience while preserving the integrity and safety of the voter information. The system fully complies with a State and Federal privacy law. Handling sensitive CPI information.
C. Must have sufficient dust, water and drop/shock resistance.

The Precinct Central Touchpad solution is an industry leader in portability, simplicity of set-up, durability and protection. The Pad screen is protected by a scratch-resitant sheet of glass.

D. Operate on battery power for up to 16 hours in the case of power outage.

The Pad based hardware will function without power for 8-10 hours on its own. Additonal, Tenex offers a battery back-up that fits seamlessly under the Fip-and-Share stand and connects directly to the Touchpad providing an additional 10 hours of battery life.

E. Shall be capable of automatic switching to a self-contained direct current power source and not interrupt the operation or integrity of the data.

Connecting and disconnecting to and from a power source will not interrupt any of the functionality and integrity of the software, the data contained in the package or any of the voting process. This flexibility in the architecture of both the App and Operating Software and the Precinct Central Software ensures that in any case, data is protected, the process is protected and the user can easily work throughout the day.
F. Shall be configured in such a way that the operator is provided with data on when the Precincts EPB device(s) is operating on battery power (DC).

The Precincts software provides the operator with data on quick glance. The data on the location can be viewed at the bottom of the “Start” screen and at the bottom of the “Launchpad” screen. Additional data can also be accessed from any screen using the gear icon in the upper left-hand corner of the Touchpad.

G. Provide a means of quickly recovering data from an EPB that has failed during operation.
H. EPB shall be able to operate in standby one mode, openly networked (e.g. po-\text{\textregistered}ing pace), and state/pub-\text{\textregistered}ic network (e.g. internet).

Precinct Centra Touchpads are the most flexible E\text{\textregistered}ctron C Po-\text{\textregistered} books on the market and can operate as a standby unit, openly networked in a polling location or openly networked with the Delaware State system. This ensures that Delaware State and Locally each have flexible one product.

9. Support, troubleshooting, Survivability:

A. Provide on-site troubleshooting services on demand. Attach current cost figures as well as optional figures to cover day(s) before and after the event.

Tenex provides on-site troubleshooting services and support at a daily rate of \textdollar{} per on-site representative. Tenex also provides off-site troubleshooting services from its central office in Tampa, Florida for the entire duration of the event on days including 2 hours before and 2 hours after the event.

For on-site services before or after the event, the same daily rate applies.

B. Provide a means to easily deploy security patches for firmware, OS, application, software, etc., to the EPB and its accessories. All E\text{\textregistered}ctron C devices must be deployed with trusted computing integrity verifier (TCIV) on their full stack.


One of the security features of the App\textregistered}e platform is the ability to use mobile device management (MDM) solutions to collect very manage the hardware deployment and ensure conformity and security across the platform.
C. The system shall have a means to retrieve/report firmware, OS, application, software, etc., installed on and used by EPBs.

The Precinct Center platform includes a comprehensive monitoring suite, the Precinct Center Console. This feature-rich platform has been used extensively by current Precinct Center jurisdictions and is depended on for seamless deployment and experience. Precinct Center allows the Delaware State Board of Elections and county election staff the ability to view all electronic poll books (both hardware and software aspects) before, during, and after an election:

- Pre-election, use detailed deployment reports to verify hardware statuses, operating system versions, and software versions and more
- Monitor software and hardware parameters of the poll book contents, network connectivity status, voter changes, power, server open, database status, users' logged in, printer status, area communication, and running totals during the event
- Information on near real-time heartbeat to track the history of hardware changes throughout the day
- Post-election, use archived heartbeat information to run analysis for hardware performance and workforce efficiency

The information can be viewed state-wide or down to the county level.

D. The system shall have a means to retrieve/report voter registration data versions or re-release data deployed on each device.

Precinct Center Console is the most comprehensive electronic poll book administration dashboard available on the market today. This console provides extensive real-time monitoring controls. The data is presented in a variety of formats that can be easily filtered, summarized, and exported.
E. EPB accessories, e.g., scanners and printers, must be easy replaceable/serviceable on site with minimal technician experience required.

Precinct Central has the most flexible features, including the ability to service the connectivity of a connected printer as well as the ability to replace a printer connection to a device in the field with ease. The process is simple and easy, empowering poll workers and administrator to replace or troubleshoot a device with minimal technician experience.

Built into the software is a color coding system to easily identify a printer’s connectivity to the Touchpad device in the field.

Additionally, the software easily connects a new printer or reconnects an existing printer via Bluetooth directly through the software, without having to go to the iOS system setup, thereby interrupting the voting process. With Precinct Central, it’s as easy as touching the printer connection following the steps in the pop-up window.
F. Hot Swappability: EPB data must be redundant and stored so as not to lose any data, and be able to switch or replace EPB in the event of a function. EPBs shall be configured in such a manner to automate any replacement and securely encrypt a copy of the data at times to a removable or portable memory device such as a USB Memory Flash Drive.

Note: A secure key management strategy must be used. Refer to GSS_18809_ELECTIONS_SYS_rfp -> Technology requirements -> STANDARD PRACTICES for additional information. Specifically, Cryptography Standard, and Key Management Standard.

G. Hot Introduction: Ability to easily add EPBs into an existing operation, e.g., to support a sudden surge of check-ins, without disrupting ongoing operations.

One of the hallmarks of the Precinct Center Solution is deployable implementation strategies but into the software. The unaddressed nature of voter turnout can make some systems underperform. With Precinct Center, the robust architecture of the system anticipates this unaddressed capability and features new Touchpads into existing ocations without interrupting the voter experience.

H. Scalability: Ability to remove or detach EPBs from an existing operation and transfer devices to another location, i.e., shifting resources based on demand.

As a result, the Touchpad can be repurposed into the field and used at a different voting location.

I. Ability to generate a required to activate the voting machine.

Precinct Center’s robust framework allows for counts with various voting systems to accurately issue ballots to a voter without earning any guesswork to the polling worker.

- For optical scan counts, there are various methods to determine or issue the voter the correct ballot:
  - An author can vote or “check-off” a paper can be printed for a voter that issues the voter’s ballot format and party ticket from the current Precinct Center. A barcode can be printed on the stub of the ballot that identifies the ballot and stub number of that ballot. When the non-voter, the barcode is scanned by the Touchpad and validated against the voter’s correct ballot. If the ballot is not correct, the Touchpad will issue an error message and not allow the polling worker to continue until the correct ballot is scanned.

- For DRE counts, the following methods can be used to correct a voter’s ballot:
  - A voter access card can be encoded on the Touchpad. This process encodes the exact on the specific string for the voter’s correct ballot onto the card without having the polling worker enter any ballot information. These voter access cards have been successfully encoded and used with the AccuVote TSX DRE machine.
10. Analytics:

A. Ability to capture wait times (from clerk 1 searching the voter when needed to clerk 2 searching the voter for check-in).

Precinct Central provides the capability to capture wait times and report them on a public-facing website.

B. Ability to capture check-in processing times (from searching the voter during check-in).

Precinct Central records a very detailed account of each check-in completed on the Touchpad.

C. Ability to capture standby times (times when EPBs are idle).

Precinct Central maintains a complete log of EPB usage.
D. Ability to generate reports and export raw data captured.

Precinct Centra has advanced ad-hoc and formatted reports available right out of the box from the Precinct Centra Console. These allow check-n data to be summarized and reported in a variety of ways. In addition to these built-in capabilities, data can be exported into CSV format for analysis and report generation outside of Precinct Centra. Historical data is stored and archived.

II. Documentation:

A. As part of this bid, vendors are required to provide formal documentation and representation of the system, including a mapping of functionality onto hardware and software components, a mapping of the software architecture onto the hardware architecture, and human interaction with these components. The following are required:
- System architecture
- Functionality description
- User manuals
- Engineering evaluation platform security information
- Engineering cryptography and key management information

Precinct Centra comes equipped with multiple user guides and manuals that are available to users from the Console. The guides provide procedures for operating the voter check-n "Touchpad" software as well as operating the back-end data management and monitoring functions ("Precinct Centra Console" software). In addition, Precinct Centra offers guides and manuals for additional support modules, Trainer the Trainer, and examples of Training Guides for use by County officials.

Tenex's Precinct Centra ePoll includes thorough documentation on all aspects of the system from setup, usage, reporting, and post-acceptance processes. The confidential documentation and architecture information will be provided to the State of Delaware upon award of the contract.
III. Data Transfer, Interfaces and Compatibility:

As part of this bid, vendors are required to provide a means for transfer of data between the Delaware statewide voter registration system and the EPB system. The following are required:

A. The EPB shall provide a simple means of downloading voter and election data from the Delaware statewide voter registration system to the EPB system.

Precinct Central is a one of a kind platform that handles data in a robust, secure, and easy method. The entire data management is available on the Console webiste and is managed by a wizard that guides the jurisdiction through the preparation of data to export the voter history upon completion of an election.

B. The EPB system shall provide a simple means of uploading voter history information to following Election Day to the Delaware statewide voter registration system following Election Day.

Precinct Central is a one of a kind platform that handles data in a robust, secure, and easy method. The entire data management is available on the Console website and is managed by a wizard that guides the jurisdiction through the preparation of data to export the voter history upon completion of an election.
C. The EPB sha be compat b e and can eas y exchange data between EPB and the De aware statew de voter reg strat on system.

Prec nct Centra s compat b e w th a voter reg strat on systems nc ud ng statew de or county reg strat on systems.

IV. Security:

The system shall provide the following security features:

1. To prevent unauthor ed use: The EPB system sha provide of record of the fo ow ng:
   - The program and vers on n use
   - The e ect on f e vers on/re ease date and t me n use

To prevent unauthor ed use: Descri be how secur ty s managed w th the EPB nc ud ng but not m ted to:
   - User access contro: features
   - Data encrypt on
   - Key Management

Note: Demonstrate comp ance to Standards and Poc esses. Refer to GSS_18809_ELECTIONS_SYS_rfp -> Techno logy requirements -> STANDARD PRACTICES for add t ona nformat on. Spec fic y, Cryptography Standard, and Key Management Standard.
2. Be secure from unauthorized access both physically and via web against modern threats:
   - Compliant with DoD DISA STIGs
   - Does not exhibit common weaknesses enumerated by the CWE
   - Does not exhibit vulnerabilities enumerated by OWASP


The standard implementation on configuration recommended by Tenex incorporates the restrictions specified by the STIGs for OS. The profile developed instated renders the Pad device capable of these but the usage of the effects off the.

3. Shall be configured to ensure controlled, secure, log, cal /adm n strat ve access.

Precinct Center has a robust infrastructure that allows for multiple event access including administrator, user, troubleshooting and warehouse. Each event provides different access to parts of the system, starting with full control through admin's. System changes are logged and timestamped for auditing purposes.
4. All components shall be configured in such a manner to provide a constant static data encryption methodology that minimally meets Delaware standards and policies, including the security standards and policies provided with this RFP.

Note: Refer to Standards and Policies: The system must comply with State of Delaware Enterprise Standards and Policies. Refer to GSS_18809_ELECTIONS_SYS_rfp -> Technology requirements -> STANDARD PRACTICES for additional information.

Encryption

5. Shall be configured and managed in such a manner that all data in motion maintains the highest level of physical and data protection per Delaware standards and policies.
6. Setup: be configured and managed in such a manner that they may never connect to a public or untrusted network.

Pre-authorized networks: Wireless networks are pre-authorized and prevent attempts to get Touchpads to connect to unknown networks. Through the network configuration and set-up, pre-authorized networks are configured and set-up so that the Touchpads cannot connect to any network that has not been pre-authorized and programmed into the device's memory.

7. Data In-Motion Security: If Precinct EPBs utilize LAN networking:
   - A Precinct EPBs must be connected via a wired connection (e.g., LAN Ethernet Cable) utilizing a closed and independent switch.
   - The EPB must support (and require) a VPN connection to a secure location using cryptographic methods in the security and policies provided with this RFP.
   - A Precinct EPBs must be connected via a closed wireless non-SSID broadcast using encryption methods employing the Deaware State standards, including using authentication and encryption methods on a scenario to allow on the known Precinct EPB devices the ability to connect to the wireless network.
   - The Precinct EPBs shall be configured in such a manner as to be capable of connecting to the designated wireless network device.
   - The EPB must support (and require) a VPN connection to a secure location using cryptographic methods in the security and policies provided with this RFP.

Note: These devices must communicate over a secure layer (e.g., a strong VPN and secure mutual TLS authenticated API connection with good key management). Refer to GSS_18809_ELECTIONS_SYS_rfp -> Technology requirements -> STANDARD PRACTICES for additional information. See: Authentication, Web Application, and Security, Cryptography Standard, and Key Management Standard.
8. Data In-Motion Security: If EPB System and Precinct EPBs use WAN networking connectivity:
   - Precinct EPBs must be connected via a wireless non-SSID broadcast router or network with minimum encryption methodology employed per Delaware State standards. (Refer to GSS_18809_ELECTIONS_SYS_rfp -> Technology requirements -> STANDARD PRACTICES for additional information), including an additional firewall on scenarios to allow on the known Precinct EPB devices with the precinct to connect to the wireless network.
   - The EPB System shall be configured in a manner that allows transmission on use full tunneling methodology that permits specific routing and approved encryption standards. (VPN)
   - The EPB System and Precinct EPBs shall be configured in such a manner that the wireless infrastructure must authenticate each client device or to access.
   - The EPB System and Precinct EPBs shall be configured in such a manner that two-factor authentication is employed.

9. EPBs shall support remote-wipe, remote-wipe and have theft prevent on and asset recovery features.

10. Ability to detect data tampering. Note: Cryptographic, Refer to GSS_18809_ELECTIONS_SYS_rfp -> Technology requirements -> STANDARD PRACTICES for additional information. Specific, Cryptography Standard, and Key Management Standard.
11. EPB shall have the capability to time stamp most, if not all, activities such as time of voter check in, successful log ins, log outs, network connectivity, data transfers, etc. Must have extensive audit logging capabilities.

Note: Must be digitally signed. Refer to GSS_18809_ELECTIONS_SYS_rfp -> Technology requirements -> STANDARD PRACTICES for additional information. Specifically, Cryptography Standard, and Key Management Standard.

Precinct Central captures all user actions performed and keeps track of user logins and timestamps associated with them.

12. shall be capable of providing accessible and exportable comprehensive audit logs of all transactions to include at a minimum, timestamp and transaction/event.

Audit Logs - Precinct Central includes extensive auditing capabilities at many different events.
Export tab ty – Precinct Centra captures detailed information for all processes and makes all data elements available for easy reporting in summary and detailed formats. All data elements are exported directly into Excel, txt, and PDF formats.

13. Support common and unique user accounts.

- All users of the system can be setup with dual user accounts and passwords.

14. The EPB system must undergo a security review and assessment by a 3rd party, selected by Department of Elections, and vendor shall provide documentation that all known issues have been addressed and resolved.

Precinct Centra and the Precinct Centra Touchpad have been certified by Natonr Test ng Systems (NTS) (www.nts.com) and have been evaluated by MAD Secur ty (www.madsecurty.com) who performed a full-scale exercise of the security controls of the system through electronic poll books (ePB) system technology security assessment. The system security is robust and presents a low security risk.

Tenex will undergo an additional 3rd party assessment as needed by the Department of Elections.
V. Implementation Environment:

As part of this bid, vendors are required to provide separate pricing options for the system to be hosted in the cloud, internally, and hybrid. Regardless of hosting platforms or environments, the vendor solution must comply with the security and policies provided within this RFP.
VI. Accessories and Peripherals:

As the Department of Elections may wish to have the following to be included in the vendor's base per-unit EPB bundle:

1. Tab et tether
2. Removable memory storage (e.g., Micro SD Card)
3. Power Banks (battery chargers)
4. 10' USB power cable
5. Carryng case
6. Sty us
7. EPB software which has been loaded onto EPB
8. Rotating stand for EPB
9. Smart Card Reader/Writer with cable
10. Sh pp ng
11. Acceptance Test ng

Vendor shall submit per-unit bundles on the following optional equipment:
1. Mut-Unit Desktop Charging/Sync Station
2. Therma Printer with rechargeable battery backup (minimum 8 hours)

Pricing for the items requested is included in the pricing sheet provided. Tenex has competitively priced a per-unit EPB package including all of the requested items. Optional items are listed in the pricing sheet as well.

VII. Optional Services:

Determine may wish to enter into an agreement for training, EPB system setup, and election preparation assistance with the winner bidder. Provide current pricing for the following services:

1. Basic training on the EPB system
2. On-site setup of EPB system
3. Maintenance of the system before, during, and after elections
4. Process to upload voter history and other required information to the De aware state voter registration system following an election
5. Ongoing training for new features

Pricing for optional services requested is included in the pricing sheet provided.
Appendix B: Part 4: Elections Management

Minimum requirements for Elections Management System:

1. Offices and Terms:

A. System must provide a central repository of information regarding elected offices for federal, state, and local government assemblies (Senate & House), county, municipal (e.g., City of Wilmington), public schools, boards.

The Tenex Campaign Desk product provides functionality for managing offices and candidate information on a platform.

B. System must have the capability to create and modify office name, jurisdiction, type, terms, base year.

Office name, jurisdiction, type, term for office, and the base year can all be setup in the system. In addition, terms ke number of seats and number of winners can be setup.

C. System must allow at least two offices to be linked to President Office to appear as a ballot choice.

Offices can be setup to allow running mates.

D. System must have the capability to enter and update the following information on about an office:
   1. Contact information.
   2. Term of the office.
   3. The years that an office was elected.
   4. Office filing fee.
   5. Office’s ballot order.

Campaign Desk provides detailed information on each office and the current office holders. Complete contact information, including name, address, phone, and email, is available for office holders and the office holder office. Each office and the term of office for the office as well as the number of seats for the office is maintained throughout the part of the process. Offices coming up for reelection.

The filing fee and number of required signatures can be set up for each office. The order that the office should appear on the ballot can be entered when filing up the office as an item for the election on the ballot.

E. System must provide the capability for flexible, dynamic and overlapping office terms.

Campaign Desk data can be edited at any time. When information is moved for an office, an audit log keeps track of all modifications.
2. Candidate Filing:

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| F. | System must provide capability to capture the required information for persons who have filed as a candidate for an office, been nominated to run for an office, or have declared themselves a write-in candidate for an office. System must provide real-time updates to candidate and office data ensuring data is synchronized. For a candidate running for office, the specific office they are running for, the contact information for the campaign, the qualifying method are available. In Campaign Desk.
| G. | System must track changes and history of the changes made to office and candidate records. Campaign Desk keeps a complete audit trail of any data that is modified, including the date modified, the operator completing the change, and the old data.
| H. | System must provide the capability to enter candidate information (e.g., name, address, phone #’s, email, etc.), and upload any supporting documentation.
|   | Campaign Desk maintains a database for each candidate. Documents can be uploaded and identified using a list of potential document types.
| I. | System must provide the capability to pre-populate basic candidate information from the Voter Registry on a user/system. Note: Candidate for some offices (e.g., school board) are not required to be registered voters.
|   | Campaign Desk is fully integrated with the Election on-Demand voter registry system. If available, the voter information can be linked to the candidate information.
| J. | System must have the capability to capture acceptance or rejection of candidate filings. Information must be recorded on the method of qualifying and complete information on signed petitions. A paperwork filing can be scanned, uploaded, and linked to the candidate's record. For each item, a status can be placed to indicate the filing is accepted or not.
| K. | System must allow a candidate to be assigned to an election until the candidate filing has been accepted. The candidate filing documents and qualifying status is tracked and the candidate can be kept from the form until the qualifying process is completed.
|   | The candidate’s status is tracked with the election as someone who is qualifying for the election, but not yet assigned to a qualifying office.
| L. | System must allow a candidate to withdraw.
|   | A candidate may withdraw.  
|   | M. | System must provide the capability to verify candidate is a registered voter in jurisdiction on one or more required for specific offices.
A voter's number can be entered for each candidate that is used to link to the voter record and confirm the jurisdiction for each.

N. System must provide the capability to inform other counties of candidate filing (If cross-county filing).

An office can be setup to be a cross-county office.

O. System must support offices that have multiple office holders; impact ballots, decarate on of winners.

Office can be setup to nd cate the number of seats for the office and which seats are up for re-election.

P. System must provide the capability to validate candidate data by filing fee or, when appropriate, the candidate filing fee and attachments with signatures.

Complete information is maintained on the candidate filing method, nc ud ng when the filing fee was paid and how much. If filing ng by pet t on, the candidate profile is linked to the petition.

Q. System must be able to capture the names of the persons who signed the petition. The system must have the capability to verify whether or not the persons are registered to vote. Those who are not registered must be flagged as such.

The integrate petition management module is one of the most advanced available today. The petition process ng screens easily and very effectively walk the operator through the petitioning of the operator. Most of the petitioning for ndpur pos ters s components automat ca by the system.

For persons that are found to be not registered, the complete information can be entered, nc ud ng name and address and reported on.

R. System must provide the capability to verify that the person has signed the petition once.

The system automatica y va dates that the person has signed a ng a petition once.

The system must be able to count the number of persons are valid (e.g., registered to vote in the correct district) and not.

We graph voters are tracked and reported on and are any that were neg be. The neg be's signatures are properly reported as being neg be due to the incorrect signature.
T. System must enforce deadlines (date and time) and other requirements. A low authorizes staff to override validations, and to capture and store reason(s).

Dates can be setup when certain documents and due for candidates. Dates can also be setup for qualifying and signatures acceptance periods. These are automatically enforced in the system, but with the appropriate authority could be overridden.

U. System must provide the capability to publish office and candidate information to state websites manually or on schedule.

A data contained in Campaign Desk and other Tenex products is easily exportable in CSV, text, Excel, and PDF formats. Depending on the specific setup of the state websites, the system can be customized to automate the process on a regular schedule.

V. System should allow for export of office and candidate information.

A data contained in Campaign Desk and other Tenex products is easily exportable in CSV, text, Excel, and PDF formats.

W. System must allow for county to delete "erroneous" candidate dates.

A candidate date can be deleted as long as no other information on such as documents and data have been recorded for the candidate.

3. Referendums:

F. System must maintain a record of Referendums.

Campaign Desk allows setting up the text and other relevant information for referendums and attachments.

System must provide a central location and user-friendly entry mechanism for Referendum.

A referendum information can be directly entered into the system using the on-screen screens.

H. System must provide the capability to enter Referendum text.

Referendum text can be entered using a text editor into the system. Text can also be imported or copied pasted from another document. Information can also be entered for the ballot and summary.

I. System must allow the import and export of Referendum text.

A data available can be exported in CSV, text, Excel, and PDF formats.
<table>
<thead>
<tr>
<th>J. System must support validation requirements for Referendum which may include a super majority for passage (e.g., 60%), or a certain number of ballots cast, or other unique criteria.</th>
</tr>
</thead>
<tbody>
<tr>
<td>The method of &quot;winning&quot; or passing can be defined with the referendum. Methods, such as majority of the votes cast, certain number of votes needed, or winning by a super majority (at least X percent of the votes). These options are available in the Vote Results, etc. on Results Report's system as well.</td>
</tr>
<tr>
<td>K. System must allow multiple offices and multiple Referendums to be assigned to the same district(s).</td>
</tr>
<tr>
<td>There is no limit to the number of districts and referendum combinations that can be setup.</td>
</tr>
<tr>
<td>L. System must provide the capability to enter translated text.</td>
</tr>
<tr>
<td>Ballots as well as ballot language can be setup in the system.</td>
</tr>
<tr>
<td>M. System must provide the capability to choose or not choose a referendum on a ballot.</td>
</tr>
<tr>
<td>Each referendum on a ballot has a qualifying status to indicate if the item should be on the ballot or not.</td>
</tr>
<tr>
<td>N. System must provide opportunity for editing and approval by state or county users before publishing Referendum text.</td>
</tr>
<tr>
<td>Each referendum has a status fed to a low tracking the current approval status of the referendum. If desired, Tenex can further customize the system to allow for workflow for the referendum approval process.</td>
</tr>
</tbody>
</table>

**4. Elections:**

<table>
<thead>
<tr>
<th>G. System must provide the capability to allow submission on of candidates and Referendum filing.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Campaign Desk maintains comprehensive information on candidate filing as well as on referendums. The system tracks the specific jurisdiction's on for each and the current status and qualification for including the item on the ballot.</td>
</tr>
<tr>
<td>H. System must provide the capability to assign candidate ballot order.</td>
</tr>
<tr>
<td>The order of the candidate on the ballot can be set up in the system manually.</td>
</tr>
<tr>
<td>I. System must provide the capability to import or export data into ballot product or system.</td>
</tr>
<tr>
<td>Data can be exported in text, CSV, and Excel formats. Tenex can customize the import and export based on the specific standards of the voting machine system.</td>
</tr>
<tr>
<td>J. System must provide the capability to calculate ballot styles and ballot types and assign ballot types to voters.</td>
</tr>
<tr>
<td>Ballot styles are required are calculated based on the candidates and referendums setup and how they may map to jurisdiction's on. Based on the jurisdiction on information on the ballot styles are mapped to voters based on the voters' precinct and jurisdiction on information as well as the voters' party (if setup).</td>
</tr>
</tbody>
</table>
## Setup:

**G. System must provide the capability to setup an election on a specific date.**

Elections with the specific dates for the election, such as specific election types and specific dates can be setup in the system. A candidate dates and referendum setup can be linked to the specific election date.

**H. Interfaces must leverage strong mutual TLS authentication in compliance with the security standards and processes provided with this RFP.**

Note: Refer to GSS_18809_ELECTIONS_SYS_rfp -> Technology requirements -> STANDARD PRACTICES for additional information. Specific to Secure Standard, Web Application on Security, Cryptography Standard, and Key Management Standard.

**I. System must provide programmable export and importing of all election related data.** The system must provide programmable interfaces for data exchange between subsystems and other external vendor systems. Need ability to manually trigger exports and imports as well.

Data is exportable in CSV, text, Excel, and PDF formats. Tenex will customize any specific interfaces needed for data exchange with other systems.

**J. System must provide the capability to import/enter candidate dates and Referendum and export to batch product on systems.**

Tenex will customize the import and export process to the batch product on system based on the specific requirements of the system. The Live Results on election reporting capabilities to accept exporting results from various voting systems.
K. System must be able to support over a ngective ons. The system must a ow the user to spe cify which elec tion they need to work on so that mutu p e e ections can be managed at the same time. Baots and voters assgned to a spec fic elec tion sha have a unique ID wh ch is nked to a spec fic elec tion. A given voter could be in both elec tions, the voter would have the same voter ID but a unique elec tion ID would be assgned.

The system supports the setup and maintenance of multiple elections as integrated modules. Elections can be run simultaneously with ongoing demands for various activities.

L. System must provide the capability to enter candidate baot order by guiding configurab e by authorized admin istrators (e.g., Dems, Reps, Other parties by a pha order).

The system allows setting up candidate baot order manually.

M. System must provide the capability to support the maintenance of a county's jurisdictional/representative district/elec tion data.

Offces can be setup to be at the state leve or county leve. The county offices can be setup with a jurisdiction on informa on and the current under data, such as name and contact informa on.

N. System must be capable of producing reports.

Campa gn Desk provdes dir down, searchabl e report ng. The report ng data can be output n CSV, text, Excel, and PDF formats. Reports can a so be printed from the system.

O. System must be capable of producing election management reports. Inclusion with districts are on with ba ot type, ba ot type to elec tion order and sorted by ba ot type.

Campa gn Desk provdes dir down, searchabl e report ng. The report ng data can be output n CSV, text, Excel, and PDF formats. Reports can a so be printed from the system.

P. System must provide the capability to calculate Ba ot Styles.

A ba ot sty es required are ca culated based on the candi dates and referenda setup and how they may map to ndv dua jur scts. Based on the jur scts on informa on the ba ot sty es are mapped to voters based on the voter's precinct and jurisdiction information as well as the voters party (If setup).

Q. System must provide the capability to determine Ba ot Types and assign voters.

A ba ot sty es required are ca culated based on the candi dates and referenda setup and how they may map to ndv dua jur scts. Based on the jur scts on informa on the ba ot sty es are mapped to voters based on the voter's precinct and jur scts on informa on as well as the voters party (If setup).

R. System must provide the capability to upload ba ot sty es from the ba ot product on system.

Data can be exported in text, CSV, and Excel formats. Tenex can customize the import and export based on the specific standards of the voting machine system.
6. Election Results Reporting:

G. System should provide a means of obtaining election results by elect on date and easily.

The Tenex Live Results system keeps complete h stor age of election results report. Jurisdic tions can make the h stor age of results viewable on the webs tes by e lect on date. The results are available in exportable reports as well as graph ca formats.

H. System must provide the capability to upload tabulated results.

Live Results accepts tabulated election results from any kind of tabulation system. Results are uploaded in a text format made available from the tabulation systems.

I. System must provide the capability to upload consolidated tabulated results.

Tabulated election results can be imported consolidated for each contest or can be imported with complete details on reporting by each precinct. Further state-wide results can be consolidated for each county and at the state level.

J. System must provide the capability to check for errors.

Live Results allows the user to verify the results and any possible errors before publishing the uploaded results to the system.
K. System must provide the capability to upload/download/post results in multiple formats to the state's websites.

Note: Digital signature should be provided. Refer to GSS_18809_ELECTIONS_SYS_rfp -> Technology Requirements -> STANDARD PRACTICES for additional information. Specifically, Cryptography Standard, and Key Management Standard.

Live results posted results in a variety of graphical and tabular formats.

L. System must provide the capability to determine winner.

Live results can be configured to determine the winner of the election using a winner determination.

M. System must be capable of producing election results and relevant election information for third-party organizations, e.g. Associated Press, Voting Information Project. System must support manual or scheduled programmatic extraction of data in compliance with security standards and policies provided with this RFP.

Note: Must be digitally signed. Refer to GSS_18809_ELECTIONS_SYS_rfp -> Technology Requirements -> STANDARD PRACTICES for additional information. Specifically, Cryptography Standard, and Key Management Standard.

Third-party organizations can be setup for automatic certification when results are posted.

and Recounts

N. System must provide the capability to allow state to certify an election.

Election results can be marked as the official certified results to complete the election on certification process.

O. System must report results by election district for:
   1. Election on Day polling places by machine and election district
   2. Absentee votes cast by voters
   3. Provisional votes counted within an election district
   4. Early voting results by election on district.

The live results of the election system can report results for each type of voting, election on day, early, absentee, and provisional.

P. System must provide the capability to enter and report county and state reconciliation on data.

The system is fully integrated with a very easy to use boat account module that allows counties to reconcile the voter check-nns with votes cast and with voting history.
Q. System must provide the capability to record data and report on votes counted, over votes, under votes, etc.

Summary as well as jurisdiction data maintained for all races in the election, including information on votes counted, write-ins, over votes and under votes.

R. System must provide the capability to allow authorized users to make adjustments to vote counts as a result of Court of Canvass. The changes (before and after), user information on, and reason must be logged.

Correction can be completed needed for and dual races and jurisdiction. During the process a specific data entry allows correcting the data for votes counted (no under for write-ins), over votes, under votes.

S. System must provide the capability to generate reports showing the changes and differences between the uncorrected results against the adjusted post-Court of Canvass results.

The original data set is kept in the system and reports can easily be generated. In addition, all changes are logged with information on who made the change, when, and what the original value was.

T. System must provide the capability to allow a client, recount results, and recount results to be locked.

Note: Must be digitally signed. Refer to GSS_18809_ELECTIONS_SYS_rfp -> Technology requirements -> STANDARD PRACTICES for additional information. Specificity, Cryptography Standard, and Key Management Standard.

At a certain point, a flag can be set on results to ensure that they cannot be further edited. This could be overwritten and opened backup by a user that has the appropriate privileges to do so.

U. System must provide the capability to generate certificates on documents.

Note: Must be digitally signed. Refer to GSS_18809_ELECTIONS_SYS_rfp -> Technology requirements -> STANDARD PRACTICES for additional information. Specificity, Cryptography Standard, and Key Management Standard.

Tenex will customize the certificate on documents depend on the specific requirements for Delaware.

V. System must provide the capability to publish summary results on state websites.

Note: Must be digitally signed. Refer to GSS_18809_ELECTIONS_SYS_rfp -> Technology requirements -> STANDARD PRACTICES for additional information. Specificity, Cryptography Standard, and Key Management Standard.

The integrated Live Results product seamlessly publishes results to the election website. Results are available in summary state-wide views, county specific views, and jurisdictional specific views for each county.
7. Vote Publishing:

E. System must publish results from the entire state or any portion thereof holding an election.

Live results can support elections that are for the entire state or on certain counties or cities. Features and options can be configured for the election based on the election type.

F. System must include the full reporting of election results.

Live results can support intermediate unoffical results and final official results.

G. System must provide the capability to publish files on state websites.

The election results can be hosted directly on the state website, embedded on the State website, or linked from the State website to the Live election website.

H. System must provide the capability to prepare and combine results files for statewide and county elections and publish them separately.

Updating results for recounts can be done at any time. The recount can be setup as a second election with combined results from the original or just the results from the recount.

I. System must provide the capability to import text, PDF, or CSV results files from tabulation systems. Tabulation systems from multiple vendors are or may be in use.

Live results can import results data from any kind of tabulation system and have been integrated with most of the common tabulation systems available today. For a statewide implementation, county systems can be setup to be from separate tabulation systems.

J. The system must display results of Referendums along with validation requirements so that a user may determine if the Referendum passed or failed.

Referendums can be setup to Yes/No or Pass/Fail depending on the setup for the referendum.

8. Election Officer and Zone Worker Management:

I. System must provide the capability to set up class schedules for each specific election.

The Tenex Election Force module manages training, work scheduling, communications, and payments for elections. The training classes scheduling allows setting up different types of training classes and tying them to each election date. The training classes can be setup to be mandatory current curriculum based on the part of the job function.
J. System must provide the capability to publish class schedules on state websites.

The Eect on Force Porta component allows publishing class schedules on the website. For each class, the information on the class date, location, and trainers can be made available. The schedule can be viewed in a list or calendar format.

K. System must provide the capability to permit individuals to apply to be a worker on one.

Eect on Force allows workers to compete an application, and automate the process of the application and current status of the application. The application can be user-defined.

L. Ability for Eect on Officers to accept assignment, select class schedule, reschedule classes, communicate on one, and check payment status.

The Eect on Force portal can be set up to allow officers to manage classes and establish a profile.

M. System must provide the capability to configure custom positions, class sizes, and training requirements.

Eect on Force allows creating a complete training curriculum based on the type of position that the person will be holding for the eect on.

N. System must provide the capability to track class vacancies and block the slot when full.

A complete list of positions scheduled for the class and the number of open slots is readable. Classes can be setup to have a maximum capacity threshold to meet the number of people per class. Eect on Force will provide a warning any time a class is overscheduled.

O. Ability for authorized staff to review, accept, modify and deny applicants.

Once an application submitted on one or entered by staff rect into the system, the application goes into a review status. Once the application process is competed, such as attending an event or obtaining class or competency requirements paperwork, the application can be marked as competed and the worker marked as active.

P. System must provide the capability to place workers on wait list, reserve, or on-call status.

Workers can be setup to be on stand-by or pending status to allow for minute scheduling updates.
### Q. Generate assignment letters for applicants/workers that can be personalized by the Department staff with contact and additional information, or reason for rejection, notation not to cease, etc.

Eect on Force can generate a variety of letters such as, not cease, cease on scheduling, training schedule, etc.

### R. Designate positions for each worker.

A default or "normal" position and location can be setup for each person available to work as a position for a day or early voting. This position is used as the recommendation in scheduling, but the actual scheduled position for each can be different from the default if needed.

### S. Ability to input non-voters as workers. These are generally high school students who will become registered voters in the future. When they do register, use existing record to avoid re-entry of data. Also, zone workers for early on night reporting do not need to be registered voters or Aware residents.

When Eect on Force can be fully integrated with voter registration data, it does not require that worker be registered as a voter.

### T. Record oath or the ability to upload electron copies of oath.

Poi worker oath signing can be electron captured using a function of the integrated Precinct Central electron copies book solution. If this is not available, oath documents can be scanned and attached to the worker.

### U. Record State of Aware Dual Employer forms and Zone Worker Blood forms. Ability to upload electron copies of the form.

Eect on Force supports the scanning, uploading, and attaching of a worker and payro forms to ndy dual post worker records. It also allows for bank frequent used forms to be uploaded, stored, and managed from the system for easy access as new workers are added or forms need to be updated.

### V. Record attendance at training and on e ect on Day.

Poi worker attendance for training classes and on days can be electron captured using the specific features available in the integrated Precinct Central electron copies book solution. If this is not available, attendance can be recorded very simply recorded directly and very simply on Eect on Force.

### W. Assign county issued cell phone numbers to certain workers when necessary.

Cell phones can be assigned to workers by setting up the correct contact type.
X. Ability to communicate with potential and confirmed workers via text, email, or mail.

The Effect on Force communications module allows communication via text, email, or both options.

Y. Ability to record worker evaluations and recommendations

Effect on Force keeps track of test scores for workers to determine the evaluation process. Additional user-defined fields can be setup to track evaluation and recommendations. Effect on Force also uses a star method to provide a glance view of which workers have worked the longest.

Z. Ability to setup pay rate by position and by individual worker for each section.

Pay rates can be set up for each position. Each worker pay rate is so available and modifiable for each section and each specific type of position. Pay information is so available to add on payments such as attendance, training or pay for mileage.

AA. Ability to set cumulative payment threshold by calendar year or date range. Authorized administrators can configure which positions the threshold shall apply.

Certain requirements add additional tax and category for each section on worker payro. Effect on Force can be setup to place earnings in months for the calendar year to ensure that workers do not go beyond the allowed maximum.

BB. Ability to track when workers may exceed payment threshold. Provide visible warnings and prevent pay period assignment.

A total payroll amount due and payable threshold, average duration reported on the front page for each worker. You can see a summary report and view a position budget to see if anyone would exceed the budget amount.

CC. Ability to check for “orphan” workers, i.e., not assigned to a role or position or zone location.

Fitters can be used to quickly find available workers to position the workforce that is not currently scheduled and undercut. This can be done one by one or position and added together.

DD. Ability to check for “orphan” positions or zone locations, i.e., not assigned with the workers.

The Effect on Force scheduling tool provides a comprehensive view of the position schedule to show how each in the scheduling.

EE. Ability to check for under-manned positions and zone locations, i.e., not assigned with enough workers. Minimum number of workers and roles must be configurable by authorized users.

The schedule planning tool allows setting up required number of workers by position, precinct, and location. Based on this plan, the system can automatically generate a plan and show a comprehensive view of positions that are staffed and not staffed.
FF. Ability to generate files necessary for Finance to do payroll. The files shall be securely transmitted to Finance's file server.

Payroll files can be generated for the actual payment amount for each on a ongoing with any required information, such as payroll exemptions, etc.

GG. Ability to import payroll results from Finance and update payment status of workers. The files shall be securely transmitted from Finance's file server.

Results files from payroll can be updated to capture the actual payment date, check number, and amount. The information is sorted together with the name of the person generating the payroll number.

HH. Ability to manually set status of payment of workers, due vs. due or groups of workers at once.


Payment status such as Paid is automatically set when the payroll file is uploaded. In addition to this, information can be setup from the individual person's record. Payment information can also be controlled by the number of hours worked or set to do not pay if needed.

II. Ability to store worker working history.

Election for Force keeps a history of information for as long as required. Work history is available for all types of work competed by the person, not just for worker story for work completed on election day.

JJ. Ability to copy a or select workers from previous elections and assign them new elections.

An election of workers are available in the system from one election to another. Based on availability and staffing requirements for each election, the system automatically generates a staffing plan. The plan can be copied from past elections.

KK. System should allow for export of worker information.

A data on Election Force, editable in a variety of formats such as CSV, Excel, and PDF.
9. Location Management:

<table>
<thead>
<tr>
<th>J.</th>
<th>Ability to add, update and delete exact on specific locations for early voting exact on day polling locations.</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>The integrated exact on PAL system offered by Tenex provides a comprehensive approach to managing exact on locations.</td>
</tr>
<tr>
<td></td>
<td>The system allows setting up early voting exact on as exact on day locations. In addition, other locations such as equipment drop sites and nursing homes for absentee voting can be setup.</td>
</tr>
</tbody>
</table>

| K. | Ability to add, update and delete exact on specific locations for vote accumulation and transmission, a.k.a. exact on zones. Provide ability to exclude exact on zones from generating included in publishing and data export. |
|    | Exact on PAL keeps a master list of locations, but also allows setting up locations for each precinct by exact on. A complete history of locations for past exact on and new exact on can be created by copying over other exact on. |
|    | Precincts can also be combined into working zones for monitoring and support purposes. |

| L. | Maintain database of past, current and proposed locations. |
|    | Exact on PAL keeps a master list of locations, but also allows setting up locations for each precinct by exact on. A complete history of locations for past exact on and new exact on can be created by copying over other exact on. |

| M. | System must provide the capability to publish locations by exact on. Allow users to get driving directions. |
|    | A location format can be exported to a website. |

| N. | Ability to copy existing locations from previous exact ons and assign them new exact ons. |
|    | Exact on PAL allows setting up a new exact on very simply by copying over data from a similar past exact on. |

| O. | Assign exact on districts to locations. |
|    | Exact on PAL allows setting up the precinct (district) format for each location. |

| P. | Support multiple exact ons per location. |
|    | One location can be mapped to multiple districts to allow consolidation and servicing more than one district from the location. |

| Q. | Store images and accessibility surveys for each location. |
|    | The integrated document management module allows attaching different document types for each location. Documents can also be scanned and attached from the system. |
R. Store contact information for each ocation for delivery and pick up of equipment.

Each on PAL allows an unlimited number of contact information to be associated with each ocation. Contact types are pre-configured in the system and custom to be by the jurisdiction.

S. Record serial numbers of equipment sent to each ocation.

Note: Digital sign this data. Refer to GSS_18809_ELECTIONS_SYS_rfp -> Technology requirements -> STANDARD PRACTICES for additional information. Specifics by the Cryptography Standard, and Key Management Standard.

Each on PAL n combination with the Each on AIM software module allows keep track of a equipment and a usage and ocation on the story for equipment.

T. Centralize record other equipment to be sent to each ocation.

Note: Digital sign this data. Refer to GSS_18809_ELECTIONS_SYS_rfp -> Technology requirements -> STANDARD PRACTICES for additional information. Specifics by the Cryptography Standard, and Key Management Standard.

Each on AIM keeps track of all kinds of equipment with a complete usage and maintenance history. A program module allows building a plan for equipment needs based on demand and/or ocation on voter population.

U. Automate the generation of a list for equipment delivery by third parties.

Note: Digital sign this data. Refer to GSS_18809_ELECTIONS_SYS_rfp -> Technology requirements -> STANDARD PRACTICES for additional information. Specifics by the Cryptography Standard, and Key Management Standard.

Each on AIM keeps track of the various delivery methods for different types of equipment. Complete reporting can be created for pick up and drop off schedules.

V. Provide ability to generate fees necessary for Finance to pay ocations. The fees shall be transmitted to Finance’s fee server.

The amount of fees due to each ocation can be tracked by Each on. This information can be exported to Finance as needed.

W. Support payment of multiple ocations to a single account, e.g. payment for multiple schools to the school district.

A payment information can be added to a single account. This can be done for voting ocation payments as well as for worker payments.

X. Provide ability to import payment results from Finance and update payment status of ocations. The fees shall be transmitted from Finance’s fee server.

A return fee can be imported back into the system to show the amount, date, check and any additional relevant information.

Y. Provide ability to manually set status of payment of ocations individually or groups of ocations at once.

Locate on payment status allows automatic payment when the fees are created to send to Finance or on the return fee (depending on how the system is configured). In addition, this can be input for a single ocation.
2. Provide the ability to scan signed rental agreements and attach to facility records.

   Execute on PAL and attach various document types for each location.

AA. Floor plans and agency planning information is viewable by responders.

   Floor plans can be attached to the E ect on PAL. In addition, the floor plan information is directly viewable in the integrated E ect on Response he p desk management system.

BB. System should allow for export on information.

   Information can be exported from the system in various formats, including Excel, CSV, and PDF formats.

CC. Generate letters for points of contact that can be personalized by the recruiter, e.g., delivery, pick up, test on, connect, etc.

   Execute on PAL letter generation on module allows creating ad-hoc letters with embedded mergeable data.

DD. Sign requirements by type and number for each type.

   Execute on PAL keeps track of all voters on signs such as vote here, hand cap, entrance signs, etc.

10. Voting Information Project:

   VIII. Ability to create files that comply with Voting Information Project specifications (https://votinginfo.project.org/). Note: At this time, 5.1 is the latest version. Refer to https://votinginfo.project.org/projects/vp-5-specification/

   Most of the data export files are controlled by states and can be customized to be specific formats. Tenex will customize the specific formats needed for the Voter Information Project and will keep up with the changing requirements of the specific format that is required.
11. Data Exchange Policy:

Tenex complies with this policy.

12. Employee/Location Payment Data Processing:

Tenex complies with these policies.
Appendix B: Part 5: Voter Registration System

Minimum requirements for Voter Registration System:

1. General Requirements and Features:

   Pertains to data accessibility, functionality, application categorization, extent of system access

   **A.** The system must comply with State of De-awared Enterprises Standards and Policies. Refer to GSS_18809_ELECTIONS_SYS_rfp -> Technology requirements -> STANDARD PRACTICES for additional information.

   Tenex’s voter registration system complies with State of Deawared Enterprises Standards and Policies.

   **B.** Provide authorized users with read-only access to the data for registered voters within other counties, including storage of voter act and status data, storage of voting part, and data on hand images and storage of signatures in images for registration.

   Voter Central security module allows configuring security based on user groups. A voter record can be secured to a view on a mode based on the security configuration group of users. The security for users can be setup to be different for users based on the county of the user.

   **C.** Provide authorized county users the ability to update the voter registration data for voters within the county.

   Voter Central security module allows configuring security based on user groups and specific security privileges. Users can be setup to allow security based on adding voters, editing voters, and editing through correct on process.

   **D.** Prohibit county users from changing data for voters in other counties except to submit a transaction that moves a matched voter from another county into the current county.

   Security for editing voters of other counties can be configured to allow direct updating the voter and completing the move. A template that can be done as a queue method where the county that the voter’s moving from is first informed and has to review and confirm the move process.

   **E.** Automatically send electronic copies to the appropriate county whenever a voter record is added or updated through automatic processes.

   Voter Central includes a queuing method for data updates and added from the other parts.
F. Provide the capability for authorized users to search, query and track electronic notices that have been sent to counts. Search, sort, filter and group notices as required. Notice counts include: county, jurisdiction, notce type, status (resolved or unresolved) and date or date range for notice.

Electronic notices are queued in the system workflow and associated with the voter record where appropriate. Each notice has a status that indicates the current state of the notice. Based on the status, this notice may be closed or other workflows may be kicked-off to continue the processing queue.

G. Provide the capability for authorized users to track the source of voter registration on any counts and to generate reports or extracts data for reporting purposes, e.g., EAC.

For each voter registration on any count, new or updated, the registration on source of the app count is required data entry from the user. The list of registration sources is configured by the organization on count. For county-specific sources, a mapping can be generated to match the terms to a specific state definition registration on source.

H. Provide for update and add on common nicknames, e.g., "Bob" for Robert.

Voter Center maintains a common names table that maps nicknames to other possible representations of the same name. The auto-search feature of Voter Center incorporates automatic naming searches based on what the user has entered (Bob or Robert). Voter Center also accommodates searches for names with hyphens and apostrophes to ensure the specific characters are ignored in searches.

I. Be able to process voter registration on data or generating from new sources of voter registration on data both internal and external to the Department of Elections, with the addition of a plugable interface. Note: Department of Elections intends that DHSS-DSS and DOL will be among the potential "new sources" of voter registration on data once they are available for and implement a method to provide new voter registration on data.

Voter Center has a built-in data and workflow processing engine called "Data Studio." This allows new plugins to be easily added through either a file exchange interface or a web service-based interface. This allows new plugins to be easily added through either a file exchange interface or a web service-based interface.

J. Be able to process voter registration on from existing sources. Note: DMV submission of registration on through the mainframe system as well as service desk access. DMV supports the process of deploying an online drive for license and state ID service which is expected to submit voter registration on as well.

Voter Center will be configured to work with the specific file formats made available from the current DMV systems.

K. Provide extracts of names and addresses for voters in one or more counties for processing by an external service.

Data can be extracted from Voter Center in various formats, such as CSV and text. Filters can be applied to search for specific voters or notice address voters. Depending on the users' security, the data can be extracted across all counties or on only the county of the user.
L. System must allow for authorized users to create, edit, and publish changes to webpages in a graphically user interface (GUI) without vendor assistance.

Tenex is known for its customizations. Customizations are available without vendor interference and include the ability to change colors, messages, and buttons and more.

M. System must allow an incomplete registration to be recorded without incomplete status, send a verification email containing the missing information and deny the registration if the missing information is not received in 10 X days. A user who registers an incomplete registration is configured.

Voter Censtra can be configured to enable an incomplete app cat on status based on certain fields that must be completed for a voter registration. The system will automatically track these fields and allow the user that the app cat on is incomplete. The date of the app cat on and a notification available, indicating the images are tracked and stored at this point.

N. System must support the caution to be used should the State no the existence of an incomplete or even a complete registration in the box.

O. Where applicable, must support predictive text, auto-complete, suggested matches, etc. to minimize manual entry.

Voter Censtra provides one of the easiest and most efficient approaches for completing data entry. Data entry is quick and efficient because of the advanced features that do not require formatting or completing data. Lists are available to type a few characters and completing the process. Even entering the voter's address information can require a few keystrokes.

P. System should allow access by a variety of devices.

Voter Censtra system design places great emphasis on accessibility. The software uses large and clear fonts and co or contrast to ensure screens are readable for a wide audience. A variety of keyboard-driven and data elements are tabbed, especially the data entry screens. This ensures that users do not have to depend on using the mouse to complete data entry or changing between mouse and keyboard.
2. Voter Registration - Data:

These requirements state that voter registration data elements that must be maintained in compliance with HAVA Sect. 303 requiring that each state implement a “secure and biometric state voter registration system.”

Data elements described here include data provided or captured by-election officials, staff, and citizens through online registration and public access websites.

The data elements listed here do not constitute an exhaustive list of required data. Department of Elections expects that during the Design Phase, the Contractor will work with department staff, partner agencies, and vendors to determine specific data elements necessary to meet the requirements stated in this RFP.

A. The system must comply with State of Delaware Enterprise Standards and Policies. Refer to GSS_18809_ELECTIONS_SYS_rfp -> Technology requirements -> STANDARD PRACTICES for additional information.

Tenex’s voter registration system complies with State of Delaware Enterprise Standards and Policies.

B. Provide functionality that enables authorized users to add new registered voters and to update data associated with existing registered voters.

Voter Services system securely assigns security to specific users to add new registered voters, specific users to update existing voters, and specific users or voters to process both transactions. The system allows configuring what users can update for voters that are not within the county.

C. Be able to capture, store, and display a history data on every record, including images.

Voter Services captures extensive history information for any kind of update taken place in the system. All transactions include a timestamp and the user data on information on the user completing the change.

D. Capture and display data elements required to support functions and requirements defined in this RFP.

Voter Services is a comprehensive system that contains standard data elements for a standard voter registration system. Any elements defined in this RFP can be incorporated during the analysis and design phase.
E. Must allow for capture and storage of voter names including the following discrete data fields:
   1. First name (first name only);
   2. Middle name (middle name or None);
   3. Last name (can include hyphenated last name);
   4. Suffix (Sr., Jr., other generational); and
   5. Previous name(s)

Voter Centrals must have all of the required name fields. The suffix information can be setup as a user-defined string to allow adding others besides Jr. and Sr. The last name can accept hyphens and can also be setup to accept apostrophes.

F. Must store a unique identifier (Voter ID) for each registrant.

Each person registered gets assigned a unique voter ID number. This number is used to track voter related information throughout the system.

G. Must capture and store holder data on voter residence, mailing address, including beginning and ending effective dates of those addresses.

When a voter residence or mailing address is updated, Voter Centrals stores the order address information as holder data.

H. Must provide for capture and storage of addresses (See Voter Registration – Addresses).

Several kinds of voter addresses are stored, including residence address, mailing address, previous registered address, and different addresses for absentee ballots.

I. Must provide the ability to capture and store a voter's date of birth. NOTE: Because a voter may have current effective registration that predates the requirement to provide date of birth, the system must be capable of handling voters without a date of birth.

The system can be configured to setup date of birth as a required field. Where the data input is required during the data entry process, missing birth date information does not impact the working system. Some terms, such as searches based on birth date may not function 100% due to missing data, but on the who has a birth date data is not an issue.

J. Must capture affiliation on of a citizen status.

When entering a new voter, the data entry user must capture the data for citizen affiliation. If the voter has not affirmed their, the system can be configured to trigger a “Denied” workflow. This workflow will place the registrant on a Denied status and provide the ability to send a notice to the registrant and the reason for a denial.
K. Must be capable of capturing and storing the following data that is optional for completion of voter registration:
   1. Full Social Security Number
   2. Last 4 of Social Security Number
   3. Driver’s License Number
   4. State ID Number
   5. Telephone number (up to four different numbers, including type and extension, as separate fields or records)
   6. Email address (Must adhere with current internet standards, such as 254 character email addresses).

   The system can be configured to enable full social security number entry. The state driver license or state
   ID number can also be entered. A phone number and email address can be entered and emails can be sent directly from
   the system. Tenex will add additional phone/phone contact information for users during the design phase.

L. Must store a voter’s or registration in other states, if any:
   1. State
   2. Full Name
   3. County or Jurisdiction
   4. Voter ID
   5. Residential Address
   6. Mailing Address
   7. Driver License or State ID Number

   A prior registration made available can be entered and captured in Voter Central.

M. Must be capable of capturing and storing vote-by-mail or absentee voting information. See Voter Registration –
   Absentee Voting.

   Absentee voting information can be entered for each election, including the address where the ballot should be sent as
   well as the method that will be used to send the ballot and return the ballot. Absentee requests can also be setup to
   include a future elections up to a certain date so that voters do not have to request absentee for each election and
   individually.

N. Must be capable of capturing and storing a voter’s language preference based on codes that can be defined and
   modified by authorized administrators (e.g. RFC-5646).

   Voters’ language preference can be entered based on a number of languages. Voter names can be customized for
   different languages and sent based on the language preference.

O. Must be capable of capturing and storing multiple access by/assistance needs for a voter, based on codes that can
   be defined and modified by authorized administrators.

   Voters can be setup as needing assistance to vote and the reason for the access by/assistance need can be entered using a user-defined list of reasons.
P. Must capture, store and display the status of any voter’s record on, effective dates for such changes and reasons for the change. The status options must include:
   1. Active;
   2. Inactive;
   3. Canceled/Purged;
   4. Pending;
Other status (e.g., new records during the course of recordation, under age records waiting to be e.g., non-registered, etc. on off cars)

Voter Central maintains a current status for each voter record on. These at least minimum must include Active, Inactive, Canceled (Removed), Purged (Archived), Pre-Registration, and Pending status. With each status, there is a reason for why the voter is in the current status; such as a voter may be in a Cancelled or Removed status because they have moved, deceased, or due to a felony record. Complete transaction details are maintained when a voter status is modified, including what the old status was, the date and time of the change, the operator that made the change, and the reason for the change.

Q. Must store a voter’s party preference, based on codes that can be defined and modified by authorized administrators.

Any number of political parties can be set up in the system.

The system can be configured to support an open primary where the voter may select the party preference and that party can be imported into the system as part of the voting record and made to be the voter’s party preference.

R. Must capture, store and display the following data on a format for each voter record:
   1. The voter’s date of birth, driver’s license number, if known or provided;
   2. The voter’s date of birth, state identification card number, if known or provided;
   3. The DMV verification status of that number (e.g., verified, not verified, or pending verification); and
   4. If verified, the date verified.

Voter Central can accept the state driver’s license number or the state identification card number. A workflow process can be customized to track if the voter’s format has been verified by the DMV or not. The workflow will provide complete tracking for when the format was sent for verification and when the verification was returned with the current status of the verification. The voter’s application status can be added to the voter’s file as an administrative override feature.

S. Must capture and store the following data on a format for each voter record:
   1. The 9-digit voter’s Social Security Number, if known or provided, which must be accessible for input, query and reporting;
   2. The 4 digits of the voter’s Social Security Number (SSN4), if known or provided, which must be accessible for input, query and reporting;
   3. The Social Security Administration verification status of that number (verified, not verified, or pending verification); and
   4. If verified, the date verified.

Voter Central can accept the complete SSN or just the last 4 digits of the SSN. A workflow process can be customized to track if the voter’s format has been verified or not. The workflow will provide complete tracking for when the format was sent for verification and when the verification was returned with the current status of the verification. The voter’s application status can be added to the voter’s file as an administrative override feature.
T. Must capture and store the voter’s current and historical methods of registration (e.g., “by mail,” “wa-k-n-n,” “registration drive,” “DMV,” etc.), based on codes that can be defined and modified by authorized administrators.

A registration source can be customized by the end user of any county. The county registration sources can be mapped to specific state defined registration sources. For each update, the registration source of the update is tracked with the update transaction. The original registration date and registration source of when the voter first registered is ways maintained with the voter’s record.

U. Must capture, store and display for voters who register by mail:
1. Whether or not the voter is a first-time voter, subject to the HAVA ID requirement (HAVA Section 303[b]);
2. Whether or not the voter has satisfied the ID requirement and, if so, how;
3. If exempt from this requirement, the reason for that exemption.

For voters registering by mail, the system can be configured to setup the ID Requirement flag to a Yes. When the appropriate documentation is presented at the time of voting person, presented by appearing person at the office, or sent with the absentee paperwork, the system can be updated to indicate that the appropriate document was provided, and what was provided. Depending on the documentation provided, the information can be scanned into the system and added appropriately. For voters appearing to vote, the document provided in another way automatically be updated as part of updating the voter’s story from the electronic phone book.

V. For each voter registration application received, system must capture and store the following discrete data:
1. Application date;
2. Date the application was received; and
3. Effective date of registration on the application; and
4. The voter registration record that was created or updated based on data in the application.

The application date is required and is entered along with the validation of a proper signature being available on the application. The date the application was received is so that the reason for the registration is to be the effective registration date of the voter. In addition, the date and time the application is being processed is so that the voter registration data is provided on the application. If the application is an update to an existing registration on a complete history of the order data is saved in a transaction on history.

W. Must store and display the current and historical images of the filing registration application in a format consistent with either ANSI/AIIM standards or Delaware State standards.

Voter Centras incorporates a butt-on image scanning module that can scan images in multiple data formats. The images are attached to a voter’s registration record via the unique voter ID number assigned to each voter.
X. Must store and display the current and historical images of the voter's record on all computer monitors. The images must be at least 300 dots per inch (dpi).

Note: Stored data must be encrypted and signed. Refer to GSS 18809, ELECTIONS_SYS.rfp -> Technology requirements -> STANDARD PRACTICES for add ten formats. Specific examples may vary. Cryptography Standard, Key Management Standard, and Document Imaging Standard.

Scanned images are captured during voting and can be configured to be at least 300 dpi. Images are saved for each voter record on all computer monitors.

Y. Must provide the ability to zoom into a voter's signature images.

The built-in image manipulation functionality allows zooming into a voter's signature image with ease. When zoomed in, images can be panned to move around and see a specific area. Image areas are zoomed in when doing data entry from an image.

Z. Must provide the ability to attach [Symbo ] and store [Symbo ] other images to a voter's record in GIF, TIFF, JPG, PNG and PDF formats, such as letters received from the voter. Must allow user to enter comments, and select a category for the image. Categories shall be defined and modified by authorized administrators.

Different document types can be attached to voter records to allow for attaching documents, such as letters that may be more than one page long. Each item attached can be categorized using a document type and a comment can be associated with the specific document.

AA. Must capture [Symbo ], store [Symbo ] and display [Symbo ] an average of fifty (50) free-form text comments and/or notes per voter record with an average size of five hundred (500) characters per comment or note.

There is no limit to the amount of comments that can be entered for a voter. Comments are dated and the operator making the comments. Voter comments are a bit abe ferate across the different modules, such as voter data, voter images, dup cate process ng, absentee, etc.

BB. Must be scalable to store [Symbo ] an average of one hundred (100) free-form text comments and/or notes per voter record, with an average size per comment or note of one thousand (1,000) characters.

There is no limit to the amount of comments that can be entered for a voter. Comments are dated and the operator making the comments captured. Voter comments are a bit abe ferate across the different modules, such as voter data, voter images, dup cate process ng, absentee, etc.

CC. Must allow multiple comments and notes to be stored [Symbo ] for a registered voter. Each note must have a unique date, and user information associated with it.

There is no limit to the amount of comments that can be entered for a voter. Comments are dated and the operator making the comments captured. Voter comments are a bit abe ferate across the different modules, such as voter data, voter images, dup cate process ng, absentee, etc.
DD. Must retain all voter records and associated data, including images for each voter record, such that processes and reports that are generated with an "as of" date correctly reflect the data applicable on the "as of" date.

Voter Central maintains a very detailed and inter-related transaction history for all voter-related actions. The transaction on images, and voters’ "as of" dates for actions can correctly be correlated and easily be traced back to a source document or source admin transaction.

EE. Must capture and store data (Symbo) for confidential voters under applicable laws.
   - Must allow capability to flag confidential voters.
   - Must automatically assign non-conventional address (e.g., "Address Withheld") that are exempt from address validation (e.g., USPS/CASS standard). The non-conventional address will be defined and modified by authorized Admins.

Must capture and store (Symbo) the basis for which a voter qualifies as confidential (e.g., "court ordered," "victim of domestic violence," etc.) based on user-defined codes that can be defined and modified by authorized Admins.

Voters can be flagged as confidential at any point by a user that has the appropriate privileges to do so. A reason must be provided from a list of pre-defined choices at the time the update is completed. The user can scan and attach supporting documentation.

FF. Must be able to send automated emails at every step of the app. cat. on processes, e.g., upon receipt, completion.

If an email address is available for the voter, the system can be configured to send emails based on certain system actions. The system avoids sending an additional step in the Voter Central workflow module. The emails can be sent regardless of the app. cat. on source—on receipt, on DMV reg, on state reg, on paper reg, and on any other process.

G. Must capture and store a record of last maintenance notices sent to a voter, including the date the extract was created or the actual date sent.

Last maintenance notices can be created for various reasons, such as voter inactive or verified.

H. Must provide a user interface for authorized Admins to add and maintain allowable data values for fields where the set of possible data values is constrained.

Voter Central supports configurable states of data values where app. cat. There are no data state options that are hard-coded in any module of the system. Users with the proper authority can update the data states when needed.
II. Must be able to export voter registration data in compliance with Electronic Registration Information Center (ERIC) data format.

Voter Center can very easily be customized to export data in any kind of format. This is accomplished via the scripting interface available through the Data Studio scripting module. Tenex will customize a data export to match the specific requirements set forth by ERIC.

III. Must be able to import data/reports (Symbo) from Electronic Registration Information Center (ERIC)

Voter Center can very easily be customized to export data in any kind of format.

IV. Must be able to import (Symbo) death data from Department of Health and Social Services and other authorized state and federal agencies for ongoing maintenance.

Voter Center can very easily be customized to import data in any kind of format.

V. Must be able to process voter registration for underage voters (younger than 18) and automatically activate them once they become eligible. A user-authorized administrator can register the voter.

Voter Center allows entering underage or "pre-registered" voters using the pre-registration age parameter as the driving force. A person registering must be at least the age set forth in the parameter before they will be allowed to register.

VI. Must be able to process party affiliations during a closed period and handle these changes to be applied automatically when the party changes per period reopens.

When setting up an election, a party freeze date and the next party effect date can be setup. Using this information, the system can be configured to continue allowing party updates, but not apply them immediately to the voter's record.
NN. Must be able to process voter reg strat on for new voters during a closed period and automatically vote them once the period opens.

New voter reg strat on applications can be entered at any point. The system will track the new reg strat on date that can be used to determine the voter’s eligibility during a closed period. A temporary file, if desired, the workflow can be customized to setup a different status for reg strat on added during a closed period.

OO. Must be able to import Symbo| le on status from authorized state and federal agencies for system maintenance.

For use on matches, the system can accept any additional kinds of paperwork and data files that are made available as part of the process. That documentation will be attached to the specific file on match record as well as the possible voter match.

PP. For imported data|Symbo for system maintenance:

- System must be able to match multiple records to existing voters. Search must have confidence match ratings configured by authorized Admin strat on.
- Facilitate system maintenance with minimum user data entry and manual matching.
- For data received in non-electronic format, e.g. paper or scanned copies of paper reports, system must allow for manual data entry.

[Symbo] Note: Must be signed and/or verified. Refer to GSS_18809_ELECTIONS_SYS_rfp -> Technology requirements -> STANDARD PRACTICES for additional information. Specificity, Cryptography Standard, and Key Management Standard.

A system maintenance data matches will follow a standard workflow in the system regardless of the source of the data file or the type of file (file on, deaths etc.). The files will be read and processed to match voter records based on a configurable match algorithm.
3. Voter Registration - Addresses:

These requirements cover addresses

A. Must provide for capture and storage of the following discrete data fields related to a voter's address:
1. House number;
2. House fraction number;
3. House number suffix (a phanumeric);
4. Two-character prefix code (e.g., S for South, SW for Southwest) *
5. Street name (a phanumeric);
6. Street suffix (e.g., BLVD for BOULEVARD, RD for ROAD, etc.) *
7. Two-character post-prefix code *
8. Unit Type & Number (a phanumeric) *
9. City *
10. State *
11. Zip *
12. Zip plus four (optional with respect to each voter); and
13. County.

NOTE: * Must conform to USPS standards

The voter's residence address data entry and storage are completed with the following address data elements. The user does not have to enter all the components of the address. Usually just the house number and part of the street information are enough. Based on this voter's centroid, automatically completes the rest of the address during data entry and stores all of the above data elements with the voter's address.

B. System must include the capability to standardize resident addresses against USPS standards.

Address standardization can be completed using optional USPS standardization tools.

C. System must provide a means of overruling address standardization tools needed to account for non-traditional addresses or non-US mailing addresses. Must be able to capture and store an address in a free-form format as a registed voter's off-center residence (e.g., the voter's address might be "THREE MILES NORTH OF ACME GROCERY STORE, Auras, CA" or "Mill Marker 295, Hwy 85").

A. A residential addresses entered are validated against a street index. If an address is not able to be validated, the operator can enter the address in a free-form format.
D. Must provide for capture and storage of multiple mailing addresses for a voter, including permanent mailing addresses, temporary mailing addresses (with beginning and ending effective dates), permanent vote-by-mail addresses, and one-time vote-by-mail addresses.

Voter Centra must maintain multiple mailing addresses for each voter. A permanent mailing address can be entered when assigned by the resided address. A mailing address can also be entered with each absentee requested, a ongoing requests for different elections to be sent to different addresses.

E. Must determine whether or not a mailing address is valid based on available data in the mailing address.

Mailing addresses can be compared against a zip code table that contains standard De aware zip codes. Comparing against this table will ensure that the address is valid.

F. Must be able to capture and store a voter's "Mailing" and "Vote-by-Mail" address using the following fields that can be used with mailing software:
   1. Free-form data entry;
   2. Fields long enough to meet US Postal, foreign and military regulations;
   3. Postal codes; and
   4. Country code

Mailing addresses can be entered using free-form data entry for basic addresses. Postal codes can be entered that are non-US codes with a country code that is selected from a list of available options for country code.

G. System must provide the means to identify an address as an "invalid voter address", e.g., commercial address, private mailbox, invalid de very point, etc.

A complete address index can be used in the system. Using the addresses can be flagged as commercial / business addresses or other types of invalid address. The user is warned and cannot proceed with the data entry of an invalid address.

H. The system must notify the user if a resided address has been identified as an "invalid voter address" and provide the user with that address as a resided address.

If an invalid address is entered for a residence address, the user is immediately warned of this. The system can be configured to reject the voter app cat on and mark it as Den ed or a workflow can be queued at this point to process the app cat on. A Pand ng status and have an admin strator re solve the address issue.

I. The system must provide for overr de of the prec usion of an "invalid voter address" as the resided address of a voter, and capture and store the reason for the overr de.

The street index provides an overr de method for certain invalid addresses.
<table>
<thead>
<tr>
<th>J.</th>
<th>The system must provide the capability to remove an “invalid voter address” designation from a voter address.</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Once the address issue is resolved, the invalid voter address designation is automatically removed.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>K.</th>
<th>System must allow for the extraction of addresses.</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>All data available from Voter Central regarding addresses can be extracted at any time.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>L.</th>
<th>System must allow for the bulk standardization of addresses.</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Residence addresses are standardized against a street index. This is done at the point of data entry. Address standardization can be completed in bulk for addresses or addresses for a certain jurisdiction.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>M.</th>
<th>System must provide a means to export addresses for external validation against CASS certified address standards.</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>New or updated addresses can be exported to an external address standard zation on system.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>N.</th>
<th>System must provide the capability to import and update addresses validated against CASS certified address standards on software.</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Any address that is updated in the external software is updated in the system and flagged as being updated from the address standard zation on system.</td>
</tr>
</tbody>
</table>
4. Voter Registration – Voter Search:

These requirements cover voter registration searches that will be executed by authorized users or staff.

Users may execute searches to research voter registration issues, resolve maintenance questions or address other issues.

Requirements stated here include those that are specific to searches that are executed for maintenance or research purposes, as well as those that are applicable to any search.

A. Must allow an authorized user to query and locate an existing record in the system interactively, using any one or a combination of the following criteria:
   1. Full or part of a first name;
   2. Common variations on a first name;
   3. Full or part of a middle name;
   4. Full or part of a last name;
   5. Soundex variations on a last name;
   6. Full or part of a residence address;
   7. Full or part of a mailing address;
   8. Full or part of a telephone number;
   9. Full or part of a Voter ID;
   10. Full or part of a DL/ID;
   11. Full or part of a registration number;
   12. Full or part of a SSN4;
   13. Full or part of a date of birth (DOB);
   14. Place of birth;
   15. Political party preference;
   16. Ethnic or other descriptors; and
   17. Postcode descriptors.

The proposed system is built on the latest database technologies and usability guidelines. As one of the fundamental aspects of a VR/EMS system Voter Central was built to locate voters using multiple search criteria. The system uses this approach to add additional search fields as necessary without extending the work for the users.

B. In response to a search executed for research or maintenance purposes, system must return high-confidence matches and potential matches that exceed the minimum matching thresholds (see: Record Matching and Merging).

The proposed system executes searches with a wide card sort to present as many of the key matches as possible.
C. For any executed search, system must display the following information, at a minimum, for each match:
1. Full voter name;
2. Voter ID;
3. Date of birth;
4. DL/ID (if available);
5. SSN (if available); and
6. Residence address
7. Where they vote
8. Voter status (e.g. active, inactive, purged due to inactivity reason and date, etc.)

The proposed system is capable of presenting the required information on a search page that shows a detailed page of the selected voter. The detailed page provides all known information as we as providing buttons that lead to various actions that can be performed by the user (subject to security controls).

D. For any executed search, system must, upon user choice, display applicable details for a presented match, including:
1. History of voter activity data;
2. Voter registration part of voter registration data;
3. Voter account/applicant signatures included in the history of voter activity data;
4. Voter signature images.

The detailed page presented by Voter Central has a tab with information about stored activity that includes actions performed on the voter, the operator that performed the action, and a time stamp.

E. For any executed search, system must, upon user choice, perform the search Synchronously or Asynchronously. If done asynchronously, provide user a means to know that search has completed.

The default search for Voter Central is synchronous with a configurable number of records pulled up instantaneously. Further searches can be completed with more information on to restrict the number of records pulled up. The search methods are designed to ensure the system is available to a user and the resources are allocated fairly across the entire user body.

F. For any executed search, system must, upon user choice, export result to CSV, MS Excel, PDF, MS Word formats.

The search results may be exported to CSV and PDF formats.

G. In response to a search executed for research or maintenance purposes, system must return a high-confidence matches and any potential matches that exceed the minimum matching threshold (See: Record Matching and Merging).

Extensive maintenance capabilities are available to identify potential duplicate records and workflows are provided to merge, annotate, and separate records based on system recommendations and user input.
5. Voter Registration – Registration Processing:

A. Voter reg strat on add t ons and updates from the n-pre m se De aware Department of E cct ons staff w be subm- ted v a th s system.

For voter reg strat on transact ons, the De aware Department of E cct ons staff may opt ona y beg n w th a search of rec- ords. If the staff executes a search of the database as an n t a step, the system w present a s ng e matched record, f ava ab e, that meets or exceeds the h gh-conf dence throsho d for that search funct on. The staff may opt ona y se ect that matched record for the purpose of pre-popu at ng the data n a new transact on, and then make add t ons and changes to the data. If the staff does not search for a match, or f the system does not return a s ng e h gh-conf dence match n response to a search, the staff w en ter a req u red data f e ds for a new transact on.

The process descr bed n these requ e ments refers to the ID Ver f cat on pro cess (wh ch s descr bed n more deta in ID Ver f cat on).

A. In response to a search that a user executes for purpose of subm it ng changes to an ex st ng voter reg strat on record, system must d sp ay a “match” resu to n y f there s a s ng e match that exceeds the h gh-conf dence throsho d.

Voter Centra uses a t ered search method that autom at ca y performs mu t pe searches based on the data the user has prov ded and the search conf gurat on parameters. The search ters and the order that they shou d be comp eted can be spec ed by an adm n strator. The ters can be m ted to on y ncude certa n k nds of searches and enforce that the user en ter a of the requ red em ents for search ng. Us ng th s method w en sure that on y matches w th a certa n eve of conf dence w be returned.

B. Must eva uate a subm it ed reg strat on records aga nst conf gurat e data va dat on ru es, and reject any records that have one or more errors conf gured as cr t ca sever ty.

Data va dat on ru es can be setup to deter ne wh ch data e em ents are requ red to cons der the app cat on comp et e. Requ red em ents can be dent ed to nd cate f the app cat on en ters a Den ed or Incomp et e status.

C. Must prov de the capab ty for au thor zed users to conf gure data va dat ons, nc ud ng add ng, mod fy ng, enab ng/d sab ng, and set ng sever ty eve .

Data va dat ons on nd v dua f e ds, such as wh ch one s requ red for the app cat on to be comp et e, can be setup by adm n strators.

D. Must subm t reg strat on records that were not rejected for cr t ca sever ty data va dat on errors to the ID Ver f cat on pro cess as descr bed n ID Ver f cat on.

The reg strat on process n Voter Centra s conf gured v a the in te grated data work ow en ng that s part of the Voter Centra Data Stud o modu e. Us ng the Data Stud o, the work ow that fol ows after a comp et e and accurate reg strat on s entered into the system, can be custom zed n any manner. Work ows can be setup to enter an ID Ver f cat on pro cess as requested here or to enter a fe on match process or severa va dat ons smu taneous.
E. If system finds a single high-confidence match of an existing voter record with the submitted record, system must, upon user choice, update the existing voter record on record with information from the submitted record. (See Record Matching and Merging Concerning Merge and Match Requirements.)

Voter records can be updated with information from a record on app. cat. at any time.

F. If system cannot find a single high-confidence match of an existing voter record on record with the submitted record, system must, upon user choice, create a new record for the voter.

If after conducting an exhaustive search, it is found that the voter record on record that is being submitted is not for an already registered voter, the operator/user can select the Add New Voter option to start the process of creating a brand-new voter record. The new voter process will ensure that all required information is entered and assign a new voter ID number.

G. Voter record on app. cat. is captured, upon user choice, may remain part of a completed status, until all required requirements are received or authorized users apply for update or create a new voter.

Voter Central maintains an “Incomplete” status for app. cat. on that only have part of information completed. A letter/notice can be mailed to the person attempting to register and the app. cat. can be completed at a later time when the additional information is received by the office.

H. Must determine and indicate whether the voter is required to provide ID when voting in accordance with HAVA Sect. 303(b) and 42 U.S.C. Sect. 15486(b)(1), and any other applicable state or federal law.

The system can be configured to flag the voter record as requiring an ID when the voter registers by mail. Once the ID is provided, the system can be updated to indicate that the ID has been provided and the method that was used to provide the ID.

I. Once a Voter ID is assigned to a voter record, system must record voter status, according to verifiable business rules.

A voter data entered into the system is assigned a Voter ID and a status at the time the data entry is completed.
J. Must determine and assign the voter's address data. See Voter Registration – Registration Process – Electronic Data Assignment.

Upon completed data entry for address data, the system automatically assigns the voter's address information.

K. Must provide ability for "Walk-In" applicants to interact with a signature-capturing device, including:
   1. Choosing from changing or not changing party affiliation.
   2. Selecting a party affiliation from a list or typing a party name of their choice.
   3. Accepting and signing the declaration.

To complete Walk-In transactions, Tenex recommends the use of a tablet device with a built-in app that can be downloaded to facilitate the entire app. The Walk-In can complete the entire process on the tablet, including providing an electronic signature. Voter Centrals capture the source of the Walk-In as a Walk-In and not attach a paper app. The image to be available for the record. Off-site registration, such as registering on during a registration drive can be facilitated using the Voter Central integrated tablet app.

L. The signature-capturing device must display existing voter information, any captured voter information, as well as general information (e.g., closed period for changing party affiliation).

The Voter Central signature capture tablet will present the existing voter information in real-time and allow the voter to override the information. Once the new information is entered, a data verification screen is presented to allow reviewing the complete information and providing a signature.

M. Must provide ability to scan and upload app. The system must automatically capture a signature as presented.

A paper app. The on-site of the office is first scanned into the system and then data entry is completed from the scanned app. The signature is captured and saved at the end of the data entry process.

N. When a county submits a change in status of a voter's registration to "inactive" or "active" based on information received, the county, system must automatically accept the change in status and the county-supplied reason for the change.

A voter's status can be updated at any time by a user that has the proper system privileges to update the status.
Q. For each new registration, re-registrations, or update of name, date of birth, CDL/ID or SSN with the resultant new or updated record in "active" status, system must compare that record against available death records for possible matches.

Voter Central includes a built-in maintenance module that allows processing of death records from various sources and comparing the information against existing records in active status.

P. For each new registration, re-registrations, or update of name, date of birth, CDL/ID or SSN with the resultant new or updated record in "active" status, system must compare that record against available death records for possible matches. See Fe on Research for additional information.

Voter Central includes a built-in maintenance module that allows processing of death records from various sources and comparing the information against existing records in active status.

Q. For each new registration, re-registrations, or update of name, date of birth, CDL/ID or SSN with the resultant new or updated record in "active" status, system must compare that record against other existing records for possible duplicates.

Voter Central includes a built-in maintenance module that allows detecting duplicates.

Application categories that are not complete are detected and segregated using the application status such as Incomplete, Denied, Pending.

S. Capture, store, view a forms and correspondence received from the voter.

Note: Do not sign and verify. Refer to GSS_18803_ELECTIONS_SYS_rfp -> Technology requirements -> STANDARD PRACTICES for additional information. Specific, Cryptography Standard, and Key Management Standard.

All related documents containing letters can be scanned and indexed to each voter. The information is organized by document type and a date and time of when it was scanned and received.

T. Flag registrations that provide evidence of categories that are not shown as dwellings for further investigation.

Registrations with address issues can be queued into a Review status queue where an admin can review the application and resolve the issue.
6. Voter Registration – Reg. Processing – Election District Assignment:

A. System must automatically assign districts, including on demand, based on the residence address provided.

B. System must maintain a central repository of addresses, including district and assignment information.

C. System must allow an address point or a street segment to be updated.

D. System must provide tools to facilitate a consistent approach to assigning and maintaining addresses and districts.

E. System must provide the capability to record exact district and geographic descriptor points.

Voter records can be searched by the part of or complete address information.

Must prevent persons registering at a prohibited address (USPS PO boxes, private mailbox facilities, etc., but provide a capability for a supervisor to override and include the reason for the override.

Addresses are validated against a street index to ensure that the address is valid. The user has an override option based on the user’s security privileges and how the address is setup.

Addresses are validated against a street index to ensure that the address is valid. The user has an override option based on the user’s security privileges and how the address is setup.
F. System must provide a method for manual overridding assigned districts and precincts.

Users with the proper security privileges can manually override the assigned districts. A reason for the overrid must be provided when this is done.

G. System must provide the capability to prepare jurisdiction on, district, and precinct data.

The district module allows setting up the jurisdiction for each district such as state, county, etc. Election district data can be entered for an election and the mappings to the district information can be determined based on the styles.

H. System must provide the capability to match addresses to unique election district and appropriate office district.

Addresses in the system are mapped to election district and state using the setup in the streets and districts module. Offices and names of offices can be setup for each election office. When reviewing a voter’s record, the information can be read from the voter’s record.

I. System must provide the capability to verify election district and election records.

An election and precinct data can be reported on to provide number of voters in each election district. The system can also display potential issues with any voter records and district information is updated.

J. System must provide the capability for County to maintain its election district, district, and address data for its own county.

Each county can maintain the street data for its own county. Users with state-level privileges can be setup to review and update the data for any county.

7. Voter Registration – Reg Processing – Felon Research:

This describes the process of reviewing possible felons on matches.

A. Must provide the ability to match against the Department of Motor Vehicles. Justice Information System to determine if a suspect is a felon.

Voter Center workflow can be configured to match against a field of data from any kind of data source.

B. Must provide the capability for authorized administrators to enable or disable the field for verification.

The field match process is secured by user privileges and only available for authorized users to complete.
C. **Upon determining** that a registered candidate is a potential absentee voter, the system must flag the record for further investigation.

If the user denies that a potential absentee voter record is flagged and goes into a processing queue, the status of the voter remains active during this time until the investigator completes and a determination made.

<table>
<thead>
<tr>
<th>D.</th>
<th>Must provide ability for Department of Correct on users to review registered flagged as possible absentee voter records.</th>
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<tbody>
<tr>
<td></td>
<td>Department of Correct on users can be setup with a proper logon and specific security to review voter records that are marked and queued as possible absentee voter records.</td>
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<tr>
<th>E.</th>
<th>Must provide ability for Department of Correct on users to view relevant registered information to determine if the registered has completed his/her sentence.</th>
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<tbody>
<tr>
<td></td>
<td>A system module is secure controlled and relevant information can be made available to users with the appropriate user privileges.</td>
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<tr>
<th>F.</th>
<th>Must provide ability for Department of Correct on users record the outcome of the research.</th>
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<tbody>
<tr>
<td></td>
<td>Users can determine if the possible absentee voter remains a possible absentee voter status and be removed. The user can directly remove the Department of Correct on user account or a temporary workflow can be customized that would allow an administrator to update the status to Removed based on findings at Department of Correct on.</td>
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<tr>
<th>G.</th>
<th>Must provide ability to proceed with new registration, deregistration, or update of registration for non-residents and residents who have regained the right to vote (e.g., completed their sentence).</th>
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<tbody>
<tr>
<td></td>
<td>Once determined that a person flagged as a possible absentee has regained the right to vote, they will be allowed to re-register.</td>
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<th>H.</th>
<th>Must provide ability to reject applications for non-eligible voters and to store the reason for rejection on the application.</th>
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</thead>
<tbody>
<tr>
<td></td>
<td>Any new applications identified as non-eligible felons will be updated with a Denied status. Any existing active voter records identified as non-eligible felons will be updated with a Removed status.</td>
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<tr>
<th>I.</th>
<th>Must provide ability to generate reports, extract data, and create letters of rejection.</th>
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<td></td>
<td>The Voter Central track module provides an extensive workflow that can be used to track the investigation through various stages. Several letters can be generated based on the current workflow status.</td>
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</table>

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<thead>
<tr>
<th>J.</th>
<th>Must provide the capability for authorized users to register or deny registration records of Department of Correct on research outcome. System must capture and store reason and user information for overview.</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>The voter record can be overridden with an active or denied status by a user with the proper privileges. A reason for the override must be entered.</td>
</tr>
</tbody>
</table>
8. Voter Registration – ID Verification:

These requirements describe the ID verification process to occur for every voter registration or re-registration transaction before it is appended to the voter registration record.

The process validates a driver's license number, an identification card number, or an SSN through an interface involving data maintained by the Department of Motor Vehicles (DMV).

A. Must support the DMV ID verification interface, which operates on a transaction basis, for SSN validation, per HAVA.

One of the architectural components of Voter Centra is a workflow engine that automates steps to be included in the processing of various business scenarios. The proposed system will be able to incorporate a workflow step to process a transaction with the DMV interface to validate the transaction data elements before the status of an application is finalized.

B. For new voter registration, re-registration, and for updates with a name change, date of birth, DL/ID or SSN, the system must automatically submit the data for validation from the DMV or the Security Admin system through the IDV interface.

Voter Centra will incorporate a workflow step that automates the process of entering data into the Security Admin system. A detailed plan will be developed as part of the implementation process. A detailed plan of the proposed interfaces will be agreed upon before coding work commences.

C. When ID verification cannot be completed at time of receipt of the transaction, the record must be saved with an indicator flag, and the system must automatically retry an incomplete ID verification.

One of the proposed architectural features of the Voter Centra system is the ability to tag records with various status and submission flags. The system is designed to ensure that the transmittal process is as efficient as possible, and the system is able to be retried and moved into the workflow component.

9. Voter Registration – DMV Change of Address:

The Department of Motor Vehicles (DMV) maintains information on the National Voter Registration Act (NVRA) or 'motor voter') and for electronic processing of address changes for existing registered voters.

System to provide functionality to support this process, name y:

1. Attempt to match the records against existing voter registration records;
2. Provide such matches for appropriate processing; and
3. Provide unmatched (or be the establishment of confidence thresholds) transactions for further research and possibility to match to a voter.

A. Must receive voter registration address change data from ERIC, other sources in accordance with the National Voter Registration Act (NVRA).

Change of address data can be imported into the system from any source such as NCOA registry.

B. Must attempt to match change of address (COA) transactions against existing voter registration records using established match criteria. (See Record Matching and Merging for requirements specific to match criteria.)
Change of address fields can be matched against existing voter records in the Voter Central Data Storage module. The matches are placed in a queue for the user to review.

C. For matches of COA transactions against existing voter registration records that meet or exceed the established confidence threshold, system must either automatically or upon user choice:
1. Update the existing voter registration record with the new voter registration data received; and
2. Update the voter activity history with the bases for record strats on changes.

The system can be configured to automatically apply changes based on established matching confidence levels. If the levels above a certain threshold change can be applied directly. If the matches are below a threshold, they can be queued for a user to review and accept the match. All matches, even those automatically matched, will be available in the queue to review for historical purposes.

D. For matches of COA transactions that do not meet the established confidence threshold for automatic matching but that meet the established minimum confidence threshold of that match function, system must automatically notify the county that it must make a determination on whether the records match.

All matches that are not automatically processed are placed in a queue for county users to review and accept or reject the match.

E. When a county verifies that a previously existing voter registration record matches the COA transaction, the system must:
1. Record that information, including the bases for determination, in the voter activity history of the matched voter; and
2. Update the existing voter registration record with the new voter registration data on data.

Once a match is confirmed with the voter registration record on record, the match is processed by updating the address information and recording a history transaction and cat for why the address was updated. The old address is also recorded in the voter's change history.

F. If a county determination that the potential match of COA transaction on a previously existing voter registration record is not valid, system must record the determination that the COA transaction was not associated with the record and the basis for that determination.

If the county determines that the match is not valid, they can reject the match. A reason for rejection can be selected from a list of available rejection reasons.

G. Must provide authorized users the capability to unmatch previously matched COA transactions at any time after such matches have been applied. In such instances, system must correct any changes that were applied to the record as a result of the prior match and handle the transaction as a confirmed non-match for that process.

The system will incorporate the capability to undo a match processed in error and reverse the transactions recorded from the match.

H. When a COA transaction cannot be matched against any existing voter registration records, system must send unmatched COA data to the appropriate county.

Change of address transactions that do not match to existing voter registration will be available for review as needed by the authorized county users.
10. Voter Registration – Polling Place Cards:

The department must maintain voter polling place cards (PPC) for each voter registration, re-registration, or updates to the voter record based on a variety of data points (e.g., voter's not for cat on of an address change).

System must provide the capability to generate an extract to make PPCs through a third party such as the Department of Technology and Information, Office of Management and Budget, Government Support Services, Printing and Publishing Office.

A. Must have the capability to generate a data extract, based on the address for each voter of a required PPC information across the state so that PPCs can be printed by the state through a third-party mailing house.

Data updates to a voter record automatically queue an information on card to be sent to the voter. The card can be sent for on a voter with changes or for a voter. The user will be able to select a specific county or a set of counties. The user will be asked to execute votes and changes that are not saved during a change freeze period. The cards can be printed directly from the system or a file can be exported to send to an external printing company.

B. Must have the capability to generate pre-formatted and pre-populated PPC on PDFs, based on the address for each voter of a required PPC information across the state so that the PDFs can be printed in-house, by the State, or through a third-party mailing house.

The in-house printing option saves items to a PDF document that can be used to print the cards in-house.

C. Must indicate in the voter record the date that the record was updated in a data extract or PDF for PPC mailing.

A detailed transaction is recorded when a card is printed or if it is exported in the system for printing. The transaction will indicate the mailing address where the card was sent.

11. Voter Registration – Absentee Voting:

These requirements focus on support for voters that will not be voting in the designated polling place on Election Day. Voters may request for absentee ballots mailed to them or they can walk in to the county office to vote on an absentee ballot. Person.

Voters may be eligible to vote absentee through the UOCAVA (Federal law) or and “regular absentee” (Department of Education).

The data elements stated here do not constitute an exhaustive list of required data. Department of Education expects that during the Design Phase, the Contractor will work with department staff, partner agencies, and vendors to determine specific data elements necessary to meet all requirements stated in this RFP.

A. System must capture Unformed and Overseas Citizens Absentee Voting Act (UOCAVA) flags, whatever Election Administration and Voter Survey (EAVS) and PVAP reporting requirements are.

Voters can be setup with the appropriate UOCAVA status, such as military overseas, military states, etc.
B. Must capture and store the following data for every electorate:
1. Type of application (e.g., Special, Written, State, Federal, etc.);
2. Source of the application (how received);
3. Type of voter: Military, Overseas Citizen, etc.;
4. Date application was requested;
5. Date application was sent;
6. Date application was received;
7. Date application was returned (postmarked);
8. Type of elections/acts requested;
9. Whether or not the application was accepted or denied; and
10. Whether the voter wishes to exercise the permanent vote by mail option;
11. Date vote by mail ballot was mailed;
12. Whether the person voted in person;
13. Manner in which the absentee ballot was transmitted to the voter;
14. When the absentee ballot was received by the elections office;
15. Method of sending absentee ballot (e.g., fax, email, etc.);
16. Method of sending an absentee ballot (e.g., fax, email, etc.);
17. Method of return of absentee ballot (e.g., fax, email, etc.);
18. Address to send absentee ballot to;
19. Form of voting (e.g., county absentee ballot or federal Written Vote by Mail ballot);
20. Date absentee ballot was returned (postmarked);
21. Date absentee ballot was received;
22. Whether the ballot was accepted or rejected;
23. If rejected, the reason for that rejection. Use codes that can be defined and modified by authorizers of elections systems.

Voter Centra absentee module maintains a complete history of each absentee ballot request. A separate request is recorded for each request for each voter with an extensive date of the request, the type of request, the delivery of the request, the posting of the ballot and the return and validation on of the ballot.

C. Must capture and store the status of unformed services and overseas voters that have been identified and flagged under the Uniformed and Overseas Citizens Absentee Voting Act (UOCAVA), including the following information:

1. Class of status (e.g., Unformed Services or Merchant Marine on active duty, e.g., spouse of dependent, National Guard member on State orders, etc.); Codes that can be defined and modified by authorizers of elections systems.

A. UOCAVA voters can be identified and properly set up in the system with the correct code. The specific codes are set up in the system and can be modified by an election authorizer if required.

D. Must capture and store the status of absentee voters (non-UOCAVA), including the following information:
1. Expected location and contact information on election date;
2. Reason for voting absentee, based on codes that can be defined and modified by authorizers of elections systems.
3. Specifics of a request for absentee ballots.

Absentee requests can be entered for each election for non-UOCAVA voters. Detailed information is kept for each election and request, including the address where the ballot should be mailed.

E. Must support paper and online applications. For applications submitted online refer to State-Level Processes – Websites to Voter Portals (Public Access).

Application requests can be scanned into Voter Centra and data entry can be completed directly from the paper application. Web requests can be setup to require being printed and have a wet signature or they can be setup to display a name a queue where a user can review and process each request.
F. Must capture an image of the application (e.g., FPCA, Absentee Affidavit) and attach it to the voter's record.

Paper absentee request applications are scanned into Voter Center data entry competently directly from the paper application. When scanned and the voter's feed, the image is automatically deleted as an absentee application on image type and attached to the voter's record.

G. Must be able to register new voters and update existing voter registrations from UOCAVA applications (FPCA).

UOCAVA applications can setup at a time voter registration data entry staff to complete the registration or update an existing registration from the scanned application. The voter will be placed in an appropriate workflow to request absentees based on the application type if required.

H. Must be able to update voter registration from absentee applications/affidavits.

Depending on the type of application, a workflow can be maintained to update the voter’s information. The paper application is placed in a queue to require an update and the operator can complete the update from the paper application.

I. Must be able to send automated email notices at every step of the absentee voting process, e.g., upon receipt, completion.

If an email is available (especially for online requests), the system can be configured to send an email at every step of the absentee process. The email will be created based on system setup templates.

J. Must be able to update and delete applications.

A user with the appropriate privileges can update/delete the absentee application through an admin data management utility.

K. Must be able to change/remove absentee status.

The absentee status can be updated by a user with the appropriate access privileges.

L. Must be able to capture information for walk-in voters, including electronic signatures for absentee applications.

Voter Center incorporates a streamlined process for voters that come into the office to request an absentee application, the completion of the absentee ballot. The system tracks completion details on the fact the absentee was requested by someonea walk-in and was so delivered the same way.

M. System must allow for the extraction of absentee voters by election or absentee order.

A comprehensive absentee search feature allows for accessing absentee data using a variety of combinations. The data can be exported in a text format or in a printable PDF format.
N. Must be able to accept absentee ballots, provide status, mark absentee ballots, etc. (See State-Wise Processes – Webote: Voter Porta (Pub. Access)).

The Tenex E-lection products provide absentee voting functionality for managing and reporting absentee requests.

Q. Must be able to assign unique ID (a.k.a. voucher number) for every absentee ballot issued, e.g. for walk-in applicants.

Voter Central records a unique voucher number for every absentee ballot issued. This number can be entered manually or scanned from a pre-printed barcode.

P. Must be able to generate a list of reserved voucher numbers for future absentee ballot issuance, e.g. for paper absentee ballots as a backup or a temporary take.

Voter Central does not require that numbers start at a specific point and they can be reserved for future purposes.

Q. Must be able to assign voucher number by batch, e.g. issue voucher numbers to every voter for absentee ballots, e.g. by voter type.

The voucher assignment process can be completed in a batch process. The user will be able to enter a start range and end range numbers and skip numbers to skip.

R. Must be able to void, reissue, and make corrections to voucher numbers or a range of voucher numbers.

Users with the appropriate system privileges will be able to update the assigned voucher numbers.

S. Must be able to identify whether a voucher number has been assigned, or reserved. If reserved, whether it's been assigned/used or not.

The system will be able to generate reports for a voucher numbers that have been used, identify any potential holes; break in sequence of voucher numbers, and report on which ranges have not been used.

T. Must be able to print mailing labels for absentee envoys.

A formatted mailing label using a scannable barcode can be custom made for printing from the Voter Central absentee module. This can be printed one voter at a time or in a batch mode.

U. Must be able to customize and design mailing labels and absentee envelopes without assistance from the vendor. Support barcodes (e.g. Code39, Code128, QR Code, USPS IMB) of various such as the voucher number, and deliver points.

The mailing label can be customized using the button not on this customizing module. Barcodes can be added incorporated into the template.
V. Must be able to print absentee voter and mailing information directly on envelope, e.g., a dedicated high-speed envelope printer (Pitney Bowes DA95i).

When printing absentee – the system provides the option to print a label or print direct to the absentee envelope. There are two separate print ng temps available in the system that allow customizing each one independently of the other.

W. Must be able to select, apply various filters and sort absentee voters for data extraction, reporting, printing of labels and envelope.

Absentee data can be sorted and printed in a variety of ways for reporting and data extraction. Data can be extracted in a text file format or in a PDF file format. There are several options available for printing labels and envelopes, such as printing requests that are going out of the country separate from those that are within the country.

12. List Maintenance – Record Matching and Merging:

These requirements focus on the configuration of criteria for determining matches between records (either duplicate voter records, matches returned in response to a user-specified search, or matches of voter records with death, fee on or third party address change records) and on requirements associated with merging records that are determined to be a “match.”

Though this section is called upon inRegistration and matching is referenced DMV Change of Address and other List Maintenance requirements sets, the focus here is the specific focus on the matching processes and the merge and unmerge processes.

A. Must include a user-configurable method for authorized Administrators to:
   1. Establish sets of registration and match ng criteria;
   2. Configure whether to apply to each type of matching function (e.g., user-specified registrant search for status maintenance/research purposes, user-specified search for purpose of submitting data toarsing, search for existing record upon receipt of a registration transaction on, death record matching, fee on record matching, duplicate record checks, NCOA, match ng, etc.);
   3. Assign “confidence” scores to each criterion and to each matching function; and
   4. Establish threshold confidence scores required for manual or automatic application of matches for each matching function.

Voter Centra provides a powerful matching algorithm to facilitate matching voter data from various sources.
B. Must allow authorized Admin strators to establish one or more bases for matching data in a reg strat on record fed, ncu nd ng (where app cab e):
1. Exact character match;
2. F rst "X" characters of the fed (where "X" s user conf gurab e);
3. Same characters and order in string, but w th spaces and punctuat on removed;
4. Soundex match (or a ternat ve method based on phonet c pronuncat on);
5. Common ncknames match based on common var at ions of F rst Name estab lshed by authorized users (e.g., Robert = Bob, Bobby, Rob);
6. "X" match ng characters w th n string; and
7. Same month and year.

Matching a gor thms can be conf gured to nd of SQL based query opt ons.

C. Must allow authorized Admin strators to def fy a set of match ng cr ter a based on comb nat ons of ndv dua fed match sett ngs, such as:
1. F rst Name w th "Common ncknames"; Last Name- f rst 4 characters; and Date of B rth- same day and month; or
2. DL/ID exact match; F rst Name- w th "Common ncknames"; Last Name- w th Soundex.

Matching a gor thms can be conf gured to nd of SQL based query opt ons. Th s can nd comb ned fed n one match.

D. Must allow authorized Admin strators to conf gure and update whether or not an estab lshed match ng cr ter a set s app ed to each match ng funct on, ncu nd ng:
1. Reg strat s for purposes of pre- popu at ng a voter record;
2. Reg strat s for st ma ntenance and research purposes;
3. Searches for an ex st ng record based on the ID;
4. Dup cate reg strat on checks;
5. DMV, DHSS-DSS, DOL transact on on process ng;
6. Death record match ng; and
7. Fe on record match ng.

Matching a gor thm cr ter a can be setup d ferent y for each type of match process. The same cr ter a set cab be used across mut ple funct ons.

E. Must allow authorized Admin strators to ndv dua y estab lsh "con dence" vaues to each estab lshed match ng cr ter a set as s app ed to each potent a match ng funct on.

A con dence eve s assgn ed to each ayer of the search a gor thm. For each match ng funct on the admin strator can spec fy the match ng conf dence that al w s for automat c update.

F. Must allow authorized Admin strators to estab lsh and mod fy con dence theshold s for each match ng funct on so that matches found that meet or exceed that con dence theshold are automat cally app ed by the system. For matches that do not meet that theshold, but meet aower "manu al" n minimum match ng theshold, system must generate e lectron c not ces/ sts or f ag the records for the approp rate country for match rev ew and reso ut on.

For each funct on that uses a match ng a gor thm, the admin can ass gn a theshold eve for automat c updates and a theshold eve for present ng the match for user va dat on.
G. Prior to merging, system must allow user to select which of the records will be the base for the final voter record, and the option to copy values from certain fields from the other record.

The merge process allows users to select which record to keep and which to cancel and merge with the other record. An update workflow process can be initiated to copy over certain fields of data and merge the records.

H. When applying the merge, system must:
1. Record that information, using the basis for determination, n the voter act v ty h story of the matched voter; and
2. Create a voter reg strat on record w th the new consoliated voter reg strat on data.

A complete transaction's history is maintained to track the merge process. The transaction maintains sufficient information to allow reversing the merge process.

I. When evaluating voter records, identify potential matches with other voter records (match w th n the system), DMV transactions, death records, and fed records, system must exclude the following from matching results and not count as when same match criteria were used:
1. Previous voter fed matches;
2. Previous voter non-matches; and
3. Previous voter fed potential matches pending determination.

The matching excludes previous matches from being included in the match process.

J. Must provide the ability for authorized users to batch clear, by date range and/or by the county user ID, match determinations made inappropriate.

Matches accepted in error can be unmatched and a merge can be reversed.

K. Must merge voter reg strat on data into a single reg strat on record when duplicate reg strat ons are confirmed. The voter reg strat on data must include voter act v ty h story and voting part c pat on h story and be merged into the record with the most recent date of reg strat on or voter reg strat on update act v ty.

The merge process reviews an voter related data such as absentee requests, petitions, voting history, and voter transactions on history to complete the merge process. The data is merged into one voter record and the other record is flagged as cancel with a cancel reason of duplicate reg strat on.

L. Must provide authorized users with the ability to un-merge a single voter reg strat on record into separate reg strat ons on records in the event that reg strat on records were incorrectly merged. The separated voter reg strat on data must include voter act v ty h story and voting part c pat on h story and the separate reg strat on records must contain the appropriate reg strat on data.

Merged records can be unmerged. The merge transaction process maintains enough data to track both voter reg strat ons and allow the records to be unmerged if needed.
13. List Maintenance – Death Records:

Department of Eectons rec ves death records from the De aware Heath and Soc a Serv ces (DHSS) and ERIC and must ut ze th s informat on for st ma nt enance purposes. The Department a so ut zes ob tu ar es for st ma nt enance.

Department of Eectons s respons b e for ensur ng any cong rmed matches of death records with reg stered voters resu ng n a can ce at on of voter reg strat on of the deceased persons.

A. Must rece ve and store death records from d ff erent sources, e.g. DHSS, ERIC, ob t.

Death record f es can be setup to be rece ved from any k nd of source. The f e process ng s setup us ng scr pt ng n the Voter Centra Data Stud o mod u.e.

B. Must match a new death records rece ved aga nst ex st ng voter reg strat on records to dent fy ex st ng voters that may have d ed.

Us ng a pre-def ned match ng a gor thm, the system w match the death records aga nst ex st ng voter reg strat on records. Depend ng on the conf dence ev eva ed eved by the match the death record can be setup to be automat ca y processed or be presented to a user for va dat on and acceptance.

C. For matches with new death records that meet or exceed the estab shed conf dence th eshold, system must automat ca y or upon user cho ce:

1. Cancel the voter’s reg strat on;
2. Record the bas s for that cancel at on n the voter’s ac t v ty record, and

The match conf dence can be cong uered to a ow for automat c cancel at on or for present ng the match to a user for va dat on and acceptance. A deta ed transact on of why the reg strat on was cancel ed s ma nt ed n the system for h stor ca purposes.

D. For matches of new death record transact ons that do not meet the estab shed conf dence th eshold for automat ca y but that meet the estab shed m n um conf dence th eshold of that match funct on, system must automat ca y:

1. Note the pot ent a match n the voter’s record; and
2. Prov de a method for ng st at on and reso ut on of the pot ent a match.

The matches that meet the conf dence th eshold are presented to a user n a queue to va date and accept or reject the match.

E. Must a ow an author zed county user to enter a determ nat on of the va thet of the pot ent a match (va d or nva d).

County users are presented the match n a queue where they can rev ew the matched data. The conf dence ev ev and the f e ds that are matched are hghghted to a ow the user to make a proper determ nat on.
F. Must authorized county users’ determinations of validity of potential matches and change voter status, if appropriate.

If the county user accepts the match the voter’s status is updated to canceled/removed with deceased being the reason for the cancelation. A detailed transaction is recorded to indicate why the status was changed, what the old status was, who made the update and when.

G. Must provide authorized users the capability to un-match previously matched death records at any time after such matches have been applied. In such instances, system must correct any changes that were applied to the record as a result of the prior match and hand the transaction on as a confirmed non-match for that process.

A user with the proper privileges can reverse the action of a death match and record a transaction on取消ing the reversal.

H. Must allow authorized users to exclude from death record matching processes any death record determined to be incorrect or invalid.

Death records that are determined to be invalid are not included in the matching process.

14. List Maintenance – Felon Data:

In order to comply with applicable laws, system must have the capability to receive felon records from the state and federal agencies, e.g. Department of Justice (DOJ), Department of Corrections (DOC); to store such records on an ongoing basis; match records to voter registries on records, and send electronic counts to counties to confirm potential matches; and, for confirmed matches, update registries on status.

When a county determines that an individual is no longer under the jurisdiction (i.e., no longer incarcerated or on parole), system must ensure that the records no longer included in checks for matches of felons on records with voter registries on records.

A. Must be capable of receiving and storing felon records.

Voter Central incorporates a list maintenance module that facilitates matching active voter records against those on file on data. These files can be from any sources and are processed through the Voter Central Data Studio module.

B. Must match a new fel on records received against existing felony voter registries on records to determine if the individual is a registered voter that may have become ineligible to vote due to fel on status, or may have become ineligible to vote due to no longer being under DOJ and DOC jurisdiction (i.e., no longer incarcerated or on parole).

A fel on record is matched against existing voter registries on records based on confirmable match criteria. Once a match with sufficient confidence is detected, the match is presented to the county users to allow the user to confirm and accept the match.
C. For matches with new feed on records that meet or exceed the established confidence threshold, system must automat can, or by user choice:
   1. Change the status of the voter’s reg strat on, and
   2. Record the basis for that change in the voter’s activity record.

Once a match is detected with sufficient matching confidence, the user’s presented with the match. A choice can be made to accept the match and update the reg strat on status appropriately. If the matching confidence is high enough, the system can be configured to update the status automatically.

D. For matches that do not meet the established confidence threshold for automated matching but that meet the established minimum confidence threshold of the match function, system must automat can note the potential a match in the voter’s record.

A. matches meeting the confidence matching thresholds are matched to potential voter records and saved with the voter’s information.

E. Must provide the ability for an authorized county user to enter a determination that the potential match is valid.

Matches are placed in queues for county users to review and make a determination about the match.

F. Must provide the ability for an authorized county user that has invested in determining that the potential match was invalid to enter that determination.

Once a match is presented to a county user, the user has the option to accept the match or reject the match.

G. Must provide the capability to un-match previously matched feeds on records at any time after such matches have been applied. In such instances, system must correct any changes that were applied to the record as a result of the prior match and handle the transaction as a confirmed non-match for that process.

The system will allow the option to reverse a match made in error and record the appropriate transactions.

H. Must allow authorized users to exclude from feed on matching processes any feed on record determined to be incorrect or invalid.

Feed on match records that are no longer valid can be updated so that they are no longer included in the matching algorithm.
15. List Maintenance – Duplicate Identification:

The system must have the capability to detect duplicate voter records and take action to ensure there is only one voter record for every eligible voter. Be aware that the list of voters...

A. Must provide the ability for authorized users to schedule and run duplicate checking across voters in the database to identify potential duplicate record matches on records for the same voter using the criteria established for such matching.

Voter Center duplicate matching process uses a specified match algorithm to detect duplicate voter records within the database. A confidence score assigned to each match based on the configuration and setup by the user. Matches that have previously been identified by a user as non-matches are excluded and do not reappear in the matching process.

B. Must automatically or by user choice, merge voter record on records and assign the voter to the appropriate county when duplicate records are detected based on match criteria that meet or exceed the established confidence threshold.

Duplicate matches are presented to users to allow accepting or rejecting the match. If the match involves voters from different counties, the matcher presented to the county with the newest voter record on. If the user accepts the match, they can choose to remove the voter with the new record on and move the voter from the old county with an address change. When the update is complete, the new voter is merged with the older voter. Voter merge can be completed outside of the duplicate matching process.

C. Must, before automatically applying potential duplicate records, check voting part of the story for the older record on record if the older record on dates voting any time after the date of registration on the newer record on, the match must not be applied automatically. Instead, the system must send a notice of potential a match to the appropriate county(s).

The match process considers voter related data such as absentee requests, petitions, and voting history and presents relevant data to the user to make a proper decision. The match/merge can be applied automatically if there is no significant history associated with the matched records.

D. For matches of potential duplicate records that do not meet the established confidence threshold for automatic matching but that meet the established minimum confidence threshold of that match function, the system must automatically note the potential match in both records.

The match is noted in both duplicate voter records. It is presented to the county with the newest record on for resolution. Both voter records when viewed will be annotated with a comment on the voter screen to indicate a potential pending match.

E. For those records where a potential duplicate was detected with a record in another county, an authorized county user makes a determination of match validity. The system must update the other record with the determination.

Once an authorized user confirms the validity of a match, the system will automatically initiate the appropriate workflow to update the other record.

F. System must provide authorized users the capability to un-match previous confirmed duplicate records at any time after such matches have been applied. In such instances, system must remove any changes that were applied to the record(s) as a result of the previous match and store the determination that the records were confirmed non-duplicate.

Merged voter records can be unmerged by users with the appropriate privileges.
16. **List Maintenance – Moved out of State:**

The system must have the capability to match voters against lists that contain deceased citizens that have moved out of the state. The lists include those from DMV that different states who have surrendered the driver license to another state, as well as from the ERIC cross state report that states deceased voters that have registered to vote in another state.

A. Must provide the ability for authorized users to schedule and run moved out of state checks across all voters in the database to identify potential records using the system established for such matching.

- Voter Central Data Studio owns and manages workflows for any kind of matching process. Files from DMV and/or ERIC will be setup to be processed using a configured data processing script in the Data Studio. A matching algorithm with a customized confidence level will be used to match data in the files to existing voter records.

B. Must evaluate the results and reject invalid results such as address changes previously received.

- The process will be comprehensive and provide detailed error checking to ensure changes are not processed twice.

C. Must note a potential address change in the voter record and allow authorized users to extract records for mailing purposes.

- Once a match is confirmed with enough confidence, the new voter address will be saved in the voter’s record as the mailing address. A detailed transaction record will be recorded to indicate the data update and the voter record will be flagged as needed a confirmed match on the voter’s record (based on business rules). Depending on business rules, the voter’s status can be setup to be canceled when the notice is sent or X many days after the notice is sent and there is no response back from the voter.

D. When an address update has been determined to be valid where the voter moved out of the state, the system must automatically:

1. Determine the status of the registration in accordance with the business rules
2. Note the activity history for that registration that the record was updated because of Moved out of State match.

The registration of the voter can be updated to a system configured status such as canceled due to moved out of state. This can be done one voter at a time if a notice is returned back from a voter or in batches after X many days of no voter response.

17. **List Maintenance – Non U.S. Citizens:**

System must allow for cancelation of voter registration for non-U.S. citizens.

- Users with the appropriate privileges can cancel a voter registration and specify the reason for cancellation. As know non-U.S. citizen, Voter Central asks the reason that new voters properly specified a nationality and if not, the registration will be placed in a Denied status.
18. List Maintenance - NCOA:

System must provide the capability to process registered voter records against an external USPS National Change of Address (NCOA) service on a regular schedule.

Current: Receives the service monthly from ERIC. System must update the voter record with the potential NCOA match (no change status) and provide an electronic notice to the county for evaluation and resolution. Administrators must have the capability to monitor such pending NCOA updates until resolved by the county.

A. Must provide authorized users the capability to configure a value 'X', such that the extracts created for NCOA processing are broken into multiple files, each containing a maximum of X records.

Voter Central can create a data file export to send for NCOA processing. This extract can be for the entire state, a single county, or other breakdown as needed. If smaier extracts are needed, Tenex can add a feature to automate creating an extract smaller in size.

B. Must evaluate the results from NCOA processing and reject invalid results - such as address changes previously received and address changes that are older than most recent changes received for a voter - according to configurable business rules.

Voter Central has a comprehensive process for handling NCOA changes.

C. Must note a potential address change in the voter record and send an electronic notice to the appropriate county of the potential address change for determination of validity.

The address changes from NCOA will be queued to the appropriate county to allow the county to accept/reject the changes.

D. When an NCOA address update has been determined to be valid where a voter has a forwarding address in the same county, system must automate:
1. Update the (resident or mailing) address of the registrant;
2. Note the activity history for that registrant that the record was updated because of NCOA match; and
3. Flag the record for automatic generation and mailing of an Address Verification Card (AVC).

Voters whose address only updated within the county, will have the address automatically updated.
E. When an NCOA address update has been determined to be valid where the voter has a forwarding address in a different De aware county or outs the State, system must automate, or upon user choice:
1. Determine the status of the registrant in accordance with the configuration rules.
2. Note in the voter’s history that the record was updated because of NCOA match; and
3. Flag the record for automated generation and mailing of an AVC.

If a voter’s determined to be moving to another county within Delaware, the system can be configured to notify the other county by placing the address change in a queue for the county to review and accept/reject. If the change is accepted the same process of recording a transaction and flagging the voter to receive an AVC will be indicated.

If the voter is deemed to be moving out of the state, the current address information will not be updated, but the system can be configured to send an AVC to the voter address provided on the NCOA file.

F. When an NCOA address update has been determined to be valid where the voter has no forwarding address, system must automate, or upon user choice:
1. Determine the status of the registrant in accordance with the configuration rules;
2. Note in the voter’s history that the record was updated because of NCOA match; and
3. Flag the record for automated generation and mailing of an AVC.

In cases where the NCOA file specifies no forwarding address (typically upon the closing of a P.O. Box), the system can be configured to flag the voter to receive an AVC to the current address on file. If the system finds that the mailing address on file matches the NCOA mailing address and the mailing address is different from the residence address (such as a P.O. Box), the mailing address will default to the voter’s current residence address.

19. List Maintenance – Board Approval Reports:

System must allow for data extracts to be generated for elections board review or to register on cance at on.

A. Facilitate the tracking of inactive voters who have had no contact for X period, where X is configured by the administrator.

Voter Central’s maintenance module provides a list of inactive voters that have been inactive for a period of time and are no longer removed/canceled from the system. The period of time can be configured by an administrator, but can be renewed to be over/added to a user who appropriate per views before running the process. A detailed report of voters that will be canceled can be generated and saved in a PDF format. Summary reports based on district summaries are also available to show a total number of voters that will be impacted in each district.

B. Generate reports of canceled voters

Reports can be created before voters are canceled after voters are canceled. Voter Central can create a detailed list of voters that were canceled as well as a summary report. A detailed transaction is recorded for each canceled voter.

C. Generate reports of active voters

Detailed as well as summary reports can be created of all voters in an active status.
D. Generate reports of active voters, active to canceled, active to canceled.

Periodic bound reports can be generated based on a change in voter status. The user can specify a time period and only status change transactions from the specified period will be included in the report. The report can be a summary showing the number of voters that had the status changed and what the starting status was and what the ending status was. The report can be on any based on the transaction or can be based on the voter's current status.

20. List Maintenance – Pre-Election Polling Place Cards (PEPPC):

System must allow for data extracts to be generated for residency configuration on postcard mailings, or currently known as polling card mailing.

A. Must provide the ability to automatically generate a data extract of any or all accounts on a batch basis so that PEPPCs can be printed by the State through a third-party mailing house.

Polling place cards can be printed at any time in a batch process. Users with the proper authority will have the ability to print the cards across multiple counties. An inhouse process that creates a PDF file can be used to print the cards in-house. Alternatively, the PDF file or a text export can be created to facilitate printing through a third-party mailing house.

21. List Maintenance – Address Verification Cards (AVC):

When the Department receives third-party notice of a change of address, the cards are required by law to follow up with the postcard to the voter. After they are being taken for unform try and maintenance purposes, this section describes system capability to support changing address notices to voters on behalf of counts, if counts choose to have the state conduct mailings for them.

A. Must provide the ability for authorized users to generate a data extract, based on the application mailing address for each voter, of a required information for one or more counts across the State so that AVCs may be printed by the State through a third-party mailing house.

Voters can be queued to receive address verification cards based on third-party address updates, such as NCOA updates. An integrated process allows printing the cards in-house where a file is made available in PDF format and can be used to print the cards. A report of the PDF file or data extract in text format can be sent to an external printer. The section on error handling allows users with the proper privileges to select cards across counts. If the printer for a county has not been processed, the card will not be sent twice. A complete transaction history is captured when the address verification card is mailed. A post mailing process allows records from any returned cards, such as a confirmation from the voter that they have moved out of the state.

22. Voter Election Data – Official List of Voters:

As the HAVA mandated off card of eligible voters, the system must provide capability for extracting the off card of voters with respect to any election so that this data can be used to generate and print the polling place rosters and data files for electronic polling book.

A. Must provide authorized county users the ability to extract the off card of eligible registered voters with respect to any given election.

An integrated module allows extracting a list of eligible voters for each election based on the specified criteria for setup for the election. The extracted data can be used for importing into any kind of electronic polling book system or for printing polling place registers. The system can generate printed Scalia for any voting as well.
23. **Voter Election Data – Voting History:**

System must maintain voter part cation history data that are necessary for to make determinate of whether a voter who registers by mail must show ID the first time he/she votes.

Throughout the election cycle period, system must capture ongoing data changes related to vote-by-mail (See Voter Registration – Absentee Voting) and provide on-site voting, to support the voter lookup capabilities on the public websites and the interactive voice response system (IVRS).

**A. System must provide the capability to capture vote changes.**

One of the transactions provided by Voter Central is to update voter records. A feature-based as well as a secure web service transaction can be provided.

**B. System must allow for the adding of voter history only when a ballot is valid.**

The bulk import as well as the web service can be used on only after the adjudication of ballot states completed. The system can keep track of provisional voting attempts that are determined to be invalid.

**C. System must provide the capability to edit existing vote history.**

Subject to security rules of the users, the Voter Central system provides screens for editing voting history. All transactions in Voter Central are captured with operator ID, time stamps and value of the record.

**D. System must provide the capability to delete existing vote history.** A record of deleted and who deleted must be maintained.

Voter Central records the capability to allow deletion and update of the voter history along with a general transaction on ongoing mode that captures the operator, time stamp, and previous value of the record deleted.

**E. System must change a voter’s registration status from inactive to active when voting history is applied.**

The voter status for a voter in inactive status is automatically updated to active when voting history is recorded for an election.

**F. System must have capability for the vote by mail mode (absentee) to record received ballots and flag as the source for adding vote history.**

Voter Central has a comprehensive mode for managing vote by mail requests and a capability of record various statuses such as returned, absentee ballots returned, etc., the pre-configured workflow owns the automatic update of voter records when possible and provides manual intervention on screens that allow for easy adjudication on active voters.
G. System must allow for vote history to be added:
1. After an election has been certified;
2. As ballots are processed;
3. To an ndv duv voter; or
4. Through a batch process.

Voting history can be added to voter records in a variety of methods.

H. Must maintain voting part c patron for all voters, regardless of the number of elections in which voters might have participated. The history captured and maintained for each voting event must include:
1. Statement code for the election;
2. Election date;
3. Voting district (Election District);
4. How voted (vote-by-mail, ear y, polling place, or provisional); and
5. Partial ballots voted (for primary elections).

There is no limit to the number of elections that voting history can be maintained for. Each election history records completion data on the method of voting, when and where the voting was completed, the voters party (ballot style), The voter’s district at the time of voting are so captured and can be used at any time to create history reports.

If integrated with the Precinct Central election poll book, the signature record for the specific election can be maintained with the voting history.

I. Prior to an election, system must receive data from the Election Management system or module that enables a user to determine the following data for each registered voter:
1. Voting district (Election District) assignment for the election, and
2. Polling place assignment for the election.

Voter Central can accept election district and polling location data from an external election management system if the Voter Central election management module is not used.

J. For registered voters who vote a provisional ballot in an election, system must capture and store whether or not the provisional ballot was counted and, if not, the reason it was not counted.

Voter Central incorporates a complete provisional module to allow users to conduct research for each provisional, printable, and reports for the canvassing, and determine and track if the provisional was counted or not. Voting history can be easily recorded for any provisional that is counted. Provisions ballots information can be so exported to post on the voter facing websites for information on whether the voters' provisions counted or not.

K. Must capture and store the voting part c patron in school board elections and referendum and ther by ndv duv voter or mass update (using an input file).

Voting history for any election can be input manually by one voter at a time or using a mass update from a file.
24. **Election Districts – Mapping:**

So that the system can correctly determine the Oregon Voters with respect to political districts, the system must maintain voter registration district cross-reference information.

The information is required for the voter to determine the correct district based on the voter's precinct and address.

- **A.** Must be able to determine, from the voter's precinct address, the voter's voting district (e.g., Senate Districts, City of Webster). The voter's membership in these districts is maintained for each voter record.

- **B.** Must capture and store county-defined voting districts (e.g., County Council, School Districts) and must be able to determine, from the voter's precinct address, the voter's membership in these districts.

Each county can maintain its own set of districts and the information on the voters in the county.

- **C.** Must notify county and city election officials of new districts (e.g., Districts without voters), and of any changes to voting district information. Various systems and databases handle any issues related to missing or incorrect data. These systems are able to process and maintain data issues for election officials.

25. **Election Districts and Districts – Redistricting:**

So that the system can correctly determine the Oregon Voters with respect to political districts, the system must maintain voter registration district cross-reference information.

The information is required for the voter to determine the correct district based on the voter's precinct address.

- **A.** Must be able to determine the voter's new district based on imported data (e.g., GIS)

GIS data is imported into the GIS redistricting module to allow the user to maintain a separate redistricting workspace. Users can interact with the new district information on the voter's new district information can be mapped and updated.

- **B.** System must be capable of comparing voting districts assigned to a voter before and after the redistricting process. Errors, City, School, and Fire Districts must not change.

Before applying changes to the permanent voter record, the district information can be compared to see what kind of changes were made and to make sure that the new setup is correct.
C. Must be able to identify the voter's voting district for US Congress, State Senate, State Representative, County Districts, School Districts, Municipal Districts (e.g., City of Wilmington) after redistricting.

Using the setup in the GIS redistricting workspace, a created district information can be configured and appended to the voter's record. One of the workspace's vetted and configured, the workspace data can be moved to the product on data to make up the new standard data.

D. Must provide the ability for authorized users to generate a data extract, or to append new districts.

A data extract can be created of voters that will be impacted by appending the new district information. A data extract can also be created of all of the streets and district mapping data.

E. Must notify county and administrators of “orphan” voter registration on records (e.g., voters without post card district assignments).

A detailed report of voters that could not get proper districting can be generated and researched. Once the issues resolved redistricting can be completed just for the voters that were in an error state.

F. When update has been determined to be accurate, system must automatically notify, or upon user choice:
1. Note in the activity history for that record that the record was updated because of redistricting.

Voter Central maintains a detailed and accurate transaction history with each change appended to a voter's record. Any change from redistricting will be recorded as a redistricting change with a detailed record of what the old district information was.

26. State-Level Processes – Political Party Tracking:

System must have the capability to track voters' political party data in order to (a) determine voter eligibility with respect to a primary election; (b) maintain an unformal list of voter records and data; and (c) support the Voter Registry on Report, which is a statistical abstract of party registry on by political district.

A. Must allow authorized users to define and document changes to political parties. For each such party, system must capture and store the following information:
1. State assigned party code;
2. Whether or not the party is qualified, attempt to qualify, or non qualified;
3. Date of a changes in party status (qualified/non qualified/attempts to qualify);
4. Reason for such changes (applicable); and
5. Current state party contact information.

Voter Central maintains a list of all parties in the State with the current status of each party. Add to name information such as a contact, address, and email address can be set up for each party.
27. **State-Level Processes – Voter Registration Report (VRR):**

The VRR is a state court abstract of voter registration on by election district and part san attached by the department at prescriptive times.

The system will need the capability to report on state and county even. The VRR status will need to be captured and protected from a re-at on due to subsequent changes in the underlying voter registration data.

The system must allow for users to create, on an ad hoc basis, an extract of specified VRR data elements as of an adminstrator-specified VRR Date and enable the administrator to specify certain data on which the electronic version on of the resulting extract shall be routed/stored.

A. **Must provide the ability to view VRR component status (e.g., requested, ‘in progress’, completed, ‘data extracted’).**

   The Voter Registration Report will be a scheduled report that can be scheduled to run daily, weekly, monthly and weekly capture summary status data that can be used to generate summary reports in various formats. The data snapshot must be maintained for each date that the report is scheduled to run to allow creating reports that show status for a range of dates. An administrator will be able to see the status of the process to make sure it ran appropriately. An administrator will be able to purge any order data that is no longer needed for reporting.

B. **Must capture and store VRR status of active registered voters by election district and party within a county as of the established VRR date (or run date). System must support these status by county-by-county, or for the entire state at one time.**

   The VRR status report will include data by party, voter status, election district, and other data elements such as voter age group.

C. **Once a VRR has been deemed published it cannot be modified.**

   The daily, weekly, or on-demand status data cannot be modified and will be available for reporting at any time until stored/archived/purged.

D. **Must support creation and production of the following summary status for VRR component reports:**

   1. **Registration by County**
   2. **Registration by Senate District**
   3. **Registration by Representative District**
   4. **Registration by County District**
   5. **Registration by Political Party (Dem, Rep, Other)**
   6. **Registration by Majority Political Party (e.g., Natura Law)**
   7. **Registration by “Other” Political Party (i.e., free text Party Name)**

   The VRR status report will include data by party, voter status, election district, and other data elements such as voter age group. The party information can be grouped by the type of party such as majority party category for a group of parties or the actual name of the party.
E. Must provide an authorized user the ability to:
1. Manually create a query to extract specified VRR data elements as of a specified VRR date;
2. Specify the file format for the resulting extract file in accordance with authorized file formats; and,
3. Specify the internal network drive location on which the extract file should be output/stored.

Authorized users will have the capability to query and report on the VRR data as needed. A data can be exported to CSV, txt, Excel, or PDF file formats. The VRR statute report will include data by party, voter status, and other data elements such as voter age group.

28. State-Level Processes – Voter Registration Data Requests (VRDR):
Requirements be ow pertain to the need for the system to support workflow and associated data related to investment, evaluation, and fulfillment of VRDRs.

A. Must allow authorized users to input, track, and review public voter registration data requests (VRDRs), including:
1. Requestor name;
2. Requestor ID number and type;
3. Requestor organization;
4. Requestor residence and business addresses;
5. Requestor contact information (phone, fax, email addresses);
6. If Requestor is acting as an authorized agent for a qualified party, the name, address, and contact information for the party acting;
7. Requestor’s stated purpose/use for the data;
8. Date of application;
9. Date application received;
10. Basis for qualification (e.g., party, academic, journalist, etc.);
11. Date of application for fulfillment or denial;
12. Status of application;
13. Criteria used to select/exclude records for the extract; and
14. Filename(s) and number of records provided in the extract.

Voter Central will incorporate a public records request module that will capture the date related to the request. As common with other modules, the Voter Central workflow owns the ability to pending public access requests and close them out with relevant information when the request is completed.

B. Must allow authorized users to log the following items related to processing and fulfillment of a VRDR:
1. Date the event occurred
2. Time the event occurred
3. Free-form text note, averaging 50 characters per VRDR and scalable to one hundred (100) characters per VRDR, of actual vs. estimated events

Most Voter Central forms and screens will have a comments/note section that allows the capture of unstructured ad hoc information on a ongoing with other fed information.
C. Must provide authorized users with a method to select voter registration records for a VRDR extract based on multiple criteria, with the ability to specify a range of dates where applicable, including:
1. County of residence;
2. City of residence;
3. ZIP code(s);
4. Home voting district (Election District);
5. Party affiliation;
6. Current or historic date of registration;
7. Age (before or after a specified date of birth, or within a specified range of dates of birth);
8. Language preference;
9. Voting partisanship; and
10. Party district (such as State Senate District, State Representative District, County District, etc.).

An ad-hoc query builder will allow the selection of various fields for a report. This report can be exported to either CSV or PDF format.

D. In full fulfillment of a VRDR, the system must be able to produce an extract as a standard text file, with a delimiter (set by the administrator) that includes user-selected data fields, such as:
1. Voter ID
2. Voter Name
3. Date of Birth or Year of Birth
4. Phone Number
5. Residential Address
6. Mailing Address
7. County
8. Districts
9. Party
10. Date of Registration
11. Voting History
12. Date Last Registration on Change
13. Code Last Change Voter
14. Status of Voter

Most ad-hoc reports and grids will have the capability to provide CSV or PDF files. Specific screens will be designed to provide additional formats as part of the development effort.

E. System must be able to save user data extract preferences as profiles for later execution. For example, users may create a profile based on HB245, i.e., a profile for public requests, candidate and party requests, and another for the General Assembly, or State, County, and local governments.

Queries can be saved after the first build and run as necessary.

F. System must allow users to delete previously saved preferences or profiles.

The system will allow the deletion of saved queries.

Requirements stated below pertain to the need to provide on-line voter registration and state lookup of registration status and ballot status.

Database has adopted a standard for web applications to support mobile devices by opting for a standard browser screen display as a common look and feel.

Database expects that any support the system provides for mobile devices will not require installation on any client or on other component on those devices. The system will be required to use a common look and feel.

The requirements be on conducive to on of public facing pages into different languages. Pages and functions to be translated are all of those pages/functions that are used by the public in order to register to vote. Information on and features that are not used in order to register to vote (e.g., personal information) need not be translated.

The system must comply with State of Database Enterprise Standards and Policies. Refer to GSS_18809_ELECTIONS_SYS_rfp -> Technology requirements -> STANDARD PRACTICES for additional information.

A. For privacy purposes, the public website must require an ndy dual-accessing the website to provide sufficient personal identity information to authenticate the ndy and to prevent others from accessing that voter’s data, and must not provide or confirm any additional private information. The personal identity information must be configured by an authorized administrator, such as: first name, date of birth, house number and zip code, DL/ID.

Voter Central requires the user to enter personal identity information to find and request changes to the voter registration record. The data required can be configured by State of Database staff.

B. For privacy purposes, the public website must require the user the option to use two-factor authentication:
   - Telephone verification
   - Email verification
   - HOTP/TOTP Software/Hardware Tokens (e.g., Google Authenticator, Authy)

In its current state, Voter Central does not offer two-factor authentication on the public-facing website to, Eect on Lnk. With guidance and input from the State of Database aware, we will incorporate this requirement into the base product.

C. The public website must allow a voter to determine whether he or she is registered to vote:
   1. Whether he or she is registered to vote;
   2. Whether or not another voter is registered as a permanent vote-by-mail or one-time mail ballot voter; and
   4. His or her elected or ca s.
   5. Other publicca bility voter information, voting history

Voter Central includes a public facing, ADA compliant website for voters to search and determine information about the current voter registration status. They can view information on the voter registration status, absentee status, party affiliation, voting history, and voter status (favorable) and other voter information.

D. The public website must support on-line voter registration on pursuant to applicable state and federal laws, regarding any new registration and updates to an existing registration.

Voter Central has an online voter registration module that allows voters to register online pursuant to Database state laws. Voters can also update an existing registration. This module won an award at the Eect on Center conference.
E. The pub c webs te must support on ne voter funct ons, nc u ng:
1. Subm t vote-by-ma (i.e. absentee) requests
2. Subm t Federa Post Card App cat ons (FPCA) for un formed service and overseas ci zens
3. Subm t requests for voter reg str on can ce at on for themse ves and the r close re al ves
4. Subm t requests for a po ng place card
5. V ew voter-spec fic samp e bal ot

E cect on Lnk al ows voters to comp ete a of the on ne voter nated tasks such as ask ng subm tt ng the r absentee app cat on/request, chang ng the r address, v ew ng the r samp e bal ot, subm tt ng the r FPCA request, and v ew ng the r po ng ocat on.

F. The pub c webs te must al ow a voter to choose the method of s gn ng the r requests, nc u ng:
1. Use of h s or her ex st ng e ccton e sgnature w th Depart ment of E cect ons
2. Use of h s or her ex st ng e ccton e sgnature w th DMV. Note: Use ex st ng serv ce.
3. Use of a po ng dev ce to draw sgnature, e.g. sty us, mouse
4. Use of a saved p cture of a sgnature
5. Pr nt, s gn and ma the app cat on.

E cect on Lnk al ow the voter to choose how they w sh to s gn the app cat on or form they are subm tt ng.

G. Must prov de authorzed Admin strators a method to conf gure sgnature opt ons for each type of app cat on or request.

Admin strators have fu control to conf gure necessary fe ds and sgnature requ ement for each type of app cat on or form/document request.

H. The pub c webs te must al ow a voter to determ ne the status of subm tt ed requests.

E cect on Lnk al ow voters to check the status of the r subm tt ed requests for th ngs such as absentee/vote by ma bal ots, a change n address, a name change or a reg strat on updata.

I. The pub c webs te must al ow a voter to determ ne:
1. H s or her e g b ty to vote n an upcom ng e cct on;
2. H s or her vot ng e cct on d strct for an e cct on; and
3. H s or her po ng place for an e cct on.
4. Dr v ng d rect ons to h s or her po ng place.

Voter Centra nc udes a pub c fac ng, ADA comp pant webs te for voters to search and determ ne nformat on about the r current voter reg str on status. They can v ew nformat on on the r reg str on status, absentee status, upcom ng e cct nformat on, po ng ocat on nformat on, d rect ons to the r po ng ocat on, party af vat on, vot ng hi story, po worker status (f aava be) and other voter nformat on.
J. The public web sites must allow a voter to:
   1. View andog and the history
   2. Vote request history
   3. Pause and resume completing the application

Voter Centra allows the ability for each voter to log in and view the request/complete the history as well as the ability to pause and return to the application. The ability to view the log/history can be added once requirements are received from the State of Delaware during the planning and design phase of the project plan.

K. Must allow members of the public to perform a one voter registration and self-service lookups functions using mobile devices without requiring installation of any application on or component on the mobile device.

The Eect on Lnk platform's mobile websites are designed by meaning the websites and a portion of its functions can be accessed from any traditional smart phone web browser. Downloading of an application on or component is not necessary or suggested.

L. The public websites must allow voters who have voted a provisional ballot to determine if the ballot was counted and, if not, the reason was not counted.

Voters would be able to log in to the Eect on Lnk program to view information on a cast provisional ballot and determine whether or not the ballot was counted. Used in conjunction with the Precinct Centra ePook book, a "provisional tracking number" can be generated, allowing the voter to easily look up the provisional posting on and determine its status.

M. The public websites must allow voters who have voted by mail ballot to mark their absentee ballot online.

The on-line absentee ballot marking feature is not currently available in the Voter Centra/Eect on Lnk product, but with further understanding of the requirements from the State of Delaware, Tenex will incorporate this into the product for use by the state.

N. Must provide automatedadministrators a method to configure vote-by-mail voters that can use the online function to mark the absentee ballot online.

The on-line absentee ballot marking feature is not currently available in the Voter Centra/Eect on Lnk product, but with further understanding of the requirements from the State of Delaware, Tenex will incorporate this into the product for use by the state.

O. The public websites must allow voters who have voted a vote-by-mail ballot to determine:
   1. Date when his or her request was received
   2. Date when his or her ballot was sent
   3. Date when his or her ballot was received

Accessable dates pertaining to an absentee/vote by mail ballot (when it was requested, sent, received, etc.) are accessible from the Eect on Lnk voter portal.
P. The public websites must allow voters who have voted a vote-by-mail ballot to determine if the ballot was accepted and, if it was rejected, the reason it was rejected.

Vote by mail information is available from the Election Link voter portal. Voters can determine whether or not that ballot was accepted or rejected and will show information pertaining to the reject reason on the email.

Q. The data on voters’ registration status and ballot status that displays on the public websites must be current as of a point in time of the user’s query.

The information provided on Election Link will be current, up-to-date information.

R. Must allow an authorized administrator to control the updates of public access websites to data on voters’ eligibility to vote in an upcoming election, on election districts assignment, and polling place assignment for an election.

Administrator access can be used to update any aspect of displayed data on the election on Link portal.

S. The data that are accessed and queried through the public access websites must not change during a user’s execution of a query.

The data accessed through the voter facing system is not modified during a search by a voter.

T. Public facing web pages and functions that a member of the public views or uses in order to register to vote, change voter registration status or look up registration status, must be available in two languages (English, Spanish). These languages include English, Spanish, and other languages. (Department of Election which is responsible for providing the required trans ations.)

A voter facing screens are available in any language as defined by the State of Delaware.

U. Must be scalable and extensible to support web pages and functions that a member of the public views or uses in order to register to vote, change voter registration status or look up registration status in a total of twenty (20) languages (English, Spanish, twenty other languages). Support for multiple language translations at times must not necessitate recompilation on or reloading of the system.

A voter facing screens are available in any language as defined by the State of Delaware.

V. Must provide authorized administrators a method to configure availability of the public websites or select functions.

Administrators can configure the availability of the public facing site.
30. **State-Level Processes – Website: Offsite Registration:**

Requirements stated be ow pert a n to the need to prov de on ne voter ookup and reg strat on by author zed users out- s de of norma bus ness env ronment, e.g. state fa r, natura zat on ceremon es.

De aware expects that any support the system prov des for mob e dev ces w not require n sta t on any app cat on or other component on those dev ces.

**A.** The webs te must require an nd y dua access ng the webs te to prov de suff c ent perso na y dent fab e nformat on to authent cate the nd y dua and to prevent others from access ng the system.

Voter Centra w require the user to enter persona y dent fab e nformat on to f nd and request changes to the r voter reg strat on record. The data requ red can be conf gure by State of De aware staff.

**B.** For pr vacy purposes, the pub c webs te must a ow the user the opt on to use two-factor authent cat on.

In t’s current state, Voter Centra does not offer two factor authent cat on for the voter fac ng webs te, E ect on L nk. Wh gu dance and n put from the State of De aware, we w incorp rate th s requ rement nto the base product.

**C.** The webs te must prov de capab ty to search voters and determe ne f they’re reg stered and to d sp ay ev ent voter reg strat on nformat on, such as addresses, d str c ts, po ng p ace, etc.

E ect on L nk has the capab ty to perform an on ne voter search to ver fy the re ated voter nformat on such as voter address, d str c ts, po ng p ace, etc...

**D.** Must prov de the capab ty to submit voter reg strat on app cat ons, nc ud ng capt ur ng of e c tron c sgnature.

E ect on L nk w allow users to submit the r voter reg strat on app cat on e c tron ca y and a ow them to s gn e c tron ca y as we .

**E.** Must prov de ab ty for author zed Adm n strators to setup the events for wh ch users can use the webs te, e.g. reg strat on dr ves dur ng the week(s) of the De aware State Fa r.

E ect on L nk allows management of the IP management fac c es to be turned on or oﬀ at the des cet on of the author zed adm n strators.
F. Must provide ability for authorized administrators to manage users by event.

Authorized administrators will have the ability to manage users by event.

G. Must provide ability to track registration captured by event, and by user.

Registrations will be tracked by event and by user.

H. Registrations captured through this web site will be part of a state of completed intake.

Registrations done through the online voter registration portal will not be considered complete until the state has verified that each applicant has all necessary pieces of information.

I. Must provide ability for authorized administrators to configure the types and uses of validation, e.g., ID verification, fee on checks, for applicant captures through this method.

Authorized administrators have the ability to configure the types and uses of validation, e.g., ID verification, fee on checks.

31. State-Level Processes – Voter Registration Services:

Support real-time voter registration from other state agencies and partners.

A. Must host services that are secure and reliably receive voter registration transactions (including certifications) from state agencies and partners, e.g., DMV, DHSS-DSS, DOL, etc., in real-time.

The Voter Center Data Studio module can expose a web-services based or file-based API for integration with partner agencies. These services can be consumed in real-time or in a batch mode.

B. Must provide state agencies and partners the capability to:

I. Determine if the customer's registration is current to vote;
II. If not registered, allow the customer to declare to register to vote;
III. Determine if a period of party changes is open;
IV. Retrieve state of party registration.

Partner state agencies will have the capability to query the system for determining the status of a current registration.
C. Must support over-the-counter (e.g., DMV associate processing an applicant) and self-service (using kiosks, or using personal devices via the internet) voter registration methods. Voter Center supports multiple methods and sources for voter registration on process ng. An online registration component is available to complete the registration on a secure website. A tab-based component is available to complete the registration on a tablet that can be taken to mobile registration drives and allows registrants to sign directly on the tablet. Either one of these methods (online web registration on tablet registration) can be used to facilitate over-the-counter and/or self-service kiosks.

D. Must store and capture data and electronic signatures for voter registration. Note: Signature capture methods used by state agencies and partners are outside the scope of this RFP. Voter Center captures electronic signatures from a signature pad/tablet device when doing electronic/paperless voter registration.

E. Must provide capability for county election staff to review each application on paper or to create new voters or update existing voter registrations.

   A. Applications generated electronically are placed in a queue for staff to review and accept as a valid new application on or an update to an existing voter record.

32. State-Level Processes – Voter Registration Query Services:

Support voter registration queries from users of other state agencies and partners. 

Certiﬁcate services provided by Department of Insurance, Ofﬁce of the Lt. Governor, Ofﬁce of the Governor, and General Assembly require them to be able to query voter’s registration information, such as address, postal code, and voting history.

A. Must provide authorized administrators capability to create and manage user accounts for users of other state agencies and partners.

   An administrator with the appropriate security privileges can setup user accounts for users of other state agencies. A user can setup groups of users and security privileges are assigned to the entire group.

B. Must provide authorized administrators capability to determine and setup limited access to users.

   Users can be setup with limited access to the system to allow only certain functions to be accessed by certain groups of users.

C. Queries from users of other state agencies and partners must not update voter registration information.

   Updates cannot be restricted from users of other state agencies.
D. Must provide state agencies and partners the capability to log in to search voters.

Users of other state agencies can be given access to search for voters using the prescribed search fields for such users. Further detailed voter information can be viewed in a restricted manner.

33. State-Level Processes – Voting History Match:

System must provide capability to process ERIC data containing possible voting history matches (possible double-voting).

A. Must provide capability to extract voter registration, absentee information, voting history, and other relevant information to assist in the investigation.

Information can be readily extracted from Voter Center as needed in text file format. Detailed information can be extracted for a voter using pre-formatted reports and/or system screen shots as well.

B. Must provide capability for authorized users to capture and store status/determination of each case. Use codes that can be defined and modified by authorized administrators.

Tenex will customize Voter Center to provide a process to rate a case for tracking specific double voting status as needed. Attached to a pre-built custom tabs and the notes/comments can be used to track specific items as well.

C. Must provide capability to generate reports.

Voter Center incorporates extensive reporting directly from the system. Reports are available in a summary, drill-down, graph, and detailed format. Reports and data can be extracted in a csv, text, Excel, PDF and other formats as needed.
ACA Safe Harbor Additional Fee

The State and its utilizing agencies are not the employer of temporary or contracted staff. However, the State is concerned that it could be determined to be a Common-law Employer as defined by the Affordable Care Act (“ACA”). Therefore, the State seeks to utilize the “Common-law Employer Safe Harbor Exception” under the ACA to transfer health benefit insurance requirements to the staffing company. The Common-law Employer Safe Harbor Exception can be attained when the State and/or its agencies are charged and pay for an “Additional Fee” with respect to the employees electing to obtain health coverage from the Vendor.

The Common-law Employer Safe Harbor Exception under the ACA requires that an Additional Fee must be charged to those employees who obtain health coverage from the Vendor, but does not state the required amount of the fee. The State requires that the Vendor shall apply the Additional Fee to obtain health coverage from the Vendor and deduct the Additional Fee from other charges and fees. The Vendor shall apply both the Additional Fee to be charged and the basis in which the fee is applied (e.g., per employee, per invoice, etc.). The State reserves the right to negotiate any fees offered by the Vendor. Further, the Additional Fee shall be separate and scored in the proposal to ensure that neither prices charged nor the Additional Fee charged will have an adverse effect when selecting vendor(s) for award.

Tenex will allow the transfer of insurance requirements for the state of Delaware for employees that are covered under the Common Law Employer Safe Harbor Exception.
Project Management

Tenex is committed to delivering a professional, high-end experience in the implementation and support of the Precinct Central Election Book and Voter Central Election and voter management product for the State of Delaware. With the past project experience in implementation on large scale election projects, Tenex is prepared and armed with the expertise needed to meet the project objectives set forth by the State of Delaware.

The implementation plan describes how the Tenex election central book and election on voter registration on management solutions will be deployed, installed, and used for the State of Delaware. The plan contains a brief description of the major tasks involved in the implementation, the overall resources needed to support the implementation effort, and any specific implementation requirements.

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<th>Phase</th>
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<th>Years of Experience</th>
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<td>Planning and Design</td>
<td>Akash Gupta</td>
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<td>Customization</td>
<td>Akash Gupta</td>
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<td>Ashley Eison</td>
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<td>Closeout and Final User Acceptance</td>
<td>Jay Boobenbacher</td>
<td>12</td>
</tr>
</tbody>
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1. Project Objectives:

Broadly speaking, the overall goals and objectives for the project to implement a complete Election on management, voter registration, and election central book solution for the State of Delaware and the 3 counties in the State of Delaware, deliver comprehensive training, and provide continued support services. In addition, the current system n place at the State will be supported until the complete implementation of the new product and the phase-out of the old. Tenex will undertake the following in the project implementation and support:

- Plan and design for system add ons and changes as needed by Delaware
- Custom the current product to meet the Delaware requirements
- Procure hardware for the election central book systems
- Configure, setup and deliver the election central book to Delaware counties
- Configure and maintain central server / hosting resources
- Convert data from existing systems
- Training State office and technology personnel and key project personnel
- Training county personnel for 3 counties
- Provide test / mock election on systems to assure proper system setup and configuration
- Provide election on support
- Provide continued system support
2. Project Phases:

The project implementation can be divided into broad phases defined as:

○ **Planning and Design**: This phase of the project will be kicked off very soon after contract signing and coordination. The Delaware Department of Elections and Tenex teams will gather detailed information and will create an agreed upon project plan for the requirements of the software, setup of the hardware, training, user acceptance, and final rollout.

○ **Customization**: This phase of the project involves creating custom process workflows, interfaces with external system components and any system add-ons needed per local requests.

○ **Implementation and User Acceptance**: Acceptance testing will be completed to ensure all environments are properly configured and processes are working as provided. This phase will involve testing test cases and success criteria for each and every part of the system to ensure proper functionality.

○ **Training**: Training will be conducted at a series of on-site and off-site training sessions. Training will be provided for state and local county users along with system troubleshooting.

○ **Closeout**: The project closeout will define the support structure for various components, including extended support. The specific support requirements and responsibilities will be discussed during project planning. Tenex supports customers during pre-call and call-out times, and post-call times with extended operating hours as needed.

○ **Hardware/Infrastructure Setup and Delivery**: In this phase, hardware will be procured and configured based on the SoS guidelines and the data load and monitoring infrastructures setup for a 120 county organization.

*Figure 17: Project Phases*
3. Project Deliverables and Milestones:

Project deliverables and milestones will be guided by the five broad project phases defined above. The phases of the project will have overlapping deliverables and will be ongoing simultaneously for several tasks. The milestones and deliverables are detailed below for each phase of the project.
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<thead>
<tr>
<th>Implementation and User Acceptance</th>
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Appendix

Financial Statements
Appendix C - Pricing
Contract Number: GSS18809-ELECTION_SYS
Contract Name: Elections System Solution
Proposals Due By 3:00 pm, EST, January 16, 2018

Please complete the following information below:

Company Name: Tenex Software Solutions, Inc.
Contact Name: Ravi Kallem
Phone Number: 813-758-8951
Email Address: ravi.kallem@tenexsolutions.com

Instructions:
1. Insert your company information as requested.
2. Provide pricing for service identified.
3. Submit this attachment with your proposal in Excel format on a CD

Notes:
This pricing Attachment C is divided into four tabs.
Tab 1. General Information
Tab 2. Implementation Costs
Tab 3. Voting Equipment
Tab 4. Data Storage-Management

The State invites offerors to bid pricing on the polling place voting machines, absentee voting equipment, electronic poll books and/or the election management system. An offeror may bid on all, one, or any combination of the items.

For evaluation of proposal pricing, the State will score pricing based on scope of work requirements for total cost of ownership of the initial 5 year term of the contract. The State is seeking a fixed cost for this solution. This cost must be clearly identified in this appendix to effectively score price scoring. Additional offerings outside the Scope of Work can be identified in the sections provided as "Value Added Options." These additional options may be considered by the State during any pre-award negotiations, but will not be included in the pricing evaluation to score proposals received. Include additional pages or documentation as appropriate.

Please refer to the various sub-parts of Appendix B for details and breadth of scope.

The vendor or vendors shall be responsible for complete replacement, installation, training, testing, and maintenance, including bridge maintenance for existing systems, within 8 months after award. The scope of the project is to include all equipment, training, testing, maintenance of new equipment, transitioning from the State’s voter registration system and election management system to the new server based system and providing or contracting for bridge maintenance of existing equipment until replacement is complete.
### Implementation Costs

<table>
<thead>
<tr>
<th>Milestone</th>
<th>Description of Activities</th>
<th>Cost</th>
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<tbody>
<tr>
<td>Planning and Design</td>
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<tr>
<td>Initial project kickoff</td>
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<tr>
<td>Review and requirements identification</td>
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</tr>
<tr>
<td>Project schedule developed and finalized</td>
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<td></td>
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<tr>
<td>Customization</td>
<td></td>
<td></td>
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<tr>
<td>Detailed requirements analysis for large deliverables</td>
<td></td>
<td></td>
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<tr>
<td>Code development and Testing</td>
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<tr>
<td>Implementation and User Acceptance</td>
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<tr>
<td>User Acceptance Testing</td>
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<td></td>
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<tr>
<td>Shipping (ePollbooks)</td>
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<tr>
<td>Data conversion, Migration, and validation</td>
<td></td>
<td></td>
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<tr>
<td>Maintaining current VR/EMS system</td>
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<td></td>
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<tr>
<td>Training</td>
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<tr>
<td>Closeout and Final User Acceptance</td>
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<tr>
<td>Final User Acceptance Testing</td>
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**TOTAL IMPLEMENTATION COST**  
(This total will be used for proposal scoring consideration)

<table>
<thead>
<tr>
<th>Value Added Options</th>
<th>Description</th>
<th>Cost</th>
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</thead>
<tbody>
<tr>
<td>Required Equipment</td>
<td>Description</td>
<td>Qty</td>
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<tr>
<td>---------------------------------------------------------</td>
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<tr>
<td>Poll Book</td>
<td></td>
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<tr>
<td>Standard Carry Case (Option 1)</td>
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<tr>
<td>Annual Software License &amp; Maintenance Fee</td>
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**Other Required Equipment**

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<thead>
<tr>
<th>Value Added Equipment</th>
<th>Description</th>
<th>Qty</th>
<th>Total Cost</th>
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</thead>
<tbody>
<tr>
<td>Multi-unit Desktop Charging/Sync Station (Option 1)</td>
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<tr>
<td>Multi-unit Desktop Charging/Sync Station (Option 2)</td>
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<tr>
<td>Charging Cart (holds 40 units)</td>
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<tr>
<td>Thermal Printer w/ rechargeable battery (Option 1)</td>
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<tr>
<td>Thermal Printer without rechargeable battery (Option 2)</td>
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<tr>
<td>Basic training on the EPB system</td>
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<tr>
<td>On-site Setup of EPB system</td>
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<tr>
<td>System Maintenance</td>
<td></td>
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<tr>
<td>Slim Carry Case (Option 2)</td>
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<tr>
<td>Printer Plus Carry Case (Option 3)</td>
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*Value added equipment options vary depending on state wants/needs.*

**Total Equipment Cost (5 year total cost of ownership)**
(This total will be used for proposal scoring consideration)

**Total Value Added Equipment**

TBD*
<table>
<thead>
<tr>
<th>Description</th>
<th>Cost</th>
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<tbody>
<tr>
<td>Voting Management Software/Solution</td>
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The total Vendor Hosted cost will be used for proposal scoring based on 5 year total cost of ownership. The State would also like to receive any cloud offerings available for consideration as a value added option below.

<table>
<thead>
<tr>
<th>Value Added Options</th>
<th>Vendor Hosted</th>
<th>Cloud Hosted</th>
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<tbody>
<tr>
<td>Tenex cloud hosted (AWS) option (preferred)</td>
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</table>
STATE OF DELAWARE  
Government Support Services 

CONTRACT NO.: GSS18809-ELECTION_SYS  
CONTRACT TITLE: Elections System Solution  
DEADLINE TO RESPOND: January 16, 2018 at 1:00 PM (Local Time)  
NON-COLLUSION STATEMENT  

This is to certify that the undersigned Vendor has neither directly nor indirectly, entered into any agreement, participated in any collusion or otherwise taken any action in restraint of free competitive bidding in connection with this proposal, and further certifies that it is not a sub-contractor to another Vendor who also submitted a proposal as a primary Vendor in response to this solicitation submitted this date to the State of Delaware, Government Support Services.  

It is agreed by the undersigned Vendor that the signed delivery of this bid represents, subject to any express exceptions set forth at Attachment 3, the Vendor’s acceptance of the terms and conditions of this solicitation including all specifications and special provisions.  

NOTE: Signature of the authorized representative MUST be of an individual who legally may enter his/her organization into a formal contract with the State of Delaware, Government Support Services.  

COMPANY NAME: Tenex Software Solutions, Inc.  
NAME OF AUTHORIZED REPRESENTATIVE: Alka Gupta  
SIGNATURE: Alka Gupta  
TITLE: VP of Operations  
COMPANY ADDRESS: 5402 W. Laurel St., Suite 200, Tampa, FL 33607  
PHONE NUMBER: 813-545-5451  
FAX NUMBER: N/A  
EMAIL ADDRESS: alka.gupta@tenexsolutions.com  
STATE OF DELAWARE  
LICENSE NUMBER: N/A  

FEDERAL E.I. NUMBER:  

<table>
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<th>COMPANY CLASSIFICATIONS:</th>
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<td>Certification type(s)</td>
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<td>Minority Business Enterprise (MBE)</td>
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<td>Woman Business Enterprise (WBE)</td>
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<td>Disadvantaged Business Enterprise (DBE)</td>
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<td>Veteran Owned Business Enterprise (VOBE)</td>
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<tr>
<td>Service Disabled Veteran Owned Business Enterprise (SDVOBE)</td>
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(The above table is for informational and statistical use only.)  

PURCHASE ORDERS SHOULD BE SENT TO: Tenex Software Solutions, Inc.  
ADDRESS: 5402 W. Laurel St., Suite 200, Tampa, FL 33607  
CONTACT: Alka Gupta  
PHONE NUMBER: 813-545-5451  
FAX NUMBER: N/A  
EMAIL ADDRESS: alka.gupta@tenexsolutions.com  

AFFIRMATION: Within the past five years, has your firm, any affiliate, any predecessor company or entity, owner, Director, officer, partner or proprietor been the subject of a Federal, State, Local government suspension or debarment?  

YES ________ NO X ________ If yes, please explain  

THIS PAGE SHALL HAVE ORIGINAL SIGNATURE, BE NOTARIZED AND BE RETURNED WITH YOUR PROPOSAL  

SWORN TO AND SUBSCRIBED BEFORE ME this 5 day of Jan., 2018  
Notary Public: Bob Sanders  
My commission expires October 30, 2018  
City of Apollo Beach, County of Hillsborough, State of Florida
STATE OF DELAWARE  
Government Support Services  

Contract No. GSS18809-ELECTION_SYS  
Contract Title: Elections System Solution  

Attachment 3  

EXCEPTION FORM  

Proposals must include all exceptions to the specifications, terms or conditions contained in this RFP. If the vendor is submitting the proposal without exceptions, please state so below.  

☑️ By checking this box, the Vendor acknowledges that they take no exceptions to the specifications, terms or conditions found in this RFP.  

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<th>Paragraph and page #</th>
<th>Exceptions to Specifications, terms or conditions</th>
<th>Proposed Alternative</th>
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Note: Vendor may use additional pages as necessary, but the format shall be the same as provided above.
STATE OF DELAWARE
Government Support Services

Attachment 4

Contract No. GSS18809-ELECTION_SYS
Contract Title: Elections System Solution

CONFIDENTIAL INFORMATION FORM

☐ By checking this box, the Vendor acknowledges that they are not providing any information they declare to be confidential or proprietary for the purpose of production under 29 Del. C. ch. 100, Delaware Freedom of Information Act.

Confidentiality and Proprietary Information

P. 128 - Financial Statements

Note: Vendor may use additional pages as necessary, but the format shall be the same as provided above.
CONFIDENTIALITY (NON-DISCLOSURE) AND INTEGRITY OF DATA AGREEMENT

The Department of Technology and Information is responsible for safeguarding the confidentiality and integrity of data in State computer files regardless of the source of those data or medium on which they are stored; e.g., electronic data, computer output microfilm (COM), tape, or disk. Computer programs developed to process State Agency data will not be modified without the knowledge and written authorization of the Department of Technology and Information. All data generated from the original source data, shall be the property of the State of Delaware. The control of the disclosure of those data shall be retained by the State of Delaware and the Department of Technology and Information.

I/we, as an employee(s) of [INSERT CONTRACTOR NAME] or officer of my firm, when performing work for the Department of Technology and Information, understand that I/we act as an extension of DTI and therefore I/we are responsible for safeguarding the States' data and computer files as indicated above. I/we will not use, disclose, or modify State data or State computer files without the written knowledge and written authorization of DTI. Furthermore, I/we understand that I/we are to take all necessary precautions to prevent unauthorized use, disclosure, or modification of State computer files, and I/we should alert my immediate supervisor of any situation which might result in, or create the appearance of, unauthorized use, disclosure or modification of State data.

Penalty for unauthorized use, unauthorized modification of data files, or disclosure of any confidential information may mean the loss of my position and benefits, and prosecution under applicable State or Federal law.

This statement applies to the undersigned Contractor and to any others working under the Contractor’s direction.

I, the Undersigned, hereby affirm that I have read DTI’s Policy on Confidentiality (Non-Disclosure) and Integrity of Data and understood the terms of the above Confidentiality (Non-Disclosure) and Integrity of Data Agreement, and that I/we agree to abide by the terms above.

Contractor Signature: ________________________________
Title: President
Date: 11/5/18
Contractor Name: Tenex Software Solutions, Inc.
STATE OF DELAWARE  
Government Support Services

CONTRACT NO.: GSS18809-ELECTION_SYS  
CONTRACT TITLE: Elections System Solution  
DEADLINE TO RESPOND: January 16, 2018 at 1:00 PM (Local Time)  
NON-COLLUSION STATEMENT

This is to certify that the undersigned Vendor has neither directly nor indirectly, entered into any agreement, participated in any collusion or otherwise taken any action in restraint of free competitive bidding in connection with this proposal, and further certifies that it is not a sub-contractor to another Vendor who also submitted a proposal as a primary Vendor in response to this solicitation submitted this date to the State of Delaware, Government Support Services.

It is agreed by the undersigned Vendor that the signed delivery of this bid represents, subject to any express exceptions set forth at Attachment 3, the Vendor's acceptance of the terms and conditions of this solicitation including all specifications and special provisions.

NOTE: Signature of the authorized representative MUST be of an individual who legally may enter his/her organization into a formal contract with the State of Delaware, Government Support Services.

COMPANY NAME Tenex Software Solutions, Inc. (Check one)  
NAME OF AUTHORIZED REPRESENTATIVE Alka Gupta  
SIGNATURE Alka Gupta  
TITLE VP of Operations  
COMPANY ADDRESS 5402 W. Laurel St, Suite 200, Tampa, Fl 33607  
PHONE NUMBER 813-545-5451  
FAX NUMBER N/A  
EMAIL ADDRESS alka.gupta@tenexsolutions.com

FEDERAL E.I. NUMBER STATE OF DELAWARE  
LICENSE NUMBER N/A

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<tr>
<th>COMPANY CLASSIFICATIONS:</th>
<th>Certification type(s)</th>
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<td></td>
<td>Disadvantaged Business Enterprise (DBE)</td>
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<td></td>
<td>Veteran Owned Business Enterprise (VOBE)</td>
<td>Yes/No</td>
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<tr>
<td></td>
<td>Service Disabled Veteran Owned Business Enterprise (SDVOBE)</td>
<td>Yes/No</td>
</tr>
</tbody>
</table>

(Please type or print)  
PURCHASE ORDERS SHOULD BE SENT TO: Tenex Software Solutions, Inc.

ADDRESS 5402 W. Laurel St, Suite 200, Tampa, Fl 33607  
CONTACT Alka Gupta  
PHONE NUMBER 813-545-5451  
FAX NUMBER N/A  
EMAIL ADDRESS alka.gupta@tenexsolutions.com

AFFIRMATION: Within the past five years, has your firm, any affiliate, any predecessor company or entity, owner, Director, officer, partner or proprietor been the subject of a Federal, State, Local government suspension or debarment?

YES X NO if yes, please explain

THIS PAGE SHALL HAVE ORIGINAL SIGNATURE, BE NOTARIZED AND BE RETURNED WITH YOUR PROPOSAL

SWORN TO AND SUBSCRIBED BEFORE ME this 15 day of JAN 2018  
Notary Public  
City of Apollo Beach County of Hillsborough State of Florida

BOBBI SANDERS  
MY COMMISSION # FF 172226  
EXPIRES: October 30, 2018  
Sworn to before Notary Public, Under Seals.
Proposals must include all exceptions to the specifications, terms or conditions contained in this RFP. If the vendor is submitting the proposal without exceptions, please state so below.

☑ By checking this box, the Vendor acknowledges that they take no exceptions to the specifications, terms or conditions found in this RFP.

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STATE OF DELAWARE
Government Support Services

Contract No. GSS18809-ELECTION_SYS
Contract Title: Elections System Solution

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I/we, as an employee(s) of [INSERT CONTRACTOR NAME] or officer of my firm, when performing work for the Department of Technology and Information, understand that I/we act as an extension of DTI and therefore I/we are responsible for safeguarding the States’ data and computer files as indicated above. I/we will not use, disclose, or modify State data or State computer files without the written knowledge and written authorization of DTI. Furthermore, I/we understand that I/we are to take all necessary precautions to prevent unauthorized use, disclosure, or modification of State computer files, and I/we should alert my immediate supervisor of any situation which might result in, or create the appearance of, unauthorized use, disclosure or modification of State data.

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I, the Undersigned, hereby affirm that I have read DTI’s Policy on Confidentiality (Non-Disclosure) and Integrity of Data and understood the terms of the above Confidentiality (Non-Disclosure) and Integrity of Data Agreement, and that I/we agree to abide by the terms above.

Contractor Signature
Title: President
Date: 11/15/18
Contractor Name: Tracy Software Solutions, Inc.