Event Summary - Voting Systems

Type	Request for Proposal	**Number**	WA17018
Organization	Utah Supplier Portal	**Currency**	US Dollar
Exported on	6/27/2017	**Exported by**	Windy Aphayrath
Payment Terms	-	**Sealed Bid**	Yes
Intend to Bid	Yes	**Bid Total**	[redacted]

Event Dates

Time Zone	Mountain Standard Time
Released	5/12/2017 2:00 PM
Open	5/17/2017 2:00 PM
Close	6/14/2017 2:00 PM
Question Submission Close	5/24/2017 2:00 PM

Event Users

Contacts

Windy Aphayrath
waphayrath@utah.gov
Phone

Description

Issuing Procurement Unit	State of Utah Division of Purchasing
Conducting Procurement Unit	State of Utah Division of Purchasing

REQUEST FOR PROPOSALS

Voting Equipment
SOLICITATION #WA17018

This Request for Proposals ("RFP") is issued in accordance with the Utah Procurement Code and applicable administrative rules of the Utah Administrative Code. If any provision of this RFP conflicts with the Utah Procurement Code or Utah Administrative Code, then the Utah Procurement Code or Utah Administrative Code will take precedence.

Purpose of this Solicitation

The State of Utah Division of Purchasing, in collaboration with the Utah Lieutenant Governor's Office (LGO), ("the State") is the issuing and conducting procurement unit for this RFP to select an Offeror who can provide the best solution for election hardware, software, support, services, and training to all jurisdictions in Utah. The State is seeking proposals for a voting system that is secure, auditable, cost-effective, flexible, and facilitates the efficient administration of elections in the State.

Contract Award Anticipated

It is anticipated that this RFP will result in a single contract award to the highest scoring responsive and responsible Offeror.

Length of the Contract

The contract resulting from this RFP will be for TEN (10) years.

Background

Prior to 2005, the selection and purchase of voting equipment in Utah was the responsibility of each county, who administer elections in the State. After the 2000 Presidential Election, Congress passed the Help America Vote Act (HAVA) of 2002 that made federal funds available for states to replace voting equipment. In 2005 the State of Utah purchased new voting equipment for each county using a $21.5 million HAVA grant, in addition to $10 million in state funds. Although the State initially purchased the uniform voting solution consisting of all necessary equipment, ownership of the equipment was turned over to the counties.

Since the purchase occurred at the state level, the equipment used was uniform across the State. Each of Utah's 29 counties received Diebold AccuVote TSX Direct-Recording Electronic (DRE) machines and Diebold AccuvVote TSX optical scan machines. At the time, counties primarily offered voting at traditional precinct-based polling places with early voting and no-excuse absentee voting used by a minority of voters.

Utah Code Annotated 20A-3-302 permits counties to choose to mail ballots to all active registered voters, and recent years have seen an increase in counties choosing to use an all vote-by-mail system with limited polling locations. For the November 2016 Presidential Election, 21 counties in Utah chose to adopt the all vote-by-mail model. In future elections it is likely that this number will increase, as voting by mail becomes more popular with Utah voters and preferred by county clerks.

Counties that mail ballots to all registered voters also provide a number of Election Day Vote Centers for voters who prefer to vote in-person or use an accessible voting device. Both mail ballot and traditional polling place counties often offer in-person early voting opportunities. Counties that use traditional polling places may also have certain precincts that vote entirely by mail.

Going forward election officials prefer to maintain a uniform system, whereby all counties in the State use the same voting system hardware and software. As such, proposals will be evaluated as a complete election system that includes the Election Management System (EMS), Tabulation Systems, Accessible Voting Systems, and Support and Training.

Although counties all received equipment in 2005, the estimated longevity of the current equipment varies between counties, and some anticipate being able to reliably use their current equipment for longer than others. Therefore, the selected Offeror will not be providing a wholesale replacement of the voting system in Utah. Rather, there will be a phased-in implementation over a few years, potentially beginning with the November 2017 Municipal Election in selected counties.

At the time of this RFP release, it is anticipated that funds for replacing voting equipment will primarily come from counties, with possible supplementation from state-appropriated funds. Counties will determine when they will purchase the new system. Offeror

must guarantee all prices for the entire term of the contract.

Issuing Procurement Unit, Conducting Procurement Unit, and Solicitation Number

The State of Utah Division of Purchasing is the issuing and the conducting procurement unit for this RFP (referred to as "the State"). The reference number for this RFP is Solicitation #WA17018. This solicitation number must be referred to on all proposals, correspondence, and documentation submitted to the State relating to this RFP.

Additional Information

Offerors are prohibited from communications regarding this RFP with the conducting procurement unit staff, evaluation committee members, or other associated individuals EXCEPT the State of Utah Division of Purchasing procurement officer overseeing this RFP.

Wherever in this RFP an item is defined by using a trade name, brand name, or a manufacturer and/or model number, it is intended that the words, "or equivalent" apply; and invites the submission of equivalent products by the Offerors.

Offerors may be required to submit product samples to assist the chief procurement officer or head of a procurement unit with independent procurement authority in evaluating whether a procurement item meets the specifications and other requirements set forth in the request for proposals. Product samples must be furnished free of charge unless otherwise stated in the request for proposals, and if not destroyed by testing, will upon written request within any deadline stated in the request for proposals, be returned at the Offeror's expense. Samples must be labeled or otherwise identified as specified in the request for proposals by the procurement unit.

The issuing procurement unit may not accept a proposal after the time for submission of a proposal has expired.

The State reserves the right to conduct discussions with the Offerors who submit proposals determined to be reasonably susceptible of being selected for award, but proposals may be accepted without discussions.

Evaluation Administrative and Mandatory Minimum Requirement Compliance

All proposals in this RFP will be evaluated in a manner consistent with the Utah Procurement Code, Administrative Rules, policies, and evaluation criteria in this RFP. Offerors bear sole responsibility for the items included or not included within the proposal submitted by the Offeror. Each area of the evaluation criteria must be addressed in detail in the proposal.

Responses should be concise, straightforward, and prepared simply and economically

To be responsive and responsible Offerors must review and respond to the following sections of this RFP: Prerequisites, Buyer Attachments, Questions, and Items.

- The Prerequisites section includes the objective and subjective criteria that will be used to evaluate the proposals, which include the mandatory minimum requirements, technical criteria, and other prerequisites that Offerors must read and agree to in order to respond to this RFP.
- The Buyer Attachments Section contains the standard contractual terms and conditions required by the State and any other required documents associated with this RFP.
- The Questions Section contains the questions that Offerors are required to answer in order to submit a proposal.
- The Items Section contains the detailed description of the procurement items being sought and allows the Offerors to provide their cost proposals.

Offerors must review each section carefully.

All materials submitted become the property of the State. Materials may be evaluated by anyone designated by the State as part of the evaluation committee.

★ Required to Enter Bid

Prerequisites

1 **Instructions To Vendor :** ★

Offerors are encouraged to review this RFP prior to the deadline to submit a proposal, even if a proposal has been submitted, in case an addendum has been issued by the issuing procurement unit.

Prerequisite Content:

Addenda

Addenda shall be published within a reasonable time prior to the deadline that proposals are due, to allow prospective offerors to consider the addenda in preparing proposals. Publication at least 5 calendar days prior to the deadline that proposals are due shall be deemed a reasonable time. Minor addenda and urgent circumstances may require a shorter period of time. After the due date and time for submitting a proposal to this RFP, at the discretion of issuing procurement unit, addenda to this RFP may be limited to Offerors that have submitted proposals, provided the addenda does not make a substantial change to this RFP.

Certification

✔ I certify that I have read and agree to the terms above.

Vendor Must Also Upload a File:

No

2 **Instructions To Vendor :** ★

All questions must be submitted through SciQuest during the Question and Answer period.

Prerequisite Content:

Question and Answer Period

The Question and Answer period closes on date and time specified on SciQuest. All questions must be submitted through SciQuest during the Question and Answer period. Answers from the State will be posted on SciQuest. Questions may include notifying the State of any ambiguity, inconsistency, scope exception, excessively restrictive requirement, or other errors in this RFP. Questions are encouraged.

Questions may be answered individually or may be compiled into one document.

Questions may also be answered via an addendum. An answered question or an addendum may modify the specification or requirements of this RFP. Answered questions and addendums will be posted on SciQuest. Offerors should periodically check SciQuest for answered questions and addendums before the closing date. It is the responsibility of the Offerors to submit their proposals as required by this RFP, including any requirements contained in an answered question and/or addendums.

Certification

✔ I have read and understand this prerequisite.

Vendor Must Also Upload a File:

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3 **Instructions To Vendor :** ★

Pursuant to the Utah Procurement Code the following entities are Eligible Users and are allowed to use the awarded contracts.

Prerequisite Content:

Eligible Users

This State of Utah Cooperative Contract will be for the benefit of all Utah public entities, nonprofit organizations, and agencies of the federal government, i.e. State of Utah departments, agencies, and institutions, political subdivisions (colleges, universities, school districts, special service districts, cities and counties, etc.).

The following Eligible Users are allowed to use the awarded contract: State of Utah's government departments, institutions, agencies, political subdivisions (i.e., colleges, school districts, counties, cities, etc.), and, as applicable, nonprofit organizations, agencies of the federal government, or any other entity authorized by the laws of the State of Utah to participate in State Cooperative Contracts will be allowed to use this Contract.

Each Eligible User is considered an individual customer. Each Eligible User will be responsible to follow the terms and conditions of this RFP. Eligible Users will be responsible for their own charges, fees, and liabilities. Contractor shall apply the charges to each Eligible User individually. The State is not responsible for any unpaid invoice.

Certification

✔ I certify that I have read and agree to the terms above.

Vendor Must Also Upload a File:

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4 **Instructions To Vendor :** ★

The State of Utah Division of Purchasing does not guarantee any purchase amount under an awarded contract.

Prerequisite Content:

No Guarantee of Use

The State of Utah Division of Purchasing does not guarantee any purchase amount under the awarded contract. Estimated quantities are for solicitation purposes only and are not to be construed as a guarantee.

Certification

✔ I certify that I have read and agree to the terms above.

Vendor Must Also Upload a File:

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5 **Instructions To Vendor :** ★

A Bidder must guarantee its pricing for the period described in this RFP.

Prerequisite Content:

Price Guarantee Period

Offeror must guarantee its pricing for the entire term of the contract.

If allowable under this RFP, a request for price adjustment must be made at least thirty (30) days prior to the effective date. A request for price adjustment must include sufficient documentation (market analysis) supporting the request. Any price adjustment will not be effective unless approved by the Director of the Division of Purchasing. A price adjustment will be guaranteed for the same length of time as the original price guarantee. The conducting procurement unit will be given the immediate benefit of any decrease in the market, or allowable discount.

Certification

✔ I certify that I have read and agree to the terms above.

Vendor Must Also Upload a File:

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6 **Instructions To Vendor :** ★

If an Offeror is awarded a contract from this RFP then it is required to provide a quarterly administrative fee and report.

Prerequisite Content:

Contract Administrative Fee and Quarterly Usage Report

The following Contract Administrative Fee and Quarterly Report requirements will apply to the awarded contract:

Quarterly Administrative Fee: Offeror agrees to provide a quarterly administrative fee to the Division of Purchasing in the form of a Check or EFT payment. The quarterly administrative fee will be payable to the "State of Utah Division of Purchasing" and will be sent to State of Utah, Division of Purchasing, 3150 State Office Building, Capitol Hill, PO Box 141061, Salt Lake City, UT 84114. The Administrative Fee will be 0.0% and will apply to all purchases (net of any returns, credits, or adjustments) made under the awarded contract.

Quarterly Utilization Report: Offeror agrees to provide a quarterly utilization report, reflecting net sales to the State during the associated fee period. The quarterly utilization report will show, at a minimum, the quantities and dollar volume of purchases by each: State of Utah Departments and Agencies, Cities, Counties, School Districts, Higher Education, Special Service Districts, and Other. The quarterly utilization report will be provided in secure electronic format and/or submitted electronically to the State reports email address: salesreports@utah.gov.

Report Schedule: The quarterly utilization report shall be made in accordance with the following schedule:

Period Ends:	Reports Due:
March 31st	April 30th
June 30th	July 31st
September 30th	October 31st
December 31st	January 31st

Fee Payment: After the Division of Purchasing receives the quarterly utilization report, it will send the Offeror an invoice for the total quarterly administrative fee owed to the Division of Purchasing. Offeror shall pay the quarterly administrative fee within thirty (30) days from receipt of invoice.

Timely Reports and Fees: If the quarterly administrative fee is not paid by thirty (30) days of receipt of invoice or the quarterly utilization report is not received by the report due date, then the Offeror will be in material breach of the awarded contract.

Past Reports and Fees: The State reserves the right to not sign a contract resulting from this solicitation with a vendor that was awarded a previous contract that is not current on its administrative fee and administrative reports.

Certification

✔ I certify that I have read and agree to the terms above.

Vendor Must Also Upload a File:

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7 **Instructions To Vendor :** ★

If it is determined to be in the best interest of the Conducting Procurement Unit, interviews and presentations may be held at the option of the State.

Prerequisite Content:
Interviews and Presentations

All Offerors that meet the minimum mandatory requirements may be determined to be eligible for further evaluation in this phase. Offerors must be prepared to provide a presentation and live demonstration of all aspects of the proposed voting solution. The purpose of this activity is to allow the evaluators to witness how the solution meets requirements and to gain a better understanding of the Offeror's proposed solution.

The State shall establish a date and time for the interviews or presentations and shall notify eligible Offerors of the procedures. Offerors invited to interviews or presentations shall be limited to those Offerors meeting the minimum requirements specified in the RFP.

Representations made by an Offeror during interviews or presentations shall become an addendum to the Offeror's proposal and shall be documented. Representations must be consistent with the Offeror's original proposal and may only be used for purposes of clarifying or filling in gaps in the Offeror's proposal. Interviews and presentations will be at the Offeror's expense.

Certification

✔ I certify that I have read and agree to the terms above.

Vendor Must Also Upload a File:

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8 **Instructions To Vendor :** ★

Offerors may request that part of its proposal be protected by submitting a Claim of Business Confidentiality Form. See the Buyers Attachment section.

Prerequisite Content:
Protected Information

Pricing may not be classified as confidential or protected and will be considered public information.

Process for Requesting Non-Disclosure: To protect information under a Claim of Business Confidentiality, an Offeror must complete the Claim of Business Confidentiality form, at the time the proposal is submitted, with the following information:

- Include a concise statement of reasons supporting the claim of business confidentiality (Subsection 63G-2-309(1)).
- Submit an electronic “redacted” (excluding protected information) copy of the proposal. Copy must clearly be marked “Redacted Version.”

The Claim of Business Confidentiality form may be accessed at:
http://www.purchasing.utah.gov/contract/documents/confidentialityclaimform.doc

An entire proposal cannot be identified as **“PROTECTED”, “CONFIDENTIAL” or “PROPRIETARY”**.

Redacted Copy: If an Offeror submits a proposal that contains information claimed to be confidential or protected, the Offeror **MUST** submit two separate proposals: one redacted version for public release, with all protected business confidential information either blacked-out or removed, clearly marked as "Redacted Version"; and one non-redacted version for evaluation purposes clearly marked as "Protected Business Confidential."

All materials submitted become the property of the State of Utah. Materials may be evaluated by anyone designated by the State as part of the evaluation committee. Materials submitted may be returned only at the State's option.

Certification

✔ I certify that if my bid contains confidential or protected information that I will provide a Claim of Business Confidentiality form as part of my bid.

Vendor Must Also Upload a File:

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9 **Instructions To Vendor :** ★

Scopes of work for this contract will be determined by the Eligible User agencies.

Prerequisite Content:

Scope of Work

The proposed Scope of Work has been attached to this RFP. Offerors should review the Scope of Work before submitting their responses to the Mandatory Minimum Requirements and Technical Response prerequisites.

By reviewing the Scope of Work the Offerors will have a better understanding of the procurement item that is being request from this RFP.

Certification

✔ I certify that I have read and agree to the terms above.

Vendor Must Also Upload a File:

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10 **Instructions To Vendor :** ★

The mandatory minimum requirements are the objective criteria in which the conducting procurement unit will evaluate proposals.
Offerors must upload a document which provides a point by point response to the mandatory minimums listed in this prerequisite.

Prerequisite Content:

Mandatory Minimum Requirements

Offerors must demonstrate the ability to meet or exceed the mandatory minimum requirements outlined below by providing a narrative point by point response, in the order listed, to each requirement.

The mandatory minimum requirements have been attached to this RFP in the Buyer Attachments section and must be met in order for a proposal to be considered responsive. Offerors must demonstrate the ability to meet or exceed the mandatory requirements outlined in the attachment by providing a narrative response to each requirement in the Questions section of this RFP.

Offeror understands all minimum mandatory requirements will relate to one of the following six categories:

1. Certification
2. Requirements of Utah Code Annotated UCA Chapter 20A
3. Election Management System
4. Tabulation System(s)

5. Accessible Voting System
6. Support and Training

Offeror understands that for the sake of organization in this RFP the Tabulation System and Accessible Voting System are considered separate, however systems that combine the two options, providing the tabulation function as well as the accessible function, will be considered as long as the system meets all of the requirements in the Tabulation System(s) and Accessible Voting System sections.

All of the items described in this section are non-negotiable. However, if a manufacturer's specification is used or identified above, then a proposal may include, in sufficient detail, that its proposal contains an equivalent brand.

If it is determined that a proposal does not meet these requirements, at any time during the solicitation process, the proposal will be deemed non-responsive and disqualified from further consideration.

Certification

✔ I certify that I have reviewed and understand the mandatory minimums listed in this prerequisite.

Vendor Must Also Upload a File:

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11 **Instructions To Vendor :** ★

The definition of voting equipment per Utah Code Annotated Chapter 20A.

Prerequisite Content:

Voting Equipment Definition and Certification

In Utah, voting equipment is defined as automatic tabulation equipment, electronic voting systems, voting devices, and voting machines (UCA 20A-5-801). UCA 20A-5-802 requires voting equipment to be certified by the Lieutenant Governor as meeting the following requirements:

- Voting equipment is independently tested using security testing protocols and standards that are generally accespted in the industry at the time the Lieutenant Governor reviews the equipment. These testing protocols and standards shall require that a voting system:
  - Is accurate and reliable;
  - Possesses establised and maintained access controls;
  - Has not been fraudulently manipulated or tampered with;
  - Is able to identify fraudulent or erroneous changes to the voting equipment; and
  - Protects the secrecy of a voter's ballot.
- The Lieutenant Governor may compliy with these requirements by certifying voting equipment that has been certified by:
  - The United States Election Assistance Commission; or
  - A laboratory that has been accredited by the United States Election Assistance Commission to test voting equipment.

Certification

✔ I certify that I have read and understand the definition of voting equipment per UCA 20A-5-801 and certification requirements by the Lieutenant Governor per UCA 20A-5-802.

Vendor Must Also Upload a File:

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12 **Instructions To Vendor :**

Value-Added Features will not be evaluated.

Prerequisite Content:
Value-Added Features

Value-added features will not be included in the scoring and evaluation criteria for this RFP, but may be considered by the State of Utah or local entities for a separate purchase. The State reserves the right to include value-added features from an Offeror's proposal during contract negotiations.

Certification

✔ I certify that I have read and understand to the terms above.

Vendor Must Also Upload a File:

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13 **Instructions To Vendor :** ★

To determine which proposal provides the best value to the State, the evaluation committee will evaluate each responsive and responsible proposal that has not been disqualified or rejected using the subjective criteria listed in this prerequisites section.

Prerequisite Content:
Technical Response

The subjective criteria that will be used to evaluate proposals is:

- EMS general information
- Ballot programming and layout
- Reports and data integration
- EMS security
- Tabulation system general information
- Tabulations system reliability and durability
- Tabulation system security
- Digital image of ballots cast
- Ballot adjudication
- Ballot-on-demand
- COTS options
- Ranked choice voting
- Accessible voting system general inforamtion
- Accommodation for voters with visual disabilities
- Accessible voting system reliability and durability
- Ability to support system
- Maintenance and support
- Ability to accommodate different county needs
- Training
- Documentation

For ease of evaluation, the proposals must address all of the criteria above as it relates to the scope of work in the Questions portion of this RFP. The criteria are not intended to limit a proposal's content or exclude any relevant or essential data. Offerors are at liberty and are encouraged to expand upon the criteria to demonstrate the Offeror’s

capability to provide the State with a solution.

Certification

✔ I have attached a file that provides a point by point response to the technical criteria listed in this prerequisite.

Vendor Must Also Upload a File:

No

14 **Instructions To Vendor :** ★

Offeror's cost proposals will be evaluated independently.

Prerequisite Content:

Cost Proposal Evaluated Independently

Pursuant to Utah Code Annotated (UCA) § 63G-6a-707(6), the cost proposal will be evaluated independently from the technical proposal; and as such, **must** be submitted separately from the technical proposal.

Offerors must not include costs or pricing data in their responses to the Mandatory Minimum Requirements and the Technical Response.

Offeror must upload a completed WA17018 Voting Systems Detailed Cost Proposal Spreadsheet in the Supplier Attachment section of this RFP.

Offeror must also complete each required line item in the Items section of this RFP with the totals from the "Total Cost Summary" tab of the WA17018 Voting Systems Detailed Cost Proposal Spreadsheet.

If an Offeror fails to upload a completed WA17018 Voting Systems Detailed Cost Proposal Spreadsheetor does not complete each required line item in the Items section of this RFP, then its proposal will be considered non-responsive and the proposal will be rejected.

Failure to submit cost or pricing data separately will result in your proposal being judged as non-responsive and ineligible for contract award.

Certification

✔ I certify that I have read and agree to this prerequisite.

Vendor Must Also Upload a File:

No

15 **Instructions To Vendor :** ★

All proposals in response to this RFP will be evaluated in a manner consistent with the Utah Procurement Code, Administrative Rules, policies and the evaluation criteria in this RFP. Offerors bear sole responsibility for the items included or not included within the proposal submitted by the Offeror. Each area of the evaluation criteria must be addressed in detail in the proposal.

Prerequisite Content:

Evaluation of Proposals

PROPOSAL EVALUATION PROCESS

Stage 1: Initial Review/Mandatory Minimum Requirements

In the initial phase of the evaluation process, the conducting procurement unit will review all proposals timely received. Non-responsive proposals not conforming to RFP requirements or unable to meet the mandatory minimum requirements

will be eliminated from further consideration.

Stage 2: Technical Proposal Evaluation

Responsive proposals will then be evaluated by an evaluation committee appointed by the conducting procurement unit against the proposal evaluation criteria noted in this RFP. Proposals will be evaluated against the evaluation criteria as follows:

SCOREABLE TECHNICAL CRITERIA	POINTS POSSIBLE
ELECTION MANAGEMENT SYSTEM (EMS)	
EMS general information	80
Ballot programming and layout	85
Reports and data integration	85
EMS security	80
TABULATION SYSTEM(S)	
Tabulation system general information	50
Tabulation system reliability and durability	40
Tabulation system security	45
Digital image of ballots cast	35
Ballot adjudication	45
Ballot-on-demand	35
COTS options	40
Ranked choice voting	40
ACCESSIBLE VOTING SYSTEM	
Accessible voting system general information	90
Accommodation for voters with visual disabilities	70
Accessible voting system reliability and durability	80
SUPPORT AND TRAINING	
Ability to support	60
Maintenance and support	75
Ability to accommodate different county needs	75
Training	50
Documentation	40
TOTAL POINTS POSSIBLE:	**1200**

Offerors that achieve minimum score threshold of **720** will proceed to the Final Stage: Cost Proposal Evaluation. Offerors with a score of less than the minimum required technical points will be deemed non-responsive and ineligible for further consideration. The evaluation score sheet has been attached to this RFP. The attached evaluation score sheet states the relative weight that will be given to each evaluation criteria.

The evaluation committee, for this RFP, will tally the final scores for criteria other than cost to arrive at a consensus score by an average of the individual points given by individual committee members.

Final Stage: Cost Proposal Evaluation

Offerors successful in the technical evaluation will advance to the Final State: Cost Proposal Evaluation. The Offeror with the lowest total cost per Example County will receive the maximum points of **80** points per Example County. Points assigned to each Offeror's Example County cost proposal will be based on the lowest proposal price.

The Offeror with the lowest total cost per Example County will receive **80** points. A total of **400** total cost points possible. All other Offerors will receive a portion of the Example County cost points based on what percentage higher their Example County cost is than the lowest Example County cost. An Offeror whose total cost is more than double (200%) the Lowest Proposed Price will receive no points. The formula to compute the points is: Cost Points x (2- Proposed Price/Lowest Proposed Price).

Certification

✔ I certify that I have read and agree to the terms above.

Vendor Must Also Upload a File:

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16 **Instructions To Vendor :** ★

Offeror may take exception and/or propose additional language to the Standard Terms and Conditions that have been attached to this RFP.

Prerequisite Content:
Standard Terms and Conditions (Exceptions and Negotiations)

Any contract resulting from this RFP will include, but not be limited to the Standard Terms and Conditions.

Exceptions and/or additions to the Standard Terms and Conditions are strongly discouraged. However, any requested exceptions and/or additions to the Standard Terms and Conditions must be submitted with the proposal. Exceptions and/or additions submitted after the date and time for receipt of proposals will not be considered. Offerors may not submit requests for exceptions and/or additions by reference to a vendor's website or URL. URLs provided with a proposal may result in that proposal being rejected as non-responsive. Offerors may submit questions during the Question and Answer period regarding the Standard Terms and Conditions.

The State may refuse to negotiate exceptions and/or additions that are determined to be excessive; that are inconsistent with similar contracts of the procurement unit; to warranties, insurance, or indemnification provisions that are necessary to protect the procurement unit after consultation with the Attorney General's Office or other applicable legal counsel; where the solicitation specifically prohibits exceptions and/or additions; or that are not in the best interest of the procurement unit.

In a multiple award, the State reserves the right to negotiate exceptions and/or additions to terms and conditions in a manner resulting in expeditious resolutions. This process may include beginning negotiations with the Offeror having the least amount of exceptions and/or additions and concluding with the Offeror submitting the greatest number of exceptions and/or additions. Contracts may be executed and become effective as negotiations are completed.

For any proposed change(s), Offeror must provide the State of Utah’s Standard Terms and Conditions for this solicitation in Microsoft Word format with redline edits. Additional terms or documents must be submitted in separate Microsoft Word documents. Offeror must also provide the name, contact information, and access to the person(s) that will be directly involved in legal negotiations.

Any mandatory required acceptance of an Offeror’s terms and conditions may result in the proposal being determined to be non-responsive.

An award resulting from this RFP is subject to successful contract terms and conditions negotiation (if required). The State may reject a proposal if the offeror who submitted the proposal fails to sign a contract within 90 days after the contract award.

Certification

✔ I certify that I have read and agree to the terms above.

Vendor Must Also Upload a File:

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17 **Instructions To Vendor :** ★

The issuing procurement unit may not accept a proposal after the time for submission of a proposal has expired.

Prerequisite Content:
Closing Date

When submitting a proposal or modification to a proposal electronically, Offerors must allow sufficient time to complete the online forms and upload documents. This RFP will close at the closing time posted on SciQuest. If an Offeror is in the middle of uploading a proposal when the closing time arrives, SciQuest will stop the process and the proposal or modification to a proposal will not be accepted.

It is the Offeror's responsibility to ensure that they have completed all requirements, read and reviewed all documents, submitted all required information, uploaded all required forms, and submitted their proposal prior to the closing time. Even if an Offeror completes all sections, but does not submit their proposal, the State of Utah Division of Purchasing will not be able to receive their proposal and they will be deemed non-responsive.

Be aware that entering information and uploading documents onto SciQuest may take time. Offerors should not wait until the last minute to submit a proposal. Offerors are strongly encouraged to start the submission process early in order to allow sufficient time for completing their proposal. If an offeror is still working on its proposal when the solicitation closes then when the screen refreshes to the next page, it will receive a 500 Session Timed Out Application Error. After reopening the solicitation an offeror will see that the solicitation is closed and it will not be allowed to submit its proposal. As such, it is strongly recommended that proposals be uploaded and completed at least two days before any established deadline in the solicitation so that a proposal will not be received late and be ineligible for award consideration.

Certification

✔ I certify that I have read and understand this prerequisite.

Vendor Must Also Upload a File:

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18 **Instructions To Vendor :**

Responses should be concise, straightforward and prepared simply and economically.

Prerequisite Content:

Response Format

Responses should be concise, straightforward and prepared simply and economically. Expensive displays, bindings, or promotional materials are neither desired nor required. However, there is no intent in these instructions to limit a response's content or to exclude any relevant or essential data.

All materials submitted become the property of the State. Materials may be evaluated by anyone designated by the State as part of the evaluation committee.

A vendor should organize its response using each of the following specific headings, providing a narrative point by point response to each item.

A. **SECTION TITLE: Vendor Information.** The Vendor shall provide information requested in the Question Section of SciQuest.

B. **SECTION TITLE: Protected Information.** All protected/proprietary information must be identified in this section of the response by completing the Claim of Business Confidentiality referenced in the RFP.

If the Vendor's response contains protected/proprietary information (refer back to the Protected Information section of this RFSP for additional information), then Vendor must submit a redacted copy of the response at the same time Vendor submits its response. The redacted copy of the Vendor's response must be submitted in compliance with other sections of this document.

If there is no protected information, write "None" in this section.

C. **SECTION TITLE: Potential Conflicts of Interest**. Vendor must identify any conflict, or potential conflict of interest, that might arise during the contract. If no conflicts are identified or expected, write "None" in this section.

D. **SECTION TITLE: Mandatory Minimum Requirements.** As described in this RFP, Vendor must provide the required narratives that demonstrate compliance with the stated Mandatory Minimum Requirements/Qualifications. A Vendor's failure to meet any one of the mandatory requirements will result in the response being classified as non-

responsive and will be rejected under the provisions of the Utah Procurement Code.

E. **SECTION TITLE: Technical Criteria**. As described in this RFP, this section should constitute the major portion of the RFP. The information must be included in the detailed response and will be scored as indicated.

Certification

✔ I certify that I have read and agree to the terms above.

Vendor Must Also Upload a File:

No

19 **Instructions To Vendor :** ★

Proposals must be submitted electronically, through SciQuest.

Prerequisite Content:

Submitting a Proposal

When submitting a proposal electronically through SciQuest, please allow sufficient time to complete the online forms and to upload proposal documents. The RFP will end at the deadline. If an Offeror is in the middle of uploading a proposal when the deadline arrives, the system will stop the upload process and the proposal will not be accepted by SciQuest, and the attempted submission will be considered late and ineligible for consideration.

Certification

✔ I certify that I have read and agree to the terms above.

Vendor Must Also Upload a File:

No

20 **Instructions To Vendor :** ★

Cost Proposal must be completed based on the provided Example Counties Document.

Prerequisite Content:

Cost Proposal Responses

WA17018 Voting Systems Detailed Cost Proposal Spreadsheet must be completed based on the information provided in the Example Counties Document.

Certification

✔ I certify that I have read and understand to the directions for submitting the cost proposal.

Vendor Must Also Upload a File:

No

Buyer Attachments

Claim of Business Confidentiality Form	Claim of Business Confidentiality Form -1.doc	../../Attachments/Claim of Business Confidentiality Form -1.doc
Terms and Conditions for IT (Cooperative Contracts)	termsstatecoopwit-1.docx	../../Attachments/termsstatecoopwit-1.docx
Example Counties Document	Example Counties Document.pdf	../../Attachments/Example Counties Document.pdf
Cost Proposal Spreadsheet	WA17018 Voting Systems Detailed Cost Proposal Spreadsheet.xlsx	../../Attachments/WA17018 Voting Systems Detailed Cost Proposal Spreadsheet.xlsx
Voting Systems Score Sheet	Voting Systems Score Sheet.xls.pdf	../../Attachments/Voting Systems Score Sheet.xls.pdf

Vendor Attachments

Cover Letter	00 Cover Letter.pdf	../../SupplierAttachments/SupplierAttachments/00 Cover Letter.pdf
Protected Information Form	01 B_Protected Information_Claim of Business Confidentiality Form.pdf	../../SupplierAttachments/SupplierAttachments/01 B_Protected Information_Claim of Business Confidentiality Form.pdf
Attachment 1-Mandatory Minimum Requirements Supplement	02 Attachment 1-Mandatory Minimum Requirements Supplement.pdf	../../SupplierAttachments/SupplierAttachments/02 Attachment 1-Mandatory Minimum Requirements Supplement.pdf
Attachment 2-Technical Criteria Supplement	03 Attachment 2-Technical Criteria Supplement.pdf	../../SupplierAttachments/SupplierAttachments/03 Attachment 2-Technical Criteria Supplement.pdf
Attachment 10-Verity Master Agreement	04 Attachment 10-Verity Master Agreement.docx	../../SupplierAttachments/SupplierAttachments/04 Attachment 10-Verity Master Agreement.docx
Attachment 16-Preliminary Project Schedules	05 Attachment 16-Preliminary Project Schedules.pdf	../../SupplierAttachments/SupplierAttachments/05 Attachment 16-Preliminary Project Schedules.pdf
WA17018 Voting Systems Detailed Cost Proposal Spreadsheet - Hart InterCivic	06 WA17018 Voting Systems Detailed Cost Proposal Spreadsheet - Hart InterCivic.xlsx	../../SupplierAttachments/SupplierAttachments/06 WA17018 Voting Systems Detailed Cost Proposal Spreadsheet - Hart InterCivic.xlsx
RFP WA17018 - Hart InterCivic Protected Business Confidential	07 RFP WA17018 - Hart InterCivic Protected Business Confidential.pdf	../../SupplierAttachments/SupplierAttachments/07 RFP WA17018 - Hart InterCivic Protected Business Confidential.pdf
RFP WA17018 - Hart InterCivic Redacted Version Response	08 RFP WA17018 - Hart InterCivic Redacted Version Response.pdf	../../SupplierAttachments/SupplierAttachments/08 RFP WA17018 - Hart InterCivic Redacted Version Response.pdf

★ Vendor Response Is Required

Questions

General Questions

Group 1.1: Acceptance of Prerequisites

1.1.1 Is Offeror presently or has Offeror ever been debarred, suspended, proposed for debarment, or declared ineligible by any governmental department or agency, whether international, national, state, or local? ★

Yes/No

No

1.1.2 Offeror acknowledges that it must acquire and maintain all applicable federal, state, and local licenses before the contract is entered into.
Licenses must be maintained throughout the entire contract period.
Persons doing business as an Individual, Association, Partnership, Corporation, or otherwise shall be registered with the Utah State Division of Corporations and Commercial Code. NOTE: Forms and information on registration may be obtained by calling (801) 530-4849 or toll free at 877-526-3994, or by accessing: www.commerce.utah.gov. ★

Yes/No

Yes

1.1.3 Does Vendor have an outstanding tax lien in the State of Utah? ★

Yes/No

No

Group 1.2: Vendor Information

1.2.1 Please provide your firm's legal company name. ★

Text (Multi-Line)

Hart InterCivic, Inc.

1.2.2 Please provide your federal tax identification number? (If the vendor is sole proprietor please do not provide your social security number.) ★

Text (Multi-Line)

95-3248916

1.2.3 Please provide your firm's contact information for this contract, including the name, phone number, and email address of your firm's authorized representative. ★

Text (Multi-Line)

Julie Wickert, Proposal Manager 512.914.6882 JWickert@hartic.com

1.2.4 Please provide your ordering address and the remit to address. Please clearly identify each address. ★

Text (Multi-Line)

Ordering address: 15500 Wells Port Drive Austin, Texas 78728 Remit address: 15500 Wells Port Drive Austin, Texas 78728

1.2.5 Please provide your firm's State of Utah Sales Tax ID Number.
If you do not have a State of Utah Sales Tax ID Number, please write "N/A". ★

Text (Multi-Line)

★ Vendor Response Is Required

N/A

1.2.6 Identify your firm's type of business.

Multiple Choice (Pick One)

Partnership
Government
Sole Proprietor
Non-Profit Corporation
For-Profit Corporation

For-Profit Corporation

Mandatory Minimum Requirements

Group 2.1: Certification

2.1.1 Per the definition described in the Voting Equipment Definition and Certification prerequisite, please provide the product/system name of all proposed products/systems being proposed. ★

Text (Multi-Line)

Hart's proposed solution for the State of Utah fulfills all mandatory minimum requirements of the State's voting system initiative. Beyond meeting these minimum specifications, the flexible suite of products and services we offer position Utah's counties for successful elections for many years to come. Please see the introductory section of "Attachment 1 -- Mandatory Minimum Requirements Supplement" to learn how Hart and our innovative, cost-effective Verity Voting system address your goals for this project. * Proposed System * Verity Voting -- EAC-certified 4/27/16; State of Utah certified 4/26/17 Components include: - Verity Central -- High-speed central scanning and digital adjudication software - Verity Touch Writer with Access -- Accessible ballot marking device (BMD) - Verity Print -- On-demand solution for printing unmarked ballots as needed - Verity Voting Booth -- Accessible, ADA-compliant booth for use with Verity Touch Writer BMD - Verity Data (bundled with Verity Build) -- Election data management software - Verity Build -- Election definition software - Verity Count -- Tabulation and reporting software Optional Components: - Verity Scan -- Portable digital ballot scanning/tabulation devices - AutoBallot -- Barcode scanner used with Verity Print to accurately automate on-demand printing of unmarked ballots, based on electronic poll book ballot style - Poll Pad -- Electronic poll book Please see "Attachment 1 -- Mandatory Minimum Requirements Supplement, 2.1.1" for more information about the Verity Touch Writer ballot marking device and the optional Verity Scan portable digital ballot scanning/tabulation device. (Other components are described elsewhere in "Attachment 1 -- Mandatory Minimum Requirements Supplement.")

2.1.2 Per the definition described in the Voting Equipment Definition and Certification prerequisite, please provide the model or version numbers for all products/systems being proposed. ★

Text (Multi-Line)

Verity Voting version 2.0 Verity Touch Writer version 2.0.3 Verity Print version 2.0.3 Verity Build version 2.0.2 Verity Central version 2.0.2 Verity Count version 2.0.2 Optional Components: - Verity Scan version 2.0.3 - AutoBallot N/A - Poll Pad 2.0

2.1.3 Per the definition described in the Voting Equipment Definition and Certification prerequisite, please provide all components of the currently certified system, including hardware, software, and firmware. ★

Text (Multi-Line)

★ Vendor Response Is Required

Verity Voting 2.0 -- EAC-certified 4/27/16; State of Utah certified 4/26/17 Components include: - Verity Central -- High-speed central scanning and digital adjudication software - Verity Touch Writer with Access -- Accessible ballot marking device (BMD) - Verity Print -- On-demand solution for printing unmarked ballots as needed - Verity Voting Booth -- Accessible, ADA-compliant booth for use with Touch Writer BMD - Verity Data (bundled with Verity Build) -- Election data management software - Verity Build -- Election definition software - Verity Count -- Tabulation and reporting software Optional Components: - Verity Scan -- Portable digital ballot scanning/tabulation devices - AutoBallot -- Barcode scanner used with Verity Print to accurately automate on-demand printing of unmarked ballots, based on electronic poll book ballot style - Poll Pad -- electronic poll book

2.1.4 Per the definition described in the Voting Equipment Definition and Certification prerequisite, please provide the certification dates for all products/systems being proposed. ★

Text (Multi-Line)

April 27, 2016; please see "Attachment 1 -- Mandatory Minimum Requirements Supplement, item 2.1.6" to review the documentation showing that Verity has attained EAC certification.

2.1.5 Per the definition described in the Voting Equipment Definition and Certification prerequisite, please provide the EAC certification number. If EAC certification has not yet been obtained, answer with "N/A." ★

Text (Single Line)

EAC Certification Number: HRT-Verity2.0

2.1.6 Per the definition described in the Voting Equipment Definition and Certification prerequisite, please provide documentation showing that EAC certification(s) will be obtained by August 31, 2017 or documentation showing that the system(s) otherwise meets or will meet the requirements of UCA 20A-5-802 by August 31, 2017. If Offeror must upload more than a single document, please put all applicable files into a folder and attach a zipped file. ★

File Upload

08 Attachment 1-Mandatory Minimum Requirements Supplement v4.docx - ./SupplierAttachments/QuestionAttachments/08 Attachment 1-Mandatory Minimum Requirements Supplement v4.docx

2.1.7 Per the definition described in the Voting Equipment Definition and Certification prerequisite, please list any state certifications the system(s) has obtained. ★

Text (Multi-Line)

Verity Voting has attained state certification in the following states: Utah (Version 2.0) Michigan (Version 2.2.1) Virginia (Version 2.0) Tennessee (Version 2.0) Texas (Version 2.0) Ohio (Version 2.0) Kentucky (Version 2.0) Oregon (Version 2.0) Washington (Version 2.0) Minnesota (Version 2.0) Idaho (Version 2.0)

Group 2.2: General Requirements of Automated Voting Systems (UCA 20A-5-302).

2.2.1 Does the proposed system: Permit each voter at any election to vote for all persons and offices for whom and for which that voter is lawfully entitled to vote; vote for as many persons for an office as that voter is entitled to vote; and vote for or against any ballot proposition upon which that voter is entitled to vote? ★

Yes/No

Yes

2.2.2 Does the proposed system: Permit each voter, at presidential elections, by one mark or punch to vote for the candidates of that party for president, vice president, and for their presidential electors? ★

Yes/No

Yes

2.2.3 Does the proposed system: Permit each voter, at any regular general election, to vote for all the candidates of one registered political party by making one mark or punch? ★

Yes/No

Yes

2.2.4 Does the proposed system: Permit each voter, at any regular general election, to vote for the nominees of one or more parties and for independent candidates? ★

Yes/No

Yes

2.2.5 Does the proposed system: At primary elections permit each voter to vote for candidates of the political party of his or her choice and reject any votes cast for candidates of another party? ★

Yes/No

Yes

2.2.6 Does the proposed system: For polling place equipment, prevent the voter from voting for the same person more than once for the same office? ★

Yes/No

Yes

2.2.7 Does the proposed system: For polling place equipment, provide the opportunity for each voter to change the ballot and to correct any error before the voter casts the ballot in compliance with the Help America Vote Act of 2002, Pub. L. No. 107-252? ★

Yes/No

Yes

2.2.8 Does the proposed system: Include automatic tabulating equipment that rejects or prevents choices recorded on a voter's ballot if the number of the voter's recorded choices is greater than the number which the voter is entitled to vote for the office or on the measure? ★

Yes/No

Yes

2.2.9 Is the proposed system: Of durable construction, suitably designed so that it may be used safely, efficiently, and accurately in the conduct of elections and counting ballots? ★

Yes/No

Yes

2.2.10 Does the proposed system: When properly operated, record correctly and count accurately each vote cast? ★

Yes/No

Yes

Group 2.3: Ballot Secrecy

2.3.1 Does the proposed system provide for voting in secrecy, except in the case of voters who have received assistance as authorized by UCA 20A-3-108? ★

Yes/No

Yes

2.3.2 Does the proposed system provide that the voter cannot be identified by image, code, or other methods. Protect the secrecy of the vote such that the vote may not be observed during the voter's selection of preferences, during the casting of ballot, and as the ballot is transmitted for recording on a storage device? ★

Yes/No

Yes

Group 2.4: Straight Party and Scratch Voting

2.4.1 The proposed system must accurately record and tabulate straight party voting and scratch voting in accordance with UCA 20A-3-106. Does the proposed system allow that, in order to vote a straight ticket, voters may mark the position associated with a political party, or mark the position associated with individual candidates for that party ticket, or make both markings? ★

Yes/No

Yes

2.4.2 If necessary, provide additional details regarding the proposed systems ability to allow that, in order to vote a straight ticket, voters may mark the position associated with a political party, or mark the position associated with individual candidates for that party ticket, or make both markings.

Text (Single Line)

Yes; Verity accommodates straight party voting as described.

2.4.3 The proposed system must accurately record and tabulate straight party voting and scratch voting in accordance with UCA 20A-3-106. Does the proposed system allow that, according to 20A-1-102(73), a "scratch vote" means to mark or punch the straight party ticket and then mark or punch the ballot for one or more candidates who are members of different political parties or who are unaffiliated? ★

Yes/No

Yes

2.4.4 If necessary, provide additional details regarding the proposed systems' ability to accurately record and tabulate straight party voting and scratch voting in accordance with UCA 20A-3-106. Does the proposed system allow that, according to 20A-1-102(73), a "scratch vote" means to mark or punch the straight party ticket and then mark or punch the ballot for one or more candidates who are members of different political parties or who are unaffiliated.

Text (Single Line)

Yes; Verity accommodates straight party voting and scratch voting in accordance with UCA 20A-3-106.

Group 2.5: Permanent Paper Record (UCA 20A-5-302(2)(a)(xiii)).

2.5.1 Does the proposed system produce a permanent paper record that must be available as an official record for any recount or election contest conducted with respect to an election where the voting equipment is used? ★

Yes/No

Yes

2.5.2 Does the proposed system produce a permanent paper record that must be available for the voter's inspection prior to casting the ballot? ★

Yes/No

Yes

2.5.3 Does the proposed system produce a permanent paper record that must permit the voter to inspect the record of the voter's selections independently? ★

Yes/No

Yes

2.5.4 Does the proposed system produce a permanent paper record that must include, at a minimum, human readable printing that shows a record of the voter's selections and may also include machine readable printing which may be the same as the human readable printing? ★

Yes/No

Yes

2.5.5 Does the proposed system produce a permanent paper record that must allow voting poll watchers and counting poll watchers to observe the election process to ensure its integrity? ★

Yes/No

Yes

2.5.6 Does the proposed system produce a permanent paper record that must be sufficiently durable and able to maintain readability throughout the 22-month retention of records period? ★

Yes/No

Yes

Group 2.6: Write-In Votes

2.6.1 Does the proposed system provide for the storage, tabulation, and accurate counting of write-in votes in accordance with UCA 20A-1-102(96) and 20A-3-106? ★

Yes/No

Yes

Group 2.7: State Certification

2.7.1 Does the proposed system have the ability to obtain certification in Utah under UCA 20A-5-402.5? ★

Yes/No

Yes

Group 2.8: Multi-member Districts

2.8.1 Does the proposed system accommodate multi-member districts where multiple votes are cast for more than one candidate in a race (for example: "vote for two.")? ★

Yes/No

Yes

Group 2.9: Split and Combined Precincts

2.9.1 Does the proposed system provide for the recording and tabulation of votes cast in split precincts, where all voters are not voting the same ballot format? ★

Yes/No

Yes

2.9.2 Does the proposed system provide for the recording and tabulation of votes cast in combined precincts, where more than one precinct is voting at the same location on either the same ballot style or a different ballot style? ★

Yes/No

Yes

Group 2.10: Recounts

2.10.1 Does the proposed system permit recounts to be conducted pursuant to UCA 20A-4-401? ★

Yes/No

Yes

Group 2.11: Provisional Ballots

2.11.1 Does the proposed system address provisional ballots, including the casting of the provisional ballot and the recording and tabulating of such ballots? ★

Yes/No

Yes

2.11.2 Is the proposed system able to separate provisional ballots from non-provisional ballots while maintaining the voter's right to a secret ballot? ★

Yes/No

Yes

2.11.3 Does the proposed system easily integrate results from provisional ballots with Election Day results, early voting results and absentee voting results, once those provisional ballots have been determined to be eligible for counting, for the purpose of producing total election results? ★

Yes/No

Yes

Group 2.12: Early Voting

2.12.1 Does the proposed system provide for early voting options? ★

Yes/No

Yes

2.12.2 Provide additional details on the method for early voting options. If the proposed system for early voting is paper-based, it must provide the option of cost effectively printing ballot style for the jurisdiction at the early voting location or at the county clerk's office for distribution to early voting sites. If the proposed system for early voting is electronic, it must have the capability of storing and presenting to the voter any ballot style in use in any given jurisdiction, and have the ability to maintain multiple ballot combinations on a single voting unit. ★

Text (Multi-Line)

★ Vendor Response Is Required

Verity Voting provides unique features, not available from other vendors, which optimize the early voting process. Both Verity Print and Verity Touch Writer can print ballots on-demand for voters without and with disabilities, respectively. Furthermore, each device can store and present any ballot style in use in the jurisdiction on an individual unit. All election definitions and ballot styles created in Verity Build are stored and distributed to Verity Print and Verity Touch Writer on Verity vDrive flash media. Each vDrive contains all the ballot styles for the election. When the vDrive is inserted in the Verity Print or Verity Touch Writer BMD, all the ballot styles defined for the election are available to print unmarked ballots or to provide an accessible voting session, respectively. The Verity Print solution enables you to print paper ballots at the early voting location or the county clerk's office. Purpose-built for printing ballots as needed, Verity Print is a user-friendly, low-cost solution -- ballots are printed on COTS paper, and there are no per-ballot click charges.

2.12.3 Can the proposed system easily integrate early voting results with Election Day and absentee voting results in a timely manner for the purpose of producing total election results? ★

Yes/No

Yes

Group 2.13: Absentee Voting

2.13.1 Does the proposed system provide an absentee voting system that is integrated with the entire voting solution as well as the following functionality: The devices that produce or process the absentee ballots shall be programmed from the same database and election definition that is used to program other voting units? ★

Yes/No

Yes

2.13.2 Does the proposed system provide an absentee voting system that is integrated with the entire voting solution as well as the following functionality: The reporting and tallying system for the remote absentee ballot system must be capable of tallying the absentee votes as a separate precinct and allocating absentee votes back to the voter's precinct, regardless of how ballots are sorted or grouped at the entry point? ★

Yes/No

Yes

2.13.3 Does the proposed system provide an absentee voting system that is integrated with the entire voting solution as well as the following functionality: Easily integrate absentee results with Election Day and early voting results in a timely manner for the purpose of producing total election results? ★

Yes/No

Yes

Group 2.14: Ballot Form/Layout

2.14.1 Is the proposed system capable of meeting the applicable requirements for ballot forms outlined in UCA Title 20A Chapter 6? ★

Yes/No

Yes

Group 2.15: Election Management System

2.15.1 Provide a description of how your proposed system meets the ability to interface with Utah's existing statewide voter registration database (VISTA), including the ability to exchange data between the two systems. ★

Text (Multi-Line)

★ Vendor Response Is Required

We designed Verity specifically to accommodate jurisdictions' data integration needs, and we have extensive experience integrating data from a variety of sources. We have managed numerous successful integration projects for jurisdictions of all sizes. Import Capabilities: Verity Data (bundled with Verity Build) is election data import/management and ballot design software that can import election data from other software infrastructures, such as VISTA, and produce datasets in a format compatible with the Verity Build election definition software. Verity Data accepts jurisdiction- and election-related data via a user-friendly interface. The ability to import election data into Verity Data saves counties time and money in the ballot design and election definition process, year after year. Verity Data accepts CSV files for import. In CSV files, each piece of data is separated from other pieces of data by a comma. Data accepts CSV files with the extensions .csv and .txt. In addition to CSV files, Verity Data can also accept image and audio files. Additional customization may be required to integrate the State's data exports into an import-ready format for Verity Data or Verity Build. Export Capabilities: Verity can export data in TXT, CSV, PDF, HTML, and XML formats. (CSV exports can be opened in XLSX.) In addition, Verity Count can export all results data and, via a data conversion utility, appropriate data desired for statewide reporting can be formatted and uploaded according to the State's needs. As noted above, Hart has years of proven experience in integrating and reporting data from different software infrastructures into cohesive, clear sets of results and reports. For more information and screenshots, see "Attachment 1 -- Mandatory Minimum Requirements Supplement, 2.15.1.

2.15.2 Provide a description of how your proposed system meets the ability to interface with Utah's existing statewide voter registration database (VISTA), including the ability to allow for the import/export of ballot information (i.e. election, candidate, and race data) and voter registration information with minimal manipulation. ★

Text (Multi-Line)

No programming skills are required to use Verity's user-friendly interface to import data from the State's election data system and, at the end of the election, to easily export election data to the State's election data system for future use or backup -- resulting in significant time savings. Verity can export data in TXT, CSV, PDF, HTML, or XML format. (CSV exports can be opened in XLSX.) Verity eliminates manual steps, making it simple and straightforward to import and export election data. For a screenshot, see "Attachment 1 -- Mandatory Minimum Requirements Supplement, 2.15.2."

2.15.3 Provide a description of how the proposed system provides election creation/ballot generation that provides all hardware, software, and firmware necessary to prepare and code all elections without vendor assistance. ★

Text (Multi-Line)

Verity includes all the hardware, software, and firmware necessary to run every aspect of every election without vendor assistance. Verity's plain-language interfaces make it easy to manage the deployment of elections across all voting devices, with no coding skills required. Unlike older election software, with Verity you simply enter jurisdiction- or election-specific information. You can use Verity Data (bundled with Verity Build) and Verity Build to import and manage election data; design and proof ballots; define elections and test them; and prepare vDrives to deploy the election definition and ballot styles to all other components of the system. You can use a connected printer to print ballots directly from Build, or you can use Verity Print to print them on-demand elsewhere. Additional benefits: *Easy, quick ballot layout.* With ballot templates and a graphical interface, ballot layout is easy. Create, proof, and print your own ballots. *Build your election once for all components, for any voting type.* Save time because you can re-use polling location names and other repeated data from previous elections and you can import data from outside sources such as VISTA. You only need to enter or import election information once for use by all devices, ballot styles, and elections. You can populate ballots with information from the database with only a few clicks. *Easy audio production.* Verity Data includes native capabilities to record audio strings in natural human voice. *Flexible efficiency.* Deploy your election with election type, ballot sizes, device settings, and more. *Quick, accurate ballot and data proofing.* WYSIWYG renderings let you preview ballots and make corrections in real-time. *Automated test deck.* With Verity Build's import of test deck marking patterns, staff no longer spends days hand-marking ballots for logic and accuracy testing. For a screenshot, see "Attachment 1 -- Mandatory Minimum Requirements Supplement, 2.15.3.

2.15.4 Provide a description of how the proposed system provides election creation/ballot generation that can create newly-defined elections, retain previously defined formats in that election, and can modify a previously-defined ballot format. ★

Text (Multi-Line)

Verity's wide variety of ballot templates, the ability to copy ballots from previous elections, and a central database of jurisdiction and election information make it easy to create new ballots and elections, and to revise previously defined ballots and elections. Verity Data (bundled with Verity Build) and Verity Build offer the flexibility to easily make changes until the election definition is finalized and deployed -- with WSIWYG ballot views and no programming skills required. And with Verity, you can build your ballots once for all devices -- all devices use the same ballots.

2.15.5 Provide a description of how the proposed system provides election creation/ballot generation that provides intuitive, easy to manipulate ballot design/programming software with a variety of layout options for counties to independently design ballots for printing and for use on proposed accessible voting system. ★

Text (Multi-Line)

You can use Verity Data (bundled with Verity Build) and Verity Build's user-friendly interfaces to design, proof, and test ballots -- with no programming skills required. And because Verity devices use the same ballots for all voters, including those who need assistive technologies, you do not need to create separate ballots. In addition, with Verity's centralized database, you only need to enter or import election information once for use by all devices, ballot styles, and elections. You can re-use polling location names and other repeated data from previous elections, and you can import data from outside sources. When you are creating ballots in Verity Data, you can populate the ballots with information from the database with only a few clicks. Verity Data offers a wide variety of customizable ballot templates -- including templates for creating ballots with one, two, three, or four columns. For a sample 4-column ballot, see "Attachment 1 -- Mandatory Minimum Requirements Supplement, 2.15.5. Verity Data includes a modern graphical interface, ballot layout is easy and fast. Images, shading, colors, boxes and lines can all be used and edited to enhance ballot appearance and readability. The software displays WYSIWYG previews of how ballot styles will look in the Verity Voting system, so you can make corrections immediately. Verity Data includes native capabilities to allow users to create audio strings for ballot data with human voice recordings. After you create ballot layouts in Verity Data, you export them to Verity Build, where election staff can review and proof them, and send them back to Verity Data for changes if necessary. Verity Build includes automated test deck capability, enabling you to import test deck marking patterns, so staff no longer spends hours or days hand-marking ballots for logic and accuracy testing.

2.15.6 Provide a description of how the proposed system provides election creation/ballot generation that provides a test mode which supports testing to validate the correctness of election programming for each voting device and ballot style. ★

Text (Multi-Line)

★ Vendor Response Is Required

Verity includes test functions that assure election managers of the accuracy of ballot styles and layouts, the accuracy of election results, and more. The Verity Build election definition software enables quick, accurate ballot proofing. Clear onscreen renderings let election staff preview ballots by precinct style and make corrections in Verity Data in real time. Test ballots are printed from the same election definition as live election ballots, but "Test" is printed clearly on the ballots, which are also encoded so that they cannot be accidentally read into a live election. With Verity Build, time-and-date stamped ballot previews that cannot be voted are available at any time -- and robust, easy-to-read reports help identify ballot data mistakes. This two-fold testing approach ensures accuracy: Onscreen WYSIWYG previews let you see that the ballot design is correct, while ballot content reports enable you to focus on the details universally, across all ballot styles. If all the contest data is good on the report, you can rest assured that it's right on every single ballot style. All jurisdiction and contest options can be proofed and verified using standard reports from the software and the devices. Verity supports "test mode" functionality, which enables testing of the election logic and vote capture while ensuring that test results and official results can never be mixed. Additionally, the voting devices are programmed to accept only the associated ballot styles for a particular precinct or polling place.

2.15.7 Provide a description of how the proposed system provides election creation/ballot generation that is capable of translating ballot layout and election configuration into multiple languages. Languages used in Utah may include Spanish, Ute, and Navajo. ★

Text (Multi-Line)

All Verity applications support English and Spanish, and Verity makes it easy to support other languages without assistance from Hart. Verity Data (bundled with Verity Build) and Verity Build include built-in capabilities for input of translated text and audio, saving time and eliminating the need to export translated text to separate applications. Verity can support multiple languages, including non-English languages using a Western European font, and ideographic languages. Verity's ability to support new languages in the future is based on architectural features associated with template design, character sets, audio, and features that support updates to data: Templates: Using EAC/AIGA Design for Democracy templates as a starting point, Verity's paper and electronic ballot formats offer similar templates that are consistent in all languages, whether the language is currently supported or will be added in the future. Characters: Because Verity uses Unicode for ballot information, the system architecture allows a wide range of characters to be represented, including ideographic languages. Audio: Ballot audio is recorded by the user and therefore is not restricted to any specific language or set of languages. Data update capabilities: Adding new languages to Verity requires no hardware changes. Minor software changes would be required, and is possible due to the following capabilities: - OS supports addition of new fonts. - Database supports addition of new languages to the database table. - Character set validation supports addition of new character ranges. - Database supports addition of new predefined voting system text and audio content (accommodating text files and audio content would be added). Development is underway to support Korean, Chinese, Vietnamese, Japanese, Khmer, Thai, Ilocano, and Hindi. We would like to discuss with the State how we can align our priorities to accommodate your needs.

2.15.8 Provide a description of how the proposed system provides election creation/ballot generation that is capable of producing official sample ballot information for storage on a website and for reproduction and distribution. ★

Text (Multi-Line)

You can create sample ballots in the Verity Data (bundled with Verity Build) and Verity Build applications for posting on websites. These ballots are clearly marked as samples. The sample ballots also do not include electronic coding and cannot be scanned or tabulated.

2.15.9 Provide a method for election configuration data to be securely transferred from the EMS to voting devices. ★

Text (Multi-Line)

★ Vendor Response Is Required

Verity vDrives, portable flash memory drives, deploy the election to all devices. You write election definitions to vDrives by means of a single click in the Verity Build software application. Each vDrive contains all data for that election and can then be taken to any device, including Verity Central, for high-speed scanning of by-mail ballots, Verity Scan, for precinct ballot scanning, and Verity Touch Writer paper ballot marking devices. This design allows for greater flexibility and efficiency because the vDrive is not tied to a specific device until after it is inserted in the device. Once inserted, the information on the vDrive allows Verity Central, Verity Scan, and Verity Touch Writer devices to manage the defined ballot styles -- whether a single ballot style or multiple ballot styles. The vDrives can be used by any vote capture device and for any combination of precincts, including as few as a single precinct split or as many as all precincts for the election. In the interest of transparency, we intentionally designed Verity vDrives to support a user's ability to see the contents of the vDrive through normal Windows navigation. More specifically, vDrives can be inserted into the USB port of a Windows PC and their contents are visible through Windows Explorer. This transparent, flexible approach remains highly secure because cast vote records and audit logs are digitally signed using public/private key signing technology. Digital signatures provide tamper evidence, to ensure that the integrity of election data is never compromised.

2.15.10 Provide a method for securely receiving results and accumulating vote totals by precinct, district, jurisdiction and statewide. ★

Text (Multi-Line)

Verity Count is the certified Verity software application that tabulates and reports cast vote records stored on flash memory modules (vDrives). Verity Count also provides reporting capabilities for a wide variety of system information gathered from other voting system components. vDrives inserted into the Verity tabulation workstation can contain by-mail votes from Verity Central or polling place votes from Verity Scan devices. Although Verity Touch Writer ballot marking devices do not store votes, their vDrives can also be read into Count to access device audit log information. Once the vDrives have been read and tabulated, Count can produce a variety of standard and customized reports. Verity Count can be used in conjunction with, and as a supplement to, polling place reporting of precinct results, and as an additional consolidation and auditing tool (because Verity Count receives audit records from all voting devices). For more information and screenshots, see "Attachment 1 – Mandatory Minimum Requirements Supplement, 2.15.10."

2.15.11 Provide the ability to custom design an election report to include, at a minimum, the following information in total or in part: name of election; political subdivisions; political parties involved; candidates; date of election; type of report; total number of registered voters in each political subdivision; total number of registered voters in each voting precinct, including a sub-listing when the precinct is split; and votes by multi-member districts, legislative district or congressional district. ★

Text (Multi-Line)

Verity Count provides the ability to custom design election reports in the manner described above. More specifically, Verity Count provides user-friendly, flexible ad hoc reports. Verity produces a variety of standard, pre-defined reports. You can also easily design customized reports from within the Verity application interface -- without professional data processing assistance or the use of an external tool or report writer. You can base custom reports on filtered data (such as only certain precincts or contests). You can filter data by: District Precinct/split Contest Ballot options Flash Memory Device (vDrive) ID Batch ID Voting Device Type Voting Device ID Polling Place Voting Type For a screenshot, see "Attachment 1 –Mandatory Minimum Requirements Supplement, 2.15.11."

2.15.12 Provide a description of how the proposed system is capable of producing reports on election night, without disrupting the results accumulation process.

Text (Multi-Line)

In Verity Count, you can view and report results at any time during tabulation without disrupting the results accumulation process.

2.15.13 Provide a description of how the proposed system is designed with several levels of security to detect/resist hacking and unauthorized access and use (i.e. intrusion detection, audit logs, access controls, etc.). ★

Text (Multi-Line)

Unlike older, first-generation voting technology, Verity employs the newest technologies and best practices for security. Intrusion detection -- physical and application security. Verity employs a "defense-in-depth" strategy, whereby the same security architecture and code is used by all applications, whether on the desktop or on voting devices. Secure device configuration. Verity utilizes two-factor authentication to secure access to critical functions throughout the election. Secure voting devices. Verity devices have a variety of physical access controls and safeguards to ensure that sensitive equipment is accessed only by authorized personnel, not by voters. Audit logs contain a record of every action performed on the devices. Secure vote scanning, recording, and tabulation. Verity ballots include security barcodes on both sides of the sheet. Verity Central and Verity Scan ensure that only those ballot styles specific to the current election are recorded and tabulated. Secure access. Multiple security mechanisms prevent the modification of software or internal configurations. All Verity Voting software applications are installed in a secure "kiosk" mode that prevents user access to the operating system of the workstation on which the application is installed. Verity requires that all users have unique login credentials. Secure Data. Verity's stringent security features protect election data at every step of the election process. Verity has undergone a thorough source code review and rigorous security testing to achieve certification from the U.S. Election Assistance Commission. Not all voting systems in the marketplace have undergone this highest, most rigorous level of testing to federal standards. For more information and photographs, see "Attachment 1 –Mandatory Minimum Requirements Supplement, 2.15.13."

2.15.14 Provide a description of how the proposed system will allow system administrators to establish different levels of user permissions. ★

Text (Multi-Line)

Verity uses role-based access control (RBAC), which specifies groups/classes of specific actions associated with each role. Upon installation at the location of use, a default user ID and password is entered. From there, users and their passwords are added and managed by administrator-level users. Users can be set up with varying levels of access and privilege based on role. If desired, the default user ID can be deleted.

2.15.15 Provide a description of how the proposed system provides an audit log that records all actions performed. The audit log must be stored in an easily searchable format, and available for download and printing. ★

Text (Multi-Line)

Verity ensures that auditing your election results is efficient and easy, with ready access to scanned ballot images, and granular focus on corresponding cast vote records, at the level you need. Throughout all phases of operation, all Verity system components maintain complete audit logs. Every Verity device and application logs all user authorization/authentication, data entry, user interaction, and system events. You can print or export application logs from each device and application. In addition, all audit log reports can be easily exported in CSV format, which allows the reports to be easily analyzed, searched, and filtered through COTS third-party applications, for purposes of data mining. On Verity Touch Writer and the optional Verity Scan voting devices, audit logs and cast vote records are redundantly stored to the vDrive and to a partition on the compact flash card. When the vDrive is read into the Verity Count tabulation and reporting application, the audit logs are transferred to the datastore for that election. It is easy to access and print audit information about every component of the system in a highly readable format -- audit information is not hidden in a "black box."

2.15.16 Confirm that the State of Utah or County will be sole owner and custodian of all election-related data in the system purchased and must have the unrestricted right to access and use this data without interference by or assistance from vendor. ★

Text (Multi-Line)

★ Vendor Response Is Required

Yes, the State of Utah or County will be sole owner and custodian of all election-related data in the system purchased and must have the unrestricted right to access and use this data without interference by or assistance from Hart.

Group 2.16: Tabulation System(s)

2.16.1 Provide a description of how the proposed system accurately captures votes from paper ballots. ★

Text (Multi-Line)

The Verity Central digital scanning and online adjudication solution, comprising Hart's innovative digital scanning software and commercial-off-the-shelf Canon high-speed scanner, captures votes from paper ballots at central elections offices. (Verity Central does not tabulate votes; it simply scans and records cast vote records. Tabulation is performed later, with the Verity Count application. This allows jurisdictions to begin scanning any time before the close of polls on Election Day, thereby greatly accelerating results reporting on Election Night.) Contests with marks that require attention (for example, overvotes, undervotes, invalid marks, and blank ballots) are color-coded, enabling you to easily determine the disposition of unresolved marks without needing to handle the original marked ballot or re-make and re-scan outstacked ballots. In this way, Verity Central greatly boosts efficiency and accelerates reporting of results. (Adjudication of write-ins can be deferred to the Verity Count tabulation and reporting software instead, if desired.) When all ballots have been scanned and resolved (or deferred to Verity Count), Verity Central writes cast vote records to vDrive portable flash media for transport to the Verity Count tabulation and reporting software. In addition to Verity Central, our proposal also includes the optional Verity Scan, for in-person ballot scanning. Verity Scan capture each vote as a cast vote record on a vDrive that is later read by Verity Count. Verity Scan can quickly tabulate results and print summary or precinct-by-precinct reports on its built-in thermal printer, on COTS paper rolls. Verity Scan also supports the capture and reporting of write-in votes. Verity Scan digitally sorts ballots that contain write-in votes and captures graphic cross-sections of marked write-in choices to print a graphic report of all write-in lines, so officials can adjudicate write-ins at the polling place, if desired.

2.16.2 Provide a description of how the proposed system provides options to accommodate different election models, i.e. traditional polling place, early voting, vote centers, vote-by-mail. ★

Text (Multi-Line)

The unified, comprehensive, Verity Voting system supports any type of voting. Once you define an election in Verity Build, all election data and all ballot styles are applied to all components and processes, regardless of the type of voting method. Other vendors' solutions require more complicated workflows in order to handle in-person, by-mail, early, or vote center voting. Additional benefits associated with Verity's versatility include: *Adaptability.* Verity Touch Writer, Verity Central, and the optional Verity Scan accommodate almost limitless ballot styles for use with any voting method -- resulting in better ROI and providing the ability to adapt to future changes, unlike less flexible ballot marking and vote capture devices offered by some other vendors. *Modularity and scalability for cost-effective flexibility over time.* Verity Central workstations can be networked to accommodate increased quantities of by-mail ballots as your needs change over time.

2.16.3 Provide a general description of how the proposed system is scalable to accommodate different sizes/classifications of counties based on the Example Counties Document. --Note: Offerors will have additional opportunity to provide more details on proposed systems for different sized counties in Group 3.18 of this RFP. ★

Text (Multi-Line)

★ Vendor Response Is Required

The Verity Voting system is a holistic, scalable solution that can adapt to jurisdictions of any size. Scalable high-speed scanning: Verity Central's Hart-integrated commercial-off-the-shelf (COTS) scanner is available in a variety of models to meet each jurisdiction's exact needs. You get industry-best scanning technology with the assurance of Hart support -- and EAC certification. In addition, Verity Central can accommodate multiple networked scanning client workstations, for jurisdictions that have heavy scanning workloads. Scalable tabulation: Larger counties can network Verity Count workstations to increase the number of vDrive flash memory devices that can be processed simultaneously, for faster tabulation and results reporting. Client workstations can be added (up to 4) for each workstation/application. There is no limit to the number of credentialed users and voting devices can be added to inventory at any time. Scalable voting devices: Counties can purchase as few or as many Verity Touch Writer and optional Verity Scan devices as they need.

2.16.4 Provide a description of how the proposed system has cost-effective solutions for upgrading or modifying software for the system, as upgrades become available, without requiring hardware replacement. ★

Text (Multi-Line)

All products in the Verity family run on Windows Embedded Standard 7 (WES7). Because this operating system is early in its lifecycle and the Verity devices and software exist on a closed network, the system will last far into the future. Hart will be responsible for future upgrades and ensuring system longevity. In the past, Hart has upgraded to newer operating systems when necessary to keep up with current standards. Hart offers a variety of options for upgrading Verity Voting software. During the upgrade process, it is not required that Hart personnel be on-site to install software. The computers that the software runs on have easily-removable, sled-nested hard drives. You can remove these hard drives from the computers and sent them to Hart for software upgrade. Hart then performs the upgrade and returns the hard drives to you. Alternatively, you or Hart personnel can perform the upgrade on-site.

2.16.5 Provide a description of how the proposed system can accommodate vote centers that must provide any ballot style in the jurisdiction, either during the early voting period or on Election Day. If the proposed system uses paper ballots for this function, a ballot on-demand printer is desirable. Ballot on-demand printer systems should be capable of printing ballots identical to the ballots used at the polling place and for mail ballot purposes. ★

Text (Multi-Line)

Ballot styles created in Verity are the same for all Verity Voting devices, for all types of voting, and for voters with or without disabilities -- and are printed on plain paper. From the Verity Build PC, you can print ballots to a printer connected to the PC or to a PDF file for printing by third-party printers. Or you can use the Verity Print on-demand solution for printing ballots wherever and whenever they are needed, including all ballot styles for an entire jurisdiction, in a single location (such as an early voting location or at a Vote Center). Verity Print is easy to learn and easy to use, with the same simple, plain-language interface as all other components of the Verity Voting system. Verity Print is a low-cost solution -- ballots are printed on COTS paper, and there are no per-ballot "click charges." Compact and lightweight, the Verity Print device is easy and inexpensive to transport and store. For more information about Verity Print and a diagram of the vote center workflow, please see "Attachment 1 -- Mandatory Minimum Requirements Supplement, 2.16.5."

2.16.6 Provide a description of how the proposed system can accommodate vote centers that must provide any ballot style in the jurisdiction, either during the early voting period or on Election Day. If the proposed system uses paper ballots for this function, a ballot on-demand printer is desirable. Tabulation systems must be capable of accommodating ballots printed on-demand without changing tabulation configurations. ★

Text (Multi-Line)

★ Vendor Response Is Required

Ballot styles created in Verity are the same for all Verity Voting devices. You can print ballots to a printer connected to the Verity Build workstation, or you can use the Verity Print on-demand solution for printing ballots wherever and whenever they are needed. Verity Print prints PDF or paper ballots wherever they are needed, for in-person absentee or early voting in precincts or vote centers. All Verity components, including the Verity Central high-speed scanning/vote capture device, accommodate the paper ballots produced by Verity Print, by a printer connected to the Verity Build workstation, or by third-party printers, without requiring any configuration changes.

2.16.7 Provide a description of how the proposed system can facilitate more efficient ballot adjudication, i.e. the review of voted ballots or contests by election personnel to resolve issues using a digital interface. --Note: It is assumed that the most efficient method of adjudicating ballots is by providing a digital image of ballots cast, however systems that provide another method of adjudication that is demonstrably more efficient than examining each ballot by hand will be considered. ★

Text (Multi-Line)

Verity Central uses digital imaging for onscreen adjudication of scanned ballots. If a ballot cannot be read or identified, it is rejected during scanning and segregated for adjudication. While other vendors promote their systems' so-called "adjudication" features, only Verity Central provides true onscreen adjudication with advanced features for efficiency and ease of use. In contrast, competing claims of other systems' "auto-adjudication" or "vote visualization" rely on the machine's interpretation of voter marks, and do not offer users the ability to adjudicate voter marks through an easy-to-use interface. Verity Central identifies ballots that require adjudication (write-ins, mismarks, overvotes, undervotes, blanks) according to parameters election officials set. Ballots with questionable marks can be adjudicated through an innovative onscreen process. This process color-codes contests with marks that require attention and enables you to determine the disposition of unresolved marks without needing to handle the original marked ballot or re-make and re-scan outstacked ballots. As issues are resolved, you use a simple interface to make and record decisions. You can defer write-in adjudication from Verity Central to Verity Count, which can also accelerate overall processing time. Verity Count informs you of the number of write-in votes that require review and adjudication. The images are listed as Unresolved and are associated with specific contest titles. You can then select from the available unresolved items and review each image. Based on the handwritten entry (or blank line), each write-in can be accepted and included in the tabulated totals by assigning it to a specific candidate name, or it can be rejected and placed in a class of entries that are not included in tabulated totals. For more information about Verity's adjudication features, and screenshots, see "Attachment 1 -- Mandatory Minimum Requirements Supplement, 2.16.7."

2.16.8 Provide a description of how the proposed system includes a visible public counter that displays the number of ballots processed. ★

Text (Multi-Line)

The Verity Central high-speed scanning solution and the optional Verity Scan portable digital ballot scanning/tabulation device include a visible public counter that indicates the number of ballots cast for the election on that device, as well as a sheet counter that indicates the number of sheets that have been scanned on the device for that election.

2.16.9 Provide a description of how the proposed system is capable of identifying or sorting blank ballots, overvotes, and write-in votes. ★

Text (Multi-Line)

★ Vendor Response Is Required

Verity Central identifies ballots that require adjudication (write-ins, mismarks, overvotes, undervotes, blanks) according to parameters you set when you create ballots and define elections in Verity Data (bundled with Verity Build) and Verity Build. Election officials can then use Verity's onscreen adjudication process to view and adjudicate ballots with questionable marks -- no sorting is required. If ballots contain any marks that require voter attention or if the ballot is blank, the optional Verity Scan device presents instruction messages in plain language, so voters have a chance to make corrections before final votes are cast. For a screenshot, see "Attachment 1 –Mandatory Minimum Requirements Supplement, 2.16.9."

2.16.10 Provide a description of how the proposed system provides a secure means to upload vote count results to the EMS. ★

Text (Multi-Line)

Vote count results in each vote capture device are written to vDrives, portable flash memory drives, which are digitally signed using FIPS 140-2 SHA-2 NIST-approved methods to ensure non-repudiation. At close of polls, the vDrive is removed from each device by an authorized election official and delivered to the Verity Count tabulation and reporting workstation in the central office.

2.16.11 Provide a description of how the proposed system permits diagnostic testing of all major components within each unit before the election and post-election without endangering the integrity of the election record, and that will not void system/device warranty. ★

Text (Multi-Line)

At the polling place, Verity Scan (if used) and Verity Touch Writer perform diagnostics at every boot and report these diagnostics on the Power-On Self-Test Report that prints automatically at every boot. The voting device components run continuous background monitoring to ensure the integrity of the executable firmware. At the central elections office, the Verity Central PCs and high-speed scanner run self-tests at startup and report results in the event of an error. In addition to these startup tests, Verity Central enables the user to run a test scan at any point in the process to validate that the scanner is functioning properly.

2.16.12 Provide a description of how the proposed system provides an audit log that records actions performed. The audit log must be stored in an easily searchable format, and be available for download and printing. ★

Text (Multi-Line)

Throughout all phases of operation, all Verity system components maintain complete audit logs. Every Verity device and application logs all user authorization/authentication, data entry, user interaction, and system events. Election managers can print or export application logs from each device and application. All audit log reports can be easily exported in CSV format, which allows the reports to be easily analyzed, searched, and filtered through COTS third-party applications, for purposes of data mining.

2.16.13 Provide a description of how the proposed system, in the event of a failure of a unit, retains a record of all votes cast prior to failure. ★

Text (Multi-Line)

Verity includes multiple means of storing cast vote records for auditing, and backup and recovery. Some other vendors provide less comprehensive built-in redundancy, with backup components provided only as options that must be purchased separately. If the vDrive to which cast vote records were written is lost, you can create a Recovery vDrive directly from Verity Central or from the optional Verity Scan. Additionally, when the vDrive is removed and read in to the Verity Count software application, all cast vote records and audit log entries are backed up. The Verity Count database can then be archived to any media the jurisdiction chooses for redundant and offsite storage. Verity PC workstations include dual one-terabyte RAID drives which provide redundancy for all data and recovery capabilities in the event of a hardware failure.

2.16.14 Provide a description of how the proposed system, in the event of a failure of a unit, includes sufficient memory backups to ensure cast votes may be recovered. ★

Text (Multi-Line)

Verity stores cast vote record data and audit log data in multiple redundant locations. If the vDrive to which the CVRs were written is lost, Verity Central (and the optional Verity Scan device) can create a Recovery vDrive that can be read into the Count application. In addition, the PCs that Hart supplies for use with the Verity system have dual terabyte drives for RAID 1 backup -- large enough to store even the largest election databases.

2.16.15 Provide a description of how the proposed system, in the event of a failure of a unit, if replacement is necessary due to a hardware failure, provide a replacement unit. ★

Text (Multi-Line)

All Verity hardware can be quickly and easily replaced in case of failure during an election. The Verity Central and Verity Count PC workstations include removable hard drives, which can be transferred to a different PC chassis in the event of a hardware failure in anything other than the hard drives. In addition, all the PCs in the Verity system include RAID drives which provide redundancy for all data and recovery capabilities in the event of a hard drive failure. The Hart-Integrated COTS high-speed scanner can simply be replaced with a similar scanner in case of failure.

2.16.16 Provide a description of how the proposed system is capable of withstanding transport conditions that may include extremely bumpy roads, exposure to extreme heat, cold, humidity and dust without incurring damage during transportation or becoming inoperable as a result of such transport. ★

Text (Multi-Line)

All Verity voting devices include durable, protective containers, and have been tested and comply with a series of environmental standards defined by the US Military. In addition to the convenient carrying/storage case that is an integrated part of the devices' design, corrugated plastic cases are also available for extra protection during transportation and storage. The Verity Ballot Box (available for purchase should Utah counties wish to replace their existing ballot boxes) folds to just 6 inches thin for safe, easy transport and storage. A sturdy canvas bag is available for transporting and storing the Ballot Box. The lightweight Verity Voting Booth includes a heavy canvas bag for protection during transport and storage.

2.16.17 Provide a description of how the proposed system is capable of withstanding frequent loading and unloading, stacking and unstacking, assembling, disassembling, reassembling, and other routine handling in the course of normal storage and operation. ★

Text (Multi-Line)

The protective containers and rugged suitcase-style design of Verity voting equipment make the devices able to withstand the rigors of frequent loading and unloading, stacking and unstacking, assembling, disassembling, reassembling, and other routine handling in the course of normal storage and operation.

Group 2.17: Accessible Voting System

2.17.1 Provide a description of how the proposed Accessible Voting System provides a method for all voters, regardless of physical or cognitive ability, literacy or English language ability, to cast ballots in an independent and confidential manner. ★

Text (Multi-Line)

★ Vendor Response Is Required

The Verity Touch Writer ballot marking device provides true equality of access for all voters, with features that make voting easy for everyone. Verity Touch Writer includes a touchscreen that displays the ballot one contest at a time, and a ballot review screen. When the voter is satisfied with their choices, a connected COTS printer prints the machine-marked ballot. Verity Touch Writer includes the Access component, which provides tactile buttons and support for other adaptive devices, such as jelly switches or sip-and-puff devices. All buttons also include raised Braille markings. In addition, the buttons are "dished" to support voters who use mouthpieces (if they have a dexterity impairment or paralysis, for example). Verity Touch Writer supports English and Spanish, and Verity makes it easy to support other languages as well. Ballots marked with Verity Touch Writer look and feel just like hand-marked ballots cast by voters who do not use the Verity Touch Writer. There are no segregated ballots that look or feel different for certain types of voters. From the outset, this was an important philosophical design decision that Hart committed to strongly for the Verity family of technology. Voters with and without disabilities can vote with little or no assistance from poll workers, helping ensure the privacy of the voting process. All displayed content is also available through the audio interface. Verity Touch Writer also enables voters to adjust display contrast settings and to mask the display entirely for non-sighted voter use. In addition, each ballot produced by the Verity Touch Writer is anonymous and cannot be identified by image, code or other methods. For more information and photographs, see "Attachment 1 –Mandatory Minimum Requirements Supplement, 2.17.1."

2.17.2 Provide a description of how the proposed Accessible Voting System is easy to use by both blind and sighted voters and poll workers. ★

Text (Multi-Line)

The Verity Touch Writer interface supports a rich and user-friendly audio ballot experience for voters who are blind or visually impaired. Verity Touch Writer's interface allows users to configure settings for audio volume, audio speech rate, visible magnification, contrast settings, language preference and audio or video ballot modes. The adaptive buttons are raised, with beveled edges to facilitate tactile use, and all buttons also include raised Braille markings. For more information, photographs, and screenshots, see "Attachment 1 –Mandatory Minimum Requirements Supplement, 2.17.2."

2.17.3 Provide a description of how the proposed Accessible Voting System produces or displays ballots that are easy to read, intuitive, and follow a logical progression. ★

Text (Multi-Line)

Based on EAC/AIGA Design for Democracy guidelines, Verity's interface enhances usability for all voters, increasing voting efficiency and reducing voter wait time. In usability testing for federal certification, the average confidence level expressed by participants ("I felt very confident casting my vote using this ballot") was 4.61 on a 5-point scale, with 5 being most confident. The average satisfaction level ("I thought the voting process was easy") was 4.5. Other vendors use outdated interfaces that are not as seamlessly easy to use as Touch Writer's, and have received lower ratings. Verity Touch Writer's interface allows users to configure settings for audio volume, audio speech rate, visible magnification, contrast settings, language preference and audio or video ballot modes. Additionally, Touch Writer makes it quick and easy for voters to switch between languages. For example, the voter can look at contests in English and switch to Spanish for questions. Verity Touch Writer creates a ballot that looks and feels just like hand-marked ballots cast by voters who do not utilize the accessible Touch Writer ballot marking device. Accordingly, all ballots are the same across the entire Verity system; there are no segregated ballots that look or feel different for certain types of voters. From the outset, this was an important philosophical design decision that Hart committed to strongly for the Verity family of technology.

2.17.4 Provide a description of how the proposed Accessible Voting System alerts voter to undervotes and prohibits overvotes before final ballot is cast. ★

Text (Multi-Line)

★ Vendor Response Is Required

If the voter uses Verity Touch Writer to mark their ballot, visual or audible alerts notify the voter of undervotes and give them the opportunity to revise their choices. Overvotes are not possible with Verity Touch Writer. For paper ballots scanned with Verity Central, contests with marks that require attention (for example, overvotes, undervotes, invalid marks, and blank ballots) are color-coded, enabling authorized users to use Verity Central's onscreen adjudication feature to easily determine the disposition of unresolved marks, before the cast vote record goes to the Verity Count software for tabulation.

2.17.5 Provide a description of how the proposed Accessible Voting System permits the voter to independently review choices before final ballot is cast. ★

Text (Multi-Line)

In the privacy of the voting booth, voters with or without disabilities use Verity Touch Writer to make their selections. When the voter reaches the end of the ballot and selects "Next", the "Review your ballot" screen appears, with instructions for the voter in visible or audio format. The voter can either select a specific contest to return to that contest on the ballot and review/change their choice or The voter can select "Return to ballot" to go to the last contest visited. After the voter reviews their choices, changes them (if they wish), and finally confirms them, he/she selects "Print" (using the touchscreen, audio, or other assistive features) to print the ballot.

2.17.6 Provide a description of how the proposed Accessible Voting System provides the voter with a method to indicate a write-in vote. ★

Text (Multi-Line)

User-friendly menus make it easy for all voters to enter write-in votes using the touchscreen, audio, or assistive devices. The voter selects the write-in option, uses the touchscreen keypad or the "Select" button and "Move" wheel on the integrated Access Controller to type the name of their desired write-in candidate, and then selects "Accept". The write-in option appears selected with a green box and check mark to the left of the choice, showing the write-in candidate name. This functionality is also fully integrated with the system's audio ballot prompts, to allow voters who are blind or visually impaired to follow the same process. For a screenshot, see "Attachment 1 –Mandatory Minimum Requirements Supplement, 2.17.6."

2.17.7 Provide a description of how the proposed Accessible Voting System is capable of supporting both Latin and character-based languages. ★

Text (Multi-Line)

Verity was designed with the capability to support multiple languages, including non-English languages using a Western European font, and ideographic languages. The system's capability to support new languages in the future is based on architectural features associated with template design, character sets, audio, and features that accommodate updates to data. For more information, please see our response to requirement 2.15.7.

2.17.8 Provide a description of how the proposed Accessible Voting System includes clear instructions to voter regarding how to cast a ballot, such that a voter has minimal risk of doing so accidentally, but when the voter intends to cast the ballot, the action can be easily performed. ★

Text (Multi-Line)

As described above, when the voter reaches the end of the ballot and selects "Next", the "Review your ballot" screen appears, with instructions for the voter in visible or audio format. The ballot is cast only after the voter confirms his/her choices and selects "Print" (using the touchscreen, audio, or other assistive features). For a screenshot, see "Attachment 1 –Mandatory Minimum Requirements Supplement, 2.17.8."

2.17.9 Provide a description of how the proposed Accessible Voting System, once the ballot is cast, the system confirms to the voter that the action has occurred and that the voter's process of voting is complete. ★

Text (Multi-Line)

The Touch Writer ballot marking device does not capture or tabulate votes; it produces machine-marked ballots that can be cast through Verity Central (high-speed scanning) or the optional Verity Scan (in-person scanning). After ballots are processed with Verity Central or Verity Scan, portable vDrives containing the cast vote records are transported to the Verity Count PC, where they are available for tabulation and reporting, and saved as part of the datastore for the election.

2.17.10 Provide a description of how the proposed Accessible Voting System produces a permanent paper record (see requirements of UCA 20A-5-302(2)(a)(xiii)). ★

Text (Multi-Line)

After the voter selects "Print" to cast their ballot, the COTS printer connected to the Verity Touch Writer device prints the completed ballot on plain-paper, with machine-generated marks indicating the voter's selections on the ballot.

2.17.11 Provide a description of how the proposed Accessible Voting System provides a secure means to upload vote count results to the EMS. ★

Text (Multi-Line)

The Touch Writer ballot marking device does not capture or tabulate votes; it produces machine-marked ballots that can be cast through Verity Central (high-speed scanning) or Verity Scan (in-person scanning). After ballots are processed with Verity Central or Verity Scan portable vDrives containing the cast vote records are transported to the Verity Count PC, where they are available for tabulation and reporting, and saved as part of the datastore for the election.

2.17.12 Provide a description of how the proposed Accessible Voting System permits diagnostic testing of all major components within each unit before the election and post-election without endangering the integrity of the election record. ★

Text (Multi-Line)

At the polling place, the accessible Verity Touch Writer performs diagnostics at every boot and reports these diagnostics on the Power-On Self-Test Report that prints automatically at every boot. Verity Touch Writer runs continuous background monitoring to ensure the integrity of the executable firmware.

2.17.13 Provide a description of how the proposed Accessible Voting System provides an audit log that records all actions performed. The audit log must be stored in an easily searchable format, and available for download and printing. ★

Text (Multi-Line)

On the accessible Verity Touch Writer device, audit logs and cast vote records are redundantly stored to the vDrive and to a partition on the compact flash card. The audit log for each device includes a record of each event occurring on the device, including: Date and time of the event, Option selected by the voter where applicable, Action performed on the unit Tabulation input events, Device serial number. When the vDrive is read into the Verity Count tabulation and reporting application, the audit logs are transferred to the datastore for that election. Verity Count receives audit records from all voting devices, and you can easily view that audit information in plain-language reports or as data exported in CSV format.

2.17.14 Provide a description of how the proposed Accessible Voting System is capable of withstanding transport conditions that may include extremely bumpy roads, exposure to extreme heat, cold, humidity, and dust without incurring damage during transportation or becoming inoperable as a result of such transport. ★

Text (Multi-Line)

★ Vendor Response Is Required

All Verity voting devices include durable, protective containers, and have been tested and comply with a series of environmental stress standards defined by the US Military. In addition to the convenient carrying/storage case that is an integrated part of the devices' design, corrugated plastic cases are also available for extra protection during transportation and storage. The Verity Ballot Box folds to just 6 inches thin for safe, easy transport and storage. A sturdy canvas bag is available for transporting and storing the Ballot Box. The lightweight Verity Voting Booth includes a heavy canvas bag for protection during transport and storage.

2.17.15 Provide a description of how the proposed Accessible Voting System is capable of withstanding frequent loading and unloading, stacking and unstacking, assembling, disassembling, reassembling, and other routing handling in the course of normal storage and operation. ★

Text (Multi-Line)

All Verity voting devices include durable, protective containers, and have been tested and comply with a series of environmental stress standards defined by the US Military. In addition to the convenient carrying/storage case that is an integrated part of the devices' design, corrugated plastic cases are also available for extra protection during transportation and storage.

Group 2.18: Support and Training

2.18.1 Provide a description of the warranty and maintenance agreement(s) through at least one calendar year, beginning on the date of acceptance of the voting system by the County. --Note: Counties may choose to purchase at different times; the warranty and maintenance agreement must be available regardless of when the County chooses to purchase the system. Options for extended warranties and maintenance may be considered in the post-warranty period and should be detailed in WA17018 Voting Systems Detailed Cost Proposal Spreadsheetl. ★

Text (Multi-Line)

The one-year warranty included in this proposal covers all voting equipment repairs and return shipping from Hart. (You pay to ship the equipment to Hart.) The warranty does not cover damage caused by negligence or intentional breakage. During the initial warranty term, Hart coordinates warranties for PCs and peripheral equipment with the third parties who provide them. The optional extended hardware warranty for Hart-manufactured devices extends the original warranty, under the same conditions as the original warranty except for parts replaced during preventative maintenance (i.e., batteries). Like the original warranty, the extended hardware warranty covers all repairs and return shipping from Hart. (You pay to ship the equipment to Hart.) The extended hardware warranty does not cover damage caused by negligence or intentional breakage. Where available, you have the option to purchase extended hardware warranties for third-party peripherals (printers, high-speed scanners, or computers) directly from their respective manufacturers, if desired; Hart facilitates this process. Extended warranties can be purchased for one or three year periods. We designed the all-new Verity system to require very little maintenance. This reduces the ongoing cost of ownership for Hart customers who purchase Verity. We provide the recommended preventative maintenance schedule for your Verity equipment along with training and instructions on how to perform preventative maintenance tasks. Considering Verity's design, routine maintenance and preventative maintenance are not covered under the hardware warranty. A full, one-year warranty for all equipment, software and firmware is included at no additional charge.

2.18.2 Provide a description of how the proposed system meets the requirement that all software, firmware, and hardware updates, as well as all software, firmware, and hardware patches to repair defects in the system, at no additional charge during the term of the warranty. ★

Text (Multi-Line)

★ Vendor Response Is Required

The one-year warranty included in this proposal covers all voting equipment repairs and return shipping from Hart. (You pay to ship the equipment to Hart.) The warranty does not cover damage caused by negligence or intentional breakage. During the initial warranty term, Hart coordinates warranties for PCs and peripheral equipment with the third parties who provide them. To minimize disruption to system users and to align with EAC certification requirements, Hart consolidates value-added features and enhancements (in addition to defect fixes), rather than following a more incremental plan of frequent "patches." Upgrades incorporate updates based on our own continued quality assurance and on customer feedback. We believe that customer support is enhanced and cost and complexity is reduced when most users, nationwide, can be on the same software code base. Hart offers a variety of options for upgrading Verity Voting software. During the upgrade process, it is not required that Hart personnel be on-site to install software. The computers that the software runs on have easily-removable, sled-nested hard drives. You can remove these hard drives from the computers and send them to Hart for software upgrade, at which time Hart performs the upgrade and returns the hard drives to you. Alternatively, you or Hart personnel can perform the upgrade on-site. Firmware Upgrades: Hart personnel upgrade voting unit firmware by replacing a removable CFAST memory device on which the firmware resides. We perform this service on-site, or you may ship devices to Hart for this upgrade. Do-it-yourself upgrades (where you ship device CFAST and computer hard drives to Hart and install and test yourself) are included as part of your annual license and support fee. If you would like Hart on-site for an upgrade, the upgraded software and firmware are free but there is a service charge for our on-site time. There is no predetermined schedule for upgrade releases.

2.18.3 Provide a description of customizable options for customer service at different price points so that individual counties may choose the appropriate option. Actual cost details should not be provided in response to this mandatory minimum requirement, but included in the WA17018 Voting Systems Detailed Cost Proposal Spreadsheet. ★

Text (Multi-Line)

Hart provides flexible customer service offerings to best match the needs of each individual county. The primary variable is ballot production services for counties that elect to outsource the election definition and ballot production functions to our expert team. We offer ballot programming and printing, packaging and shipping, as well as text and audio ballot translation and audio recording. We carefully proof all work, following established quality assurance procedures, before providing everything you need to run your election. Counties that produce their own ballots using Verity Build can still benefit from Hart's ballot printing expertise – or they can work with another printer they choose. Beyond the customer services included in the initial contract, counties can engage Hart experts for assistance with tasks such as follow-up training of new elections staff, on-site support for additional elections and more. Cost details are included in the WA17018 Voting Systems Detailed Cost Proposal Spreadsheet.

2.18.4 Provide a description of capability of supporting the system for the life of the contract. This includes maintaining inventories or consumables and replacement parts in order to provide continued maintenance of the system. ★

Text (Multi-Line)

Utah can rest assured that Hart is a fiscally responsible vendor with a long track record of delivering on our promises. As demonstrated by our performance in supporting our legacy voting system since 2000, we will provide continued maintenance of our flagship Verity system. As a new system with a robust supply chain, Verity offers lifecycle longevity. Additionally, we maintain a catalog of readily obtainable consumables as well as an inventory of replacement parts at our repair depot at Hart headquarters.

2.18.5 Provide a description of a plan for disposal of old equipment and indicate whether compensation is available for old equipment (trade-in value and used voting equipment market value). ★

Text (Multi-Line)

Hart will remove Utah counties' old equipment and dispose of it in an environmentally responsible manner. We offer this value-added service at no cost to the customer.

2.18.6 Provide confirmation the Offeror is willing to place the source code for any proposed electronic voting units into escrow with a third party mutually agreed on between the Offeror and the State of Utah. Updates to the source code must, upon certification for use, be added to the escrow. In the event the Offeror ceases to function as a business, the source code in escrow will be made available to the State of Utah at no charge. The Offeror may also use open source code. ★

Text (Multi-Line)

Yes, we have an escrow account with Iron Mountain Intellectual Property Management, Inc., and will be agreeable to registering the State of Utah as a Preferred Beneficiary for access to Hart's voting system source code should Hart cease to function as a business.

Technical Requirements

Group 3.1: Election Management System General Information

3.1.1 List the operating system(s) for the proposed EMS. --Note: Indicate whether any additional accommodations must be made, including dedicated workstations, special software, etc. ★

Text (Multi-Line)

All products in the Verity family run on Windows Embedded Standard 7 (WES7). Because this operating system is early in its lifecycle and the Verity devices and software exist on a closed network, the system will last far in to the future.

3.1.2 Operating System Information. Describe the EMS software migration plan when a new operating system becomes available. ★

Text (Multi-Line)

Hart will be responsible for future upgrades and ensuring system longevity – future-proofing your investment. In the past, Hart has upgraded to newer operating systems when necessary to keep up with current standards.

3.1.3 Operating system information. Describe how you will handle implementing updated/needed EMS patches, drivers, certificates, or upgrades needed to maintain the security and accuracy of the system. ★

Text (Multi-Line)

Hart's general release strategy is built on the foundation of baseline systems that go through EAC certification. Accordingly, the complexity of making additional modifications to certified systems means that follow-on releases generally aim to consolidate substantial numbers of value-added features and enhancements (in addition to defect fixes), rather than following a more incremental plan of frequent "patches" – particularly because the installation of "patches" and defect fixes can be disruptive to jurisdictions and users of our voting systems. Upgrades do incorporate defect fixes based on our own continued quality assurance and on customer feedback, and generally Hart seeks to follow a purposeful upgrade strategy. We believe that customer support is enhanced and cost and complexity is reduced when most users, nationwide, can be on the same software code base. Hart offers a variety of options for upgrading Verity Voting software. During the upgrade process, it is not required that Hart personnel be on-site to install software. The computers that the software runs on have easily-removable, sled-nested hard drives. You can remove these hard drives from the computers and send them to Hart for software upgrade, at which time Hart performs the upgrade and returns the hard drives to you. Alternatively, you or Hart personnel can perform the upgrade on-site.

3.1.4 Provide a functional diagram and system overview document of the EMS. Only a single file may be attached, if Offeror has multiple files to attach in response to this question, please attach as a zipped file. ★

File Upload

★ Vendor Response Is Required

10 Attachment 3-3.1.4 Functional Diagram and System Overview-EMS v1.docx - ./SupplierAttachments/QuestionAttachments/10 Attachment 3-3.1.4 Functional Diagram and System Overview-EMS v1.docx

3.1.5 Describe the proposed database system, including version identification. Identify all software components utilized by the EMS system, including customized vendor software, as well as others (e.g., Adobe) included and utilized by the EMS. ★

Text (Multi-Line)

Verity supports SQL Server 2012. Verity software includes Verity Data (bundled with Verity Build, Verity Build, Verity Central, and Verity Count. Verity is provided as a turnkey computing system with all required third-party software preinstalled by Hart. All third-party components used are integrated into the Verity software, and licenses are included in the Verity license agreement.

3.1.6 What is the maximum number of Precincts that your EMS allows? ★

Numeric Text Box

0

3.1.7 What is the maximum number of Contests that your EMS allows? ★

Numeric Text Box

0

3.1.8 What is the maximum number of Candidates that your EMS allows? ★

Numeric Text Box

0

3.1.9 What is the maximum number of Political Parties that your EMS allows? ★

Numeric Text Box

0

3.1.10 What is the maximum number of Ballot Styles that your EMS allows? ★

Numeric Text Box

0

3.1.11 What is the maximum number of Precincts per Ballot Style that your EMS allows? ★

Numeric Text Box

0

3.1.12 What is the maximum number of Ballot Styles per Precinct that your EMS allows? ★

Numeric Text Box

0

3.1.13 What is the maximum number of Number of Users per License that your EMS allows? ★

Numeric Text Box

0

3.1.14 What is the maximum number of Number of Users per Role that your EMS allows? ★

Numeric Text Box

0

3.1.15 What are any other maximum number system limits that your EMS allows? ★

Text (Multi-Line)

Utah counties' needs are well served by Verity's flexibility and capacity. The following table represents limits to which the current Verity version is tested; actual capacity may be greater. External ID (maximum value for any ID field) - 2,147,483,647 Precincts in an Election - 2,000 Splits per Precinct - 20 Total Precincts and Splits in an Election - 2,000 Districts in an Election - 75 Polling Places in an Election - 1200 Parties in a General Election - 24 Parties in a Primary Election - 10 Contests (incl. Propositions) in an Election - 200 Contest Choices (voting positions) in a Contest - 75 Total number of Contest Choices in an Election (independent from ballot size) - 600 Write-in Options in a Contest - 75 Voting Types in an Election - 5 Tasks per Election (Central, Count) - 15 Maximum Sheets per ballot - 4 Ballot Stubs per ballot - 2 Ballots per vDrive: Scan (optional: 1 sheet ballot) - 9,999* Ballots per vDrive: Controller - 20,000 Ballots per vDrive: Central - 20,000 Ballots per election: Central & Count - 1,000,000 vDrives per election: Count - 1200 Ballot Sizes - Build, Central, Print, Touch Writer, Scan (optional) 8.5"x11", 8.5"x14", 8.5"x17" Ballot Sizes - Build, Central - 11"x17" *The ballot limit for the optional Verity Scan is a recommended limit for the number of single-sheet ballots scanned on an individual Verity Scan during a single election. For a two-sheet ballot, divide this number by 2; for a 4-sheet ballot, divide this number by 4.

3.1.16 What non-English languages are supported by the proposed EMS? ★

Text (Multi-Line)

Verity currently supports English and Spanish. We are working to support other languages, including Korean, Chinese, and Vietnamese, with EAC approval expected in early 2018. If the State deems Verity to be the best long-term solution, we would like to discuss how we can align our priorities to best accommodate your needs.

3.1.17 Describe the process for adding other languages the proposed EMS does not currently support. ★

Text (Multi-Line)

Verity can support multiple languages, including non-English languages using a Western European font, and ideographic languages. The system's capability to support new languages in the future is based on architectural features associated with template design, character sets, audio, and features that accommodate updates to data: Templates -- Using EAC/AIGA Design for Democracy templates as a starting point, Verity's paper ballot formats and electronic formats offer similar templates designed to be consistent in all languages, whether the language is currently supported, or whether it is a language to be added in the future. Characters -- Because Verity uses Unicode for ballot information, the system architecture allows a wide range of characters to be represented, including ideographic languages. Audio -- Ballot audio is recorded by the user and therefore is not restricted to any specific language or set of languages. Data update capabilities -- Adding new languages to Verity requires no hardware changes. Minor software changes would be required to add new languages, and is possible due to the following capabilities: - The operating system accommodates the addition of new fonts. - The database accommodates the addition of new languages to the database table. - The character set validation accommodates the addition of new character ranges. The database accommodates the addition of new predefined voting system text and audio content (accommodating text files and audio content would be added).

3.1.18 Does the proposed EMS allow users to store, maintain, and retrieve configurations and data from previous elections? ★

Yes/No

Yes

3.1.19 Can the system accommodate more than one election simultaneously? ★

Yes/No

Yes

3.1.20 Describe the technical specifications needed for county computers used to store the database and effectively run the EMS. ★

Text (Multi-Line)

Hart pre-configures Verity PCs with EMS and other Verity software; these pre-configured PCs are included with Hart's proposal. Verity PC workstations include dual one-terabyte RAID drives which provide redundancy for all data and recovery capabilities in the event of a hardware failure.

Group 3.2: Ballot Programming and Layout

3.2.1 Describe the ballot design features of the ballot generation system. ★

Text (Multi-Line)

Verity Data (bundled with Verity Build) is used to design ballots, including importing and managing election data for use in designing ballots and defining elections. Verity Data can import election data from other software infrastructures (such as VISTA) and produce datasets in a format compatible with the Verity Build election definition software. Verity Data accepts jurisdiction- and election-related data through a fresh, modern, highly usable interface. The following are advantages of Verity's ballot programming and layout. *No coding required.* Verity Data's easy interface requires no specialized training. Anyone can learn to lay out ballots that meet the jurisdiction's needs. *Real-time WYSIWYG ballot previews.* Elections staff can view ballot previews at any time during the ballot layout process -- no need to take ballot data to a separate application to see how the ballot will look. *Flexible ballot formatting.* Verity Data includes multiple ballot templates for up to four-column ballots, reducing the number of ballot pages required, and with the ability to add rich text and images. *Time-saving import/export functionality.* You can import election data and easily export finalized data for future use or backup, resulting in significant time savings. *Built-in text translation and audio recording.* Text translations and audio recording are done within the software application, saving time -- no need to purchase, learn, and maintain separate applications. *Build your ballots once for all devices.* All devices use the same ballots, saving time and money across the entire election workflow. Build your ballots once for all devices. All devices use the same ballots, saving time and money across the entire election workflow. For more information and screenshots, please see "Attachment 2 -- Technical Criteria Supplement, 3.2.1."

3.2.2 Can races and questions be easily moved within and between front and back sides of the ballot? ★

Yes/No

Yes

3.2.3 Describe how ballot text on races, candidates, and questions is modified. ★

Text (Multi-Line)

Verity Data (bundled with Verity Build) provides WYSIWYG ballot previews at any time during the ballot layout process, so you can quickly modify anything on the ballot immediately -- with no need to take the ballot data to a separate application to see how the ballot will look. If you find a mistake or need to change a layout, you can toggle the display back from Preview to Edit mode, make the change, and see the results instantly. For a screenshot, please see "Attachment 2 -- Technical Criteria Supplement, 3.2.1."

3.2.4 Describe how styles can be changed after the ballot is created. ★

Text (Multi-Line)

If changes to ballot styles are required after the ballots and election have been finalized (“accepted”) in Verity Build, you simply use Verity Data (bundled with Verity Build) to make the changes, re-lock the election in Verity Data, and then return to Verity Build, and re-accept the ballots and election there.

3.2.5 How can changes to the ballot be applied? (select all that apply)Can changes to the ballot be applied to the entire ballot or must they be done manually? ★

Multiple Select (Pick Many)

Changes are applied manually.

Changes are applied to the entire ballot.

Changes are applied manually.

Changes are applied to the entire ballot.

3.2.6 Can ballots be automatically formatted with minimal manipulation of content by importing existing information from VISTA? ★

Yes/No

Yes

3.2.7 If Offeror responds 'Yes' to Question 3.2.6, please describe the proposed system's ability for ballots to be automatically formatted with minimal manipulation of content by importing existing information from VISTA.

Text (Multi-Line)

We designed Verity specifically to accommodate jurisdictions’ data integration needs, and we have extensive experience integrating data from a variety of sources. We have managed numerous successful integration projects for jurisdictions of all sizes. Import Capabilities: The Verity Data election data import/management and ballot design software (bundled with Verity Build) can import election data from other software infrastructures, such as VISTA, and produce datasets in a format compatible with the Verity Build election definition software. Verity Data accepts jurisdiction- and election-related data via a user-friendly interface. The ability to import election data into Verity Data saves counties time and money in the ballot design and election definition process, year after year. Verity Data accepts CSV files for import. In CSV files, each piece of data is separated from other pieces of data by a comma. Data accepts CSV files with the extensions .csv and .txt. In addition to CSV files, Verity Data can also accept image and audio files. Additional customization may be required to integrate the State’s data exports into an import-ready format for Verity Data or Verity Build. For a screenshot, please see “Attachment 2 – Technical Criteria, 3.2.1.”

3.2.8 List ballots layout options, including limitations for number, types and placement of columns; portrait or landscape layout; number and placement of vote targets; header shading options; font types and sizes; independence of front/back designs; etc. ★

Text (Multi-Line)

★ Vendor Response Is Required

Verity Data (bundled with Verity Build) offers a wide variety of templates -- including templates for creating ballots with one, two, three, or four columns. Verity supports forced column or page breaks. Verity's templates offer greater flexibility in ballot design than is possible with other vendors' solutions. Verity ballots are in portrait format. Vote targets are rectangles that appear to the left of candidate names or proposition choices. This location has proved to be optimal, based on our in-depth experience with digital voting systems. Ballot templates support use of grayscale and color images, which can also be used to customize headers and shading. To comply with best practices as outlined by the EAC/AIGA Design for Democracy initiative, Verity supports a single font style on the ballot. Font sizes, however, can be adjusted without limitation other than the natural limits imposed by the physical size of the ballot. If a separate font style is needed, this can be achieved by using an image. Verity Data enables you to create front and back designs that can be independent of each other. For a sample ballot, see please see "Attachment 2 – Technical Criteria, 3.2.8."

3.2.9 Describe font capabilities of the system. Does the system allow changes to font size and style (color, bolding, underscoring, italics, etc.)? ★

Text (Multi-Line)

Verity Data (bundled with Verity Build) enables the font size and style (color, bolding, underscoring, italics, etc.) to be changed.

3.2.10 Describe how the system provides for the ability to copy, edit and delete previously-defined elections or provide customized templates for each election type. ★

Text (Multi-Line)

Verity Data (bundled with Verity Build) enables you to save previously defined elections, copy, and edit them for use in new elections, all via Verity Data's user-friendly interface. Verity Data includes a wide range of templates, which you can customize for each election type. To customize a template, you simply display the template and make any changes you need. For screenshots, see "Attachment 2 -- Technical Criteria Supplement, 3.2.1."

3.2.11 Does the system provide for the export of any ballot to a non-proprietary print-ready format (e.g. PDF)? ★

Yes/No

Yes

3.2.12 If Offeror responds 'Yes' to Question 3.2.11, please list the non-proprietary print-ready format (e.g. PDF)? ★

Text (Multi-Line)

Ballots can be exported to PDF for printing.

3.2.13 Describe the process of generating test decks. ★

Text (Multi-Line)

Test ballots are printed from the same election definition as live election ballots, but "Test" is printed clearly on the ballots, which are also encoded so that they cannot be accidentally read into a live election. As an additional time-saving feature, Verity Build's automated test deck capability enables import of test deck marking patterns, so staff no longer spends hours or days hand-marking ballots for logic and accuracy testing.

3.2.14 Can the proposed system generate test decks, with accompanying test result files, that can be printed locally without vendor assistance? ★

Yes/No

Yes

Group 3.3: Reports and Data Integration

3.3.1 Explain, in detail, how the proposed EMS will interface with Utah's existing statewide voter registration system (VISTA). ★

Text (Multi-Line)

The Verity Data election data import/management and ballot design software (bundled with Verity Build) can import election data from other software infrastructures, such as VISTA, and produce datasets in a format compatible with the Verity Build election definition software. Verity Data accepts jurisdiction- and election-related data via a user-friendly interface. The ability to import election data into Verity Data saves counties time and money in the ballot design and election definition process, year after year. Verity Data accepts CSV files for import. In CSV files, each piece of data is separated from other pieces of data by a comma. Data accepts CSV files with the extensions .csv and .txt. In addition to CSV files, Verity Data can also accept image and audio files. To facilitate integration with Utah's VISTA system, Hart can provide the file format specifications for all import files that Verity Data can accept. If VISTA can be made to export data in formats compatible with Verity Data, then Verity Data users simply import the files through the user interface. Alternatively, Hart can work with the State of Utah to devise a mutually agreeable plan to create a file format conversion utility, to modify existing VISTA data exports into formats suitable for import into Verity Data. Hart has years of proven experience in integrating and reporting data from different software infrastructure into one cohesive set of ballot definitions, results, and reports. Our design and development team includes staff experienced in application design, engineering, and programming to support custom integration with other systems.

3.3.2 How does the system accept definitions and descriptions of political subdivisions and offices within the jurisdiction from VISTA in order to generate ballot information? ★

Text (Multi-Line)

Verity Data (bundled with Verity Build) accepts jurisdiction- and election-related data via a user-friendly interface. All that is required is for the user to navigate to the appropriate file import according to the data element selected from Verity Data's "Import" interface. Verity Data validates the imported information (or notifies the user if there are any issues with the formatted data), and then the jurisdiction- or election-specific information is automatically populated in the user interface, eliminating manual data entry.

3.3.3 Describe how data can flow from VISTA into the EMS and the formats in which data can be imported/exported. ★

Text (Multi-Line)

No programming skills are required to use Verity Data's user-friendly interface to import data from the State's election data system and, at the end of the election, to easily export election data to the State's election data system for future use or backup -- resulting in significant time savings. Verity Data (bundled with Verity Build) can import data in CSV format, and Verity can export data in TXT, CSV, PDF, HTML, or XML format. All necessary functions to navigate to different import and export file locations currently exist in Verity's intuitive, plain language interface.

3.3.4 Provide a list of the reports available from the proposed system. ★

Text (Multi-Line)

★ Vendor Response Is Required

The Verity system includes the following standard reports: Verity Count (tabulation and reporting software) reports: - Canvass - Cumulative - Precinct - Write-In Status - Precincts Reporting - Audit Log - Flash Memory Device (vDrive) Status - Device Log - Voting Devices - Polling Places - Alias - Manual Vote Recording - Residual Votes Verity Build (election definition and deployment software) reports: - Jurisdiction Configuration Report - Polling Place List, Summary - Polling Place List, with Details - All Contests - Contest Associations - Ballot Style Associations - Rotation Report - Ballots Printed - Flash Memory Devices (vDrives) Created Verity Central (high-speed scanning and on-screen ballot adjudication) reports: - Configuration - Batch Detail - Precinct Detail - Deleted Ballots - Audit Log - System Log Custom Reports: You can easily design customized reports from within the Verity application interface -- without professional data processing assistance or the use of an external tool or report writer. Verity Count enables you to create custom reports based on filtered data (such as only certain precincts or contests).

3.3.5 Upload examples of reports currently available in the proposed system. At a minimum, provide the first and last page of each report the system can generate. nly a single file may be attached, if Offeror has multiple files to attach in response to this question, please attach as a zipped file. ★

File Upload

11 Attachment 4-3.3.5 Sample Reports v2.docx - ./SupplierAttachments/QuestionAttachments/11 Attachment 4-3.3.5 Sample Reports v2.docx

3.3.6 Are these reports easily exportable from the system? ★

Yes/No

Yes

3.3.7 What file formats are the exports available in? ★

Text (Multi-Line)

Verity Count produces and can export reports in PDF, CSV and XLSX formats. Additionally, Verity Count produces certain results reports (cumulative, canvassing, precinct) in HTML format.

3.3.8 Describe the steps to export reports with a non-technical end user in mind. ★

Text (Multi-Line)

Exporting reports is straightforward; the user follows these steps: 1. On the Verity Count dashboard, select Import/Export. 2. Click Export. 3. From the Exports list, click the report you want to export. 4. In the File Browser Dialog, select the location you want to export the report to; then click OK. 5. Click Export. For screenshots, see “Attachment 2 -- Technical Criteria Supplement, 3.3.8.”

3.3.9 Describe customization options for standard reports as well as options for counties to independently generate customized reports. ★

Text (Multi-Line)

Counties can easily generate customized reports from within the Verity application interface -- without professional data processing assistance or the use of an external tool or report writer. Verity Count enables you to quickly create custom reports based on filtered data (such as only certain precincts or contests). Filters include: - District filter - Precinct/split filter - Contest filter - Ballot options filter - Flash Memory Device (vDrive) ID filter - Batch ID filter - Voting Device Type filter - Voting Device ID filter - Polling Place filter - Voting Type filter For a screenshot, see “Attachment 2 -- Technical Criteria Supplement, 3.3.9.”

3.3.10 Please describe how the system permits users to manually import, enter, or update results should the need arise to either hand count ballots or work in a separate database. ★

Text (Multi-Line)

★ Vendor Response Is Required

Verity Count tabulation and reporting software provides a user-friendly interface for manually importing, entering and updating results, following best practices prescribed by the jurisdiction and recommended in "Verity Administrator's Guide: Count." Users can import results from a separate database such as one for write-in votes or provisional ballots using easy-to-follow on-screen instructions. The Manual Vote Recording menu allows users to perform manual vote recording (MVR) if needed.

3.3.11 Provide a file upload describing any election night reporting (ENR) features and functionality in detail, including:
a.File format of available standard export files.
b.The ability of the software to provide summary results by precinct, by district, by county, and by race for each vote category, such as: for election day, early voting, absentee voting, and total votes.
c.Options to customize reports and electronic display of reports.
d.Sorting options.
e.Ability to show results and/or statistics as images or graphics.
f.Data transmission capabilities and security features of the ENR system.
nly a single file may be attached, if Offeror has multiple files to attach in response to this question, please attach as a zipped file. ★

File Upload

12 Attachment 5-3.3.11 Election Night Features and Functionality.docx - ./SupplierAttachments/QuestionAttachments/12 Attachment 5-3.3.11 Election Night Features and Functionality.docx

Group 3.4: Election Management System Security

3.4.1 Describe the intrusion detection present in the EMS. ★

Text (Multi-Line)

Verity's security features protect election data throughout the election process. Unlike other voting systems, Verity has undergone a thorough source code review and rigorous security testing to achieve EAC certification. Ballot layout and election configuration data is secure from unauthorized modification or copying of such data. Verity implements an AAA security model separate from the host operating system and the County's infrastructure. This includes role-based access control (RBAC). Verity Build, Central, and Count are physically separated from the intranet and extranet to reduce network-based risks. All data are digitally signed using FIPS 140-2 SHA-2 NIST approved methods to ensure non-repudiation. These methods include implementing a local network that is not connected to other office or public networks, RBAC user accounts and 2-factor authorization for key actions, and a kiosk setup that does not allow users direct access to the operating system. The integrity of critical operating system files is protected by the Enhanced Write Filter features of Windows 7 embedded to prevent changes, system validation tool features that let users verify the hashes on critical files of the operating system and a secure BIOS on polling place devices that ensures the system will only boot into the authentic Verity software environment. Cast vote records are digitally signed to enable validation of the data and are written to vDrives in Verity Scan and Verity Central; once written there, they cannot be written again. After a vDrive is written in Verity Central, it is taken to Verity Count for tabulation and reporting. If the vDrive with CVRs is lost, Verity Central can create a Recovery vDrive that can be read into the Count application. Hart uses several professional data destruction firms to securely dispose of electronic- or paper-based media. Verity workstations are never connected to the internet and run in a secure, user-friendly, kiosk environment.

3.4.2 Describe plan to release security patches when necessary. Security updates/patches and driver updates/certificates must be available for the life of the contract. ★

Text (Multi-Line)

★ Vendor Response Is Required

Hart's release strategy is built on the foundation of baseline systems that go through EAC certification. Accordingly, the complexity of making additional modifications to certified systems means that follow-on releases generally aim to consolidate substantial numbers of value-added features and enhancements (in addition to defect fixes), rather than following a more incremental plan of frequent "patches" – particularly because the installation of "patches" can be disruptive to jurisdictions and users of our voting systems. Upgrades do incorporate updates based on our own continued quality assurance and on customer feedback, and generally Hart seeks to follow a purposeful upgrade strategy. We believe that customer support is enhanced and cost and complexity is reduced when most users, nationwide, can be on the same software code base. Hart offers a variety of options for upgrading Verity Voting software. During the upgrade process, it is not required that Hart personnel be on-site to install software. The computers that the software runs on have easily-removable, sled-nested hard drives. You can remove these hard drives from the computers and send them to Hart for software upgrade, at which time Hart performs the upgrade and returns the hard drives to you. Alternatively, you or Hart personnel can perform the upgrade on-site. Firmware Upgrades: Hart personnel upgrade voting unit firmware by replacing a removable CFAST memory device on which the firmware resides. We perform this service on-site, or you may ship devices to Hart for this upgrade. Do-it-yourself upgrades (where you ship device CFAST and computer hard drives to Hart and install and test yourself) are included as part of your annual license and support fee. If you would like Hart on-site for an upgrade, the upgraded software and firmware are free but there is a service charge for our on-site time. There is no predetermined schedule for upgrade releases.

3.4.3 Describe support provided if intrusion is detected. ★

Text (Multi-Line)

The security and success of our customers' elections is paramount to Hart. We have incorporated the latest security protocols into our flagship Verity product family to prevent intrusion at the physical and cyber levels. Should a Utah jurisdiction detect an intrusion, Hart provides 24/7 access to expert technical support via our Customer Support Center and Hartline online. A security issue would receive prompt attention.

3.4.4 Describe any database backup and disaster recovery services you provide. ★

Text (Multi-Line)

PC workstations include RAID drives which provide redundancy for all data and recovery capabilities for hardware failure. Archive/restore functions are built into all software applications. Additional backup of data can be accomplished by copying election data and audit logs to external storage. If the vDrive to which the cast vote records were written is lost, Verity Central and the optional Verity Scan can create a Recovery vDrive that can be read into the Verity Count application. In addition, risk management planning is part of the implementation services included in this proposal. This combination of technological features and subject matter expertise allows Hart to provide support even in the rare instances that disaster strikes. Harris County, Texas, the third most populous county in the U.S. and home to Houston, selected the Hart Voting System in the summer of 2001 to replace its punch card voting system countywide. In late August 2010, a three-alarm fire broke out in a County-owned warehouse, which housed the County's entire inventory of election equipment. It was the worst election equipment disaster in U.S. history. With more than 10,000 pieces of election equipment destroyed and Early Voting for the General Election beginning in less than six weeks, the County turned to Hart as their trusted election advisor. Hart immediately created a Disaster Recovery Team whose members included representatives from Hart's Professional Services and Supply Chain departments. A production and implementation plan was put into place which included paper and electronic voting systems. Just four days after the disaster, Hart began manufacturing the replacement equipment, including sourcing over 1,000 individual parts, building circuit boards, and assembling and testing. The replacement equipment was an exact match for what the County lost -- not a newer system with an additional learning curve for staff, volunteers, and voters.

3.4.5 Describe any techniques used by your proposed system to secure the data in the database and in any other data files. ★

Text (Multi-Line)

Verity's security features protect election data across the election process. Verity has undergone a thorough source code review and rigorous security testing to achieve certification from the EAC. Not all voting systems in the marketplace have undergone this level of testing to federal standards. Secure ballot layout and election configuration data: Ballot and election configuration data is secure from unauthorized modification or copying of such data. Verity uses an AAA security model separate from the host operating system and the County's infrastructure. This includes role-based access control (RBAC). Verity Build, Central, and Count are physically separated from the intranet and extranet to reduce network-based risks. All data are digitally signed using FIPS 140-2 SHA-2 NIST approved methods to ensure non-repudiation. These methods include: - A local network not connected to office or public networks - RBAC user accounts and 2-factor authorization for key actions - Kiosk setup does not allow users access to the OS. The integrity of critical operating system files is protected by: - Implementation of the Enhanced Write Filter features of Windows 7 embedded to prevent changes - System validation tool that lets you verify hashes on critical files of the OS - Secure BIOS on polling place devices ensure the system will only boot into the authentic Verity software environment. Secure data transmission: Cast vote records are digitally signed to enable validation of the data and are written to vDrives in Verity Scan and Verity Central; once written there, they cannot be written again. If the vDrive with CVRs is lost, Verity Central can create a Recovery vDrive that can be read into Count. Secure destruction of data: Hart uses professional data destruction firms to securely dispose of electronic- or paper-based media. Secure environment: Verity workstations are never connected to the internet and run in a secure, user-friendly, kiosk environment.

3.4.6 With regards to access controls included in EMS, describe different types of user accounts and their capabilities. ★

Text (Multi-Line)

Verity authorization is role-based. Each user has a role, and each independent operation is authorized by the system based on role. Verity utilizes role-based access control (RBAC), which specifies groups/classes of specific actions associated with each role. Verity user roles adhere to the principle of least privilege; users have just the level of access needed to do their jobs. An administrator-level user can manage user roles and the rules that govern them. Administrators manage user passwords (which users can update themselves. Verity Data (bundled with Verity Build) includes the following user roles: - Viewer: Can view all of the screens in Data, print reports, and print ballot previews; Viewers cannot change election data. - Operator: Can perform all Viewer operations and add, change, and delete election data. Verity Build includes the following user roles: - Viewer: Can open elections, preview ballots, and print reports for proofing purposes. Viewers cannot modify content, configurations, or elections. - Media Creator: Can perform all Viewer tasks. In addition, can create Keys and vDrives, and print ballots. - Operator: Has full access to Verity Build; only one Operator can open a given election at a given time.

3.4.7 With regards to access controls included in EMS, how are user accounts managed and who can establish user accounts? ★

Text (Multi-Line)

Upon installation at the location of use, a default user ID and password is entered. From there, users and their passwords are added and managed by administrator-level users. Users can be set up with varying levels of access and privilege based on role. If desired, the default user ID can be deleted.

3.4.8 With regards to access controls included in EMS, please describe the different roles available that limit access to features depending on role? ★

Text (Multi-Line)

Verity authorization is role-based. Each independent operation is authorized by the system based on role. Verity utilizes role-based access control (RBAC), which specifies groups/classes of specific actions associated with each role. Verity user roles adhere to the principle of least privilege. The user's role determines their permitted activities within the Verity system. Please also see our response to 3.4.6, above.

3.4.9 How does your system prevent unauthorized applications from being loaded on the system or running on the system (including in the background)? ★

Text (Multi-Line)

As described above, Verity's many security features prevent unauthorized access to the closed, kiosk-style system, which is not connected to a network. In addition, application whitelisting prevents unauthorized executable code from being executed on any Verity device.

Group 3.5: Tabulation System General Information

3.5.1 Describe the make/model; hardware, software and firmware versions; and all components of the proposed system(s). ★

Text (Multi-Line)

- Verity Touch Writer version 2.0.3 - Verity Print version 2.0.3 - Verity Build version 2.0.2 - Verity Central version 2.0.2 (Note: With Verity, high-speed scanning (Verity Central) and tabulation (Verity Count) are separate functions, which makes the process much more efficient.) - Verity Count version 2.0.2 Optional Components: - Verity Scan version 2.0.3 - AutoBallot - Poll Pad version 2 - Headphones – Collapsible - Okidata B430 Series Printer - HP Workstations Z230 - Canon Scanner G1100 and G1130

3.5.2 Provide a functional diagram and system overview document of the Tabulation System(s). Only a single file may be attached, if Offeror has multiple files to attach in response to this question, please attach as a zipped file. ★

File Upload

28 Attachment 21-3.5.2 Functional Diagram and System Overview-Tabulation System v1.docx - ./SupplierAttachments/QuestionAttachments/28 Attachment 21-3.5.2 Functional Diagram and System Overview-Tabulation System v1.docx

3.5.3 Specify the physical dimensions (height, width, depth, weight) and system specifications of the proposed system(s). ★

Text (Multi-Line)

Verity Touch Writer -- 7.7H x 18.8W x 15.6D inches. Weight: 28.5 pounds (with battery) OKI B430 Series printer for use with Verity Touch Writer and Verity Print -- 9.6H x 15.2W x 14.3D inches. Weight: 25.1 pounds (with battery) Verity Print -- 7.7H x 18.8W x 15.6D inches. Weight: 28.5 pounds (with battery) Canon G1130 Scanner -- 18.9H x 21.1W x 12.4D inches. Weight: 50 pounds Verity Voting Booth with bag -- 36H x 24W x 4D inches (when folded for transport and storage). Weight: 17.1 pounds. Verity Scan (optional) -- 7.7H x 18.8W x 15.6D inches. Weight: 29.1 pounds (with battery)

3.5.4 Do you offer carts for storing and transporting? If so, list costs on the tab labeled Miscellaneous Costs of the WA17018 Voting Systems Detailed Cost Proposal Spreadsheet. ★

Yes/No

Yes

3.5.5 Describe the scanning capability of each proposed system (if multiple options are available) regarding speed at which ballots are processed (ballots per minute). ★

Text (Multi-Line)

★ Vendor Response Is Required

The Verity Central high-speed scanner: 130 pages per minute (7,800 pages per hour), including ballots that have been folded, creased and/or wrinkled. Verity Scan portable digital ballot scanning/tabulation device (optional): Verity Scan reads both sides of the ballot at once, and its tested-to ballot processing speed is a minimum of ten 8-1/2 x 11-inch sheets per minute; however, real-world processing is faster. Processing varies depending on elements such as the number of write-in votes and images that must be saved. Below are the processing speeds captured during our internal testing. Actual scanning speeds will be similar: 8 ½ x 11-inch (letter) -- 4.706 seconds 8 ½ x 14-inch (legal) -- 5.086 seconds 8 ½ x 17-inch (super legal) -- 5.776 seconds

3.5.6 Describe the scanning capability of each proposed system (if multiple options are available) regarding duty cycle (i.e. ability of machine to process x number of ballots per hour for x number of hours per day). ★

Text (Multi-Line)

Verity Central high-speed scanner: 7,800 pages per hour for as long as the scanner is receiving power. Verity Scan portable digital ballot scanning/tabulation device (optional): 8 ½ x 11-inch (letter) -- 600 sheets (front and back pages) per hour (minimum; real-world speeds are faster) 8 ½ x 14-inch (legal) -- 707 sheets (front and back pages) per hour 8 ½ x 17-inch (super legal) -- 623 sheets (front and back pages) per hour Verity Scan achieves these speeds for as long as the device is receiving power.

3.5.7 Describe the scanning capability of each proposed system (if multiple options are available) regarding length of ballot the system is able to accommodate. ★

Text (Multi-Line)

The Verity Central scanner supports ballots of the following lengths: 8.5 x 11-inch (letter) 8.5 x 14-inch (legal) 8.5 x 17-inch (super legal) 11 x 17-inch (tabloid) (Optional) Verity Scan supports ballots of the following lengths: 8.5 x 11-inch (letter) 8.5 x 14-inch (legal) 8.5 x 17-inch (super legal)

3.5.8 Describe the scanning capability of each proposed system (if multiple options are available) regarding the ability to handle two-sided ballots. ★

Text (Multi-Line)

Verity Central and the optional Verity Scan have the capability to handle two-sided ballots.

3.5.9 Describe the scanning capability of each proposed system (if multiple options are available) regarding the ability to handle multipage ballots. ★

Text (Multi-Line)

Verity Central and the optional Verity Scan device scan two-sided ballots and multiple-page ballots while recording the event as one ballot cast.

3.5.10 Describe the scanning capability of each proposed system (if multiple options are available) regarding the ability to accept ballots in any possible orientation. ★

Text (Multi-Line)

Verity Central and the optional Verity Scan device accept portrait-format (not landscape-format) ballots inserted face down or face up, and inserted header-first or footer-first.

3.5.11 Describe the scanning capability of each proposed system (if multiple options are available) regarding the ability to accurately capture votes marked by a voter or a ballot marking device. ★

Text (Multi-Line)

Verity Central and Verity Scan have been certified by the U.S. Election Assistance commission as complying with stringent Voluntary Voting System Guidelines v. 1.0 (2005) for Accuracy.

3.5.12 Describe the scanning capability of each proposed system (if multiple options are available) regarding the ability to notify the voter of errors (undervotes or overnotes) before the ballot is accepted. --Note: This option may be limited to precinct based scanners. If so, please specify. Also note if the system offers the option to "turn off" undervote notification. ★

Text (Multi-Line)

"Second chance voting" messages directed specifically at voters who are casting ballots are limited to the optional Verity Scan, which is intended for in-person voting. However, our high-speed central scanning solution, Verity Central, also identifies overvotes, undervotes, and other exceptions for adjudication purposes. The capabilities of Verity Scan and Verity Central are described as follows: Verity Scan Verity Scan uses a combination of large-font, plain-language instructions, large graphic images, and audible sounds to indicate ballots that require voter attention, including overvotes, undervotes, and blank ballots. Voters receive second-chance notifications that allow them to correct any ballot mismarks before the ballot is cast. Voter messages follow a plain-language philosophy and are presented through friendly, intuitive Design for Democracy-based interfaces. (Verity Scan can be set to return ballots with undervotes to the voter, but typically this setting is not utilized -- undervote notification is typically "turned off.") The voter has the option to cast the ballot as-is or to request a new ballot to mark. If the voter requests a new ballot, election workers follow local procedures to spoil the initial ballot and issue a new one. Verity Central Verity Central flags ballots with undervotes or overvotes as needing adjudication, as configured by authorized election staff. To adjudicate ballots in Verity Central, from the batches of ballots that have been scanned and saved, you can specify the classes of ballots you would like to review, from a long list of user-defined filters, including filters for undervotes and overvotes. Adjudication of undervotes and overvotes takes place in Verity Central, before cast ballot records are transferred to the Verity Count application for tabulation.

3.5.13 List all acceptable off-the-shelf writing implements (pens, pencils, markers, etc.) that can be used to mark paper ballots. ★

Text (Multi-Line)

Any blue or black ink pen can be used to mark Verity paper ballots, provided that they do not "bleed through" the ballot. We recommend blue or black ink ball point pens.

3.5.14 List all restrictions on writing implements that are known to cause inaccurate or unreadable votes during the processing of the ballots (including the type of implement, type of ink, color of ink, etc.). ★

Text (Multi-Line)

Nothing other than blue or black ink should be used to mark a ballot. While marks made with ink of other colors or pencil lead will be recognized most of the time, blue or black ink is the failsafe method of marking a ballot with the Verity system.

3.5.15 Document the type of printer utilized by the proposed tabulator (external or internal, thermal, inkjet, etc.). ★

Text (Multi-Line)

An Okidata 432 printer can be used to print reports from Verity Count. The optional Verity Scan portable digital ballot scanning/tabulation device includes a built-in thermal printer.

3.5.16 List all pertinent paper ballot production specifications for each system (e.g., ink, paper weight/thickness to prevent bleed through, etc.) and all other requirements related to ballot printing should counties and local jurisdictions wish to utilize commercial ballot print vendors of their choice. If necessary, provide a list of certified ballot printing vendors. ★

Text (Multi-Line)

★ Vendor Response Is Required

While Hart does provide ballot printing services, our proposal is based on the assumption that the Counties or a third-party vendor selected by and operating at the sole direction of the Counties will print all ballots to be used by the system. Hart does not require the Counties to use a specific printer, but we can assist in qualifying printers to be used. Hart has a certified printer program that allows us to manage ballot print quality with partners. We supply recommended Hart Official Ballot Paper, and we share specifications for that paper with our customers and print partners so that customers can use certified Hart printers either with this official stock or with commercial-off-the-shelf paper that meets our paper's specifications. Hart recommends the use of 28#/70# bond paper composed of virgin wood fiber with no recycled content. The following additional specifications apply to the type and composition of the recommended paper: - Finish: Smooth Xerography - Brand: Sheffield: 100-120 - Brightness: 91-94 - Florescent level: 4% - Moisture content: 4.5% - Packaging: Moisture resistant ream wrap - Tolerance for trim and squareness: +/- 0.025" - Ink: Any industry-standard black toner. Hart certified ballot printers are usually professional print shops with production-level equipment. To receive Hart certification, these printers must complete and pass an annual Hart ballot printing test using Hart's exclusive official ballot paper for ballot production. The testing Hart performs as part of the ballot printer certification program includes ballot quality assurance testing, paper analysis, and ballot scanning and tabulation on the appropriate voting equipment. Hart provides the print shop with quality assurance guidelines and tools.

3.5.17 Describe the storage requirements of the type of paper utilized by the proposed tabulator. Is the type of paper affected by heat or sun exposure? ★

Text (Multi-Line)

The Verity Voting system uses Hart Official Ballot Stock or readily available commercial stock that meets specifications Hart provides. Verity ballot paper, like all paper, can be affected by sun and heat. Storage requirements vary in accordance with the paper's manufacturer's specifications.

3.5.18 Provide, in detail, the make, model, and storage capacity for the internal and external memory used by the proposed system. ★

Text (Multi-Line)

There are two types of memory devices utilized within the Verity Voting system that can be accessed by the user: - Disk drive in each workstation - vDrives, USB flash drives that store election configuration information and the results of an election. Disk drives: - Manufacturer: HP - Description: SATA 6Gb/s 7200 RPM Hard Drive - Manufacturer's part number: LQ037AA - Capacity: 1TB vDrives: - Manufacturer: Apacer - Description: USB2.0 Flash Drive 4GB - Manufacturer's part number: 8T.ABD2B.1D30C - Capacity: 1TB

3.5.19 Is the internal and external memory used by the proposed system commercially available? ★

Yes/No

No

3.5.20 Does the internal and external memory used by the proposed system include batteries or removable parts? (select all that apply) ★

Multiple Select (Pick Many)

Batteries included

Removable parts

Removable parts

3.5.21 What are the special requirements related to the use, purchase, or replacement of the internal and external memory used by the proposed system? ★

Text (Multi-Line)

Memory devices, like all components of the Verity Voting system, are configured by Hart as part of the integrated, holistically tuned voting system and must be obtained from Hart -- not from any other source.

3.5.22 Describe how the internal and external memory device is able to store and recall multiple ballot styles. ★

Text (Multi-Line)

All ballot styles for a given election are defined in the Verity Build software application. Verity Build is also used to create flash memory vDrives, which also store all ballot styles for the election. When vDrives are inserted into different components of the Verity system (for example, to write ballots in Verity Central, or to configure polling place devices, such as Verity Touch Writer or the optional Verity Scan), the flash drive enables that component to manage all ballot styles (or a smaller sub-set, if desired).

3.5.23 Describe security features of the internal and external memory device (encryption, security seals, etc.). ★

Text (Multi-Line)

Verity's internal and external memory devices are protected by the same end-to-end security features that protect the entire Verity system, including code that implements controls for: - Authorization - Authentication - Auditing - Non-repudiation - Validation - Tamper resistance/evidence Verity implements an AAA security model separate from the host operating system and the jurisdiction's infrastructure. This includes role-based access control (RBAC). Verity Build, Central, and Count are physically separated from the intranet and extranet in order to reduce network-based risks. All Verity data, including logs, cast vote records, and election definitions, are digitally signed using FIPS 140-2 SHA-2 NIST approved methods to ensure non-repudiation. These methods include implementing a local network that is not connected to other office or public networks, role-based access control (RBAC) user accounts, and two-factor authorization for critical actions. Finally, all Verity Voting software applications are installed on PC workstations in a "kiosk mode" setup that does not allow users direct access to the operating system. Verity Voting devices, including Verity Touch Writer and the optional Verity Scan, have a variety of physical access controls and safeguards to ensure that sensitive equipment is accessed only by authorized personnel. These access controls include keyed locks, features to support the use of tamper-evident seals, port protection, and non-standard electrical wiring in strategic areas.

3.5.24 Describe the backup battery for the system and indicate the amount of backup battery life (i.e., number of hours) in the event of a power outage. ★

Text (Multi-Line)

Verity polling place devices (the Verity Touch Writer ballot marking device, Verity Print on-demand ballot printer and optional Verity Scan in-person scanner/tabulator) include an internal, rechargeable 10.8V, 6.7A-hr Lithium-Ion (Li-Ion) battery as a backup to 120VAC main power. The battery can provide backup power for a minimum of two hours. While one battery is in use, an extra battery can be recharging at a nearby electrical outlet, ensuring a reliable source of continuous power for the unit. This system can be more reliable than systems that depend on an integrated battery for power. In case of battery failure, poll workers can simply replace the battery -- not the entire device.

3.5.25 Is there a second backup battery in case the first fails? ★

Yes/No

No

3.5.26 Indicate if there is a difference in battery usage for a tabulator in use vs. a tabulator at rest, and describe the total projected life of the batteries. ★

Text (Multi-Line)

While the optional Verity Scan operates on AC power (i.e. while the unit is plugged in), any installed charged batteries will not have any measurable depletion of power. While one battery is in use, an extra battery can be recharging at a nearby electrical outlet, ensuring a reliable source of continuous power for the unit. This system can be more reliable than systems that depend on an integrated battery for power. In case of battery failure, poll workers can simply replace the battery -- not the entire device. The projected life of the batteries is from 3 to 5 years depending on storage, recharge cycles, and mechanical use conditions.

3.5.27 Describe the capabilities of the system to support a post-election audit. ★

Text (Multi-Line)

From the outset, Verity was designed and architected to support risk limiting audits (RLAs). Verity supports risk limiting audits by enabling you to easily compare human interpretations of individual ballots with machine interpretations of those same ballots, to assess the risk of whether the outcomes are wrong. Verity Central supports ballot level audits by meeting the following requirements: - Ballot level audits require knowing the number of ballots in each batch. Verity Central's Ballot Summary Report provides this information. - Ballot level audits require a method to locate each batch. When using Verity, as each batch is scanned, affixing the Ballot Summary Report to the physical batch lets you locate each batch. - Ballot level audits require a manifest or "map" that allows users to identify each ballot within each batch uniquely. The scan order for any ballot that appears in Verity Central's "Ballot Review" window traces to the Ballot Summary Report, which, combined with the Batch ID, enables you to trace each ballot record back to a unique physical ballot. - Ballot level audits require a method of displaying the machine interpretation of marks on individual ballots. Verity Central enables you to export plain-language, annotated ballot records that display this information (i.e. target areas that are "marked" or "not marked"), with corresponding batch ID and scan order information. For screenshots, see "Attachment 2 -- Technical Criteria Supplement, 3.5.27."

3.5.28 How does the system facilitate the audit of scanned batches of ballots? ★

Text (Multi-Line)

On Verity Count's Auditing dashboard, you can use filters to select the audit results for specific scanned batches of ballots you want to view.

3.5.29 Does the system contain a summary report of how each batch was tabulated to compare with a hand counted total from the same batch? ★

Yes/No

Yes

3.5.30 Describe how the system can accommodate vote centers that must provide any ballot style in the jurisdiction, either during the early voting period or on Election Day. Note that UCA 20A-3-701 requires voting center ballots to be retrievable by the election official during the canvass if the voter cast a ballot at another location or before election day. Describe the capabilities of your system to accomplish this. ★

Text (Multi-Line)

★ Vendor Response Is Required

Hart's integrated Verity solution provides multiple ways to accommodate vote centers using the following components: Verity Print: Verity Print can print ballots from all precincts from one device. Precincts (ballot styles) that are associated with a given polling place are configured in Verity Data (bundled with Verity Build), and the polling places are assigned to Verity Print devices during the pre-deployment process. Verity Print is especially well-suited for use in vote centers and during Early Voting, because using Verity Print eliminates the need to maintain large volumes of pre-printed paper ballots from all precincts at the polling place. A jurisdiction can choose to utilize unique identifiers on ballots that are printed for use in Early Voting and vote center polling places. This unique identifier can later be used to find a particular ballot after the election if necessary. Verity Scan (optional): Verity Scan can accommodate ballots from all precincts on one device. Precincts (ballot styles) that are associated with a given polling place are configured in Verity Data, and the polling places are assigned to Verity Scan devices during the pre-deployment process. KNOWiNK Poll Pad: The Poll Pad allows a jurisdiction to look up a voter's registration and voting status from the polling place. In Early Voting and Vote Center scenarios, the Poll Pads communicate with each other so that vote history is updated in real-time. Having the ability to look up a voter's status at the polling place helps reduce or eliminate the potential for a person to vote either in Early Voting and on Election Day or to vote at multiple vote center locations on Election Day.

3.5.3.1 Describe how the system can accommodate ballots electronically returned (i.e. emailed or faxed). ★

Text (Multi-Line)

Verity can handle remote ballot workflows in a variety of ways: 1. Verity can export election definition data to third-party remote ballot marking systems. Verity Data (bundled with Verity Build) can export jurisdiction- and election-specific information in CSV format, so the data can be imported into third-party systems that can produce the same ballot styles. For instance, Hart regularly collaborates with Five Cedars Group, a well-known provider of such systems, to ensure that data exported from our voting system can be imported into the Five Cedars Group ballot generator. Hart can provide documentation of the file format specifications for information that can be exported from Verity Data, thereby allowing the same election definition to be "ported" to a third-party accessible remote marking system. 2. Verity includes automated methods to import ballot style information and voter selections, so pre-marked ballots can be produced from Verity based on remote ballot marking sessions, without needing to manually re-create and mark ballots. Verity Build includes a print queue import function that lets you specify the quantity and type of ballot styles (i.e. precincts) to be printed from the system in batch fashion, including the option for user-specified marking patterns on the printed ballots. This enables any third-party remote marking system capable of capturing raw data that includes total quantity, ballot (precinct) style, and voter selections for remotely-marked ballots to pass that information to Verity if it is formatted in accordance with the print queue file format specifications. Hart can share this information with anyone who wants to take advantage of Build's print queue functions. 3. The same method described in #2, above, could also be used to format information from ballots received via email or fax, to create a batch file to automate production of scannable ballots that reflect the voter selections for ballots received from remote marking ses

3.5.3.2 Does the election official have to manually recreate the electronically returned ballot for scanning purposes? ★

Yes/No

No

3.5.3.3 Provide information on the electronic ballot delivery and return process, the type of ballots supported and any audit/recount capabilities. ★

Text (Multi-Line)

Any ballots produced in Verity Build that reflect voter selections from ballots received remotely are managed like any other ballot in Verity, allowing full auditability and recount, as necessary.

★ Vendor Response Is Required

Group 3.6: Tabulation System Reliability and Durability

3.6.1 Describe acceptance/rejection criteria for ballot marks for your scanner(s). ★

Text (Multi-Line)

Verity Central (the central ballot scanning system) and Verity Scan (the optional in-person scanning device) recognize marks by comparing the amount of the rectangular target area that is marked to predefined thresholds. During a scan, the area inside each rectangular target area is analyzed. The initial scanning mask area (where the system looks for marked pixels) is approximately 550 pixels. Verity's "mark" threshold is 50 pixels. If it finds fewer than 25 pixels marked, the option box is counted as unmarked. If it finds 25-49 marked pixels, it performs a second pass where it resizes and repositions the scanning mask based on where it thinks the bottom edge of the option box is located. If it finds more than 25 pixels in the second pass, it classifies the option box as marked. Mark thresholds are established by the system and are not user modifiable.

3.6.2 Describe how the system identifies and handles marginal and/or stray marks. ★

Text (Multi-Line)

In case of marginal or stray marks, Verity Central flags the ballot as requiring adjudication.

3.6.3 Describe how the system handles ballots with paper or printing irregularities (including folds, creases, etc.). ★

Text (Multi-Line)

The COTS Canon scanners used with our Verity Central high-speed scanning solution efficiently process high volumes of ballots, including those that have been folded or wrinkled or that have other irregularities. Additionally, Verity Central's onscreen adjudication eliminates any need for a physical diverter to separate ballots that require resolution -- eliminating the ballot jams a diverter causes. A quick visual inspection of the ballot when opening it is recommended to check for significant rips or folds that may affect scanning. Fold lines do not affect the ability of Verity's vote capture devices to read ballots; our commercial-off-the-shelf scanners process such ballots reliably and efficiently.

3.6.4 What is the error rate of the system? ★

Text (Multi-Line)

Verity has been certified by the U.S. Election Assistance Commission as being compliant with VVSG 1.0 (2005), which requires a voting system to achieve a target error rate of no more than one in 10,000,000 ballot positions.

3.6.5 Identify features of the system designed to avoid ballot jams. ★

Text (Multi-Line)

Paper jams are rare with both the Verity Central scanner and the optional Verity Scan device. Verity uses common paper stock for ballots -- not card stock that is susceptible to humidity -- reducing the likelihood of jams. The COTS Canon scanners used with our Verity Central high-speed scanning solution efficiently process high volumes of ballots, including those that have been folded or wrinkled or that have other irregularities. Additionally, Verity Central's onscreen adjudication eliminates any need for a physical diverter to separate ballots that require resolution -- eliminating the ballot jams a diverter causes. The optional Verity Scan incorporates a number of features to help prevent ballot jams, including: - Patented indicator landing lights that inform the user when the system ready for a ballot to be inserted - System entryway that guides the ballot into the scan head, greatly reducing the possibility for ballots to be presented in a misaligned way. - Path for the exit of the scanned ballot into the ballot box designed to prevent static buildup on ballots. - No physical diverter that can cause jams. - Collapsible ballot box design means nothing is stored inside for transport -- and nothing to block ballots as they enter the box.

3.6.6 Describe how the system handles a ballot jam. ★

Text (Multi-Line)

With Verity, it is only under circumstances where a ballot literally cannot be imaged for exceptional reasons (due to a defaced bar code, for example) that Verity Central is unable to read the ballot. In such exceptional circumstances, Verity Central can continue scanning a batch without interruption, and the Scan Batch report will identify specific ballots in the batch that could not be read, with a plain language message to the operator. If a ballot cannot be read or identified, that ballot is rejected during the scanning process. The reasons for the rejection, as well as the scan sequence number, are identified in an easy-to-read Scan Batch report. In the rare event of a jam with the optional Verity Scan, its intuitive, plain-language screens indicate to the voter and poll worker exactly what happened and whether or not the ballot was counted. If a jam occurs, it is easy to clear ballot track.

3.6.7 In case of a ballot jam, does the tabulator state whether the ballot was tabulated? ★

Yes/No

Yes

3.6.8 Is the ballot jam information available in the system audit log? ★

Yes/No

Yes

3.6.9 Indicate the amount of backup battery life (in hours), while under normal usage, in the event of a power outage. ★

Numeric Text Box

2

3.6.10 Describe the capability of the system to generate exportable backup files for offsite storage. ★

Text (Multi-Line)

Verity can export data in TXT, CSV, PDF, HTML, and XML formats. (CSV exports can be opened in XLSX.)

3.6.11 Describe all types of automatic diagnostic tests that are available to run before the opening of the polls and while polls are open. Include a description on access controls related to these tests. ★

Text (Multi-Line)

At the polling place, Verity Scan and Verity Touch Writer perform diagnostics at every boot and report these diagnostics on the Power-On Self-Test Report that prints automatically at every boot. The voting device components run continuous background monitoring to ensure the integrity of the executable firmware. At the central elections office, the Verity Central PCs and high-speed scanner run self-tests at startup and report results in the event of an error. In addition to these startup tests, Verity Central enables the user to run a test scan at any point in the process to validate that the scanner is functioning properly.

3.6.12 Describe how the proposed system handles unreadable/rejected ballots. ★

Text (Multi-Line)

Verity Central is unable to read a ballot only under circumstances where a ballot literally cannot be imaged for exceptional reasons (due to a defaced bar code, for example). In those circumstances, Verity Central continues scanning a batch without interruption. The Scan Batch report identifies specific ballots in the batch that could not be read, with a plain language message to the operator. If the optional Verity Scan device cannot read or identify a ballot, it rejects the ballot during the scanning process. The reasons for the rejection, as well as the scan sequence number, are identified in an easy-to-read Scan Batch report.

3.6.13 Describe how the proposed system notifies an authorized user whether a ballot was scanned successfully or not. ★

Text (Multi-Line)

Verity Central's Scan Batch report identifies specific ballots in the batch that could not be read, with a plain language message to the operator The optional Verity Scan device provides auditory and visual notification to the voter that the ballot has been cast. For a screenshot, see "Attachment 2 -- Technical Criteria Supplement, 3.6.13."

3.6.14 Describe how the proposed system notifies an authorized user that a ballot was previously scanned. ★

Text (Multi-Line)

Unique identifiers may be applied to ballots produced in Verity, to prevent scanning of duplicate paper ballots or rescanning of a single ballot. Unique identifiers may be completely invisible, or they may be human-readable, depending on user-defined settings in Verity Build. Within the Verity system, unique identifiers are optional and cannot be tied to an individual voter (as there is no individual voter data in the Verity system). Unique identifiers are also produced in a randomized, non-sequential order.

3.6.15 Describe how the proposed system identifies where a voter marked the box for a write-in but did not write in a name, and where the voter did not mark the box but did enter a write-in candidate on the line. ★

Text (Multi-Line)

Verity Central and the optional Verity Scan require the target are to be marked in order to recognize a write-in vote. Verity Central and Verity Scan flag these ballots as needing adjudication.

Group 3.7: Security

3.7.1 Describe security measures/procedures for securely uploading vote count results to the EMS. ★

Text (Multi-Line)

Cast vote records from Verity Central and from the optional Verity Scan device are written to a vDrive portable flash drive during the scanning/vote capture process. Those vDrives are then removed and transported to the Verity Count PC for tabulation and reporting, which is a component of the integrated, holistic Verity EMS. Verity's stringent "defense in depth" system protects the data at every step. Once the CVRs are written to the vDrive, they cannot be written again. If the vDrive to which the CVRs were written is lost, Verity Central and Verity Scan can create a Recovery vDrive that can be read into the Verity Count application. For more information and photographs, please see "Attachment 2 -- Technical Criteria Supplement, 3.7.7.

3.7.2 Describe security in place to protect for the audit logs. ★

Text (Multi-Line)

★ Vendor Response Is Required

Along with cast vote records, audit logs from Verity Central and from the optional Verity Scan device are written to a vDrive portable flash drive during the scanning/vote capture process, which are then removed and transported to the Verity Count PC for tabulation and reporting. At every step, the logs are protected by Verity's "defense in depth" security system. Once the audit log is written to the vDrive, they cannot be written again. If the vDrive to which the audit logs were written is lost, Verity Central and Verity Scan can create a Recovery vDrive that can be read into the Verity Count application. All Verity data, including audit logs, cast vote records, and election definitions, are digitally signed using FIPS 140-2 SHA-2 NIST approved methods to ensure non-repudiation. These methods include implementing a local network that is not connected to other office or public networks, role-based access control (RBAC) user accounts, and two-factor authorization for critical actions. Finally, all Verity Voting software applications are installed on PC workstations in a "kiosk mode" setup that does not allow users direct access to the operating system. For more information and photographs, please see "Attachment 2 -- Technical Criteria Supplement, 3.7.7.

3.7.3 Does your system documentation contain suggested security auditing procedures? ★

Yes/No

Yes

3.7.4 If Offeror responded 'Yes' to Question 3.7.3, provide a copy of system documentation containing suggested security auditing procedures.

File Upload

27 Attachment 20-3.7.4 Security Auditing Procedures.docx - ./SupplierAttachments/QuestionAttachments/27 Attachment 20-3.7.4 Security Auditing Procedures.docx

3.7.5 What are your processes for system hardening? ★

Text (Multi-Line)

This information is Protected Business Confidential. Hart's security-in-depth meets the needs of an EAC certified system and has been proven in multiple certifications and deployments. Hart follows a strict trusted build process per VVSG guidelines. We also maintain locked-down system controls consisting of secure boot and whitelisted objects within the filesystem. Both these security measures ensure that a constructed device cannot be mutated following a trusted build -- it is a locked-down system to ensure the voting device cannot be compromised. As part of Hart's overall layered security model, we have invested effort into limiting the attack surface of polling place devices. The following security features apply to the Verity Touch Writer and the optional Verity Scan device: - Secure boot prevents the system from starting if the master boot record, operating system, or firmware has changed. - The operating system, Windows Embedded 7, is custom-built to include only components required to support our software and hardware. - Enhanced Write Filter prevents the operating system and the firmware from being permanently altered. - Our devices run as a kiosk, blocking user access to the operating system. - User input is limited to the touchscreen interface. - Only needed network ports are opened -- no others. - All network communication is authenticated and encrypted using Transport Layer Security (TLS). - Application whitelisting prevents unauthorized executable code from being executed on the device. For more information about Verity security, please see "Attachment 2 -- Technical Criteria Supplement, 3.7.7."

3.7.6 How are updates delivered to the server and tabulation equipment? ★

Text (Multi-Line)

Hart offers a variety of options for upgrading Verity Voting software. During the upgrade process, it is not required that Hart personnel be on-site to install software. The computers that the software runs on have easily-removable, sled-nested hard drives. You can remove these hard drives from the computers and send them to Hart for software upgrade, at which time Hart performs the upgrade and then returns the hard drives to you. Alternatively, Hart personnel or you can perform the upgrade on-site.

3.7.7 Describe other security features and capabilities of your proposed system and processes. ★

Text (Multi-Line)

The Verity Voting system embodies best practices for security throughout the system at every step of the election workflow. Unlike older voting technology, Verity employs the most up-to-date technologies and best practices for security. This information is Protected Business Confidential. Intrusion detection: physical and application security. Verity employs a "defense-in-depth" strategy, whereby the same security architecture and code is used by all applications, whether on the desktop or on voting devices. Secure device configuration: Verity utilizes two-factor authentication to secure access to critical functions throughout the election. Secure voting devices: Verity Voting devices have a variety of physical access controls and safeguards to ensure that sensitive equipment is accessed only by authorized personnel -- not by voters. Audit logs contain a record of every action performed on the devices. Secure vote scanning, recording, and tabulation: Verity ballots include security barcodes on both sides of the sheet. Verity Scan and Verity Central ensure that only those ballot styles specific to the current election are recorded and tabulated. Secure access: Multiple security mechanisms prevent the modification of software or internal configurations at all times. All Verity Voting software applications are installed in a secure "kiosk" mode that prevents user access to the operating system of the workstation on which the application is installed. Verity requires that all users have unique login credentials. Secure Data: Verity's stringent security features protect election data at every step of the election process. Verity has undergone a thorough source code review and rigorous security testing to achieve certification from the U.S. Election Assistance Commission. Not all voting systems in the marketplace have undergone this highest, most rigorous level of testing to federal standards. See Attachment 2 -- Technical Criteria Supplement, 3.7.7

Group 3.8: Digital Image of Ballots Cast

3.8.1 Regarding the features and capabilities of the system to scan paper ballots and store them as digital images or electronic cast vote records, identify the format of the ballot image. --Note: ballot images should be stored in a non-proprietary format. ★

Text (Multi-Line)

Verity Central stores complete images of scanned paper ballots in PNG format.

3.8.2 Regarding the features and capabilities of the system to scan paper ballots and store them as digital images or electronic cast vote records, how does the system ensure adequate resolution of saved images? ★

Text (Multi-Line)

Verity Central displays crisp, easy-to-read images of scanned ballots. You can magnify the view using the zoom slider. During ballot resolution, you can manually resolve entire ballot pages or individual contests, and the original ballot image is retained for auditing purposes.

3.8.3 Regarding the features and capabilities of the system to scan paper ballots and store them as digital images or electronic cast vote records, how does the electronic image maintain its relationship with the voted paper ballot? ★

Text (Multi-Line)

Batch ID and Sequence ID is identified in the scanned ballot image, enabling election officials to locate paper ballots that correspond to the ballot images in the original physical batches, as they were scanned.

3.8.4 Regarding the features and capabilities of the system to scan paper ballots and store them as digital images or electronic cast vote records, is the equipment capable of sorting and filtering images of ballots by ballot style, precinct, polling location, contest, candidate for purposes of recounts or post-election audits? ★

Text (Multi-Line)

★ Vendor Response Is Required

Yes. The Verity Central tabulation and reporting software provides a wide variety of standard reports, as well as numerous filters that enable you to zero in on the exact ballots you need for adjudication and auditing purposes. The following is a list of filters available in Verity Central: * Adjudication Criteria Ballot Status - Has Unresolved Voter Intent Issues - No Unresolved Voter Intent Issues Voter Intent Issues - Blank Ballots - Over Votes - Under Votes - Voted WriteIns - Invalid Votes User Action - Accepted By User - Resolved By User - Not Modified * Ballot Criteria* Precinct - (list of all precincts in the election) Party - (list of all parties in the election) Unique ID Range - (enter range from low to high) Contest(s) - (list of all contests in the election) *batch criteria* Scanning Workstation - (list of all scanning workstations by ID) Voting Type - (list of all voting types defined) Batch ID - (list of all batches by batch ID) Batch Status - OK As Scanned - Resolved - Unresolved - Written For sample reports, please see "Attachment 4 -- 3.3.5 Sample Reports."

3.8.5 Regarding the features and capabilities of the system to scan paper ballots and store them as digital images or electronic cast vote records, describe features that help maintain ballot secrecy while also retaining images of all ballots scanned. ★

Text (Multi-Line)

The Verity Voting system ensures that each voter's ballot is secret and the voter cannot be identified. Each ballot produced is anonymous and cannot be identified by image, code or other methods. No information associated with any individual voter is stored in the system, or in the ballot images.

3.8.6 Regarding the features and capabilities of the system to scan paper ballots and store them as digital images or electronic cast vote records, describe redundancy/back up measures. ★

Text (Multi-Line)

PC workstations include RAID drives which provide redundancy for all data and recovery capabilities in the event of a hardware failure. Archive and restore functions are also built into all software applications. Additional backup of data can be accomplished by copying election data and audit logs to external storage. If the vDrive to which the cast vote records were written is lost, Verity Central and the optional Verity Scan can create a Recovery vDrive that can be read into the Verity Count application.

3.8.7 Is the equipment able to retain ballot images and tabulated results in a redundant memory location, in a non-proprietary format, in the event of a power or device failure? ★

Yes/No

Yes

3.8.8 What is the digital storage capacity of the system? ★

Text (Multi-Line)

The PCs that Hart supplies for use with the Verity system have dual terabyte drives for RAID 1 backup which will allow for many years of conducting and storing even the largest election databases. In addition, individual files with digital images of individual ballots can also be exported to external storage.

3.8.9 How long can images be stored? ★

Text (Multi-Line)

Election data remains in all Verity software applications until an administrative-level user archives and deletes them. Hart will work with the State to cover best practices for data retention and archival based on local election requirements. Verity voting devices and PCs contain more than enough memory to store many years' worth of even the largest elections. Voting devices archive data automatically and retains it until memory space is filled. At that point, elections are removed from the memory automatically on a "first in, first out" basis in order to allow the loading of a new election without the need to clear the device of previous data.

3.8.10 Is there a way to remove images from the device? If so, describe the process. ★

Text (Multi-Line)

Election data remains in all Verity software applications until an administrative-level user archives and deletes them. Hart will work with the State to cover best practices for data retention and archival based on local election requirements. Verity voting devices and PCs contain more than enough memory to store many years' worth of even the largest elections. Voting devices archive data automatically and retains it until memory space is filled. At that point, elections are removed from the memory automatically on a "first in, first out" basis in order to allow the loading of a new election without the need to clear the device of previous data.

Group 3.9: Ballot Adjudication

3.9.1 Does your system permit authorized users to electronically adjudicate ballots to reflect voter intent while retaining the originally marked ballot image? ★

Yes/No

Yes

3.9.2 Describe the proposed system's capability to permit authorized users to electronically adjudicate ballots to reflect voter intent while retaining the originally marked ballot image. ★

Text (Multi-Line)

Verity Central uses digital imaging for onscreen adjudication of scanned ballots. If a ballot cannot be read or identified, that ballot is rejected during scanning and segregated for adjudication. While other vendors promote their systems' so-called "adjudication" features, only Verity Central provides true onscreen adjudication with advanced features for efficiency and ease of use. In contrast, competing claims of other systems' "auto-adjudication" or "vote visualization" rely on the machine's interpretation of voter marks, and do not offer the ability to adjudicate voter marks via a user-friendly online interface. Verity Central identifies ballots that need adjudication according to parameters set by election officials. You can adjudicate ballots with questionable marks via an innovative onscreen adjudication process that color-codes contests with marks that need attention and enables you to adjudicate unresolved marks without needing to handle the original marked ballot or re-make and re-scan outstacked ballots. As issues are resolved, you use a simple interface to make and record decisions. (In contrast, other systems require users to replicate or "re-mark" ballots on separate devices, greatly adding to the burden of labor and overall ballot processing time.) You can defer write-in adjudication from Verity Central to Verity Count, which can also accelerate overall processing time. Verity Count displays the number of write-in votes that require adjudication. Images are listed as Unresolved and are associated with specific contest titles. You then select from the unresolved items and review each image. Based on the handwritten entry (or blank line), you can accept each write-in and include it in the tabulated totals by assigning it to a specific candidate name, or you can reject it and place it in a class of entries that are not included in tabulated totals. For screenshots, see "Attachment 2 -- Technical Criteria Supplement, 3.9.2."

3.9.3 Describe the capabilities of the proposed system to identify and segregate ballots or ballot images with overvotes for adjudication. ★

Text (Multi-Line)

Verity Central flags ballots that require adjudication (write-ins, mismarks, overvotes, undervotes, blanks) according to parameters set by election officials when ballots are designed and the election defined in Verity Data (bundled with Verity Build) and Verity Build. Ballots with questionable marks can be adjudicated by means of Verity's onscreen adjudication process.

3.9.4 Describe the capabilities of the proposed system to identify and segregate ballots or ballot images with write-ins for adjudication. ★

Text (Multi-Line)

Verity Central flags ballots that require adjudication (write-ins, mismarks, overvotes, undervotes, blanks) according to parameters set by election officials when ballots are designed and the election defined in Verity Data (bundled with Verity Build) and Verity Build. At the polling place, when the voter makes any mark in the designated Write-In area, the optional Verity Scan electronically “captures” that ballot as needing adjudication. (The ballot is not physically diverted). When polls close, poll workers can use the built-in thermal printer to print the Write-In report, which shows an image of the Write-In area of every ballot that needs adjudication. Election officials can adjudicate unresolved write-ins at the polling place, if they wish, or defer adjudication to Verity Count. If required, poll workers manually tally votes for each write-in before they leave the polling place and deliver vDrives with CVRs to Verity Count. For a sample Verity Scan write-in report, see “Attachment 2 -- Technical Criteria Supplement, 3.9.4.”

3.9.5 Describe the capabilities of the proposed system to identify and segregate ballots or ballot images with ballots that cannot be read for adjudication. ★

Text (Multi-Line)

Verity Central has powerful capabilities that greatly accelerate the processing of ballots, even in situations where older, traditional systems have no other option but to “reject” ballots that contain overvotes, write-ins, or other conditions that prevent the ballot from being read. If a ballot cannot be imaged for exceptional reasons (due to a defaced bar code, for example), Verity Central continues scanning a batch without interruption, and the Scan Batch report identifies specific ballots in the batch that could not be read, with a plain language message to the operator. In addition, the reasons for the rejection, as well as the scan sequence number, are identified in an easy-to-read Batch Scan report. Instead of forcing users to outstack and hand-count ballots with questionable voter marks as is the case with older systems, you can resolve ballots by means of Verity Central’s innovative, user-friendly onscreen adjudication process. While other vendors promote their systems’ so-called "adjudication" features, only Verity Central uses second-generation digital imaging to provide true onscreen adjudication of individual contests and choices with advanced features for efficiency and ease of use. Contests with marks that require attention (for example, overvotes, undervotes, invalid marks, and blank ballots) are color-coded, enabling authorized users to easily determine the disposition of unresolved marks without needing to handle the original marked ballot or re-make and re-scan outstacked ballots. In this way, Verity Central greatly boosts efficiency and accelerates reporting of results. For more details about the advantages of using Verity Central and to see screen shot images, please see our response to requirement 2.16.7 in “Attachment 1 -- Mandatory Minimum Requirements Supplement.”

3.9.6 Describe the capabilities of the proposed system to identify and segregate ballots or ballot images with blank ballots for adjudication. ★

Text (Multi-Line)

Verity Central flags blank ballots as requiring adjudication. (The ballot is not physically diverted.) The Scan Batch report identifies the blank ballots. The optional Verity Scan displays a warning if a ballot is blank, enabling the voter to correct the ballot. Election managers have the ability to change second-chance voting rules and report behaviors, so that blank ballots and/or ballots with undervotes, overvotes, invalid votes, and marked write-ins can also be subject to visual inspection by recount authorities, if desired.

3.9.7 Describe how your system establishes acceptance/rejection criteria for ballot marks. ★

Text (Multi-Line)

Verity Central (the central ballot scanning system) and Verity Scan (the optional in-person scanning device) recognize marks by comparing the amount of the rectangular target area that is marked to predefined thresholds. During a scan, the area inside each rectangular target area is analyzed. The initial scanning mask area (where the system looks for marked pixels) is approximately 550 pixels. Verity's "mark" threshold is 50 pixels. If it finds fewer than 25 pixels marked, the option box is counted as unmarked. If it finds 25-49 marked pixels, it performs a second pass where it resizes and repositions the scanning mask based on where it thinks the bottom edge of the option box is located. If it finds more than 25 pixels in the second pass, it classifies the option box as marked. Mark thresholds are established by the system and are not user modifiable.

3.9.8 What constitutes a mark? ★

Text (Multi-Line)

Please see our response to 3.9.7, above.

3.9.9 How does the system differentiate between a vote and a stray/marginal mark? ★

Text (Multi-Line)

A mark for a vote must be within the system-defined target threshold area.

3.9.10 Is there an option to adjust the acceptance thresholds? ★

Text (Multi-Line)

Mark thresholds are established by the system and are not user modifiable.

3.9.11 Describe the contents of the audit log and adjudication history for the ballot adjudication function. ★

Text (Multi-Line)

An audit log, including the user ID, records all resolution decisions, providing a complete record of the adjudication process. The reasons for the rejection, as well as the scan sequence number, are identified in an easy-to-read Batch Scan report. In this way, Verity Central greatly boosts efficiency and accelerates reporting of results. Verity Central supports robust auditability, with highly filterable ballot image searches, and access to original and annotated ballot images. All user actions are recorded in Verity Central's robust, plain language audit log, and you can also apply search filters for ballots that were or were not resolved by a user.

3.9.12 Does it identify the user that made a given change? ★

Yes/No

Yes

3.9.13 Does it have a timestamp for when a given change was made? ★

Yes/No

Yes

Group 3.10: Ballot-on-demand

3.10.1 If a ballot-on-demand printer is included as part of the proposed system, describe the process for replacing lost or spoiled mail ballots in a county clerk's office or at a vote center, including how the systems allows for the issuance of numerous ballot styles in a single jurisdiction.
If not, respond with "N/A." ★

Text (Multi-Line)

★ Vendor Response Is Required

All ballot styles are deployed to all voting devices, including the Verity Print device for printing ballots on demand, from the Verity Build software via portable vDrive flash media. Each vDrive contains all ballot styles for the entire election, including all the ballot styles required for each jurisdiction. Verity Print can be used to reprint lost or spoiled mail ballots in a county clerk's office or at a vote center.

3.10.2 If a ballot-on-demand printer is included as part of the proposed system, describe the printer utilized by the proposed system (external or internal, thermal, inkjet, etc.). If not, respond with "N/A." ★

Text (Multi-Line)

Verity Print includes a Hart-integrated Okidata inkjet printer that prints full ballots on COTS blank paper, not costly proprietary ballot stock.

3.10.3 If a ballot-on-demand printer is included as part of the proposed system, describe software needed for ballot-on-demand system. If not, respond with "N/A." ★

Text (Multi-Line)

Verity Print does not require a separate software application. Paired with a Hart-integrated COTS printer, Verity Print, prints up to 100 ballots at a time, as needed, with no "per-click" printing charges. Its simple, plain language interface is based on the same EAC/AIGA Design for Democracy look-and-feel as all other components of the Verity Voting system. Like all Verity polling place devices, Verity Print is compact and lightweight, so it is easy to transport in ordinary vehicles and easy to set up at the polling place. For more details, please see our response to requirement 2.16.5 in "Attachment 1-Mandatory Minimum Requirements Supplement."

3.10.4 If a ballot-on-demand printer is included as part of the proposed system, list all pertinent paper specifications for the system (e.g., ink, paper weight/thickness to prevent bleed through, etc.). If not, respond with "N/A." ★

Text (Multi-Line)

For Verity ballots, Hart recommends the use of 28#/70# bond paper composed of virgin wood fiber with no recycled content. The following additional specifications apply to the type and composition of the recommended paper: - Finish: Smooth Xerography - Sheffield: 100-120 - Brightness: 91-94 - Florescent level: 4% - Moisture content: 4.5% - Packaging: Moisture resistant ream wrap - Tolerance for trim and squareness: +/- 0.025" - Ink: Any industry-standard black toner.

3.10.5 If a ballot-on-demand printer is included as part of the proposed system, include all costs on the WA17018 Voting Systems Detailed Cost Proposal Spreadsheet including, but not limited to hardware, software, paper costs (indicate whether proprietary or off-the-shelf) and "click charges." If not, respond with "N/A." ★

Text (Multi-Line)

Please see the "WA17018 Voting Systems Detailed Cost Proposal Spreadsheet."

Group 3.11: COTS Options

3.11.1 Identify any and all Commercial-off-the-shelf (COTS) components of the proposed system, including any COTS printers or tablets that may be used as part of the proposed system. ★

Text (Multi-Line)

★ Vendor Response Is Required

Hart configures all COTS hardware included in our Verity solution and integrates it with the system. For that reason, Hart must source the COTS hardware; the State and local entities cannot buy it separately. Verity Central includes a high-speed COTS Canon scanner and a COTS PC. Verity Central can accommodate multiple networked scanning client workstations, if desired. Verity Central can be connected to a COTS printer to print reports. For ballot production, we are offering the OKI 831 or OKI 911 printer. Either of the following COTS scanners can be used with Verity Central: - Canon DR-G1100 - Canon DR-G1130 The Touch Writer ballot marking device includes a COTS ballot printer (OKI 430 Series D laser ballot printer). We designed the system this way to provide the following advantages over single-unit systems: - Lower cost, easier maintenance and reduced dependence on the vendor - Reduced user dependency on proprietary mechanisms that are internal to the voting machine - Enable flexible printing on-demand, from blank COTS stock - Enable printing of a full ballot, for true equality of access for all voters - Provide adaptability, to accommodate multiple ballot sizes for the Touch Writer ballot marking device.

3.11.2 Identify any and all Commercial-off-the-shelf (COTS) components of the proposed system, including any COTS scanners that may be used as part of the proposed system, including whether there needs to be any changes/customizations to the drivers. ★

Text (Multi-Line)

Please see our response to 3.11.1, above.

3.11.3 Identify any and all Commercial-off-the-shelf (COTS) components of the proposed system, including any COTS supplies and replacement parts (memory devices, ink cartridges, batteries, etc.) that may be used by the proposed system. ★

Text (Multi-Line)

All COTS components of the proposed system are listed in our response to 3.11.1, above. COTs supplies and replacement parts are as follows: vDrive -- Flash memory card/audio card for use with Verity devices Headphone Covers (Box of 100) -- Ear cushions for headphones used with accessible ballot marking device Drum Kit, Okidata C911, Black -- Drum kit for Okidata C911 printer Drum Kit, Okidata B430 Series, Black -- Drum kit for Okidata B430 Series printer Drum Kit, Okidata C831, Black -- Drum kit for Okidata C831 printer Toner Cartridge, Okidata C831, Black -- Black toner for Okidata C831 printer Toner Cartridge, Okidata C831, Cyan -- Cyan toner for Okidata C831 printer Toner Cartridge, Okidata C831, Yellow -- Yellow toner for Okidata C831 printer Toner Cartridge, Okidata C831, Magenta -- Magenta toner for Okidata C831 printer Toner Cartridge, Okidata C911, Black -- Black toner for Okidata C911 printer Toner Cartridge, Okidata C911, Cyan -- Cyan toner for Okidata C911 printer Toner Cartridge, Okidata C911, Yellow -- Yellow toner for Okidata C911 printer Toner Cartridge, Okidata C911, Magenta -- Magenta toner for Okidata C911 printer Toner Cartridge, Okidata B430 Series, Black -- Black toner for Okidata B430 Series printer Ribbon Cartridge, Printer, ML-1120, OKI Verity CMOS Battery -- Coin battery for Verity voting device tablet

3.11.4 Identify any and all Commercial-off-the-shelf (COTS) components of the proposed system, including any other COTS components. ★

Text (Multi-Line)

Please see our response to 3.11.1, above.

3.11.5 Identify replacement purchase sources for all identified COTS components listed as part of the response. ★

Text (Multi-Line)

Hart configures all COTS hardware included in our Verity solution and integrates it with the system. For that reason, Hart must source the COTS hardware; the State and local entities cannot buy it separately.

3.11.6 Describe any plans under development for upgrades/enhancements to the system that further utilize COTS components, supplies or replacement parts. ★

Text (Multi-Line)

Hart continuously leverages the availability of COTS component upgrades to take advantage of improvements offered by new versions. Verity's use of enterprise-grade COTS components makes the system reliable and cost-effective over the long term, while providing a look-and-feel that is familiar to users. Hart continually seeks opportunities to optimize COTS usage while balancing requirements for EAC certification.

Group 3.12: Ranked Choice Voting

3.12.1 Provide a detailed description of the capabilities of the system for Ranked Choice or Instant Runoff Voting (if available). This capability is not currently required in Utah, but it is a possible option in the future. If Ranked Choice Voting is not available, respond with "N/A." ★

Text (Multi-Line)

As a modern, nextgeneration voting system, Verity was designed from the outset to support innovative, less traditional forms of voting logic, including ranked choice voting (RCV)/instant runoff voting. Unlike first generation voting systems that were designed years ago before ranked choice voting was a topic of discussion in U.S. elections technology, Verity's election definition logic, ballot designs, and voter user interfaces explicitly accommodate ranked choice voting. Design choices related to vote capture for RCV lend themselves to standardization according to best practices and effective ballot design, and Verity incorporates usable paper and electronic ballots based on EAC/AIGA Design for Democracy templates. The latest version of Verity can support up to six preferences for offices that are classified with ranked choice voting logic. In addition, Verity can store easilyaccessible images of scanned paper ballots, to support the need to review and/or hand count ballots that contain ranked choice contests. For all the reasons above, Verity offers a firm foundation to meet the needs of jurisdictions interested in ranked choice voting. Because the specific implementation of ranked choice voting (including rules for vote thresholds, reallocation of votes, and tabulation) is customized by jurisdiction, Hart will extend Verity's native capabilities by developing customized tabulation and reporting functions that accommodate local rules. As part of any implementation process for ranked choice voting, Hart's subject matter experts and product development team rigorously gather design requirements; then implement a customized tabulation application to meet the specific jurisdiction's reporting needs.

3.12.2 If you do not have this option currently available, describe how your proposed system could be customized to accommodate ranked choice voting in the future. Include detailed steps on the process. If there is an additional cost that would be incurred for this service, provide details on the Miscellaneous Costs tab of the WA17018 Voting Systems Detailed Cost Proposal Spreadsheet. If Ranked Choice Voting is available, respond with "N/A." ★

Text (Multi-Line)

Please see our response to 3.12.2 above, and the "Miscellaneous Costs" tab of the "WA17018 Voting Systems Detailed Cost Proposal Spreadsheet."

3.12.3 If Ranked Choice Voting is available, is the component/module that tabulates ranked choice voting certified by the EAC?

Yes/No

No

3.12.4 If Ranked Choice Voting is available, provide a detailed description of how the system can tabulate ranked choice ballots.

Text (Multi-Line)

★ Vendor Response Is Required

Verity can simultaneously count votes on one side of the ballot using the ranked choice voting method and votes on the other side of the ballot using traditional (first past the post) voting methods. The Verity Voting system does not automatically report the winner based on ranked preference, because there are many different methods and conventions for tabulating and reporting ranked choice voting. There is no "one size fits all" set of tabulation rules. Because the specific implementation of ranked choice voting (including rules for vote thresholds, reallocation of votes, and tabulation) is customized by jurisdiction, Hart will extend Verity's native capabilities by developing customized tabulation and reporting functions to accommodate local rules. This workflow has been a deliberate Verity design choice from the beginning. Hart wanted to implement standard best practices for ranked choice voting where possible, for both ballot design and the voting experience, while avoiding the mistake of "locking up" diverse tabulation requirements in an overly-restrictive implementation that might not accommodate various reporting needs. Accordingly, the EAC-certified Verity Voting system was architected to enable greater adaptability and to accommodate diverse implementations of ranked choice voting in one comprehensive voting system. As part of any implementation process for ranked choice voting, Hart's subject matter experts and product development team rigorously gather design requirements; then implement a customized tabulation application to meet the specific jurisdiction's reporting needs.

3.12.5 If Ranked Choice Voting is available, without disclosing cost, does the overall cost of the system include an option to tabulate ranked choices? If not, detail this information and any additional costs on the Miscellaneous Costs of the WA17018 Voting Systems Detailed Cost Proposal Spreadsheet.

Yes/No

Yes

Group 3.13: Accessible Voting System General Information

3.13.1 Describe the make/model; software, hardware and firmware versions; and all components of the proposed accessible voting system(s). ★

Text (Multi-Line)

- Verity Touch Writer version 2.0.3 - Accessible voting booth - OKI B430 Series printer For more information about Verity Touch Writer, please see "Attachment 2 -- Technical Criteria Supplement, 3.13.1.

3.13.2 Provide a functional diagram and system overview document of the Accessible Voting System. Only a single file may be attached, if Offeror has multiple files to attach in response to this question, please attach as a zipped file. ★

File Upload

13 Attachment 6-3.13.2 Functional Diagram and System Overview-Accessible Voting System v1.docx - ./SupplierAttachments/QuestionAttachments/13 Attachment 6-3.13.2 Functional Diagram and System Overview-Accessible Voting System v1.docx

3.13.3 Specify the physical dimensions (height, width, depth, weight) and system specifications of the proposed accessible voting system(s). ★

Text (Multi-Line)

Verity Touch Writer -- 7.7H x 18.8W x 15.6D inches. Weight: 28.5 pounds (with battery)

3.13.4 Provide a list of supplies utilized by the proposed accessible voting component, including paper, ink cartridges, batteries, etc. Indicate whether such supplies are available via commercial off-the-shelf (COTS) sources. What is the projected life of batteries used by the system? ★

Text (Multi-Line)

★ Vendor Response Is Required

vDrive -- Flash memory card/audio card for use with Verity devices Headphone Covers (Box of 100) -- Ear cushions for headphones used with accessible ballot marking device Drum Kit, Okidata C911, Black -- Drum kit for Okidata C911 printer Drum Kit, Okidata B430 Series, Black -- Drum kit for Okidata B430 Series printer Drum Kit, Okidata C831, Black -- Drum kit for Okidata C831 printer Toner Cartridge, Okidata C831, Black -- Black toner for Okidata C831 printer Toner Cartridge, Okidata C831, Cyan -- Cyan toner for Okidata C831 printer Toner Cartridge, Okidata C831, Yellow -- Yellow toner for Okidata C831 printer Toner Cartridge, Okidata C831, Magenta -- Magenta toner for Okidata C831 printer Toner Cartridge, Okidata C911, Black -- Black toner for Okidata C911 printer Toner Cartridge, Okidata C911, Cyan -- Cyan toner for Okidata C911 printer Toner Cartridge, Okidata C911, Yellow -- Yellow toner for Okidata C911 printer Toner Cartridge, Okidata C911, Magenta -- Magenta toner for Okidata C911 printer Toner Cartridge, Okidata B430 Series, Black -- Black toner for Okidata B430 Series printer Ribbon Cartridge, Printer, ML-1120, OKI Verity CMOS Battery -- Coin battery for Verity voting device tablet The projected life of the batteries is from 3 to 5 years depending on storage, recharge cycles, and mechanical use conditions.

3.13.5 Describe how the accessible voting system produces or displays ballots that are easy to read, intuitive and follow a logical progression. ★

Text (Multi-Line)

The Verity Voting system uses no “segregated” or “special” components for accessible voting -- all components are designed to be accessible to all voters, and are fully integrated parts of the overall Verity Voting system. Accessibility is built in to the design of the Verity Touch Writer ballot marking device. Verity Touch Writer provides true equality of access, with the same paper ballot for all voters. Plain-language onscreen or audio instructions guide the voter step-by-step to the next page of the ballot, through all the steps required to cast their ballot, including a chance to review and change their choices. The Verity Touch Writer interface supports a rich and user-friendly audio ballot experience for voters who are blind or visually impaired. Verity Touch Writer’s interface allows users to configure settings for audio volume, audio speech rate, visible magnification, contrast settings, language preference and audio or video ballot modes. Verity Touch Writer creates a ballot that looks and feels just like hand-marked ballots cast by voters who do not utilize the accessible Touch Writer ballot marking device. Accordingly, all ballots are the same across the entire Verity system; there are no segregated ballots that look or feel different for certain types of voters. From the outset, this was an important philosophical design decision that Hart committed to strongly for the Verity family of technology.

3.13.6 Describe how the accessible voting system ensures voter privacy and independence for all portions of the voting process. Please include but do not limit your answer to the following portions of the voting process: initial review of ballot, candidate selection, review of all selections made, casting the vote, spoiling the ballot, and voter notifications (i.e. overvote, undervote or system alert for poll worker assistance). ★

Text (Multi-Line)

★ Vendor Response Is Required

Verity voting devices share a common platform and identical ballot for true equality of access – the voting process is the same for everyone. There are no different ballots or summary cards that could compromise voter privacy. Voters can activate their own correct ballot style by means of a simple access code. Unlike other products on the market, Verity requires no pre-loading of ballots or proprietary cards. Voter independence is increased, and time required by poll workers is minimized. The poll worker enters a Poll Worker Code; then selects the precinct. Verity Touch Writer displays an access code, which the poll worker confirms, prints, and hands to the voter. The voter then uses the device's accessibility features to enter the provided access code, review the ballot, select candidates, review selections made, and casting the vote. Verity Touch Writer provides voter notifications (i.e. overvote, undervote or system alert for poll worker assistance) by displaying and/or sounding alerts. All displayed content is also available through the audio interface. The voter selects the Audio option to hear the same instructions that are displayed on the touchscreen. In addition, the voter can adjust the audio speed and volume, independent of a poll worker, and while the voting session is active without canceling and restarting the ballot. If a ballot must be spoiled, the poll worker can spoil the ballot without compromising the voter's privacy. To spoil the ballot before the voter has printed it, the poll worker presses the poll worker button at the back of the Verity Touch Writer and accesses the Spoil Current Ballot menu. The poll worker then fills out and files any paperwork required by the jurisdiction. To spoil a printed ballot, the poll worker follows local procedures.

3.13.7 Describe the process for a voter to cast a write-in vote on the proposed accessible voting system. ★

Text (Multi-Line)

Verity Touch Writer's user-friendly menus make it easy for voters to enter write-in votes. The voter selects the write-in option, uses the touchscreen keypad or the Select button and Move wheel on the integrated Access Controller to type the name of their desired write-in candidate, and then selects Accept. The write-in option appears selected with a green box and check mark to the left of the choice, showing the write-in candidate name. This functionality is also fully integrated with the system's audio ballot prompts, to allow voters who are blind or visually impaired to follow the same process. For screenshots, see "Attachment 2 -- Technical Criteria Supplement, 3.13.7."

3.13.8 Which languages does the accessible voting system support? (languages used in Utah may include Spanish, Ute and Navajo) ★

Text (Multi-Line)

Today, Verity supports English and Spanish and development is currently underway to support other languages, including Korean, Chinese, Vietnamese, Japanese, Khmer, Thai, Ilocano, and Hindi. If the State deems Verity to be the best long-term solution, we would like to discuss how we can align our priorities to best accommodate your needs.

3.13.9 Explain how the accessible voting system adequately accommodates and provides privacy for a seated voter. ★

Text (Multi-Line)

The height, position, and orientation of all labels, displays, controls, keys, audio jacks, and any other part of the voting station do not interfere with wheelchair controls and arm rests, whether the wheelchair approaches frontally or laterally. The Verity Touch Writer BMD device has been certified by the U.S. Election Assistance Commission as being compliant with all applicable VVSG standards for accessibility and privacy.

3.13.10 Explain how the proposed accessible voting system accommodates a variety of voters with disabilities. Include any information about the ability of the voter to independently adjust the device settings or voting options. ★

Text (Multi-Line)

★ Vendor Response Is Required

The height, position, and orientation of all labels, displays, controls, keys, audio jacks, and any other part of the accessible voting station do not interfere with wheelchair controls and arm rests, whether the wheelchair approaches frontally or laterally. Verity Touch Writer creates a ballot that looks and feels just like hand-marked ballots cast by voters who do not utilize the Verity Touch Writer ballot marking device. Accordingly, all ballots are the same across the entire Verity system; there are no segregated ballots that look or feel different for certain types of voters. Verity Touch Writer is equipped with the Verity Access Controller, which includes tactile buttons and audio ballot capability, as well as compatibility with other adaptive devices, such as jelly switches or sip-and-puff devices -- all of which enable the voter to independently adjust the device settings and select voting options. The buttons are raised, with beveled edges to facilitate tactile use, and all buttons also include raised Braille markings. In addition, the buttons are "dished" to support voters who use mouthpieces (if they have a dexterity impairment or paralysis, for example). The Verity Touch Writer interface supports a rich and user-friendly audio ballot experience for voters who are blind or visually impaired. Verity Touch Writer's interface allows users to configure settings for audio volume, audio speech rate, visible magnification, contrast settings, language preference and audio or video ballot modes.

3.13.11 Explain how the voter can fast forward through instructions and ballot measure text. ★

Text (Multi-Line)

Every screen on the Verity Touch Writer ballot includes a "Next" button that the voter can select to move to the next page of the ballot. The voter can select the button by using the touchscreen or any of the adaptive devices. For a screenshot, see "Attachment 2 -- Technical Criteria Supplement, 3.13.11."

3.13.12 Describe the accessible devices provided as part of the system. ★

Text (Multi-Line)

The accessible Verity Touch Writer provides headphones that are plugged into a jack on the integrated Verity Touch Writer Access Controller. Any headphones with a standard 18mm input jack can be used. The Verity Touch Writer Access Controller component includes tactile buttons and audio ballot capability, as well as compatibility with other adaptive devices, such as jelly switches or sip-and-puff devices. In addition, the controller includes dishing on every button, to support voters who use mouthpieces (if they have a dexterity impairment or paralysis, for example). The buttons on the controller are also raised, with beveled edges to facilitate tactile use, and all buttons include raised Braille markings.

3.13.13 List such devices and explain the operation of each device and how it accommodates voters with disabilities. ★

Text (Multi-Line)

Voters who choose the audible version of ballots use headphones that are plugged into a jack on the integrated Verity Touch Writer Access Controller. Voters can use tactile buttons on the Verity Touch Writer Access Controller instead of the touchscreen to make selections on the ballot and to cast the ballot. Dishing on every button supports voters who use mouthpieces (if they have a dexterity impairment or paralysis, for example). The buttons on the controller are also raised, with beveled edges to facilitate tactile use, and all buttons include raised Braille markings. Jacks for adaptive devices such as jelly switches or sip-and-puff devices allow voters to make selections on the ballot and to cast the ballot.

3.13.14 Does the system allow for connection of personal auxiliary devices, such as sip/puff or jelly switch? ★

Text (Multi-Line)

Yes. Please see our response to 3.13.13 above.

3.13.15 If your proposed accessible system uses an activation card, explain how it may be used easily by voters, including voters with a variety of disabilities. ★

Text (Multi-Line)

Verity Touch Writer does not employ an activation card. Instead, voters can activate their own correct ballot style by means of a simple access code. Unlike some of our competitors' products, no pre-loading of ballots or proprietary cards is required. Voter independence is increased and time required by poll workers is minimized. The poll worker enters a Poll Worker Code; then selects the precinct. Verity Touch Writer displays an access code, which the poll worker confirms, prints, and hands to the voter. The voter then uses the device's accessibility features to enter the provided access code.

3.13.16 Describe any system limitations (length of ballot, number of screens, maximum number of precincts, etc.) of your proposed accessible voting system. ★

Text (Multi-Line)

Verity Touch Writer, our proposed accessible voting system, has been federally tested to the following system limits. Maximum length of ballot: 17 inches Maximum number of screens: N/A Maximum number of precincts: 2,000 Maximum ballot styles: 200 Maximum political parties: 24 Maximum targets: 600 Maximum candidates: 175 Maximum of contests and propositions: 200 Maximum voting positions: 600 Maximum ballots in a batch: 500 Maximum characters in a measure: 10,000 Maximum characters next to candidate's name: 100

3.13.17 Describe how the accessible voting system allows the option of programming multiple precincts or single precincts on each device. ★

Text (Multi-Line)

Verity Data (bundled with Verity Build) and Verity Build enable you to create ballots and define the election once for every device across the entire system. All the ballot styles, along with the election definition, are deployed to all voting devices and all voting locations via vDrives. The election definitions are universal -- they can be used in any vote capture device in the system, including the Verity Touch Writer ballot marking device, and for any combination of precincts, including as few as a single precinct split or as many as all precincts for the election.

3.13.18 Describe any additional features of your system that are designed to accommodate voters with disabilities. ★

Text (Multi-Line)

The Verity Voting system uses no "segregated" or "special" components for accessible voting – all components are designed to be accessible to all voters, and are fully integrated parts of the overall Verity Voting system. Accessibility is built in to the design of the Verity Touch Writer ballot marking device, the Voting Booth, and the optional Verity Scan ballot scanner. The height, position, and orientation of all labels, displays, controls, keys, audio jacks, and any other part of the voting station do not interfere with wheelchair controls and arm rests, whether the wheelchair approaches frontally or laterally. The voting process and workflow is the same for voters who need accessibility options as for other voters. The voter merely uses the accessibility features of the Verity Touch Writer.

Group 3.14: Accommodation for Voters with Visual Disabilities

3.14.1 Describe the features of the proposed system that assist voters with visual disabilities. ★

Text (Multi-Line)

★ Vendor Response Is Required

Verity Touch Writer provides audio ballot capability to enable voters who cannot see to vote independently and privately, in accordance with the requirements of the Americans with Disabilities act. All displayed content is also available through the audio interface. In keeping with an overall design philosophy that seeks to maximize user and jurisdiction independence, the accessible voting system uses audio files that can be easily recorded in Verity Data, by election staff or third-party voice talent. Verity Data (bundled with Verity Build) offers an easy-to-use software interface so that during the ballot programming process, each discrete text string that appears on the ballot can have a dedicated audio string associated with it. We believe that enabling users to create their own audio files with human recorded voice, instead of text-to-speech synthesis, results in a richer, more authentic audio ballot experience for voters, since jurisdictions can record text with the correct pronunciation and any other localized stylistic variables. If you want to use third-party text-to-speech tools to create your audio recordings, Verity Data can accept the import of those files, or any other files that meet our specifications. Empowering jurisdictions to record their own audio in the most efficient manner is a standard part of Hart implementation training, and Hart has never required users to pay for such a service. We are committed to offering you as much independence or turnkey support as you desire. The election data set written to Verity Touch Writer includes audio and image files. Verity Build includes a ballot layout viewer capable of producing printed outputs for purposes of proofreading ballot styles, as well as the capability to proof recorded audio strings. Verity Touch Writer provides multiple methods for the voter to review his/her selections, including audio and multiple languages. See "Attachment 2 -- Technical Criteria Supplement, 3.14.1."

3.14.2 Explain the process for providing audio instructions for the ballot and the way in which voters with visual impairments can cast a ballot or print a marked ballot. The process should imitate the process used by sighted voters to the extent possible and should ensure that the voter's ballot selections remain secret. ★

Text (Multi-Line)

Verity voting devices share a common platform and identical ballot for true equality of access – the voting process is the same for everyone. There are no different ballots or summary cards that could compromise voter privacy. All displayed content is also available through the audio interface. The voter selects the Audio option to hear the same instructions that are displayed on the touchscreen. In addition, the voter can adjust the audio speed and volume, independent of a poll worker, and while the voting session is active without canceling and restarting the ballot. Voters can also adjust the contrast of the screen and the size of the text displayed on the screen.

3.14.3 Describe the procedures for construction of an audio version of the ballot. ★

Text (Multi-Line)

In keeping with an overall design and implementation philosophy that seeks to maximize user and jurisdiction independence and keep costs low, the accessible voting system uses audio files that can be easily recorded in Verity Data, by election staff or third-party voice talent. Verity Data (bundled with Verity Build) offers an easy-to-use software interface so that during the ballot programming process, each discrete text string that appears on the ballot can have a dedicated audio string associated with it. Hart believes that allowing users to create their own audio files with human recorded voice, instead of text-to-speech synthesis, results in a richer, more authentic audio ballot experience for voters, since jurisdictions can record text with the correct pronunciation and any other localized stylistic variables. If election managers want to use third-party text-to-speech tools to create their own audio recordings in automated fashion, Verity Data can accept the import of those files, or any other files that meet our published specifications. Empowering election managers to record their own audio in the most efficient manner is a standard part of Hart implementation training, and Hart has never required users to pay for such a service. We are committed to offering users as much independence or turnkey support as they desire. For a screenshot, see "Attachment 2 -- Technical Criteria Supplement, 3.14.3."

3.14.4 Does the procedure for construction of an audio version of the ballot allow for importing of audio ballot content from an outside source (e.g. candidates or pre-recorded audio)? ★

Yes/No

Yes

3.14.5 Does the procedures for construction of an audio version of the ballot use “text-to-speech” to record the audio version? ★

Yes/No

No

3.14.6 If the use of "text-to-speech" to record the audio version of the ballot is available , can it accommodate languages such as Ute and Navajo? ★

Yes/No

No

3.14.7 Are audio recordings done by the vendor? By the county? Other options? -- Note: If this is a service provided by the vendor at an additional cost to the county indicate this on the tab titled Miscellaneous Costs of the WA17018 Voting Systems Detailed Cost Proposal Spreadsheet. ★

Text (Multi-Line)

Audio files can be easily recorded in Verity Data, by election staff or third-party voice talent. Hart’s Ballot Production Services team provides audio recording services if desired. Pricing for Ballot Production Services is included on the tab titled “Miscellaneous Costs” of the “WA17018 Voting Systems Detailed Cost Proposal Spreadsheet.”

3.14.8 Explain the process and procedure, with time frames, required to reprogram the audio read-back on the system in the event that there is a change to a name or contest on the ballot in the final few weeks before an election. ★

Text (Multi-Line)

You can use Verity Data’s user-friendly audio editing features to quickly change the audio version of the ballot. You select the audio you want to edit; then change the recording mode to “Replace Existing” to create a new recording or “Append” to add your recorded audio to the end of a previously recorded entry. You then record the new audio. Time frames vary with the length of the audio segment being reprogrammed. For more information and screenshots, see “Attachment 2 -- Technical Criteria Supplement, 3.14.8.”

3.14.9 Describe options and processes for increasing/decreasing the size of the ballot display. ★

Text (Multi-Line)

Verity Touch Writer enables voters to select a suitable font size, according to the federal VVSG 1.0 requirements for accessibility: standard, large, or small.

3.14.10 Describe options and processes for changing the contrast of the ballot display. ★

Text (Multi-Line)

Verity Touch Writer enables voters to easily adjust display contrast settings and to mask the display entirely for non-sighted voter use. Two high-contrast modes are available: black text on white background and white text on black background

Group 3.15: Accessible Voting System Reliability and Durability

★ Vendor Response Is Required

3.15.1 If the proposed accessible voting systems uses a touch screen interface, provide details on the methods used to calibrate and maintain calibration. ★

Text (Multi-Line)

Verity Touch Writer uses a modern touch screen interface and provides onboard testing and calibration -- no need to schedule annual preventative maintenance or pay ongoing maintenance fees. You can test and calibrate Verity Touch Writer at any time with the onboard diagnostics feature. You simply enter a maintenance access code, select "Touchscreen Calibration," and follow the simple onscreen instructions. For more information and screenshots, see "Attachment 2 -- Technical Criteria Supplement, 3.15.1."

3.15.2 If a table or other type of base is utilized, describe the design, shape and use of the table/base, as well as durability features of the table/base. ★

Text (Multi-Line)

The accessible voting booth especially designed for Verity Touch Writer is light-weight and easy to set up. The booth includes minimal parts for quick setup, and it can be locked into place in one easy motion. The Verity Voting booth includes durable fabric privacy screens and complies with VVSG requirements for accessibility and controls within reach. Because Verity Touch Writer is a standalone device with its own purpose-built booth, jurisdictions have the freedom to locate the accessible voting station in the most optimal part of each individual polling place to allow for best physical access and a peaceful, quiet voting experience.

3.15.3 If a privacy screen is utilized, describe the design, shape and use of the privacy screen, as well as durability features of the privacy screen. ★

Text (Multi-Line)

The accessible voting booth features durable fabric privacy screens.

Group 3.16: Ability to Support System

3.16.1 Financial information. Utah is concerned about the Offeror's financial capability to perform. Therefore, please provide sufficient data to lead evaluators to the conclusion that your firm has the financial capability to perform. Utah reserves the right to perform additional due diligence in this area, at the sole discretion of Utah, prior to award of any contract. Provide copies of the last two (2) year-end financial audit reports signed by a CPA. ★

File Upload

14 Attachment 7-3.16.1 Financial Audit Reports v2.pdf - ./SupplierAttachments/QuestionAttachments/14 Attachment 7-3.16.1 Financial Audit Reports v2.pdf

3.16.2 Number of years the Offeror has been in business. ★

Numeric Text Box

105

3.16.3 Number of years the Offeror has provided voting systems. ★

Numeric Text Box

17

3.16.4 Offeror's available line of credit or Dunn & Bradstreet rating. ★

Numeric Text Box

5000000

3.16.5 How long has your company been developing election equipment/software? ★

Text (Multi-Line)

Hart introduced the first direct record electronic voting system in 2000. Development on that legacy system began in 1998. Hart's experience gained through providing election solutions since 1912 positioned us to bring a successful, full-featured voting system to market. In 2012, we began development on our Verity Voting system, newly conceived from the ground up as a holistic, integrated system that incorporates the best of today's technology. Unlike other systems available today, Verity is all new, not an old system that has been added onto over the years – and Verity is fully certified by the EAC as well as the State of Utah. This brings Utah counties the latest technology and the assurance of a system that is not just VSTL tested but is federally monitored on an ongoing basis.

3.16.6 What other types of equipment/software (if any) does your company produce? ★

Text (Multi-Line)

Hart is solely dedicated to providing election solutions to jurisdictions across the U.S. We support our customers in delivering lawful, equitable and accessible elections through our voting systems, polling place solutions, ballot printing services, and expert Professional Services.

3.16.7 What types of equipment/software (if any) was your company producing before entering into the voting system market? ★

Text (Multi-Line)

Before entering the voting system market, Hart provided ballot printing and related services. In the 105 years Hart has been in business, elections have been central to our offerings.

3.16.8 Identify key personnel assigned to implementing the new voting system in Utah. ★

Text (Multi-Line)

The entire Hart team will stand beside the State of Utah as you successfully adopt your new Verity system. As shown in the organizational chart in "Attachment 8 – 3.16.9 Key Personnel" and the table following the chart, David Magedson, PMP, will serve as the State's single point of accountability, responsible for effectively carrying out the project plan throughout the implementation. With oversight from Professional Services Manager Rich Geppert, PMP, and ready access to other Hart experts as needed, Mr. Magedson is assured of ample resources for the State's smooth transition to Verity. In addition, we will assign a project manager for each implementation within the State. Hart President/CEO Phillip Braithwaite will provide executive oversight and ensure that ample resources are readily available to Utah counties throughout the term of the contract. Pete Lichtenheld, VP Operations at Hart, will serve as a liaison with operational resources to facilitate project implementation. Dan Gately, PMP, Director, Supply Chain Management, will oversee the supply chain process for each Verity implementation statewide.

3.16.9 Provide adequate documentation, references, and certifications to substantiate the expertise of your personnel. Resumes must describe each individual's educational background, experience, other pertinent professional data, and should be sufficiently detailed to demonstrate an individual's qualifications and experience. Only a single file may be attached, if Offeror has multiple files to attach in response to this question, please attach as a zipped file. ★

File Upload

15 Attachment 8-3.16.9 Key Personnel v2.docx - ./SupplierAttachments/QuestionAttachments/15 Attachment 8-3.16.9 Key Personnel v2.docx

3.16.10 List experience in the State of Utah. If Offeror has no experience in the State of Utah, respond with "N/A" ★

Text (Multi-Line)

Hart has a long history of providing by-mail voting solutions to jurisdictions large and small. As a prominent provider in by-mail states such as Washington and Oregon, we have extensive experience working with election managers to ensure a painless, efficient transition to by-mail voting.

3.16.11 Provide a list of all states or jurisdictions that have implemented the proposed voting system in the last two years. The evaluation committee will select at least three of the provided references to contact. Each reference should include the following information: (a)Description of the project, (b)Reference contact information, (c) Quantity, type and version of voting equipment and software installed, (d) Size and demographics of jurisdiction, (e) Level of support and training provided, (f) Duration of contract(s) and current relationship. Only a single file may be attached, if Offeror has multiple files to attach in response to this question, please attach as a zipped file. ★

File Upload

16 Attachment 9 – 3.16.11 Implementation References.docx - ./SupplierAttachments/QuestionAttachments/16 Attachment 9 – 3.16.11 Implementation References.docx

Group 3.17: Maintenance and Support

3.17.1 Without disclosing any cost information, what purchase options do your company offer (e.g. payment in full upon delivery, financing, leasing)? Include cost information on the WA17018 Voting Systems Detailed Cost Proposal Spreadsheet. ★

Text (Multi-Line)

We offer payment per mutually agreed-upon terms, as well as leasing. Cost information is included on the WA17018 Voting Systems Detailed Cost Proposal Spreadsheet.

3.17.2 A minimum warranty period is required. Do you provide extended warranty options? ★

Yes/No

Yes

3.17.3 What is your coverage, terms, and duration for warranties of the hardware, software, and other proposed components of your voting system? ★

Text (Multi-Line)

The one-year warranty included in this proposal covers all voting equipment repairs and return shipping from Hart. (You pay to ship the equipment to Hart.) The warranty does not cover damage caused by negligence or intentional breakage. During the initial warranty term, Hart coordinates warranties for PCs and peripheral equipment with the third parties who provide them. The optional extended hardware warranty for Hart-manufactured devices extends the original warranty, under the same conditions as the original warranty except for parts replaced during preventative maintenance (i.e., batteries). Like the original warranty, the extended hardware warranty covers all repairs and return shipping from Hart. (You pay to ship the equipment to Hart.) The extended hardware warranty does not cover damage caused by negligence or intentional breakage. Where available, you have the option to purchase extended hardware warranties for third-party peripherals (printers, high-speed scanners, or computers) directly from their respective manufacturers, if desired; Hart facilitates this process. Extended warranties can be purchased for one or three year periods. We designed the all-new Verity system to require very little maintenance. This reduces the ongoing cost of ownership for Hart customers who purchase Verity. We provide the recommended preventative maintenance schedule for your Verity equipment along with training and instructions on how to perform preventative maintenance tasks. Considering Verity's design, routine maintenance and preventative maintenance are not covered under the hardware warranty.

3.17.4 When must a county purchase coverage or extend existing coverage before they have to pay list price for services/upgrades/repairs? ★

Text (Multi-Line)

A full, one-year warranty for all equipment, software and firmware is included at no additional charge. Pricing for an extended warranty for years 2 through 10 is included in WA17018 Voting Systems Detailed Cost Proposal Spreadsheet. Please see our response to 3.17.4, above. An extended hardware warranty must be purchased before the preceding hardware warranty term expires.

3.17.5 Describe, in detail, proposed maintenance packages after the warranty period. Proposed packages may be based on the County Examples document, or provide information on generic maintenance packages available. Include the following information: (a) Specify all services included under the maintenance agreement, (b) Schedule/frequency of onsite inspections and preventative maintenance, (c) Describe the support provided for election officials on election day. Will there be a technician available in-state on Election Day to troubleshoot any potential technical problems? Will election officials have access to telephone support or support through electronic means (e-mail, website, etc.)? (d) In addition to what is included in the maintenance agreement, what other services do you provide that a county could choose to take advantage of? Detail any costs associated with these additional services on the tab titled Miscellaneous Costs of the WA17018 Voting Systems Detailed Cost Proposal Spreadsheet ★

Text (Multi-Line)

a. Hart does not offer a maintenance program. All maintenance and preventative maintenance is do-it-yourself, minimizing maintenance costs. Hart is available for on-site preventative maintenance, if the jurisdiction prefers. b. Verity requires very little maintenance. Hart will never need to perform any maintenance on your system unless you choose to have us do so. This independence from vendor maintenance of your system can result in efficiency and cost savings. Hart trains local jurisdiction technical staff to perform these routine maintenance tasks. c. We provide on-site support for each county's first Election Day, and Counties can arrange for on-site support for subsequent elections. Technical support is available 24/7/365 via phone or email through our Customer Support Center and Hartline tracking system. Hart Customer Support Center experts are available via phone from 7 a.m. - 7 p.m. Central, Mon. – Fri. Outside of these hours, a voicemail triggers message forwarding, so callers always receive a prompt response. During major election events, Hart provides extended Customer Support Center hours. d. Additional services include any pay-as-you go support Counties purchase beyond what is included in our license and support fee, including optional on-site Election Day support after the first election with the system. We also provide ballot production services, so jurisdictions can outsource election definition and ballot production to our expert team. We offer ballot programming and printing, packaging, shipping, and text/audio ballot translation and audio recording. We proof all work, following established quality assurance procedures. Counties that produce their own ballots can also benefit from Hart's ballot printing expertise, or they can work with another printer of their choosing. All costs for these services are included in "Miscellaneous Costs" of the WA17018 Voting Systems Detailed Cost Proposal Spreadsheet.

3.17.6 Describe availability of spare parts for maintenance and repair of any system you provide. ★

Text (Multi-Line)

Our recommendation is that each County own a supply of backup equipment. Additionally, our Austin facility has inventory to provide you with backups, should you need them, typically within 24 hours. We provide repair services from our repair depot at our Austin, Texas headquarters. All customers are serviced from this facility, and Hart receives rave reviews about our service from our customers.

3.17.7 What is your practice for maintaining inventories of consumables and replacement parts? ★

Text (Multi-Line)

★ Vendor Response Is Required

Our Austin facility has inventory to provide you with backups, should you need them, typically within 24 hours.

3.17.8 Describe your disaster recovery plan in the case of an emergency occurring just prior to, or on, Election Day. For example, if a jurisdiction loses its equipment in a fire just prior to Election Day, how do you propose to provide replacement equipment in order to support the jurisdiction with administering its election? Would replacement equipment be readily available? Would replacement equipment be provided at no cost? ★

Text (Multi-Line)

Verity includes safeguards in case of emergencies. For example, cast vote records are recorded in three physically separate locations, making it extremely unlikely that votes would be lost in a power failure or other emergency. Risk management planning is provided as part of the implementation services included in this proposal. Election data and audit logs are copied to a portable hard drive, which uploads the data to a storage array at the County office. Restore functions are built in to the applications. If the vDrive with CVRs is lost, Verity Central can create a Recovery vDrive that can be read into Verity Count. PC workstations include RAID drives which provide redundancy for all data and recovery capabilities. We will make every effort to ensure your successful election, although there would be costs associated with replacing your equipment. Hart has a unique story to tell regarding the scenario you mention. Harris County, Texas, lost its entire inventory of election equipment to a fire in its warehouse -- the worst election equipment disaster in U.S. history. With more than 10,000 pieces of election equipment destroyed and Early Voting for the General Election beginning in less than six weeks, the County turned to Hart as their trusted election advisor, and we immediately created a Disaster Recovery Team. A production and implementation plan was put into place which included paper and electronic voting systems. Just four days after the disaster, Hart began manufacturing the replacement equipment, including sourcing over 1,000 individual parts, building circuit boards, and assembling and testing. The replacement equipment was an exact match for that which the County lost, not a newer system with an additional learning curve for staff, volunteers, and voters. We also worked with Harris County to arrange to borrow equipment from other Hart customers. The result was a successful election without the need to close a single polling place.

3.17.9 Describe your disaster recovery plan in the case of an emergency occurring just prior to, or on, Election Day. How would you support a jurisdiction experiencing equipment failure on Election Day? ★

Text (Multi-Line)

Jurisdictions across the U.S. rely on Hart to help them avoid disasters and recover from them. Most equipment failure can be prevented, and we focus year-round on supporting our customers in making sure each election runs smoothly. First and foremost, we provide a reliable, secure voting system: Verity. Utah counties will receive training in test procedures, maintenance, and polling place best practices. We also provide ongoing education in election preparedness through informative bulletins, webinars, and user group meetings. Experience has taught us that disasters do happen, and our customers know we will do everything in our power to prevent disruption to elections. As statewide voting system solution provider to the State of Hawaii, our training manual may not include tsunamis, volcanoes and earthquakes, but Hart personnel have learned to react quickly to protect election processes and equipment. In 2006, as the on-site Hart election preparation team prepared for a hard-earned Sunday off, an earthquake rattled Oahu and the City of Honolulu. Electricity and phone lines were cut and remained down all day. In 2012, early voting was disrupted by a tsunami warning. With fresh memories of recent devastation in Japan, residents were quick to heed wailing sirens, but created traffic bedlam as everyone headed inland. Luckily, the water wave was only ankle high, and voting continued. In 2014, as the November 4 Election Day neared, lava from the Kilauea volcano flowed steadily across the Big Island, threatening a village of 10,000 and a highway used by thousands of vehicles each day. Although power, water and other infrastructure were disrupted, voting at most polling places was not affected, and the Hart team was in place as needed. The most devastating situation in U.S. election history was a fire 55 days before the 2010 November election in Harris County, Texas. Hart enabled a successful election, as described above in our response to 3.17.8.

3.17.10 What post-election audit capabilities are provided by your system and what processes or procedures do you offer to support a post-election audit? ★

Text (Multi-Line)

Throughout all phases of operation, all Verity system components maintain complete audit logs. Every Verity device and application logs all user authorization/authentication, data entry, user interaction, and system events. Election managers can print or export application logs from each device and application. Not every vendor's solutions include this comprehensive, built-in auditing capability. On the Verity Touch Writer ballot marking devices, audit logs and cast vote records are redundantly stored to the vDrive and to a partition on the compact flash card. The audit log for each device includes a record of each event occurring on the device, including: - Date and time of the event - Option selected by the voter where applicable - Action performed on the unit - Tabulation input events - Device serial number. When the vDrive is read into the Verity Count tabulation and reporting application, the audit logs are transferred to the datastore for that election. In addition, each device generates a QR code printed from the onboard thermal printer. This QR code has information embedded, including the destination of that device, the election loaded on the device, and the ID of the inserted vDrive. Verity Central's audit log includes the Verity user's login ID and a record of all resolution decisions, providing a complete record of the adjudication process. Verity Central also supports highly filterable ballot image searches and access to original and annotated ballot images. When all ballots have been scanned and resolved, Verity Central writes cast vote records (CVRs) to vDrive portable flash media. CVRs can then be tabulated in the Verity Count tabulation and reporting software. Because Verity Count receives audit records from all voting devices, Verity Count can be used as an auditing tool. You can view audit reports on Verity Count's user-friendly dashboard. For screenshots, see "Attachment 2 -- Technical Criteria Supplement, 3.5.27."

3.17.11 In the event of future legislative mandates, are updates and modifications to any and all of the systems proposed above part of your support agreement or are they custom enhancements? ★

Text (Multi-Line)

Legislatively mandated updates and modifications fall under our enhancement request policies. Depending on the modification and the timeframe, this type of work would mean additional custom-engineering costs with statements of work and defined specifications and outcomes.

3.17.12 Without disclosing cost, do you provide the option of upgrading components, including software, when improvements become available? Is this included as part of your maintenance contract? ★

Text (Multi-Line)

Yes. We follow a disciplined product development process to continuously improve the Verity product family to ensure it continues to meet customers' needs and to adhere to certification and legislative standards. As improvements become available, Utah counties will have the option to upgrade components, including software. Our license and support contract covers the cost of many system upgrades. In some instances, customers have the opportunity to purchase new system components or to enlist on-site service to implement new functionality. Additional cost may apply in those instances. Do-it-yourself upgrades (where you ship device CFAST and computer hard drives to Hart and install and test yourself) are included as part of your annual license and support fee. If you would like Hart on-site for an upgrade, the upgraded software and firmware are free but there is a service charge for our on-site time. There is no predetermined schedule for upgrade releases. Please see "Attachment 10 -- Verity Master Agreement."

3.17.13 Without disclosing cost, describe the licensing required and licensing options, including what is covered under each licensing option and advantages of the various options. The Offeror must specifically outline the associated licensing fees on the WA17018 Voting Systems Detailed Cost Proposal Spreadsheet. ★

Text (Multi-Line)

★ Vendor Response Is Required

An annual licensing and support fee applies to use of the Verity solution proposed herein. Licensing and support are described in detail in the Verity Master Agreement. Please see "Attachment 10 -- Verity Master Agreement."

3.17.14 Describe your firm's Open Source Software (OSS) strategy. ★

Text (Multi-Line)

The open source community and the established, certified vendors have many objectives in common: security, transparency, and usability. However, there are certain realities of the federal and state legislative and regulatory environments that govern election technology. Lawmakers at the state and federal levels have put in place a significant number of standards to ensure voting technology performs as required. In addition, each regulatory jurisdiction has its own rigorous testing and certification process which every voting system must pass before being used in local, state and federal elections. These standards and testing protocols are designed not only to ensure the technology meets security, usability, transparency, tabulation and reporting requirements, but also to provide election officials and voters confidence that the systems they are using have been independently tested to perform as designed. The vast majority of election administrators highly value the safety and security associated with this type of required testing and certification and would never consider using untested, unproved and uncertified technology solutions (not to mention that they are not allowed to propose solutions that do not meet these legal requirements). This gap between the open source advocates' "ideal world" scenarios and legislative, regulatory and election administrators' "real world" requirements represents a fundamental flaw in the current open source plans. Solutions to the concerns and priorities defined by open source advocates are incorporated into Hart's new Verity system in a manner that enables you to use modern technology to streamline end-to-end election management while meeting real-world legal restrictions.

3.17.15 Describe how your company handles patch management activities relating to source code changes, security patches, and dependency modifications within your code base. ★

Text (Multi-Line)

Hart's general release strategy is built on the foundation of baseline systems that go through EAC certification. Accordingly, the complexity of making additional modifications to certified systems means that follow-on releases generally aim to consolidate substantial numbers of value-added features and enhancements (in addition to defect fixes), Because of the requirements of EAC certification and the disruptive nature of frequent "patches," our patch management approach seeks to consolidate enhancements and defect fixes. Upgrades do incorporate defects based on our own continued quality assurance and on customer feedback, following a disciplined upgrade strategy. Customers have the option to send the easily-removable, sled-nested hard drives that house Verity software to Hart for software upgrade. Alternatively, you or Hart personnel can perform the upgrade on-site. Additional costs apply for on-site support of software upgrades.

3.17.16 Describe how your company ensures that software, including both closed and open source, is secure enough to release and any tools that you use to make that determination. ★

Text (Multi-Line)

Verity's EAC certification offers the State of Utah the assurance that the software has been thoroughly vetted and deemed secure enough to release. Beyond the security vetting that VSTL testing provides, EAC certification provides the added safeguard of ongoing monitoring to ensure the system continues to meet quality standards. Hart applies a disciplined, documented Quality Management System (QMS) to manage our ongoing internal quality assurance activities. Our Quality Management Plan is available upon request.

3.17.17 Provide details on any open source code within your code base. ★

Text (Multi-Line)

Verity does not employ open source code.

Group 3.18: Ability to Accommodate Different County Needs

3.18.1 Offeror understands that Utah election law permits counties to choose the method to administer elections. As a result, counties use diverse models. In the 2016 November election 21 of 29 used an all-vote-by-mail system. The number using this model may expand in future elections, but the state legislature has not mandated counties adopt the vote-by-mail model. In counties that automatically mail ballots to all voters, in-person voting is available at county clerks' offices on Election Day and most counties also offered additional vote center locations to accommodate any voter in the county. Eight counties used traditional precinct polling places on Election Day, and 11 counties (combination of those offered vote by mail and traditional polling place options) offered in-person early voting opportunities. Due to varying needs of the counties including timing of replacements and budget constraints, it is unlikely that the rollout of a new system will occur statewide at the same time. ★

Yes/No

Yes

3.18.2 Taking into account the information provided in Question 3.18.1, provide an implementation and staffing plan detailing support for State and counties during a multi-year rollout. ★

Text (Multi-Line)

Our overall implementation strategy is described in detail in "Attachment 2 -- Technical Criteria Supplement, 3.18.3" and adjusted as necessary to meet the needs of specific counties in statewide rollouts. (See example implementation schedules in "Attachment 16 -- Preliminary Project Schedules.") "Attachment 8 -- 3.16.9 Key Personnel" includes an organizational chart of key personnel we are proposing for Utah, along with their resumes. To meet the goals of the State as well as individual counties, we also recommend regular meetings with the State to apprise you of implementation status during the multi-year rollout. These meetings typically cover the overall status of the project, as well as updates regarding equipment rollouts for specific counties. Hart's Statewide Program Manager for Utah will use a detailed Project Plan to manage the overall statewide project. In addition, the Hart project manager for each county will use a separate Project Plan to manage county implementations. As an example, here are a few meetings and reports included in the project plans for a multi-county implementation of Verity we are currently performing: - Initial contract kick-off meeting after Contract execution. - Regular update meetings after the initial kick-off meeting through the completion of the first planned implementation phase. - Written updates after each Election Day, which identify and categorize service calls, equipment failures and resolution for all issues identified 14 calendar days prior to each election (up to and including Election Day), for each election in which the voting system is used.

3.18.3 Taking into account the information provided in Question 3.18.1, describe your approach to project management and support for voting system implementations. ★

Text (Multi-Line)

Based on the change management expertise we have gained by implementing voting systems for large and small jurisdictions across the U.S., we propose a phased implementation approach. This approach minimizes risk and positions your jurisdiction for trouble-free Verity implementations. Hart manages and supports projects in four overlapping phases: Phase I: Planning Phase II: Implementation Phase III: Go-Live Phase IV: Support Each phase is described in detail in "Attachment 2 -- Technical Criteria Supplement, 3.18.3." Our four-phase approach to the implementation process has proven over time to be a successful method for making sure your transition to the new system is efficient and reliable, that Counties are empowered to conduct successful elections over the long term, and that voters will feel confident that their votes are properly counted.

3.18.4 Taking into account the information provided in Question 3.18.1, how many county implementations do you feel you could support simultaneously? ★

★ Vendor Response Is Required

Numeric Text Box

29

3.18.5 Taking into account the information provided in Question 3.18.1, provide the name of a designated Project Manager who will be the single point of contact for all aspects of implementation. ★

Text (Single Line)

David Magedson, Statewide Program Manager

3.18.6 Taking into account the information provided in Question 3.18.1, provide the quantity and qualifications of personnel to install and perform initial configuration of all equipment, software, firmware and peripherals and conduct performance testing. ★

Text (Multi-Line)

Hart's team of more than 40 technical professionals, including experienced product managers, systems and software architects, software engineers, mechanical engineers, electrical engineers, quality assurance specialists, product managers, supply chain and manufacturing managers, and technical support specialists, stand behind the Verity implementation for each Utah county. All the Hart personnel who will work on this project are highly qualified, with extensive experience in voting technology and operations, including on-the-ground involvement in voting installations at the state and county levels. Our IT support personnel have achieved the highest customer satisfaction rating in the industry; 98 percent of Hart customers rated our support services as excellent or above average in a 2016 survey. An organizational chart indicating key personnel at the State level and the staffing structure for each implementation is included in our response to requirement 3.18.9, item c. Resumes are included for key personnel.

3.18.7 Taking into account the information provided in Question 3.18.1, describe your proposed acceptance testing standards and methods used to ensure the new system is working properly in each county installation. The description must address test plan creation, test case or script generation, test phases, the execution of the test plan, and proposed participation by State or county staff. In some cases counties may prefer to perform acceptance testing independently, and in other cases onsite vendor support may be preferred. Describe the services and support that you propose to provide in either circumstance. ★

Text (Multi-Line)

We have extensive experience partnering with both State and County-level jurisdictions of a variety of sizes to support user acceptance testing that meets the requirements of both the State and the Counties. We recommend that all acceptance testing occur in one central location, to take place the day after equipment arrives on-site. It is ideal if the County drives this process, with our on-site assistance. This enables the County to verify that all equipment is received in good working order, and also provide the first real opportunity for County staff to interact with the equipment on a large scale. We provide the State with Hart's standard acceptance testing procedures, which the State can modify to fulfil your requirements. Once completed, we provide the approved process to the County for review and additional modifications if they deem any to be necessary. As an example, I've attached an Example of our State Approved Acceptance Testing Process for MI. In addition to supporting the planning process, Hart's project manager and subject matter expert will oversee onsite support for the actual UAT events as they occur. Typically, project managers assigned to individual implementations help with managing workflow, answering functional and procedural questions, and providing troubleshooting assistance during UAT, if required. County staff members participate in acceptance testing of software and/or hardware upgrades, using standard testing scripts that Hart provides. Utah counties have varying requirements for vendor support during acceptance testing. While our implementation process typically includes on-site assistance with the acceptance testing process, our flexible service model accommodates counties choosing the level of vendor support that best meets their individual needs. For a high-level description of the typical UAT process, please see "Attachment 2 -- Technical Criteria Supplement, 3.18.7."

3.18.8 Taking into account the information provided in Question 3.18.1, describe proposed in-person training for all aspects of system hardware and software use, and materials and tools for continuing education and training. This can include manuals, instructional videos, exercises, computer-based training, and any other method deemed suitable. ★

Text (Multi-Line)

Hart's training concentrates on mastering the skills required to run smooth, successful elections with the Verity Voting system. Our goal is for the State and Counties to achieve a level of proficiency with Verity that allows for independent management of a successful election. Our training team members are veterans of all aspects of elections, with the real-world experience to understand the needs of everyone involved and to communicate with them effectively. Our training is based on a leadership strategy that comes from the adult education background. We keep our training modules short, use hands-on and real world-based instruction, and help our adult learners make the knowledge transition from the known to the new. Training courses include operations manuals, training manuals, and a variety of other media, including videos and graphic presentations. All these are designed with a single objective: to help trainees achieve proficiency and self-sufficiency in the tasks required to conduct a smooth, successful election with the Verity Voting system. Training materials are provided to election officials during scheduled courses. Soft copies of the materials are provided to the jurisdiction in an easy-to-duplicate PDF format. The Hart project manager will work with each County to determine which courses are most appropriate and which staff members should attend each course. As the County's staff or expertise level changes, the jurisdiction can purchase additional training or refresher courses which are provided in the same professional manner as all other Hart training. Typical audiences include permanent and temporary election office staff, information technology (IT) personnel, warehouse staff, and poll worker trainers.

3.18.9 Upload a file proposing, without including any cost information, a solution that would best meet the needs of each of the Example Counties listed in the Example Counties Document including (a) How your solution best fits the profile of each county, including its combination of mail ballot, early voting, Election Day vote center and/or traditional polling place options. (i) Which and how many tabulation system(s) do you propose?, (ii) How many accessible voting systems?, (iii)
What and how many hardware/software is required?
(iv) How many ballot-on-demand systems?, (v) Proposed number of annual software/hardware licenses associated with each system; (b) A proposed support and maintenance plan that would best fit each county's profile; (c) Preliminary project schedule and staffing plan for implementation of your system for each example county; (d) Integration timeline for different each example county. List detailed time frames from contract execution the election administration ★

File Upload

22 Attachment 15-3.18.9 Verity Meets Example County Needs v3.docx - ./SupplierAttachments/QuestionAttachments/22 Attachment 15-3.18.9 Verity Meets Example County Needs v3.docx

Group 3.19: Training

3.19.1 Provide details on proposed plan for training and supporting county election officials. Comment on any differences in proposed training in large, urban counties as opposed to small, rural counties. ★

Text (Multi-Line)

★ Vendor Response Is Required

Training is included in the preliminary project plans (Attachment 16 -- Preliminary Project Schedules). Because all Utah counties will be using the same Verity components, county staff across the State will receive the full complement of training classes. Regardless of county size, training will be conducted over a 7-day period. To tailor the standard curriculum to local requirements, the Hart project manager performs a training needs assessment as part of the implementation's business process analysis (BPA) and variance analysis. The goal in performing this assessment is to identify how best to bridge the gap between existing elections procedures and training, and the requirements of the new Verity Voting system implementation. After reviewing the findings of the training needs assessment and variance analysis, the project manager revisits the training plan from the original proposal in order to meet the exact training needs required. Our experienced trainers then identify options for where, when, and how initial training services are conducted. Hart also offers options for follow-up training sessions, including onsite classes, training in Users Group meetings, computer-based instruction, or online training using Web conferencing.

3.19.2 Provide details on all training opportunities to State and county election officials (full time and temporary) and poll workers. ★

Text (Multi-Line)

The Hart project manager will work with the State and each county to determine which courses are most appropriate and which staff members (full-time and temporary) should attend each course. For a complete list of Hart training courses, please see "Attachment 2 -- Technical Criteria Supplement, 3.19.2. Utah counties and the State will have access to training opportunities beyond the initial courses designed to bring you up to speed with your Verity system during implementation. Hart provides continued learning opportunities for all Utah stakeholders through the following resources and events: - User groups: forums for Utah counties to learn the latest trends and developments; share best practices with fellow Verity users in the State and give Hart feedback on how Verity can serve you better. - Knowledge base articles: access to expert-level Verity knowledge at your fingertips. - Ongoing communications: operational best practices, legislative updates, events and more through our newsletters, webinars, bulletins and advisories. - Voter education and outreach (VEO) materials: Illustrated, step-by-step instructions for your voters, whether voting in person or by mail; website copy to inform the community about your jurisdiction's new Verity system.

3.19.3 Describe the time frame for training and approximate number of hours needed for training. The training must be sufficient to the point that State and local election personnel must be able to operate the system without continuous support from a vendor. ★

Text (Multi-Line)

Hart's training enables elections staff to quickly and easily make the transition to the new system, and training time required will be minimal, so staff can get on with their jobs with little interruption. Hart's training approach fosters independence, enabling Utah election officials and staff to perform election administration tasks confidently with only the desired level of support from us, knowing they have 24/7 support available if needed. Verity is easy to learn and use, and its consistent interface across all components means once you learn one component, you have a head start on using all. Please see our response to requirement 3.19.2 for durations of individual classes. The entire training program takes place over a 7-day period.

3.19.4 Describe, in detail, how election officials will be trained on each aspect and function of the proposed systems. ★

Text (Multi-Line)

★ Vendor Response Is Required

Hart's training program develops the election management skills required of permanent and temporary State and County elections office staff, technical troubleshooters, and poll workers (via train-the-trainer modules). Regardless of the audience, our proven curriculum is based on the following objectives: Task-orientation. Our curriculum is designed in modules that reflect specific tasks commonly encountered during pre-election ballot programming; testing; equipment preparation, deployment and setup; and tabulation and reporting of election results. Our step-by-step procedures support all tasks required to use the Verity Voting system successfully and efficiently. Hands-on methods. Our priority is to teach using hands-on training methods; each course includes hands-on exercises. Development of skills. Instead of "telling," we train. We teach skills and we test that learners have achieved a basic facility with them. Retention of information and mastery of skills, which are key objectives of our training methodology, require a level of attention and care that goes beyond merely "telling." High activity level. Our training curriculum is active, with a mixture of "classroom lecture" and "hands-on." A variety of activities ensures that trainees remain engaged. Repetition and practice. Our training includes a separate simulation section during which trainees practice and review skills at their own pace. Written reviews are available as well. Simulation of real-world procedures. While training manuals are valuable resources, we are committed to training step-by-step procedures with materials, paperwork, and forms identical to those that will be used during real-world election operations. By gaining exposure to actual paperwork and procedures, elections staff, technical troubleshooters, and poll workers (trained by County staff) can feel more comfortable with the Verity Voting system and the associated County documentation.

3.19.5 Do you provide specific training on equipment maintenance? ★

Yes/No

Yes

3.19.6 What training materials will be included for election officials and election judges? ★

Text (Multi-Line)

Training courses include operations manuals, training manuals, and a variety of other media, including videos and graphic presentations. All these are designed with a single objective: to help trainees, including election officials and election judges, achieve proficiency and self-sufficiency in the tasks required to conduct a smooth, successful election with the Verity voting system. Please note, we provide training to election judges via our train-the-trainer courses. In addition to providing training materials during scheduled courses, Hart supplies these materials and manuals for use by election judges in the precincts and voting centers. Materials are in PDF format, for on-screen use or as-needed printing at any time. We also provide standard third-party manuals and paperwork/system documentation with the third-party hardware.

3.19.7 Describe any self-paced or online training products you may provide. ★

Text (Multi-Line)

Hart supplies all training materials to the State and counties in PDF format, for on-screen use or as-needed printing at any time.

3.19.8 What performance metrics do you use to access competence and training needs? ★

Text (Multi-Line)

Verity's Train the Trainer course materials include an optional competency quiz. Competency of the other curricula is covered with hands-on exercises during each course and a Mock Election, which is conducted after all training is complete.

Group 3.20: Documentation

★ Vendor Response Is Required

3.20.1 User manuals for system administrators detailing system functionality, procedures and checklists for all phases of system operation have been provided in the Supplier Attachments section. ★

Yes/No

Yes

3.20.2 Manuals, which can be modified by counties, for election judges detailing equipment setup and instructions for troubleshooting basic equipment issues have been provided in the Supplier Attachments section. ★

Yes/No

Yes

3.20.3 A functional diagram and system overview illustrating the interaction of all system components have been provided in the Supplier Attachments section. ★

Yes/No

Yes

3.20.4 Data recovery procedures have been provided in the Supplier Attachments section. ★

Yes/No

Yes

3.20.5 Consumables guide has been provided in the Supplier Attachments section. ★

Yes/No

Yes

3.20.6 Documentation regarding environmental requirements for storage, transportation, and operation, including temperature range, humidity range and electrical supply requirements and Indicating if machine covers or other protection are available has been provided in the Supplier Attachments section. ★

Yes/No

Yes

Value-Added Features

Group 4.1: Electronic Signature Verification Software

4.1.1 1.Electronic signature verification software. The signature verification function is typically software driven and performed without human intervention. When exceptions are encountered by the automated system, an authorized user can view the signature captured by the envelope scanner or physically view the actual envelope and compare the signature image with the signature maintained in the voter registration system.

Is electronic signature verification software available by the Offeror? If 'Yes,' please complete all questions in this group. ★

Yes/No

No

4.1.2 Is electronic signature verification software offered by the Offeror or through a third-party subcontractor?

Multiple Choice (Pick One)

Software from Offeror
Software from Third-Party Subcontractor

Software from Offeror

4.1.3 Describe the process for verifying signatures on mail ballots with signatures in the statewide voter registration system, including when and how signatures are examined manually.

Text (Multi-Line)

Hart does not provide electronic signature verification software.

4.1.4 Describe how the electronic signature verification software integrates with your proposed EMS and Tabulation Systems.

Text (Multi-Line)

While Verity is designed to be able to integrate with other systems, Hart does not provide electronic signature verification software.

4.1.5 Explain configuration options and thresholds for signature acceptance.

Text (Multi-Line)

Hart does not provide electronic signature verification software.

4.1.6 Describe activity or audit logs produced by the electronic signature verification system.

Text (Multi-Line)

Hart does not provide electronic signature verification software.

Group 4.2: Mail Ballot Tracking Software

4.2.1 Is mail ballot tracking software available by the Offeror? If 'Yes,' please complete all questions in this group. ★

Yes/No

No

4.2.2 Describe system for tracking mail ballots from preparation by the election official or vendor through each stage of the U.S. Postal Service process and after the mail ballot is returned to county officials for counting.

Text (Multi-Line)

Hart does not provide mail ballot tracking software.

4.2.3 How do voters sign up to receive the service?

Text (Multi-Line)

Hart does not provide mail ballot tracking software.

4.2.4 What notification mechanisms are provided (i.e. text, email, website, etc.)? At which steps in the process?

Text (Multi-Line)

Hart does not provide mail ballot tracking software.

4.2.5 What reporting options are provided to election official?

Text (Multi-Line)

Hart does not provide mail ballot tracking software.

4.2.6 Are county election officials able to personalize messages that their voters receive?

Yes/No

No

Group 4.3: Online Ballot Delivery

4.3.1 Online ballot delivery. A ballot delivery system that provides online ballot delivery and marking for military and overseas (UOCAVA), as well as for voters with disabilities. The system should allow the voter to receive the ballot online, mark it (either online or offline) and return via a method that is currently available under Utah law (via postal mail, email or fax). Is online ballot delivery available by the Offeror? If 'Yes,' please complete all questions in this group. ★

Yes/No

Yes

4.3.2 Describe the proposed online ballot delivery system.

Text (Multi-Line)

Verity can accommodate such workflows in a variety of ways, eliminating manual duplication of online ballots. Please see our response to requirement 3.5.31 in Section E Technical Criteria for details.

4.3.3 Describe the method of marking and returning the ballot, including any steps that would require a printer.

Text (Multi-Line)

Hart has a successful track record working with other leading solution providers to develop solutions such as the one specified here. An online ballot delivery system would be offered under a separate Scope of Work.

4.3.4 How would the system integrate with your proposed EMS and Tabulation Systems?

Text (Multi-Line)

Verity includes automated methods to import ballot style information and voter selections, allowing pre-marked ballots to be produced from Verity, based on remote ballot marking sessions, without needing to manually re-create and mark ballots. Please see our response to requirement 3.5.31 in Section E Technical Criteria for details.

4.3.5 If a ballot is returned electronically, would election officials need to recreate or duplicate it in order to tabulate it using the proposed system?

Yes/No

Yes

4.3.6 Is the system capable of importing ballot data from an external source?

Yes/No

Yes

4.3.7 Can voters with disabilities use their personal auxiliary devices to mark the ballot online?

Yes/No

Yes

4.3.8 Describe the system's security protocols.

Text (Multi-Line)

Because the online ballot delivery system would be offered through partnership with another leading solution provider through a separate scope of work, the system's security protocols vary, depending on the particular third-party system with which Verity may integrate.

Group 4.4: Electronic Poll Book (EPB)

4.4.1 Is electronic poll book (EPB) available by the Offeror? If 'Yes,' please complete all questions in this group.

Yes/No

Yes

4.4.2 Describe the make/model; software, hardware and firmware versions; and all components of the proposed EPB.

Text (Multi-Line)

Hart proposes KNOWiNK's popular Poll Pad 2 electronic poll book product suite, configured to meet Utah's specific requirements. With Hart as the proposed contractor and KNOWiNK as our expert subcontractor, the State is assured of a smooth transition to this feature-rich, easy-to-adopt solution. Our experienced team offers a full suite of services to ensure the successful, timely Poll Pad implementation and responsive ongoing support. The Apple iPad serves as the hardware platform for Poll Pad. The Poll Pad is simple and intuitive for both the poll worker and voter. The system interface is designed in a simple three-step process for a poll worker to process a voter, and it guides the poll worker through each step of this process. For more information, please see "Attachment 18 -- 4.5.1 Value-Added Features Supplement, 4.4.2."

4.4.3 Provide a functional diagram and system overview document of the electronic poll book (EPB). Only a single file may be attached, if Offeror has multiple files to attach in response to this question, please attach as a zipped file.

File Upload

26 Attachment 19-4.4.3 Functional Diagram and System Overview-EPB.docx - ./SupplierAttachments/QuestionAttachments/26 Attachment 19-4.4.3 Functional Diagram and System Overview-EPB.docx

4.4.4 Is the EPB provided by the Offeror or through a third party vendor or subcontractor?

Multiple Choice (Pick One)

EPB is provided by the Offeror

EPB is provided through a Third Party Subcontractor

EPB is provided through a Third Party Subcontractor

4.4.5 Is the EPB hardware available from COTS sources?

Yes/No

Yes

4.4.6 If the EPB hardware is available from COTS sources, please indicate purchasing sources. If the software is not available from COTS sources, respond with "N/A."

Text (Multi-Line)

The Apple iPad (32GB) and the optional receipt printer are available through COTS sources. If purchased commercially, the iPad must be sent to KNOWiNK for configuration. Hart recommends that Utah counties purchase the iPad directly from KNOWiNK because KNOWiNK is an authorized reseller, and no shipping would be required. A custom stand and carrying case are also available from KNOWiNK.

4.4.7 Describe the capabilities of an EPB, including: (a) ability to electronically list, search, identify, and authenticate eligible voters, (b) ability to interface with Utah's existing statewide voter registration database (VISTA), (c) ability to electronically capture voter signatures, (d) customization options.

Text (Multi-Line)

The EPB solution includes a Poll Pad, used in the polling place for voter authentication and check-in and the web-based ePulse, used in the election office for configuration and monitoring. (a) The Poll Pad allows the poll worker to easily locate a voter using a driver's license scan, voter ID card or other accepted forms of identification. Manual entry of a voter name is also available. Once the voter's record is located in the Poll Pad, the voter's qualification status is displayed. Either the voter is available for immediate check-in or a voter status is displayed, such as "Inactive", "Voted in Early Voting", etc. These exception statuses are imported from the voter registration system and the Poll Pad interface guides the user in the proper handling of these exceptions. See "Attachment 18 -- 4.5.1 Value-Added Features Supplement, 4.4.2." (b) The web-based ePulse application serves as the secure web portal between Poll Pads in the field, the local election authority, and the State's voter registration system. The ePulse provides the ability to interface with Utah's existing statewide voter registration database (VISTA). For more information, please see "Attachment 19 -- Functional Diagram and System Overview -- EPB." (c) The voter's signature is electronically captured on the Poll Pad screen. A swivel base on the iPad enables easy capture of the voter's signature, which is then saved and transmitted directly to the central election office for reporting and archiving. (d) The EPB system is customized and configured for Utah and if laws change, any additional customizations are covered under the annual subscription fee. During implementation, a business process analysis will be conducted to review Utah's specific rules governing the processing of the voters in specific circumstances. The system will be configured to display the appropriate message prompts to the poll worker in understandable and familiar terminology

4.4.8 Describe how the EPB verifies that a voter receives the correct ballot style.

Text (Multi-Line)

When a new voter is added to the Poll Pad, the ballot style is determined by the voter's residential address. The street data and ballot style information is imported into the Poll Pad during the configuration phase.

4.4.9 Describe how the EPB identifies, lists and communicates to poll workers and county election officials whether a voter has previously cast a ballot (at an early voting site, by mail, or on Election Day).

Text (Multi-Line)

Once a voter is identified on the Poll Pad, the information displayed will indicate if the voter has previously cast a ballot at an early voting site, by mail, or on Election Day. Instructions displayed on the Poll Pad screen instruct the poll worker on exactly how to handle each scenario. For example, in some cases a Provisional ballot may be offered, or a surrendered by mail ballot may allow voting. Each voter status is predefined during election definition.

4.4.10 Describe access controls and other security features to ensure that voter information contained with the EPB remains confidential.

Text (Multi-Line)

★ Vendor Response Is Required

All data transferred to and from Poll Pad is encrypted using 256 Bit SSL encryption. Within the cloud network of ePulse, the data base server is stored on a nonpublic accessible server behind a firewall. In addition, KNOWiNK utilizes the VPC (Virtual Public Cloud) security features offered by Amazon GovCloud to isolate network traffic in ePulse from public access. All externally accessible servers are limited to ports 80 and 443 for http and https connections. All users are immediately redirected to an HTTPS connection for the duration of their session when using ePulse. KNOWiNK will work with Utah to create a secure Wi-Fi network that will be used exclusively for Poll Pad. This network only needs external internet access and can be completely separate from any internal network utilized by the County. Poll Pad and ePulse only need ports 80 and 443 open for network Access. The Poll Pad application resides in a secure sandbox on the iOS operating system. Within the sandbox, the application cannot access other applications, nor can other applications access Poll Pad. Poll Pad has access to device APS's to control certain aspects of the iPad hardware and its internal files and databases. All data is stored on Poll Pad's Core Data database and is restricted only to the Poll Pad application. Users must log in to access ePulse. Repeated incorrect login attempts trigger a CAPTCHA (Completely Automated Public Turing Test to Tell Computers and Humans Apart) response to prevent brute-force password attempts. The KNOWiNK Platform Security Audit is available on request.

Group 4.5: Other Value-Added Features

4.5.1 State and county election officials in Utah seek to understand other systems peripheral to the voting process that may assist with the efficient administration of elections in Utah. Without including cost, upload a file describe any additional functionality, products, optional modules, upgrades or services that you offer and are not a part of the RFP requirements or listed above that you believe would add value to your proposed work on this project. Any cost information should be included on the Miscellaneous Costs tab of the WA17018 Voting Systems Detailed Cost Proposal Spreadsheet.

File Upload

25 Attachment 18-4.5.1 Value-Added Features Supplement v2.docx - ./SupplierAttachments/QuestionAttachments/25 Attachment 18-4.5.1 Value-Added Features Supplement v2.docx

★ Required Product Line Items

Product Line Items

Group P1

#	Item Name, Description, Commodity Code	Allow Alternates	Qty.	UOM	Requested Delivery	Unit Price (USD)	Total Price (USD)	Estimated Delivery
P1.1	Ex County 1 ★		1	EA - Each	-	[redacted]	[redacted]	8/29/2017
	Provide the County 1 Summary of Total 10-Year Acquisition Costs (cell B2) from the tab titled "Total Cost Summary" in the WA17018 Voting Systems Detailed Cost Proposal Spreadsheet.							
	Comment See "WA17018 Voting Systems Detailed Cost Proposal Spreadsheet" for additional detail.							
P1.2	Ex County 2 ★		1	EA - Each	-	[redacted]	[redacted]	8/29/2017
	Provide the County 2 Summary of Total 10-Year Acquisition Costs (cell B3) from the tab titled "Total Cost Summary" in the WA17018 Voting Systems Detailed Cost Proposal Spreadsheet.							
	Comment See "WA17018 Voting Systems Detailed Cost Proposal Spreadsheet" for additional detail.							
P1.3	Ex County 3 ★		1	EA - Each	-	[redacted]	[redacted]	8/29/2017
	Provide the County 3 Summary of Total 10-Year Acquisition Costs (cell B4) from the tab titled "Total Cost Summary" in the WA17018 Voting Systems Detailed Cost Proposal Spreadsheet.							
	Comment See "WA17018 Voting Systems Detailed Cost Proposal Spreadsheet" for additional detail.							
P1.4	Ex County 4 ★		1	EA - Each	-	[redacted]	[redacted]	8/29/2017
	Provide the County 4 Summary of Total 10-Year Acquisition Costs (cell B5) from the tab titled "Total Cost Summary" in the WA17018 Voting Systems Detailed Cost Proposal Spreadsheet.							
	Comment See "WA17018 Voting Systems Detailed Cost Proposal Spreadsheet" for additional detail.							
P1.5	Ex County 5 ★		1	EA - Each	-	[redacted]	[redacted]	8/29/2017
	Provide the County 5 Summary of Total 10-Year Acquisition Costs (cell B6) from the tab titled "Total Cost Summary" in the WA17018 Voting Systems Detailed Cost Proposal Spreadsheet.							
	Comment See "WA17018 Voting Systems Detailed Cost Proposal Spreadsheet" for additional detail.							

Total Price (USD) [redacted]

Q&A Board

Subject = VISTA integration — **Public Thread**

Q: Regarding VISTA integration: 1. Can the state provide additional descriptive information about how information from VISTA is currently shared with voting systems (e.g., what kind of information is exchanged, when, and for what purpose(s))? 2. Can the state provide a written document with detailed file format specifications for information that is exported from VISTA, and that needs to be imported into the voting system; and 3. Can the state provide sample data file exports from VISTA, along with an explanation of what the files are, and how they are used; and 4. Can the state clarify whether it has any "back-end" reporting requirements for statewide results on Election Night; if so, the same questions above would apply to ENR: 4a. What kind of information is exchanged, when, and for what purpose? 4b. Can the state provide a written document with detailed file format specifications for ENR purposes? 4c. Can the state provide sample data files for purposes of results upload?

Question added by: Julie Wickert — 5/23/2017 4:43 AM

A: Currently the State uses GEMS software and has developed an upload feature to take the GEMS data and process it into VISTA. In Group 3.3 the State seeks to understand the proposed system's capabilities regarding importing and exporting data. The State expects to work with the chosen Offeror to adapt existing systems, but seeks to understand the mechanism Offerors use to export/import data. Offeror's should provide details on the structure of the proposed system, how ballot information is generated, mechanisms for importing and exporting data, customization options, and the ease to which the system can be adapted.

Answered by: Windy Aphayrath — 5/25/2017 2:06 PM

Subject = Question Response Formats — **Public Thread**

Q: How can an Offeror respond to a question if the format does not allow for open text or if a multiple choice does not provide applicable option?

Question added by: Windy Aphayrath — 6/12/2017 2:58 PM

A: Offerors may respond to multiple option questions, including Yes/No questions, in the way they see fit and provide an additional clearly labeled document in the Supplier Attachments section to provide more information. For numeric responses the Offeror may respond with a logical number, but provide additional information in a clearly labeled, uploaded document.

Answered by: Windy Aphayrath — 6/12/2017 2:58 PM

Subject = File Sizes — **Public Thread**

Q: What is the maximum file size for upload to the SciQuest site?

Question added by: Windy Aphayrath — 6/6/2017 4:35 PM

A: Each single file must be no more than 50 MB.

Answered by: Windy Aphayrath — 6/6/2017 4:35 PM

Subject = Redacted Copies — **Public Thread**

Q: Should “redacted” copy of the proposal be in the form of a single zipped file, or will the SciQuest interface allow proposers to enter the proposal files a second time? If proposers are required to enter the files a second time, do you want all files re-entered with “redacted” in the file name?	Question added by: Windy Aphayrath	6/6/2017 4:34 PM
A: Redacted copies may be in a single zipped file, or as multiple files uploaded in the Supplier Attachments section. Each redacted file must be identified with "Redacted" in the file name.	Answered by: Windy Aphayrath	6/6/2017 4:34 PM

Subject = software licensing **Public Thread**

Q: Under the question regarding the maximum number of users per license, does the State define users as humans using the system or the number of PCs allowed under a single license?	Question added by: Daniel Chalupsky	5/24/2017 1:52 PM
A: The State does not define this. Please provide an explanation of what your definition is as part of your response.	Answered by: Windy Aphayrath	5/25/2017 1:52 PM

Subject = Example county data **Public Thread**

Q: County examples give no guidance on number of poll workers. Size and quantity of materials and classes affects our ability to produce accurate training plans and costs. Please revise example counties to include number of poll workers expected to attend training along with estimated number of county staff. Also, please provide the number of State officials to be trained and the level of proficiency expected of the by the end of any training received.	Question added by: Daniel Chalupsky	5/24/2017 1:52 PM
A: Please indicate the training options you can provide. The number of poll workers in example counties is not available, and may change with any given election year. There is an expectation the State officials should be trained.	Answered by: Windy Aphayrath	5/25/2017 1:53 PM

Subject = Section 3.10.5 **Public Thread**

Q: Section 3.10.5 doesn’t explicitly request an answer. Is there an answer expected or it is used as a placeholder for instructions	Question added by: Daniel Chalupsky	5/24/2017 1:51 PM
A: The question is for instructional purposes. The Offeror may list, "See Cost Proposal Spreadsheet for details."	Answered by: Windy Aphayrath	5/25/2017 1:54 PM

Subject = VISTA compatibility **Public Thread**

Q: 3) In order to properly answer RFP question regarding interaction with VISTA in sections (3.3.1-3.3.3) offerors must better understand how VISTA is coded, works, and imports/exports information. The following is requested from the state: a. Flow charts of data flow in/out of VISTA b. Sample exports of ballot information c. Existing import formats currently accepted d. The ease with which UT IT Services can map new import formats e. Existing results file definitions/map f. Description of how VISTA stores/recalls/organizes ballot information that would be included in any import/export functions

Question added by: Daniel Chalupsky 5/24/2017 1:51 PM

A: Currently the State uses GEMS software and has developed an upload feature to take the GEMS data and process it into VISTA. In Group 3.3 the State seeks to understand the proposed system's capabilities regarding importing and exporting data. The State expects to work with the chosen Offeror to adapt existing systems, but seeks to understand the mechanism Offerors use to export/import data. Offerors should provide details on the structure of the proposed system, how ballot information is generated, mechanisms for importing and exporting data, customization options, and the ease to which the system can be adapted.

Answered by: Windy Aphayrath 5/25/2017 1:56 PM

Subject = trade-in and buybacks **Public Thread**

Q: In the past it has been stated that the state owns all HAVA-purchased equipment and counties cannot divest that equipment. Has this policy changed? If so, will any buyback proceeds go to the individual counties or be directed to the state?

Question added by: Daniel Chalupsky 5/24/2017 1:50 PM

A: It's not a State policy, it is a federal policy, when the equipment is sold. It wold be determined by the guidelines required by federal requirements if proceeds are gained by a buyback.

Answered by: Windy Aphayrath 5/25/2017 1:56 PM

Subject = Cost worksheet **Public Thread**

Q: 1) Does the State of Utah expect Offerors to split out each item under the "Other Implementation Costs" section in the Voting System Cost Worksheet or keep them combined as a single line item.

Question added by: Daniel Chalupsky 5/24/2017 1:50 PM

A: These may be split into separate items.

Answered by: Windy Aphayrath 5/25/2017 1:57 PM

Subject = Scope of Work **Public Thread**

Q: Regarding prerequisite content number 9, where can we find the Scope of Work document?

Question added by: Tamara Kaup 5/24/2017 11:06 AM

A: The finalized scope of work will be provided by Eligible Users at the time of purchase. Please review the Example Counties document in order to provide a proposed solution for various county examples to inform the development of scopes of work for individual counties.

Answered by: Windy Aphayrath 5/25/2017 1:58 PM

Subject = Mandatory Requirements Narratives		**Public Thread**
Q: Regarding the mandatory minimum requirements section, will the vendor be able to provide a narrative response under each Yes/No response on the online portal? If not, would we provide the required narratives as an uploaded document in the Supplier Attachments section?	Question added by: Tamara Kaup	5/24/2017 10:58 AM
A: Provide additional information regarding mandatory minimum requirements as an uploaded document.	Answered by: Windy Aphayrath	5/25/2017 1:59 PM

Subject = VISTA Integration		**Public Thread**
Q: Regarding integration with Utah's statewide voter registration system (VISTA), are you able to provide sample output data that can be imported into an EMS, as well as sample results data that is to be imported back into VISTA? If sample data is not available, are you able to provide design specifications or general requirements for integration with VISTA?	Question added by: Tamara Kaup	5/24/2017 10:56 AM
A: Currently the State uses GEMS software and has developed an upload feature to take the GEMS data and process it into VISTA. In Group 3.3 the State seeks to understand the proposed system's capabilities regarding importing and exporting data. The State expects to work with the chosen Offeror to adapt existing systems, but seeks to understand the mechanism Offerors use to export/import data. Offeror's should provide details on the structure of the proposed system, how ballot information is generated, mechanisms for importing and exporting data, customization options, and the ease to which the system can be adapted.	Answered by: Windy Aphayrath	5/25/2017 2:01 PM

Subject = Modem transmission		**Public Thread**
Q: How many counties use modems for the transmission of election night results from the polling location to the EMS? Which counties use modems?	Question added by: Dora Chan	5/24/2017 8:24 AM
A: No counties use modems. Nothing comes from a polling location. All counties upload their data from a central location using GEMS to send the data to the State.	Answered by: Windy Aphayrath	5/25/2017 2:01 PM

Subject = Languages		**Public Thread**
Q: How many languages are currently required, and in which counties?	Question added by: Dora Chan	5/24/2017 8:23 AM
A: According to the December 2016 document issued by the U.S. Census Bureau, only one county in Utah is currently required to provide minority language assistance. San Juan County must provide assistance in Navajo and Ute. Spanish has been a requirement in Utah in the past, specifically in Salt Lake County, and likely will be again in the future.	Answered by: Windy Aphayrath	5/25/2017 2:03 PM

Subject = Pricing question	**Public Thread**

Q: The cost of software is determined by the size of the county; and various software options are offered depending on whether or not the county wishes to program their own elections. Can additional items be added to the pricing spreadsheet? For example, in the Excel workbook for County 4, line 4, can additional lines be added to reflect "program your own" software, vs software costs if the vendor programs the election?	Question added by: Dora Chan	5/24/2017 8:22 AM
A: Include programming costs in the section provided on the cost proposal form. If there are additional costs for the "Program your own" feature in pricing, provide the examples in the "Misc Costs" tab.	Answered by: Windy Aphayrath	5/25/2017 2:04 PM

Subject = Scope of Work **Public Thread**

Q: RE: "Prerequisites Scopes of work for this contract will be determined by the Eligible User agencies. The proposed Scope of Work has been attached to this RFP. Offerors should review the Scope of Work before submitting their responses to the Mandatory Minimum Requirements and Technical Response prerequisites. By reviewing the Scope of Work the Offerors will have a better understanding of the procurement item that is being request from this RFP." QUESTION: Which attached document is the "Scope of Work" as mentioned in the "Prerequisites" section?	Question added by: Danielle Luney	5/23/2017 6:13 PM
A: The finalized scope of work will be provided by Eligible Users at the time of purchase. Please review the Example Counties document in order to provide a proposed solution for various county examples to inform the development of scopes of work for individual counties.	Answered by: Windy Aphayrath	5/25/2017 2:05 PM

Subject = form fields and formatting **Public Thread**

Q: It would be helpful to know if the form fields preserve formatting such as text styles, paragraphs, tables and lists, or do they preserve entries as plain text? Also, are spaces counted in the character count?	Question added by: Alice DeLuca	5/23/2017 9:31 AM
A: The open text fields are plain text. Spaces are included in the character count.	Answered by: Windy Aphayrath	5/24/2017 8:17 AM

Subject = Incumbent **Public Thread**

Q: Is there an incumbent contract currently in place?	Question added by: Herold Mallari	5/19/2017 2:08 PM
A: Yes. The current State of Utah contract is with Dominion Voting Systems, Inc.	Answered by: Windy Aphayrath	5/24/2017 8:17 AM

Subject = timeline **Public Thread**

Q: Is there an anticipated award date?	Question added by: Herold Mallari	5/19/2017 2:07 PM
A: An award for this RFP is anticipated some time in August, pending review and demonstrations of proposed systems.	Answered by: Windy Aphayrath	5/24/2017 8:18 AM

Subject = response submission format **Public Thread**

Q: If we need to expand an answer beyond 2,000 characters, may we attach a document?

Question added by: Alice DeLuca 5/17/2017 2:16 PM

A: If an Offeror requires more than 2,000 characters to respond to a question, they may do so by uploading a separate attachment in the Supplier Attachments section clearly identifying the question that is being responded to. Each question that requires a response of more than 2,000 characters must be provided in a separate attachment. Per the RFP (Description): Responses should be concise, straightforward, and prepared simply and economically.

Answered by: Windy Aphayrath 5/18/2017 2:58 PM