

Election Administration Tools
4211 Okemos Road Suite 3 & 4, Okemos, Michigan 48864

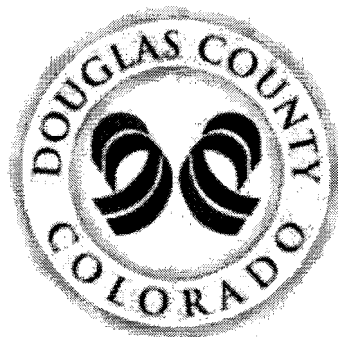
REQUEST FOR PROPOSAL (RFP)

NO. 014-14

RFP - Election Judge Time-Tracking/Pay System

Konnech Proposal

April 22, 2014



WWW.DOUGLAS.CO.US

Konnech RFP - Election Judge Time-Tracking/Pay System Proposal

April 21, 2014

Carolyn Riggs, Purchasing Supervisor
100 Third Street, Suite 130,
Castle Rock, Colorado 80104
303-660-7434, criggs@douglas.co.us

Re: Request for Proposal (RFP) No. 014-14 Election Judge Time-Tracking/Pay System

Dear Ms. Riggs:

Konnech's PollChief® Worker Management System not only fulfills all the functions required by the RFP, it also includes many features not mentioned in the RFP, designed to maximize the efficiency of election judge management. In addition to providing Douglas County with the lowest cost for required solutions, we also offer more selectable options and the fastest possible implementation of your most urgently needed features. Finally, we will usually accomplish your requests for changes within our timeframe goal of under 24 hours and dramatically cut your long-term service/support costs more deeply than any other vendor in the industry.

In fact, we're proud to say that on April 2, 2014, our system completed processing of City of Detroit's poll worker pay roll in one day, after their April 1, 2014 election.

Please contact any of our existing customers to learn more about PollChief successes. Like Douglas County, Prince William County has experienced massive population growth in the past several years. PollChief offered a solution to their burgeoning burden of election management, and the administrators' implementation of PollChief has been celebrated as a great success. In the case of the City of Detroit, you'll see in their testimonial letter that PollChief has not only sped payroll processing by 75%, but also reduced poll worker management time by 50%. Even though budget cuts forced a 33% reduction of office staff, their PollChief® system enabled them to continue managing and paying their temporary elections workers in record time.

We hope to provide the same level of service to the Douglas County elections department in the near future.

Sincerely,

Eugene Yu
President
Konnech Inc.
4211 Okemos Road
Okemos, MI 48864
517 381-1830 Ext 203

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1. Proposal Certification

DOUGLAS COUNTY GOVERNMENT

Finance Department, Purchasing Division
100 Third Street, Suite 130
Castle Rock, Colorado 80104
Telephone: 303-660-7434 ** Fax: 303-660-9661
www.douglas.co.us

**REQUEST FOR PROPOSAL (RFP)
NO. 014-14
ELECTION JUDGE TIME-TRACKING/PAY SYSTEM**

**YOUR PROPOSAL MUST BE RECEIVED NO LATER THAN
MAY 1, 2014 @ 4:00 P.M.**

PROPOSAL CERTIFICATION

We offer to furnish to Douglas County the materials, supplies, products and/or services requested in accordance with the specifications and subject to the terms and conditions of the purchase(s) described herein:

NAME: Konnech, Inc.
ADDRESS: 4211 Okemos Rd Ste 3
CITY: Okemos STATE: MI ZIP: 48864
TELEPHONE NUMBER: 517-381-1830 FAX NUMBER: 877-301-0793
E-MAIL: eyu@konnech.com
BY: Eugene Yu
(Printed or Typed Name)
(Written Signature)
TAXPAYER ID. NUMBER: 01-0623-783

Signature constitutes acceptance of all terms and conditions listed on this form and all documents attached.

Please submit three (3) hard-copies and one CD/Flash-Drive copy of your proposal response in a sealed envelope that is clearly marked with the Request for Proposal information listed above. Mail or hand-carry all proposals to Douglas County Government, Finance Department, Purchasing Division, 100 Third Street, Suite 130, Castle Rock, Colorado, 80104, prior to the proposal due date and time. Electronic and/or fax proposal responses will not be accepted. It is the sole responsibility of the respondent to see that their proposal response is received on time. Proposals will not be considered which are received after the time stated, and any proposals so received will be returned unopened. If closure of Douglas County buildings occurs on the proposal due date, proposals must then be delivered to the Purchasing Division on the following business day before 12 noon.

Douglas County reserves the right to reject any or all proposals, or accept any presented, which meet or exceed the specifications and which are deemed to be in the best interest of Douglas County. The County is not bound to accept the lowest proposal. The County also reserves the right to waive formalities of the proposal procedures or informalities contained in a proposal.

2. Mandatory Requirements to be Included in Proposal

RFP F. Mandatory Requirements to be Included in Proposal:

All RFP responses must address each of the following. Do not exclude any major or minor items of information not specifically mentioned, but which would normally and reasonably be provided. Please be advised that the greater the degree of specificity, the more likely it will be for the County to review your response favorably. Proposals must include, but are not limited to, the following information:

2.1.Product Integration and Configuration Process

Konnech's systems operate in a data warehouse environment. In a data warehouse the various databases inform each other and interact with each other without the need to switch out of one program into another. For instance, when an administrator assigns an election judge to a particular precinct job title, the unstaffed precincts appear (from the database of active precincts) in a dropdown box or on a map so that the administrator can quickly and easily click on it to make the assignment. Similarly, when an administrator clicks to assign a judge to a particular job title at a particular precinct or polling place, the system consults the "party membership" fields to predict the party representation balance, the "second language" fields to predict the Spanish/Chinese/ASL etc. balance, and the "ethnicity" fields to predict the ethnicity balance at each precinct. When the administrator plans which job title should be assigned to each precinct, polling place, and zone, the system interacts with the pay rate fields of the job descriptions to calculate the election payroll budget.

The user access is web-based. A web-based program is beneficial because it eliminates the need to purchase a license. It is also extremely efficient because it does not require the time consuming process of installing the program and updating each computer that needs access to the program. Furthermore, staffers can do their work from anywhere and any work that is done on the program can be shared and seen by other staffers instantly.

Our process is to create a share point site, a testing site, and a production site. We design, develop, and test on the testing site, as well as customize the COTS to the specific needs of the county. The test site is what enables us to create the most polished and professional final production site. For the test site we use sample county datasets, such as street indexes, polling places, and precincts, as well as fake election judges. After we complete the testing and customization phase, we migrate all the relevant databases from the County into the real production site.

Konnech's Integration and Configuration Process (ICP) allows development organizations to be faster, flexible, adaptable, and quality centric. The ICP creates build streams throughout the development process that provide additional feedback loops. This enables developers and engineers get feedback on their code faster and earlier in the development process, allowing them to respond almost instantly. The practice of ICP and testing provides greater transparency.

Integrating frequently and early on in the process is beneficial because it creates a predictable and repeatable environment. This environment can continue to interact with existing build/ test or code review processes. The ideal integration situation to address the issues experienced above may look something like this:

- 1) Each developer/team works on and completes issues that get submitted to a ICP Build/Test stream
- 2) When those issues pass automated testing or code review, we get promoted up to the Nightly Build stream
- 3) Issues passing build and testing on the Nightly Build stream get promoted to the Feature stream; and from there to the Team, Final Integration, and Quality Assurance (QA) streams.

Continuous integration ensures only those issues which pass the build/ test or code review criteria get promoted up to higher level streams. This process allows for “cherry picking” specific issues which pass testing, and simultaneously allows for segmenting and not promoting issues that are broken or need more work. We no longer have an all or nothing build process. QA is always working on a stable build for testing and integration purposes. All bugs, issues and defects are identified and addressed early in the development process.

2.2.Maintenance and Support

Provide a description of the system maintenance and support, including technical support, service level(s), service hours, incident reporting, and resolution management. This information will include any significant service disruptions experienced in the last three years.

Addressing the last point first, we are proud to say that we have experienced no significant service disruptions in the last three years. Even when our area suffered an ice storm last December, which knocked out power throughout the region for five days, our customers were not affected because our data centers are fully backed with generator power.

All of Konnech’s products, including this PollChief program, are created by us so we perform all the maintenance, upgrades, licensing, etc.

Customer satisfaction is an integral component to our service and we guarantee that we can correct most errors within 24 hours. We gladly encourage County evaluators to discuss the quality and speed of our service responses with other clients of ours.

Resolution of Service Issues

Definitions:

Product Software Defects - Those defects attributable to Konnech software products accessed through or downloaded from the PollChief website, accepting defects directly or indirectly resulting from any software resident on Client’s computer system, any non-Konnech software resident on the Internet, or any Client or Internet service provider hardware failure that may negatively impact use of the messaging service.

Service Issue - Any Product Software Defect or inability to use the service as the result of a Product software defect shall be referred to as a “Service Issue.”

There are three categories of Service Issues:

Priority I Service Issue: A Service Issue that prevents staff from performing critical administrative tasks. Critical administrative tasks for administrators are: the creating and sending emergency alert messages; Critical administrative tasks for staffs are: None.

Priority 2 Service Issue A Service issue that prevents the staff from accessing other elements of the program or performing urgent administrative tasks.

Priority 3 Service Issue Any Service Issue not defined as a priority 1 or 2 Service Issue.

Service Issue Resolution Process

Staffs encountering Service Issues should first contact the internal administration. The training Konnech provides will equip the at least one supervisor in the department to deal with the most common issues staff might face. If these supervisors cannot resolve the identified Issue, it will be assigned to the PollChief certified professional(s) designated during the PollChief training.

In the event the PollChief certified professional cannot be reached, additional Konnech resources can be contacted to assist in resolving the issue using the toll free number provided during the PollChief training.

Service Response

Konnech will make all reasonable efforts to resolve all Priority 1 and 2 Issues within 24 hours. In the event a Priority 1 or 2 Issue requires more than 24 hours the Client will be notified with an expected resolution time. Any Priority 1 or 2 Issue which requires more than 24 hours to resolve will result in a no-fee contract extension equivalent to the period for which service was unavailable.

Konnech will make all reasonable efforts to resolve all Priority 3 Issues with 120 hours. In the event a Priority 3 Issue requires more than 120 hours the Client will be notified with an expected resolution time. Some Priority 3 Issues may not be resolved until the next product release. All Clients are eligible for new releases at no charge during their PollChief contract term.

Service Issue Escalation

The PollChief certified professional(s) identified during the PollChief training is the primary contact for all Service Issues and is responsible for all Client communications. If the certified professional resolution of a Service Issue does not completely resolve it to the Client's satisfaction, please contact the PollChief team directly via email at: Support@PollChief.com with the subject line: "Service Issue—County and contact name". Please include a brief description of the Service Issue and applicable contact information.

2.3.Approach Narrative

Provide a narrative of how your firm would intend to embark upon this project. Provide specific project details, ideas, suggestions, proposed equipment, platforms, system architecture and infrastructure, implementation, training, and project timeline, including the estimated timeframe between rewarding of the contract and a live production implementation.

The system architecture will be that of a data warehouse.

There will be a share point site, a testing site, a production site, and a back-up site. Interactive Voice Response (IVR) calls and replies will be dispatched via our communications server.

All of our projects involve several key steps. In general, our project management approach includes the following phases:

Step 1: Initiating the Project

Every implementation begins with a responsibility on our part to demonstrate that we understand our customers' unique and specific needs, and that we are prepared to deliver. This proposal response is one important step in the process. Should you choose us to be your implementation partner, we will work together to quickly fine-tune our thinking and lay out terms that define what you can expect throughout the process.

Step 2: Planning the Project

Next, we turn to formalizing a project-specific work plan. In every work plan, we detail how we will execute logistics, training, testing and support. We also propose a communications structure, and recommendations for keeping the lines of communication open and clear. Importantly, in every work plan we lay out clear responsibility for every task. Once Konnech gains approval of the formal work plan, we hold a critical kick-off meeting with all key implementation personnel to review the details and solidify our partnership going forward.

Step 3: Executing the Project

The best laid plans can fail if you don't follow through with precision. From the moment Konnech begins an implementation, our project management team keeps an eye on the details - and methodically carries out the formal work plan.

Step 4: Monitoring and Controlling the Project

Konnech uses leading-edge project management software solutions and industry best practices to keep a new system implementation on track, and manage change along the way. We can customize reports at any time during an implementation to demonstrate our progress, or pinpoint any issues that need to be addressed. This reliable and detailed tracking mechanism mitigates risk and forms the basis of reporting/communication with our customer.

Step 5: Closing the Project

After implementation, Konnech works closely with our customer to review all of the up-front commitments we made, and ensure each of them has been fulfilled. We also transition ongoing service and support from our project management team to support personnel. At Konnech we see a new implementation as a first-step in an important and long-term partnership with our customer.

Konnech views the implementation and relationship as one of collaboration. After the initial visit of the project management team, we anticipate weekly phone/webinar conferences with the County. We will ask you to review the prototype web pages posted on your share point site and will want the County to distill all the desires into a single vision that Konnech can design. In addition to the verbal input, Konnech will ask Douglas County to post or email us any idealized work-flow charts and web-pages you may have.

Timeframe

Konnech RFP - Election Judge Time-Tracking/Pay System Proposal

Week	Actions
1	INITIATE PROJECT Initial teleconference between Konnech and Douglas County. Appoint project teams, make introductions, schedule weekly webinars. Plan the project, explain communication options. Konnech: request dataset samples, request certain actual databases (e.g. street index, polling places with profiles, precincts with profiles, job titles with profiles, training classes with profile, finance department payroll export). Set up share point site and testing site. Douglas County: IT manager, provide data samples and some actual databases.
2.	PRECINCTS AND POLLING PLACES. Webinar. Perform gap study between COTS version and desired version of locational precincts and polling places. Konnech: Design location prototype incorporating customization of edits.
3	ELECTION JUDGE PROFILES, LISTINGS, TITLES & ASSIGNMENTS Webinar. Go over redesigned prototype of locations. Comments. Perform gap study between COTS version and desired version of election judges' profiles, listing, job titles, and assignment procedures. County: Specify changes or approve prototype. Practice location functions on testing site. Konnech: Code location customizations into testing site. Design election judge prototype.
4	ELECTION JUDGE TRAINING, ATTENDANCE TAKING, COMMUNICATIONS Webinar. Go over prototype design for election judges' profiles, listing, job titles, and assignment procedures. Comments. Gap study for training, attendance, communications. County: Practice location functions on testing site. Konnech: Design prototype for election officer customizations. Code new customizations into test site.
5	ELECTION JUDGE PAYROLL Webinar. Communications prototype. Comments. Payroll gap study. County: Specify changes or approve prototype. Konnech: Code customizations into testing site. Design payroll prototype.
6	FINE TUNING AND TESTING and TRAINING

Konnech RFP - Election Judge Time-Tracking/Pay System Proposal

	Webinar. Comments. Go over reporting procedures, overall website. Plan acceptance testing procedures. Training webinars conducted by Konnech, attended by stakeholders. County: Practice on test site, report discrepancies. Konnech: Test, fine tune.
7	User acceptance Testing. (Mock election?)

We anticipate Douglas County's system to go live after 7 weeks. This is a tight time frame, so all stakeholders will have to perform needed tasks promptly.

The County will need internet connection and desktop computers. You may wish to use bar code scanners or smart phones for taking attendance. Smart phones can also be used to survey the site.

We train the users in webinars. The initial training will comprise two one-hour sessions, followed by monthly refreshers in the first year if the staff desires. There is no extra charge for the trainings.

We suggest you test the system in a mock election.

2.4.Additional Information

Provide any additional information that you consider germane.

The following functions are not addressed in the RFP, but would be extremely valuable to the elections worker payroll processing and are part of our system in our quoted services.

- A. Poll workers in a list (as well, of course, in their individual records) would display a symbols next to their names indicating attendance record has been approved, pay approved, training pay only approved, and/or paycheck approved, with the amount. These symbols speed the administrators' work by displaying the workers' complete status at a glance.

AA KITTY 	A00000004	\$172.00	Clerk	AA KITTY 	A00000004	\$172.00	Clerk
AAALIEN, GENI 	020	\$95.00	Clerk	AAALIEN, G 	CT0000020	\$95.00	Clerk
AABAMS, DINING 	A00000006	\$142.00	Clerk	AABAMS, DINING 	A00000006	\$142.00	Clerk
The  symbol shown above indicates that attendance has been approved.				The  symbol above indicates that the worker's check has been approved.			

- B. Poll workers in a list (as well as, of course, in their individual records) would display a symbol indicating if a complaint had been entered about them. Clicking on the symbol explains the nature and resolution of the complaint. This symbol alerts the administrator as she makes staffing decisions before any upcoming election.

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AA_BAXTER  AA_HADDIS  AA_KELLY AA_PEACHES	Complaint View Who: AA_BAXTER Investigator: County, Leon Resolved: Potter, Laura Complaint: Absence Resolution: INACTIVE Resolution: CENSURE/WARNING Date: 07/25/2013 Date: 07/25/2013 Date: 07/25/2013
--	--

The  symbol above notifies the administrator that there was a complaint about the worker. Clicking on the symbol opens a screen with the details of the complaint.

- C. Poll workers in a list (as well as, of course, in their individual records) would display a rating of their work performance in any previous election. Lists should also display the worker's previous job title, work place, all-to-date training hours and year-to-date training hours. This informs the administrator as she makes her staffing decisions before any upcoming election.

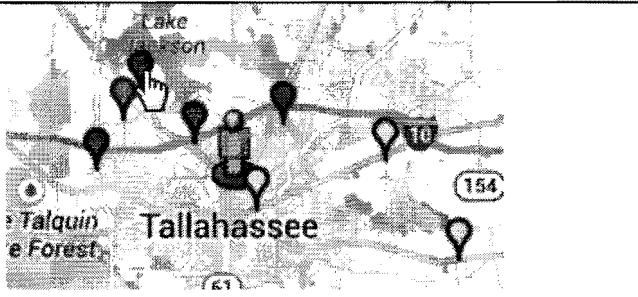
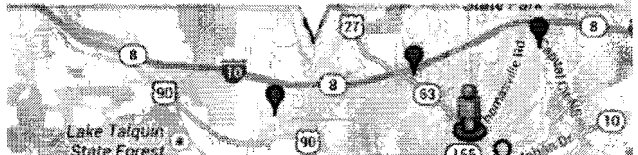
Name	Job Title	Work Place	ATH	YTD	Rating
AADAMS, ANNA 	C - Clerk	5107	6.0	3.0	Average
aADAMSw, bANNEk	D - Deputy	1203	8.0	4.0	Good
aADAMSw, bJOANK	D - Deputy	5107	10.0	0.0	Good
aADAMSw, bLAURAK 	MC - Mentor Clerk	4101	3.0	0.0	Poor

- D. Administrators should have the option, when initially setting up a new election, of using a previous election's job assignments as a template, copying over the identical work assignments as a in previous, similar election. Then the administrator only has to make new assignments for the workers who need to be changed. This feature will save time for the administrator.

Election Settings Template:  Description: Save	Select Template Select Template Sen 2015 City Senate Election 2014 Drain Commissioner 10-8
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- E. The solution should not only add in a pay amount for a training class; it should pre-list the class, it should provide the option of a by-the-hour pay rate or a class flat rate, and it should take attendance in the classes as well as at the work place.
- F. The solution should make assignment of workers as quick and easy as possible. Our solution speeds the process in several ways.
- First, the solution displays all the available poll workers. As the administrator assigns a poll worker, that worker's name is whisked into a separate tab to avoid confusion later as to which people are and are not still awaiting an assignment.

- b. Second, the solution offers drop down menus of the appropriate assignment titles, assignment locations, and necessary training classes for that job title.
- c. Third, the solution offers the administrator the option of assignment by text, or by map. The map displays the worker's home along with the surrounding polling places. Typically, poll workers are composed of an aging work force that suffers from vision difficulties at night and that wishes to avoid driving long distances at night. The map assignment feature lets the administrator more easily assign the worker to a convenient location.

At right, the worker's home address is a  symbol. The red balloons represent fully staffed, the green are under-staffed, and the yellow are overstaffed precincts.										
The administrator clicks on the balloon, then on the understaffed job to assign the worker to this polling place located very near her home.	Building ID: 34110 Building: GENESIS CHURCH Address: 4070 MISSION RD TALLAHASSEE, FL 32303 Assign Job Title <table border="1"> <thead> <tr> <th>Job Title</th> <th>Target</th> <th>Assigned</th> </tr> </thead> <tbody> <tr> <td><u>Greeter</u></td> <td>1</td> <td>1</td> </tr> <tr> <td><u>Location Supervisor</u></td> <td>1</td> <td>0</td> </tr> </tbody> </table> 	Job Title	Target	Assigned	<u>Greeter</u>	1	1	<u>Location Supervisor</u>	1	0
Job Title	Target	Assigned								
<u>Greeter</u>	1	1								
<u>Location Supervisor</u>	1	0								

- G. The system should also create a separate category of workers and pay scales for early voting workers. The standard pay calculation algorithms do not work well with early voting workers because there are different work locations, multiple days, and different training classes. Some workers serve in both the main election and the early voting period. Our solution makes provisions for these situations.

At right, the administrator can switch between the Early Voting staff and the Main Election Day staff.	Senate Election 2014 >> Senate Early Voting ▼ Main Election Senate Early Voting
---	--

Konnech RFP - Election Judge Time-Tracking/Pay System Proposal

At right, the  symbol alerts the administrator that this worker is serving in both the main election on Election Day and in the Early Voting period.

<< Senate Election 2014 >> Senate Early Voting ▼

Name	ID	Job Title	Work Place	T
AA BAXTER 	000000007	EVW1C - EV Worker Level 1 Courthouse	FBLIB	
AA HADDIS 	AA000124	EVC1L - EV Clerk Level 1Library	ESLIB	
AA KELLY	000000003	EVC1L - EV Clerk Level 1Library	ESLIB	
AA KITTY 	A00000004	EVC1L - EV Clerk Level 1Library	ESLIB	

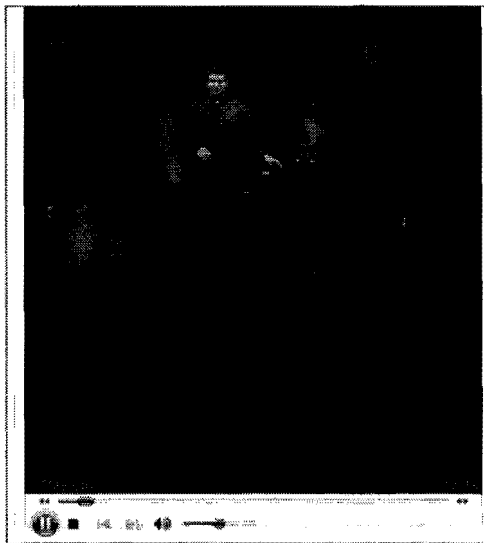
- H. The system builds a sensitivity profile as jobs are assigned to display the balance overall and in each precinct of Democrats and Republicans, males and females, age ranges, ethnic groups, and foreign language speakers. This helps the administrator to promote equal representation.

Parent Precinct: All		Poll Worker Total: 86		
1203				
Sex	MALE	FEMALE	Left Blank	
	21	47	18	
Party	DEM	REP	NP	Left Blank
	39	21	1	25
Race	1 - AMERICAN INDIAN OR ALASKA NATIVE	2 - ASIAN OR PACIFIC ISLANDER	3 - BLACK NOT HISPANIC	4 - HISPANIC
	3	11	21	5
	5 - WHITE NOT HISPANIC	6 - OTHER	Left Blank	
	25	5	16	
Age	0-18	19-30	31-40	41-50
	2	9	4	1
	51-60	61-70	71+	Left Blank
	0	1	4	65
Foreign Language	English	Spanish	Other	Left Blank
	2	10	21	60

I. Optional Poll Worker Online Training Access Portal (PTAP)

The worker access portal trains online and enables poll workers to manage themselves. It eliminates hundreds of interruptions to deal with worker details and prevents a multitude of poll worker errors. This is an optional module that could be added at any time.

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Poll workers can enroll, volunteer, amend contact information, review their payments and switch themselves from one training class to another that better suits their schedule. Their updates feed into their personnel files.	City (3/4/2014 Published) Interested ☐ Yes ☐ No Your Work Assignment Rover • Change user name and password • Update your personnel profile • Review all messages from the elections administrator • Change your answer to a previous message • See or switch your scheduled training classes • Take or re-take your on-line training class • Review your payroll history • Review training materials, videos, and helpful resources • Send an email to the election administrator																								
The portal provides online training. The online class can include documents, slide shows, videos, and a quiz. Successful completion sends an email notice to the administrator, populates in the worker's personnel file, and bestows a certificate of completion upon the worker.	My Training (5) <table><thead><tr><th>Class Type</th><th>Materials</th><th>Location</th><th>Action</th></tr></thead><tbody><tr><td>TUTORIAL 2</td><td> Touch</td><td></td><td>Print</td></tr><tr><td>Touch</td><td>Screen Manual</td><td></td><td>Certificate</td></tr><tr><td>Screen Machine</td><td>2012</td><td>Training Online</td><td>Review</td></tr><tr><td></td><td> Touch</td><td></td><td>Take Quiz</td></tr><tr><td></td><td>Screen Review</td><td></td><td>Withdraw</td></tr></tbody></table>	Class Type	Materials	Location	Action	TUTORIAL 2	 Touch		Print	Touch	Screen Manual		Certificate	Screen Machine	2012	Training Online	Review		 Touch		Take Quiz		Screen Review		Withdraw
Class Type	Materials	Location	Action																						
TUTORIAL 2	 Touch		Print																						
Touch	Screen Manual		Certificate																						
Screen Machine	2012	Training Online	Review																						
	 Touch		Take Quiz																						
	Screen Review		Withdraw																						
The workers can watch training videos online—not only as part of online training, but also as an election eve refresher. The workers assigned to open and close particularly appreciate this because it helps them to refresh their memories as to the exact procedures the evening before Election Day.																									

If your county is interested, it is already here used by thousands poll worker across county daily before election dates. Therefore, it will be substantially easy to turn-on quickly with a very reasonable cost.

2.5.Additional Documents

Provide copies of all contract/software/license documents that the County would be expected to sign.

Below is a sample of a recent Konnech contract, with the client information redacted. The text is in brown to more easily distinguish it from the rest of our proposal. Konnech is open for any change or suggestion proposed by Douglas County.

PollChief®

License, Maintenance and Support Agreement

6/21/2013

Between



CLIENT

and

Konnech Inc.
4211 Okemos Road, Suite 3 & 4
Okemos, MI 48864

Konnech PollChief License and Maintenance Agreement

Terms and Conditions

1. **System License.** Konnech Inc. ("Konnech") hereby grants to the CLIENT, and CLIENT hereby accepts from Konnech, subject to all the terms, covenants, conditions, and limitations set forth in this "System License and Maintenance and Support Agreement", its cover sheet and all Exhibits attached hereto (collectively the '*Agreement*'), a non-exclusive, nontransferable, indivisible, revocable-right and license (the "*License*") to use the computer-based PollChief® Election Management software package developed and owned by Konnech. This License is granted upon the condition that CLIENT use only the designated computer hardware and peripherals compatible therewith that are recommended by Konnech in accordance with "Exhibit B."

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2. **Term of License.** This License shall be in effect from the commencement date (Paragraph 10 below) of this Agreement and any renewals thereof, but only so long as: (a) CLIENT is not in breach of, or in default under, this Agreement; and (b) CLIENT is covered under Konnech's Maintenance and Support Program described in Paragraph 20.

3. **Exhibits.** Attached and made a part hereof for all purposes are the following Exhibits:

Exhibit A: Description of Modules

Exhibit B: Recommended Hardware and Software

Exhibit C: Hosting Service

Exhibit D: Fee Schedule

In the event of a conflict between the provisions of this Agreement and the provisions of any Exhibit, the provisions of this Agreement shall control.

4. **Location of the System.** The System shall be used at the location indicated on the cover page of this Agreement. CLIENT may use the System at other locations of CLIENT in addition to the specified initial location.

5. **Delivery and Installation of System.** The System and all Documentation agreed to be furnished by Konnech shall be delivered to CLIENT and installed by Konnech. Should CLIENT hardware not be compatible for installation of and use with the System, Konnech shall not be obligated to install the System until CLIENT, at CLIENT's sole obligation and expense, purchases or otherwise acquires all hardware and non-Konnech software recommended by Konnech (the 'Exhibit B' "Recommended Hardware/Software"). Konnech's judgment about compatibility of hardware and software is based on Konnech's knowledge of the design of the System and will be exercised in CLIENT's best interest in order to insure the effective performance of the System. CLIENT recognizes that it is purchasing all necessary Recommended Hardware/Software directly from the manufacturer or its sales agents. Konnech shall have no obligation to repair, replace, maintain, modify, or otherwise perform any services to any hardware or other equipment on which the System is installed or used. Any and all warranties, if any, on the Recommended Hardware/Software or hardware or software acquired independently by CLIENT shall be provided solely by the manufacturer thereof. Konnech makes no express or implied warranties whatsoever with respect to the Recommended Hardware/Software and shall have no liability or responsibility for the fitness, merchantability, performance, maintenance, or condition of same. Konnech is not responsible for maintaining CLIENT's hardware, maintenance and management of the network, or Microsoft Domain security.

6. **License Fees.** CLIENT agrees to pay Konnech the annual License and Use Fee for the System as shown in "Exhibit D". This License Fee does not include:

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- (a) any costs for the Recommended Hardware/Software needed for the operation of the System; nor
 - (b) hosting fees.
7. **Documentation and Software.** System software will be accessible to CLIENT through web or other appropriate medium. Electronic Documentation consists of the System Administration Manuals which are provided to CLIENT electronically and which will be revised and updated as needed in order to assist CLIENT in the operation of the System. System Administration Manuals and Help Functions may be printed in the hard copy by CLIENT. Addenda and corrections will be supplied as the software develops.
8. **Customization.** In the event CLIENT requests consulting support or customization of the System, which support or modifications are beyond the scope of Konnech's obligations under the System Warranty (Paragraph 11) or Konnech's Maintenance and Support provisions included but not limited to "Exhibit A" and "Exhibit D". CLIENT shall notify Konnech in writing of its needs for such support or customization. Should Konnech agree to perform such consulting, support, or customization, all such work requested by CLIENT will be provided by Konnech at Konnech's then current rates for these services. In addition, CLIENT shall reimburse Konnech for all reasonable travel and living expenses incurred by consultants and employees of Konnech in implementing such services at rates statutorily allowed within CLIENT STATE law for State employees.
9. **Confidentiality.** All information regarding CLIENT's business operations, business systems, and related confidential matters furnished or disclosed to Konnech in the course of the negotiation and implementation of this Agreement shall be held in confidence by Konnech, unless such information was previously known by Konnech free of any obligation to keep it confidential, or has been, or is subsequently, made public by CLIENT or a third party lawfully in possession of such information, or unless such information is in the public domain: Konnech agrees and understands that voter registration records are confidential and Konnech hereby agrees that these records will not be used for any other purpose than those specified in this Agreement and by the CLIENT. These records will not be copied nor will any person be allowed to extract any information from these records without the consent of the CLIENT. CLIENT agrees to similarly treat any information provided to it by Konnech and to instruct its employees who will work with the System about the restrictive covenants and conditions of this Agreement and about the safeguarding, security, and copying requirements hereinafter discussed. Notwithstanding any portion of this Agreement to the contrary, the provisions of State law, constitutional or statutory, pertaining to public records and open government and any cases construing such law, shall prevail over the provisions of this Agreement.
10. **Term.** The Commencement Date shall be October 1, 2013.

11. **Warranty.** During the Initial Term, Konnech warrants that the System will perform reasonably in the manner described in the Documentation supplied by Konnech, provided CLIENT has not made any changes to the System. (NO WARRANTY IS MADE, HOWEVER, WHETHER EXPRESS OR IMPLIED, FOR ANY PART OF THE SYSTEM COPIED OR DUPLICATED BY CLIENT). Konnech is entitled to written notice of any failure of the System and granted the exclusive right to undertake and complete changes, corrections or repairs necessary under the warranty within a reasonable period of time. The CLIENT shall use the testing facilities provided by the System to conduct trials, fully exercising all the essential functions of the System. Such System testing shall be done sufficiently in advance of, and at least ninety (90) days before, each Election cycle so as to allow time for the resolution of any defects of the System and a re-test to verify proper performance of the System. Any defects discovered during System testing or during normal operation of the System shall be promptly communicated to Konnech by fax or email. Whatever additional materials that Konnech shall request relating to the defects or problems (such as information described in Paragraph 20) shall be promptly provided by CLIENT on the appropriate medium. Upon such notification, Konnech will, within a reasonable period of time, rewrite, repair or replace, at its cost, any part of the System which is not functioning according to this warranty, and will bear all labor, travel and lodging expenses for its personnel used in connection with warranty work. If Konnech is unable to repair or replace the System, it will, after the return of the System and Documentation intact and in proper condition, refund CLIENT the Annual Use/Maintenance/Support Fee on a pro-rata basis and this Agreement will automatically terminate without additional liability to CLIENT. The pro-rata refund will be based on the number of months remaining in the then-current Maintenance and Support services year. If it is determined by the parties that the defects are attributable to changes made to the System by CLIENT or others in CLIENT' employ or at CLIENT' direction, CLIENT will pay Konnech within forty-five (45) days of Konnech's invoice for: (a) the time spent by Konnech personnel in evaluating the stated defects, at Konnech's then current rates for such services; and (b) the travel expenses of its personnel in connection with such evaluation of non- warranty work at rates statutorily allowed under CLIENT STATE law for State employees and such expenses shall be deemed pre-approved by CLIENT and shall include travel to and from CLIENT' site, lodging, meals, telephone, shipping, and the like. The foregoing warranty does not replace or eliminate in any way CLIENT' obligations under Konnech's Maintenance and Support program in Paragraph 20 below.

12. **Exclusion of All Other Warranties.** THE SOLE LIABILITY OF KONNECH TO CLIENT FOR PERFORMANCE OF THE SYSTEM IS LIMITED TO THE ABOVE WARRANTY OF REPAIR, REPLACEMENT, OR PRO-RATA REFUND. THIS WARRANTY IS THE SOLE AND EXCLUSIVE REMEDY OF CLIENT AND IS IN SUBSTITUTION OF ALL OTHER WARRANTIES, EXPRESS, OR IMPLIED, AND IS IN LIEU OF ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR ANY PARTICULAR PURPOSE OR ANY OTHER WRITTEN, ORAL, OR IMPLIED WARRANTIES (EXCEPT

AS TO TITLE) ARISING OUT OF ANY COURSE OF DEALING, CUSTOM, OR USAGE OF TRADE.

13. **Limitation of Actions and Liability.** The parties agree that no action may be instituted hereunder more than one (1) year after the cause of action occurred or should have been discovered by reasonable due diligence of CLIENT. THE LIABILITY OF KONNECH TO CLIENT FOR PERFORMANCE OF THE SYSTEM IS LIMITED TO THE ABOVE WARRANTY ON THE SOFTWARE SYSTEM.
14. **Title to System/Protective Covenants.** Subject to the Public Records Law, CLIENT acknowledges that the System and Documentation (including changes, enhancements, alterations, and additions provided under Maintenance and Support) are the sole and exclusive property of Konnech; that the System and Documentation and all parts and components thereof constitute valuable assets, trade secrets, and give proprietary rights to Konnech; that neither legal nor equitable title to the System or Documentation passes to CLIENT under the terms of this Agreement or under any other agreement or theory; and that any information with respect to the System and documentation, is strictly confidential and to be strictly protected by CLIENT per paragraph 9, whether or not all or any portion of the System or Documentation have been copyrighted or patented. No part or portion of the System or Documentation may be altered, modified or enhanced by CLIENT, or its agents or employees. All programs, documentation, and materials in machine-readable form supplied under the License shall be kept in a secure place under access and use restrictions not less strict than those applied to CLIENT' most valuable and sensitive programs and data.
15. **Copying the System or Documentation.** Except for ordinary and necessary backup or archival purposes, CLIENT shall not copy, duplicate, print, or reproduce the System or Documentation or any part or portion thereof. Moreover, CLIENT shall not, without the prior written consent of Konnech, permit, either gratuitously or for consideration, any review, use, examination, or inspection of the System or any part thereof or any Documentation provided in connection therewith, for any person or entity whomsoever for any purpose, including training, other than the necessary employees of CLIENT for use by them in their regular services to CLIENT in operating the System. CLIENT further agrees not to disassemble, reverse compile or reverse engineer the System or any part thereof. CLIENT shall not reveal to any person or entity and shall require its employees not to reveal to any person or entity any information with respect to the System and Documentation, and CLIENT shall take appropriate action to insure that these obligations will be and are fulfilled.
16. **Use Restrictions.** CLIENT is restricted to using the System exclusively for CLIENT' own use and may not use the System to process the data of another county or any other governmental entity.
17. **Assignment; Binding Effect.** Neither party hereto may assign its right or obligations under this Agreement without the prior written consent of the other party except that Konnech may

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assign this Agreement to any entity which acquires all or substantially all of its business by merger, sale of assets, or otherwise. Without the prior written approval of Konnech neither the Agreement nor the License herein granted may be sub-licensed, transferred, given, assigned to, or leased or used by, any third party including but not limited to CLIENT' consultants or other counties or governmental entities, Any such transfer is of special concern as it involves any present or potential competitor of Konnech, or anyone who might develop systems similar to the System, or who might use Konnech's proprietary information in any manner whatsoever. Subject to the foregoing, this Agreement shall be binding upon and inure to the benefit of the parties' permitted assigns and successors.

18. Installation Responsibility. CLIENT shall be solely responsible for site preparation, including unpacking, uncrating, and installing the hardware and making the hardware ready for operational use. The installation of all necessary cable, power, utility, and network and communications connections and services shall be performed by CLIENT.

19. Progress Reports/Meetings. Konnech and CLIENT shall conduct meetings to review progress on a regular basis, with the schedule to be jointly determined.

20. Maintenance and Support.

(a) Coverage. During the Initial Term of this Agreement, subject to renewal or termination as otherwise provided, Konnech agrees to:

Provide unlimited telephone support in the effective use of the System on weekdays during the hours of 9:00 am to 5:00 p.m. (Eastern Standard Time).

Provide additional support hours before and after election date, which will be defined between the CLIENT and Konnech.

Provide CLIENT with the latest and most up to date version of CLIENT System and Documentation, including any and all enhancements and improvements to them (but not including new products developed by Konnech for use in conjunction with the System and sold separately).

Correct or replace the System and/or provide services necessary to remedy any programming error that is both attributable to Konnech and that significantly affects the performance of the System. Such correction, replacement, or services will be promptly accomplished after CLIENT has identified and notified Konnech of any such error in writing via facsimile or email, At its expense, CLIENT agrees to provide Konnech with information, including, but not limited to, sufficient access via Virtual Private Network VPN or modem to CLIENT' system, file dumps, screen dumps, error reports, as requested by Konnech, and with sufficient support and test time on CLIENT' computer system to duplicate the problem encountered in order to ascertain that the problem is with the System and to correct the problem. Corrections for difficulties or defects traceable to CLIENT

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errors or unauthorized System changes, however, will be billed at Konnech's standard time and material rates.

- (b) *Annual Fee and Annual Renewal.* The annual fee for Use/Maintenance/Support shall be due and payable prior to each forthcoming year. Each such fee will be due upon receipt of invoice and must be paid in full within 15 days of said receipt and in any event not later than thirty (30) days prior to the forthcoming "Anniversary Date" (the recurring annual date first occurring one year after the *Commencement Date*). Konnech shall have the option to increase said fee by not more than five percent (5%) of the prior year's annual fee or the rate of inflation as measured by the Consumer's Price Index, whichever is greater. In order to give notice of the fee for budgeting purposes and also renew each year of this 5-year agreement, Konnech shall provide written notice to CLIENT, not later than March 1st of each calendar year, the amount of the annual Use/Maintenance/Support fee.
- (c) *Late Charges; Termination.* Interest on any overdue payments owed by CLIENT under this Paragraph or under any other Paragraph of the Agreement shall be charged and invoiced for as provided for in the CLIENT STATE LAW. CLIENT understands and agrees that each annual Use/Maintenance/Support fee is a use fee for the right to the next year's annual License and the right to the next year's annual Maintenance and Support, and that these shall be deemed provided and complete, and payment therefore due, upon receipt of invoice as provided above. In the event CLIENT fails to timely pay any such annual fee, or any other fees or charges provided for in this Agreement, CLIENT's License to use the System and Documentation shall terminate on the earlier of thirty (30) days notice from Konnech, or as of the year-end of the then-current year's Maintenance and Support services for which payment is due.
- (d) *Changes in Terms and Conditions.* Konnech and CLIENT may, by mutual agreement, change the terms and conditions of this Agreement, and pricing may change from time to time for Konnech's services not covered by Maintenance and Support (e.g. additional days of training and the like.)
- (e) *Enhancements and Corrections.* Any enhancements, corrections, or alterations to, or new versions of, the System or Documentation delivered to CLIENT by Konnech under this Agreement shall be limited to one (1) copy of such enhanced, corrected, altered, or new System or Documentation. Program changes, including training in the use and implementation of such program changes in order to meet any new statutory requirements will be provided under the Maintenance and Support portion of this Agreement.
- (f) *Travel Expenses.* CLIENT shall reimburse Konnech for any travel expenses incurred by Konnech at rates statutorily allowed within CLIENT STATE law for State employees in performing its Maintenance and Support obligations. Such expenses shall be pre-approved by CLIENT and may include travel to and from CLIENT's site, lodging, meals, telephone, shipping, and the like.

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21. **Breach/Default Generally.** In the event CLIENT is in default in the payment of any Fee set forth above or fails to carry out any other requirement of this Agreement, Konnech may notify CLIENT in writing by certified mail. If CLIENT fails to remedy the default or breach within 10 days of receipt of such notification, Konnech shall have the right, at its option, to terminate this Agreement and take possession immediately of the System, the Documentation, and all accompanying materials and documents (excluding CLIENT' hardware and equipment). In the event of such default or breach, CLIENT agrees to immediately cease use of the System, remove the System from any medium onto which the CLIENT' has download, and deliver to Konnech the System and all System backups, Documentation, and other materials delivered by Konnech to CLIENT. Konnech shall have no duty to perform under this Agreement in the event CLIENT defaults under or breaches this Agreement.
22. **Breach/Default as to Certain Use/Disclosure Restrictions; Attorney's Fees.** CLIENT agrees that for any breach of the restrictions upon the use, sale, transfer, or disclosure of the System as provided for in this Agreement (Paragraphs 9, 14, 15, 16, and 17), monetary damages shall not be a sufficient remedy or protection for Konnech, and Konnech shall be entitled to seek injunctive or other equitable relief that it may deem proper or necessary in a court of competent jurisdiction without any requirement to post bond or surety thereon as a condition of such relief, in addition to being entitled to seek any other legal or equitable relief. In any legal proceeding (including litigation, arbitration, mediation, or other legal proceedings) which may arise from any breach or default relating to said Paragraphs (and only said Paragraphs) the prevailing party shall be entitled to recover all attorneys' fees, which is defined to include all costs, fees, collection costs, and other expenses of said litigation.
23. **Patent and Copyright Indemnification.** Konnech agrees to hold CLIENT harmless from any claim, suit, or action relating to a US patent or US copyright infringement arising out of CLIENT' use of the software developed by Konnech or tools employed in development of its software and shall pay all reasonable legal fees, costs, and expense of CLIENT incurred in the defense of any US patent or US copyright claim or suit, provided that: (a) CLIENT is not in default under any of the provisions of this Agreement; (b) the software against which the claim is made was manufactured, created, and developed by Konnech and not third parties; (c) CLIENT notifies Konnech promptly in writing of any patent or copyright claim; and (d) Konnech has an opportunity to fully participate in the defense and/or agrees to a settlement of any such claim. If a patent or copyright claim is made, or in Konnech's opinion is likely to be made, Konnech may at its sole option, either replace or revise the System or Documentation so that the System or Documentation will be non-infringing on claimant, obtain a right to use the System from the claimant, or refund to CLIENT the License Fee paid hereunder.
24. **Taxes and Duties.** CLIENT is currently a tax-exempt entity and is not liable for any sales, service, use, excise, lease, or similar taxes. However, should this status change, CLIENT

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agrees that it and not Konnech will be liable for and promptly pay any such taxes or duties that may become due as a consequence of this agreement.

25. **Use of CLIENT' Name.** CLIENT agrees that Konnech may include CLIENT' name in any complete or partial listing of Konnech customers, for Konnech's own marketing efforts, at Konnech's sole discretion.

26. **Notices.** Except to the extent otherwise specifically provided herein, any and all notices, designations, consents, offers, acceptances, or any other communications provided for herein shall be in writing and addressed to the parties at their respective addresses set forth in this Agreement and deposited with the United States Postal Service for delivery by certified or registered mail, postage prepaid and return receipt requested. Any notice so sent shall be deemed to be both given and received three (3) business days after being so deposited. Either party may from time to time change the notice address set forth herein by delivering notice to the other party in accordance with this Paragraph, setting forth the new address and the date on which it will become effective.

27. **Waiver or Modification.** No waiver or modification of this Agreement of any covenant, condition, or limitation herein contained shall be valid unless in writing and duly executed by the party to be charged therewith. Furthermore, no evidence of any waiver or modification shall be offered or received in evidence in any proceeding, arbitration, or litigation between the parties arising out of or affecting this Agreement or the rights or obligations of any party hereunder, unless such waiver or modification is in writing and duly executed as aforesaid. The provisions of this Paragraph may not be waived except as herein set forth.

28. **Severability.** The provisions of this Agreement are severable, and in the event that any provision hereof is held by any court to be void, voidable or unenforceable, such provision shall be deemed stricken from this Agreement. All other terms and conditions shall remain in full force and effect, and the parties agree to remain bound by and perform in accordance with the terms hereof, as so amended.

29. **Entire Agreement.** This Agreement constitutes the entire agreement of the parties with respect to the subject matter hereof and supersedes any and all previous written or oral agreements between the parties with respect to such subject matter of this Agreement. All prior proposals, bids, negotiations, discussions, conversations, representations, and statements of every nature whatsoever are integrated and merged into this instrument, and only Agreement shall have any force or effect hereafter. CLIENT acknowledges that it has not been induced to enter into this Agreement by any representations or statements, oral or written, not expressly contained herein.

30. **Applicable Law.** The laws of the State of CLIENT STATE shall govern the interpretation of this Agreement.

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31. **Arbitration/Mediation.** If a dispute arises out of or relates to this Agreement, or the breach thereof, and if said dispute cannot be settled through direct discussions, the parties agree to first endeavor to settle the dispute in an amicable manner by mediation administered by the American Arbitration Association under its Commercial Mediation Rules, before resorting to arbitration. Thereafter, any unresolved controversy or claim, arising out of or relating to this Agreement, or breach thereof, shall be settled by arbitration administered by the American Arbitration Association in accordance with its Commercial Arbitration Rules, and judgment upon the Award rendered by the arbitrator(s) may be entered in any court having jurisdiction thereof. Mediation and arbitration shall be sought in CLIENT' County. In such cases the parties shall evenly split the cost of any mediator(s) or arbitrator(s) used in such proceedings. The decision of the arbitrator shall be binding. Any settlement entered into outside a court of competent jurisdiction shall be committed to writing and signed by both parties.
32. **Force Majeure.** Neither party shall be responsible to the other for nonperformance due to acts of God, fire, flood, epidemic, acts of government, wars, riots, civil unrest, strikes, accidents in transportation, or other causes beyond the control of the parties.
33. **Section and Paragraph Heading.** Section and paragraph headings used throughout this Agreement are for reference and convenience and in no way define, limit, or describe the scope or intent of this Agreement or affect its provisions.
34. **Multiple Copies or Counterparts of Agreement.** The original and one or more copies of the Agreement may be executed by one or more of the parties hereto. In such event, all of such executed copies shall have the same force and effect of a fully executed original.
35. **Non-appropriation of funds.** All funds for payment by CLIENT under this Agreement are subject to the availability of an annual appropriation for this purpose by CLIENT. In the event of non-appropriation of such funds by the County for the services provided under this Agreement, CLIENT shall terminate the Agreement, without termination charge or other liability, on the last day of the then-current fiscal year or when the appropriation made for the then-current year for the services covered by this Agreement is spent, whichever event occurs first. If at any time funds are not appropriated for the continuance of this Agreement, cancellation shall be accepted by Konnech with thirty (30) days prior written notice, but failure to give such notice shall be of no effect and CLIENT shall not be obligated under this Agreement beyond the date of termination.

IN WITNESS WHEREOF, the parties hereto have executed this Agreement in manner and form sufficient to bind them as of the date signed by the last party to sign this Agreement as indicated below.

Konnech, Inc., Okemos MI

By: Eugene, Yu, President

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Date: _____

CLIENT County CLIENT Office

By: CLIENT

Date: _____

Exhibit A: Description of Modules

PollChief Foundation (Locations) and Poll Worker Management

1. Poll Location Management System (PLMS)

PLMS is the foundation of the system. It provides base information for all other poll management functions, creates elections, and organizes precinct and building information.

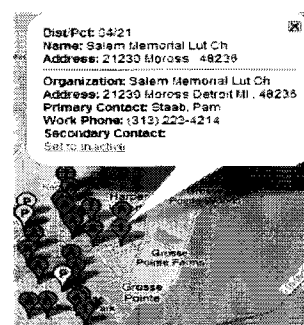
Poll Building Information

PLMS lists all possible sites with their identifying info, their owners (e.g., School Board), and the on and offsite contacts. It creates a separate list of potential alternative buildings with site survey information such as ADA accessibility, signage, parking, photo, map location, Election Day layout, rental agreements, etc.

All Buildings (110)						Review and set buildings to be used for: Potential	Search
ID	Building Name	Organization	Phone	Zip	Status	Action	Keyword: []
14712	All Saints Anglican Church	All Saints Anglican Church	(517) 361-9830	32303	Potential	Edit	Organization Type: All
99099	All Saints Anglican Church2	All Saints Anglican Church	(517) 231-9468	32303	Inactive	Edit	Status: Unusable
12180	BETHEL AME CHURCH	Bethel AME Church	(517) 230-2945	32310	Inactive	Edit	Inactive
24519	BETHEL METHODIST CHURCH	BETHEL METHODIST CHURCH	(517) 555-6590	32304	Potential	Edit	Potential
34773	BETHELONIA AME CHURCH	BETHELONIA AME CHURCH	(517) 555-4099	32312	Potential	Edit	Search
41673	Bradfordville Baptist Church	Bradfordville Baptist Church	(517) 555-4761	32312	Potential	Edit	

Mapping Locations

PLMS shows maps of the Precincts along with the polling sites; clicking on the map reveals details about the proposed site. The maps voter registration and voter turnout numbers, which helps in planning ballot printing and selecting sites to accommodate suburbs with growing populations. The data is filtered by election and building status. Potential sites as well as sites actually used in each election are presented. The satellite image assists the selection of polling sites.



Poll Location Asset Planning

This feature annotates item needs unique to specific buildings such as extra extension cords, handicap ramps, particular traffic signs, etc. It also tracks delivery constraints. The special building needs are transmitted into the Poll Asset Management System so the system can manage the inventory and plan shipping.

Location Communications

PLMS prevents the miscommunications that lead to buildings failing to open on Election Day. PLMS sends mass letters, mass emails, and mass phone calls to each location, records their replies automatically, and builds spreadsheets of their responses. For instance, "will you be able to unlock the building at 4:00 am" or "press '3' to confirm that building is unlocked".

		Email Survey Report - All	
<u>Total Sent</u>	7	☐ Name	<u>Survey Value</u>
<u>Responded Yes</u>	2	☐ Zumwalt, Bailey	Yes
<u>Responded No</u>	2	☐ Zumwalt, Haddis	No
<u>Did Not Respond</u>	3	☐ Zumwalt, Kitty	No

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2. Poll Worker Management System (PWMS)

PWMS ensures that every poll worker gets recruited, appointed to an appropriate job classification, trained, assigned to a convenient location, evaluated after Election Day, and paid promptly and accurately.

Poll Worker Database

PWMS lists and profiles all potential workers.

ID: 00000001 Last Name: ABBOT First Name: BAILEY Middle Initial: P Date Of Birth: 06/12/1990 Sex: MALE Race: B - OTHER Party: DEM Worker Type: COUNTY WORKER Driver License: 0120456 Foreign Languages 1: SPANISH Foreign Languages 2: School ATH / YTD: 13.0 / 6.0 Hired: 05/11/2010 Status: Y - ACTIVE P/W Comments: WILL DRIVE CARPOOL	Residence Address Street # / Pre / Street: 200 / W / 2ND / Type / Sub / Apt: AVE / City / State: Tallahassee / FL Zip: 32303 Home Precinct: 1302 Mailing Address Street # / Pre / Street: 861 / W / 10TH / Type / Sub / Apt: AVE / City / State: Tallahassee / FL Zip: 32303 Contact Info Home / Evening Phone: (850) 555-5513 Work / Daytime Phone: (517) 555-5555 Mobile Phone: (517) 555-8701 E-mail: BAILEY@CHIEF.COM	Coming Election: • Senate Election 2014 Work Bar Code: 013000000000163 Training Bar Code: 023000000000163 Interested: ☐ Outside Home PCT? Assignment Job Title (By HHS): H - Assistant Clerk Working Place: Parent PCT Building ID: Building Name: Training Class 20 - FOR NEW POLLWORKERS 21 - TUTORIAL 1 Optical Scan Machine 22 - TUTORIAL 2 Touch Screen Machine Payroll Training: \$23.70	Poll Workers (1561) Applicants (0) <table border="1"> <thead> <tr> <th>Name</th> <th>Party</th> <th>Title</th> <th>Rating</th> <th>Home PCT</th> </tr> </thead> <tbody> <tr> <td>Aastat, Baxter</td> <td>Republican</td> <td></td> <td>Poor</td> <td></td> </tr> <tr> <td>ADAIR, JAMES</td> <td>Republican</td> <td>RAJ</td> <td>Good</td> <td>197</td> </tr> <tr> <td>ADAIR, JENNIFER</td> <td>Republican</td> <td>RG</td> <td>Excellent</td> <td>197</td> </tr> <tr> <td>ADAMS, CAROL</td> <td>Republican</td> <td>INS</td> <td>Average</td> <td></td> </tr> <tr> <td>ADE, JACK</td> <td>Democrat</td> <td>DJ</td> <td>Poor</td> <td>460</td> </tr> <tr> <td>ARENDSEN, PATRICIA</td> <td>Republican</td> <td>RC</td> <td>Average</td> <td>678</td> </tr> <tr> <td>AHLJA, NEENA</td> <td>Democrat</td> <td>DJ</td> <td>Excellent</td> <td>318</td> </tr> <tr> <td>ALBERTS, DORIS</td> <td>Republican</td> <td>RC</td> <td>Good</td> <td>158</td> </tr> <tr> <td>ALBERTSON, ROBERT</td> <td>Republican</td> <td>RJ</td> <td>Average</td> <td></td> </tr> </tbody> </table>	Name	Party	Title	Rating	Home PCT	Aastat, Baxter	Republican		Poor		ADAIR, JAMES	Republican	RAJ	Good	197	ADAIR, JENNIFER	Republican	RG	Excellent	197	ADAMS, CAROL	Republican	INS	Average		ADE, JACK	Democrat	DJ	Poor	460	ARENDSEN, PATRICIA	Republican	RC	Average	678	AHLJA, NEENA	Democrat	DJ	Excellent	318	ALBERTS, DORIS	Republican	RC	Good	158	ALBERTSON, ROBERT	Republican	RJ	Average	
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ALBERTSON, ROBERT	Republican	RJ	Average																																																		

Planning at a Glance

Payroll Budget

One click displays the payroll budget projection.

Job Title Budget Report

Title	Pay Type	Per Pay	Expense Pay	Total Target	Total Pay
Rover	Per Unit	\$130.00	\$26.25	8	\$1,250.00
Deputy	Lump Sum	\$108.50	\$0.00	97	\$10,524.00
Inspector	Lump Sum	\$108.50	\$0.00	313	\$33,960.00
Substitute	Per Unit	\$30.00	\$0.00	8	\$240.00
MACHINE INSPECTOR	Lump Sum	\$108.50	\$0.00	97	\$10,524.00
Clerk	Lump Sum	\$157.50	\$58.25	282	\$63,662.00
Mentor Clerk	Lump Sum	\$157.50	\$0.00	0	\$0.00
Technical Clerk	Lump Sum	\$136.50	\$0.00	94	\$12,831.00
Assistant Clerk	Lump Sum	\$136.50	\$0.00	94	\$12,831.00
Subtotal:					\$145,872.00

B C D R S T U V V

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Diversity Report One click displays the “sensitivity” balance assigned to each precinct—party, ethnicity, gender, and age	Precinct All Poll Worker Total: 839 Sex 1203 1205 1255 1301 1303 1309 1311 1313 1317 1319 Foreign Language MALE FEMALE DEM REP NATIVE AMERICAN HISPANIC W H English Spanish O 231 594 574 206 49 13 4 3 7
Assignments Map One click displays the assignment statistics on a color-coded map. Click on the balloon, then on a green job title to add a worker to fill the open slot. Green balloons are not yet fully staffed. Red balloons are fully staffed. Yellow balloons are overstaffed.	Election Building R.E.C. Location Precinct Building ID: 104 Building: Spectrum Engineering Address: 5524 N COUNTY LINE RD AUBURN, WI 48708 Assign Job Title Job Title Democrat Clerk Democrat Judge Inspector Republican Clerk Republican Judge Target Assigned 1 1 1 0 1 0
Optimized Poll Worker Assignment Workers can be assigned by carrying over from their previous assignments, or by clicking from drop-down menus or from a map. With the map assignment technique, PWMS displays poll workers’ homes in relation to the nearby polling sites so a poll worker can be assigned to a nearby location.	Home Place Work Place Less Equal More Building ID: 52110 Building: TOWN EAST BAPTIST CHURCH Address: 1055 RICHVIEW RD TALLAHASSEE, FL 32301 Assign Job Title

Poll Worker Training

Training is a critical component of elections preparation. PWMS identifies training needs, issues class invitations, takes attendance with barcodes, and accumulates training hours throughout the worker's career. Dropdown menus makes it quick and easy to set up new training classes, and the mass communications makes it quick and easy to notify all the trainees with letters, emails, and phone calls.

Training Class (1) Completed (20) Applicants (0)

Section	Class	For Job Titles	Students/Unit	Location	Date/Time	Action
CLERK CL	CLERK	Clerk, Assistant Clerk	20 / 28	AMTRAK	6/7/2012 10:00 AM	Print Letter

[Add Section](#)
[Delete](#)
[Communications](#)
[Export Training Bar Code](#)

Scanned Attendance

PWMS can scan attendance in and out at training classes and at work assignments. Smart phones or bar code scanners speed the process.

Payroll Audit and Process

Elections administrators normally check and edit poll workers' records before exporting to finance or cutting paychecks. PWMS edits and logs poll workers' reimbursement information, exports the attendance and pay records in the approved format to finance, and generates IRS Form 1099. This speeds payroll, alleviating the irritation of delayed paychecks and averting many calls to the department from the poll workers.

Name	ID	Job Title	Work Place	Payment
AA BAKTER	000000007	R - Rover	3	\$138.00
AA PEACHES	000002	C - Clerk	5109	\$162.5
AA HADDIS	AA000124	D - Deputy	52130	\$142.5
AMBROT, BAILEY	000000001	R - Rover	1	\$50.00

Communications
PWMS contacts all the poll workers by mass email, mass telephony, and of course, mass mail,

Your basic poll worker training class has been re-scheduled from 6:00 pm Tuesday May 9th to 6:00 pm Wednesday May 10th. Will you attend the rescheduled class? Press 4 for yes, 6 for no.

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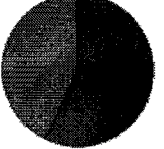
records their replies, and builds statistics of the communication results, which are linked to each poll worker's record. Administrators never have to draft an army of "phone ladies" to call each poll worker. Administrators never have to mark out a spreadsheet of who replies 'yes' and who replied 'no'. And reminder calls reduce no-shows and tardies.	Dear PEACHES AA You have been assigned to the following training class: TUTORIAL 1 TUTORIAL 1 Optical Scan Machine FRI., Sep. 20, 2013 6:00 PM - 8:00 PM Will you attend? Click here to respond Yes. OR Click here to respond No.  <table border="1"> <thead> <tr> <th>Total Sent</th> <th></th> </tr> </thead> <tbody> <tr> <td>7</td> <td></td> </tr> <tr> <td>2</td> <td>Responded Yes</td> </tr> <tr> <td>2</td> <td>Responded No</td> </tr> <tr> <td>3</td> <td>Did Not Respond</td> </tr> </tbody> </table> Dear PEACHES AA You have been assigned to the following training class: TUTORIAL 1 TUTORIAL 1 Optical Scan Machine FRI., Sep. 20, 2013 6:00 PM - 8:00 PM Will you attend? Click here to respond Yes. OR Click here to respond No.	Total Sent		7		2	Responded Yes	2	Responded No	3	Did Not Respond	 Email Survey Report - All <table border="1"> <thead> <tr> <th>Name</th> <th>Survey Value</th> </tr> </thead> <tbody> <tr> <td>Zumwalt, Bailey</td> <td>Yes</td> </tr> <tr> <td>Zumwalt, Haddis</td> <td>No</td> </tr> <tr> <td>Zumwalt, Kitty</td> <td>No</td> </tr> <tr> <td>Zumwalt, Laura</td> <td>Yes</td> </tr> </tbody> </table> Your basic poll worker training class has been re-scheduled from 6:00 pm Tuesday May 9th to 6:00 pm Wednesday May 10th. Will you attend the rescheduled class? Press 4 for yes, 6 for no.  Email Survey Report - All <table border="1"> <thead> <tr> <th>Name</th> <th>Survey Value</th> </tr> </thead> <tbody> <tr> <td>Zumwalt, Bailey</td> <td>Yes</td> </tr> <tr> <td>Zumwalt, Haddis</td> <td>No</td> </tr> <tr> <td>Zumwalt, Kitty</td> <td>No</td> </tr> <tr> <td>Zumwalt, Laura</td> <td>Yes</td> </tr> </tbody> </table>	Name	Survey Value	Zumwalt, Bailey	Yes	Zumwalt, Haddis	No	Zumwalt, Kitty	No	Zumwalt, Laura	Yes	Name	Survey Value	Zumwalt, Bailey	Yes	Zumwalt, Haddis	No	Zumwalt, Kitty	No	Zumwalt, Laura	Yes
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Zumwalt, Kitty	No																															
Zumwalt, Laura	Yes																															

Exhibit B: Recommended Hardware and Software

All personal Computers with internet access (Dell or comparable standard Desktops and laptops)

Most current browsers, which are compatible with the Microsoft .Net programming technologies (e.g Internet Explorer)

Bar code scanners – (Symbol Technology Models MC3000, MC5590 and MC9000, and remote scanners connecting to Smartphone)

Exhibit C: Hosting Service

Konnech currently leases full server cabinet from a telecommunication company with data and T1 PRI service located at the Lansing Metro Datacenter (1800 N Grand River Ave, Lansing, MI 48906), and also backup the data at the Server Farm at 2411 Okemos Road, Okemos, MI 48864,

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which is about 30 minute driving distance between these two locations. In addition, Konnech is using Microsoft Azure Cloud service for additional web server capacity.

The database will be exclusive to CLIENT County without sharing with others.

The Lansing Metro Datacenter offers us direct connection to multiple backbone connections and our traffic gets to its destination quickly and efficiently.

The datacenter is double hulled, essentially a building within a building complete with a redundant roof. A highly secure and controlled environment featuring on site 24 hour, 365 days a year operations and resilient power systems backed by APC UPS's, generator, air conditioning and comprehensive physical security.



Exhibit D: Fee Schedule (to be finalized in the contracting process)

Installation of Completed Version	\$
Annual Renewal – License, Use, Support, Maintenance, training , and hosting	\$

3. Respondent's Understanding

Respondents shall state, in a clear concise manner, their understanding of the above-mentioned scope of services, general requirements, commitment to perform the work in a timely manner, and a statement as to why the respondent believes that it is the best qualified to perform the services, as described.

3.1. Our Understanding of the Scope of Service

We see and understand each of the items listed in Paragraph C, Scope of Services in the RFP. From our experience providing these services to other elections departments, we know that it requires a framework that lets the County

- work on multiple elections simultaneously,
- recruit election judges,
- create a profile/record for each election judge,
- view lists of election judges filtered and sorted by multiple factors,
- create multiple job titles with attendant job profiles (including pay rates),
- plan job titles for each precinct, polling place, zone, and calling center,
- enroll judges in training classes,
- communicate those enrollments,
- switch judges to different scheduled classes,
- track attendance at the classes,
- in most States, pay for attendance at classes,
- assign judges to specific titles at specific precincts or places or zones,
- communicate those job assignments
- track attendance in and out at the job assignments,
- evaluate performance, and
- pay election judges in a timely manner.

Because of this understanding, our solution accomplishes these tasks in a more helpful fashion.

3.2. Time Requirement

We understand the critical nature of the time requirements. We provide the PollChief election management services to twelve jurisdictions, and have learned that there is no stopping the election clock. As Williamson County Texas Elections Administrator Cliff Borofsky said, "If you do not have time to do it right, you will not have time to do it over." As you see in our timeframe in the Approach paragraph above, we intend to go live 7½ weeks after the contract is awarded. The RFP explains that the contract should be awarded on June 2, 2014, and the system must be live for use on August 15, 2014, a span of 10 and ½ weeks. We have analyzed the scope to be sure that we can accomplish the job in that short 7 ½ week time frame. So long as the county can respond promptly to the requests for dataset samples, actual data, testing of the sites, and training on the site, we will have it completed within 7 ½ weeks, which leaves a comfortable two and a half week leeway.

3.3. General Requirements

We also understand the General Requirements. Our understanding is that the county needs this to be a complete turn-key system before August 15, 2014, tracking election judge time, attendance, performance, processing payroll, and exporting it in proper format to the accounting department.

3.4. Performance Record

We commit to perform the work in a timely manner. We have proven our ability to engineer election management solutions in a tight time frame in several of our projects. For example, Prince William County's project was three times larger than the system requested by the RFP, because it added election assets, inventory, and help desk management; the contract was awarded April 2013 and was used in their November 5 2013 election. The contract to build a system to deliver UOCAVA ballots electronically for three states was awarded to us by the FVAP in April 2010, to be launched 45 days ahead of the General Election, i.e., on September 17, 2010. In that short five month period, our engineering team developed a program that was customized a system for each of the three States. In October 2012, City of Detroit requested us to create a quick, inexpensive way to re-direct their voters who were all destined to show up at the wrong polling places due to redistricting. In a short three weeks, we envisioned and built original programming on an Android tablet that accomplished. Thus, we know that we can deploy a poll worker management system for your purposes, because we already have the COTS system and have installed it many times—we only need to customize it to your particular wishes.

3.5. Best Team Statement

We know that we are the best qualified team to do so because we:

- a. Have a team of 30 computer engineers who are specialized only to elections.
- b. Already have eight clients for which we perform the election judge management function.
- c. Have a stellar reputation among these clients.
- d. Include the most sophisticated election worker communications program of any product in the world.
- e. Include the most sophisticated election worker mapping program of any product in the world.
- f. Include the most sophisticated election worker sensitivity balance of any product in the world.
- g. Have the reputation as the most responsive and fastest of all elections programming firms in the world.

4. Technical Specifications:

FRP G. Technical Specifications:

Your response must provide detailed information regarding the technical specifications of your solution with regard to the following. If your solution is hosted, include that in the response to the question. If your solution is a COTS solution, provide your standard system requirements.

Specifics are detailed in the following paragraphs.

4.1. Hosting

Our solution can be both hosted or onsite installation. If it is hosted, the production servers are kept in a secured data center with backbone access to the internet. The backup servers are kept in a physically remote location.

4.2.COTS Requirements

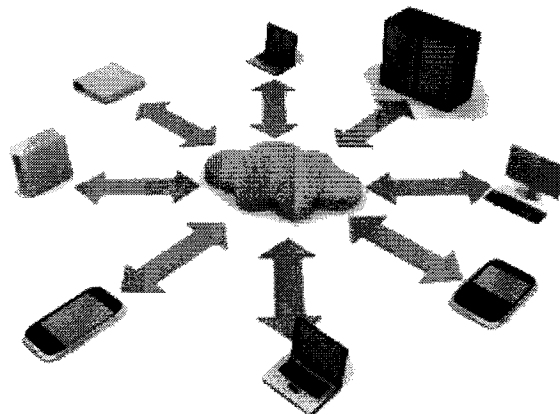
Our solution is built on our COTS system. It runs on any standard office set-up—i.e. standard PCs running Windows or Macintosh operating system, with internet access. Firefox, Safari, Explorer, and Chrome are well tested on the system.

If you wish to scan attendance via bar codes, a standard bar code scanner or an Android or iPhone can scan the bar codes. If you wish to survey the buildings with a smart phone or tablet, iPhone or Android will suffice. If a polling place should happen to be an area lacking internet access, you can take attendance with the program loaded into a laptop or into a smart phone, then upload the results when a Wi-Fi area is reached.

4.3. Technical Diagram

Provide a detailed technical diagram of all components required to support this product and proposed solution.

For end user, there is no need to have special advice except an Internet ready computer or PDA to access the service. For Konnech, we design our hardware to take inputs coming from laptops, keyboards, smart phones, tablets, and/or bar code scanners. The backend structure of servers and hosting is provided by us—the county just uses their standard equipment like web enabled browser to access our services. Here is a diagram for the Internet cloud linked hardware.

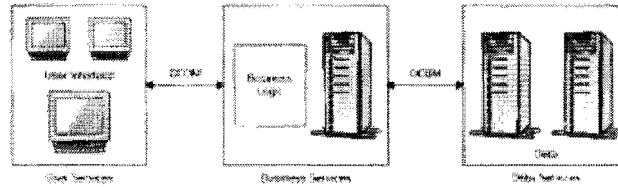


As one of long term Microsoft Silver Partners, we will use .Net programming language and Microsoft SQL as the database.

We are using the distributed applications are divided up into three or more tiers. Components in each of these perform a specific type of processing – there's a **User Services** (Presentation) tier, a **Business Services** tier, and a **Data Services** tier in a 3-tier application.

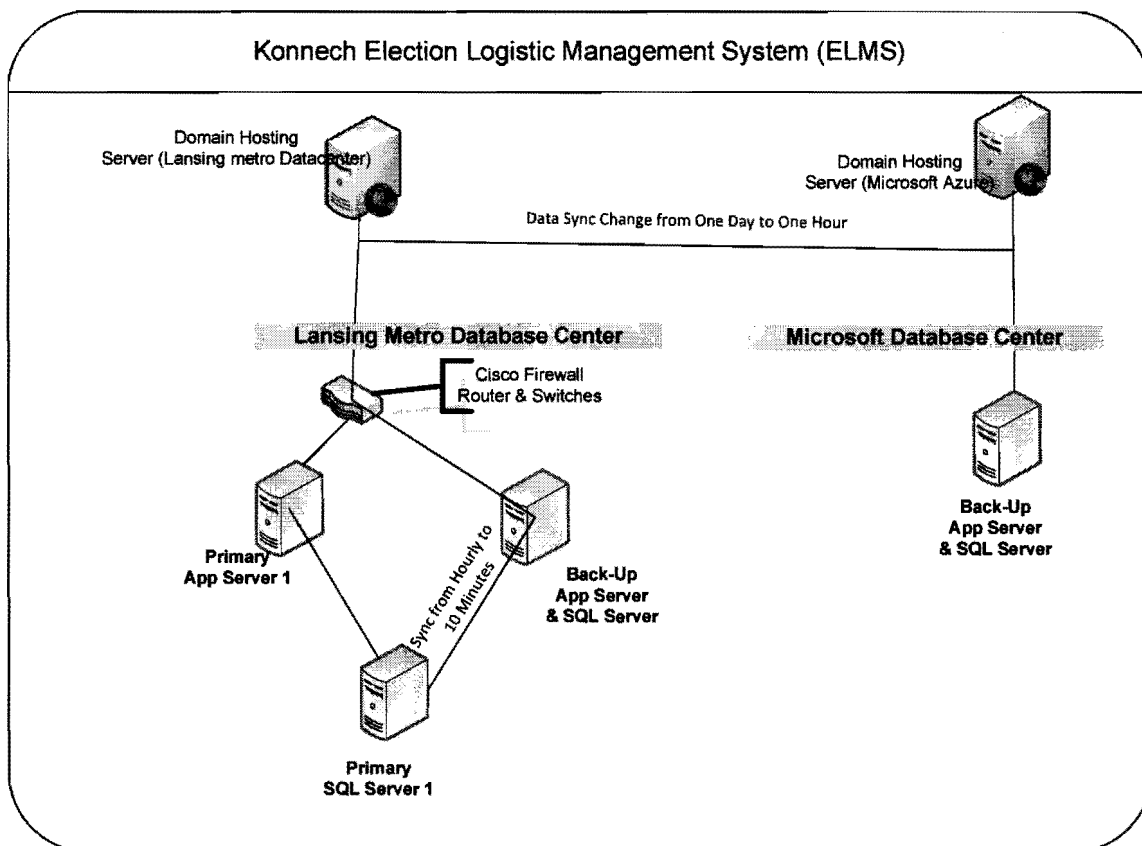
Breaking up applications into these separate tiers or sections can reduce the complexity of the overall application, and results in applications that can meet the growing needs of today's businesses. **n-tier** applications are just 3-tier applications that might further sub-divide the standard User Services, Business Services, or Data Services tiers. In any case, an application with more than two tiers can be considered an n-tier application.

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Attached below please find the network diagram.

Konnech Inc.
Suggested Solution
9/11/2013



4.4.DBMSs

Identify all database management systems (DBMS) supported by this product and proposed solution. For each, include the vendor name, DBMS product name, DBMS product version, minimum DBMS patch number or service pack, underlying operating system(s), and minimum operating system patch number or service pack. Additionally:

- a) For each DBMS, identify whether the database can be run effectively via a virtualized server environment.
- b) For each DBMS, identify any restrictions, such as the requirement to run in a 32-bit space.
- c) For each DBMS, identify the percentage of current customer installations utilizing it.

As one of Microsoft Silver Partners for the recent 8 years, Konnech is offering the following database service

DBMS vendor name	Microsoft
DBMS product name	Microsoft SQL
DBMS product version	All version from Microsoft
minimum DBMS patch number or service pack	Microsoft SQL 2008 or above
DBMS underlying operating system(s),	Microsoft Windows
DBMS minimum operating system patch number or service pack	Microsoft Windows 2008 or above
DBMS can run effectively via a virtualized server environment	Yes
DBMS restrictions	No restriction to Microsoft SQL

4.5.Modification post installation

In general, describe how the application is configured and then modified after initial installation.

The application is configured in a data warehouse. There will be sets of records for election judges and applicants, job titles, training classes, communications, precincts, polling places, payrolls, and street indexes, calendar dates, elections, early elections, and system users. The fields for each record create a profile for the worker, applicant, precinct, polling place, etc.

Given the nature of the elections cycle, counties are usually working on more than one election simultaneously—primaries, generals, sometimes local elections, and for many States, the early voting period. Konnech's PollChief® system filters the records to easily switch back and forth between elections.

As for modifications after installation, your county elections administrators create elections, reports, add new job applicants, new events on the calendars, new job titles, new work assignments, new training classes, new phone and email and mail messages, and so on. Significant modifications to the architecture are made by our engineering team. The data within the records, of course, are frequently changed by your administrators.

4.6.Desktop Operating Systems

Identify all desktop operating systems supported by this product and proposed solution. For each, include the vendor name, operating system name, operating system version, and minimum operating system patch number or service pack. Additionally:

- a) For each desktop operating system, identify all desktop components required to support this product and proposed solution. This should include, but not be limited to, application frameworks (e.g., Microsoft .NET), database client interfaces, supporting libraries, software drivers, etc. For each, include the vendor name, framework/file name, version, and minimum patch number or service pack.
- b) For each desktop operating system, describe the product's operating requirements (local storage, CPU, memory, etc.). This should include any restrictions such as the requirement to run in a legacy application mode (e.g., Windows XP compatibility) or run in a 32-bit space.
- c) For each desktop operating system, identify whether the desktop products can be run effectively via a virtualized desktop.
- d) For each desktop operating system, identify the percentage of current customer installations utilizing it.

The current version supports Apple Mac OS X, X 10.5, X 10.6, X 10.7, 10.8, X 10.9. Therefore, it offers the access even for these few staff members who work from home who happen to have Macintosh computers access their systems from the Mac computers.

As our system is built up using Microsoft family .Net programming language and SQL database, our application supports Microsoft Windows 2000, 7, 8, 8.1, 95, 98, NT, Vista, XP. It will be perfect since 100% of our customers access their PollChief systems using the Windows operating systems of varying vintages.

We currently support the following versions of Android.

Android 3.0 Honeycomb (API level 11)
Android 3.1 Honeycomb (API level 12)
Android 3.2 Honeycomb (API level 13)
Android 4.0–4.0.2 Ice Cream Sandwich (API level 14)
Android 4.0.3–4.0.4 Ice Cream Sandwich (API level 15)
Android 4.1 Jelly Bean (API level 16)
Android 4.2 Jelly Bean (API level 17)
Android 4.3 Jelly Bean (API level 18)
Android 4.4 KitKat (API level 19)

We currently support the following versions of iOS.

iOS 5.x
iOS 6.x
iOS 7.x

As one of long term Microsoft Silver Partners, we build up our application to utilize all standard Microsoft technologies to run effectively via a virtualized desktop.

Our application can be used both through 32 or 64 bit operation system.

4.7.Servers

Identify all server components (DBMS excluded) required to support this product and proposed solution. For each, identify the component name, the component vendor's name, the component version. Additionally:

- a) For each server component, identify the technical specifications of the underlying server environment(s): operating system name, operating system version, and minimum operating system patch number or service pack. This should include any restrictions such as the requirement to run in a 32-bit space.
- b) For each server component, identify the technical specifications of the underlying application server(s) and service(s): application server/service name, vendor, application server/service version, and minimum application server/service patch number or service pack.
- c) For each server component, identify the remote communication protocols utilized by the component (e.g., HTTP, HTTPS/SSL, etc.)
- d) For each server component, describe its operating requirements (local storage, CPU, memory, etc.).
- e) For each server component, identify the means by which its operation and execution can be externally monitored.
- f) For each server component, identify the means by which its configuration and operation and execution is managed (e.g., console application, etc.)
- g) For each server component, identify whether the components required to support this proposed solution run as services, without the need for a specific user to be logged into a server, or not.
- h) For each server component, identify whether the component can be run effectively via a virtualized server environment.

All server components will be supplied by Konnech.

Testing Server for hosting beta and testing sites for internal testing and client testing purpose

Component Name:	Test Server
component vendor's name	Dell Computer
component version	PowerEdge R710
operating system name	Microsoft Windows
operating system version	Enterprise R2 2008
minimum operating system patch number or service pack. This should include any restrictions such as the requirement to run in a 32-bit space	Service Pack 1 32 bit
remote communication protocols utilized by the component (e.g., HTTP, HTTPS/SSL, etc.)	http, https/ssl, and VPN
operating requirements (local storage, CPU, memory, etc.).	storage $\geq$ 1TB , CPU $\geq$ 6 core, memory $\geq$ 32G
means by which its operation and execution can be externally monitored	SCOM2012
means by which its configuration and operation and execution is managed (e.g., console application, etc.)	VNC, remote desktop, and stunnel
whether the components required to support this proposed solution run as services, without the need for a specific user to be logged into a server, or not	need for a specific user to be logged into a server
whether the component can be run effectively via a virtualized server environment.	Yes, we are using vSphere or windows azure

Production Server, which is used by client in real operation.

Component Name:	Operation Server
component vendor's name	Dell Computer
component version	PowerEdge R920
operating system name	Microsoft Windows

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operating system version	Enterprise R2 2008
minimum operating system patch number or service pack. This should include any restrictions such as the requirement to run in a 32-bit space	Service Pack 1 32 bit
remote communication protocols utilized by the component (e.g., HTTP, HTTPS/SSL, etc.)	http, https/ssl, and VPN
operating requirements (local storage, CPU, memory, etc.).	storage $\geq$ 1TB , CPU $\geq$ 6 core, memory $\geq$ 32G
means by which its operation and execution can be externally monitored	SCOM2012
means by which its configuration and operation and execution is managed (e.g., console application, etc.)	VNC, remote desktop, and stunnel
whether the components required to support this proposed solution run as services, without the need for a specific user to be logged into a server, or not	need for a specific user to be logged into a server
whether the component can be run effectively via a virtualized server environment.	Yes, we are using vSphere or windows azure

Back up Server

Component Name:	Backup Server
component vendor's name	Dell Computer
component version	PowerEdge R720
operating system name	Microsoft Windows
operating system version	Enterprise R2 2008
minimum operating system patch number or service pack. This should include any restrictions such as the requirement to run in a 32-bit space	Service Pack 1 32 bit
remote communication protocols utilized by the component (e.g., HTTP, HTTPS/SSL, etc.)	http, https/ssl, and VPN
operating requirements (local storage, CPU, memory, etc.).	storage $\geq$ 5TB , CPU $\geq$ 6 core, memory $\geq$ 32G
means by which its operation and execution can be externally monitored	SCOM2012
means by which its configuration and operation and execution is managed (e.g., console application, etc.)	VNC, remote desktop, and stunnel
whether the components required to support this proposed solution run as services, without the need for a specific user to be logged into a server, or not	need for a specific user to be logged into a server
whether the component can be run effectively via a virtualized server environment.	Yes, we are using vSphere or windows azure

4.8.Web Services Implementation(s)

Provide technical details regarding the proposed solution's web services implementation(s), such as SOAP Web Services or RESTful services.

We are using SAOP Web Services. The detail can be found through the web link at Implementation Options (<http://msdn.microsoft.com/en-us/magazine/cc302320.aspx>).

The easiest way to implement and test a SOAP listener for a Web service is to use ASP to interact with an existing application, such as making a method call to a COM object. This

solution allows you a great deal of freedom in writing code that is executed both before and after the method in the COM object is called. Later, if you want better performance for services based on a COM component, you can use the toolkit's ISAPI SOAP listener solution. Once the Web service has been implemented via ISAPI, calls to the Web service will be sent directly to the target COM component. You can't insert custom code before or after the component is called. If you need to add custom code, one option is to write another COM object that the ISAPI listener will invoke so that the COM object can call the original COM object as well as execute custom code or you can write your own custom ISAPI extension using the source code for the toolkit's ISAPI extension, which is included. With ROPE, you can develop custom SOAP listener implementations, or simply modify the ones provided to suit your requirements.

Since the provided SOAP listener implementations were designed to handle a broad set of circumstances, you may want to replace these pieces with code that has been optimized for your own Web service.

4.9. Authentication and Authorization

Identify the proposed solution's authentication and authorization implementations, with details on the authentication/authorization source(s), including but not limited to:

- a) Desktop Application(s)
 - b) Web Application(s) (if applicable)
 - c) Application Service(s), such as SOAP Web Services or RESTful services (if applicable)
- a) Desktop Applications: The system is web-based, but occasionally our clients need to use it to take attendance on laptop if they're using it to take attendance in a polling place without internet access (if they don't have a smart phone for the purpose). In that case, the poll supervisor would enter her user name and password.
- b) Web Applications: As mentioned in the previous bullet, our system is used almost at all times in a web environment. Our Chief Engineer creates the County's top user, the Super Administrator, with a user name and password. The county's Super Administrator will have created each user type's access levels, and will assign each of her staff a user name, pass word, and user type. Each staff member will log in with her user name and password. For our clients for whom we provide electronic ballot delivery to UOCAVA voters, we tie certain functions to the computer IP addresses, plus a security algorithm for biometrically prediction identification of the user, but we don't expect those restrictive security measures to be needed for the processes that Douglas County describes here.
- c) Application Service(s), such as SOAP Web Services, is used in our programming.

4.10. Account Access Management

Identify the means by which user accounts and access are managed by this proposed solution, including but not limited to:

- a) Desktop Application(s)
- b) Web Application(s) (if applicable)
- c) Application Service(s), such as SOAP Web Services or RESTful services (if applicable)

Konnech's Chief Engineer creates the County's top user, the Super Administrator, with a user name and password. The county's Super Administrator will have created each user type's access levels, and will assign each of her staff a user name, pass word, and user type. Each staff member will log in with her user name and password.

The Super Administrator is the only position that has the power to authorize other users and to determine the other users' level of access.

The Super Administrator logs in with a user name and password.

The Super Administrator selects which members of her staff can view and/or interact with which disciplines, functions and features of the system. The Super Administrator assigns the user names and passwords here.

- a) Desktop Applications: On the rare occasions when the system is running as a desktop program rather than a web program, the user logs in with a user name and password.
- b) Web Applications: The user logs in with a user name and password.
- c) Application Service(s), such as SOAP Web Services, is used in our programming.

4.11. Testing

Identify the technical specifications of your formal testing environment(s). Provide details for each environment (desktop, DBMS, servers, etc.) and identify the percentage of formal testing executed on each environment.

During development, the engineering team conducts white box testing of each command as the code is written. After the command structure is completed, the engineering team moves on to black testing, in which the actual functionality is tested.

The support team conducts only white box testing. The support team runs test cases, or 'stories', to create a new election judge, accept an election judge, assign a judge to training, calculate the home precinct of a judge, assign a judge to training, record attendance of a judge at training, assign a judge to work in an election, record attendances and hours of a judge at work, rate a judge's performance, review and adjust a judge's pay, create a payroll export, create a training class, send a mass email with a reply choice and link to a group of judges (or buildings), send a mass phone call with a reply choice to a group of judges (or buildings), create a spreadsheet of replies, select the sub-group of non-responders for an alternate communication method, create multiple elections, create an early voting period, and create reports and exports.

4.12. Online Payment Processing

Provide technical details regarding the proposed solution's online payment processing components.

- a) Can the County utilize a backend payment-processing provider of our choosing? What is required (cost, effort, etc.) to support this?

The County can utilize a backend payment-processing provider of its choosing. The Douglas County Elections Super Administrator will create a severely restricted user type, and will provide a user name and password for the designated person of the payment processing provider. The payment processing provider would access the information via the internet, so there would be no particular cost or effort to support this.

Konnech RFP - Election Judge Time-Tracking/Pay System Proposal

Once attendance has been approved, the administrator can advance the judge into the payroll tab.

Home

Communication

Poll Workers

Assigned

Training

Poll Day Attendance

Payroll

Complaints

Reports

Job Title Settings

Precincts

Members

My Profile

Export

Attendance Scanning

Mark Attendance Approved

Send To Payroll

<< City

Saved Successfully

Attendance (4)

Name	ID	Job Title	Work Place	Rating
AA. BAXTER	000000007	R - Rover	3	Excellent
AA. PEACHES	000000002	C - Clerk	5109	Good
AA. HADDIS	AA000124	GTR - Greeter	52130	Average

3 Per Page

Next

Remove Mark Attendance Approved Send To Payroll Set Rating As

In the payroll tab, the planned pay amount is displayed. The supervisor clicks to review the judge's pay sheet.

Home

Communication

Poll Workers

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Training

Poll Day Attendance

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Complaints

Reports

Job Title Settings

Precincts

Members

My Profile

Export

Only Training Payment

Approve Checks

<< City

Check List (3) Processing Summary (0) Filter: All Poll Workers Adjustment:

Name	Select All	ID	Job Title	Work Place	Payment	Action
AA. BAXTER	☒	000000007	R - Rover	3	\$46.25	Edit
AA. HADDIS	☒	AA000124	GTR - Greeter	52130	\$22.5	Edit
AA. PEACHES	☒	000000002	C - Clerk	5109	\$202.5	Edit

Remove Complaint Communications Only Training Payment Approve Checks

Approved Amount:\$0.00

Examining the pay sheet of a Rover, we can see that in addition to his 13 hours, he was paid for the regular class, an extra \$20 for the special drivers' training, \$23.65 for mileage, \$18 for parking, and an adjustment of \$6 for buying supplies.

Payroll Edit - AA, BAXTER Rating: Excellent

Job Title: R - Rover Work Place: 3

Attendance Records **Edit**

3/21/2014 5:41:38 AM	In	R - Rover Area 3
3/21/2014 11:52:47 AM	Out	R - Rover Area 3
3/21/2014 12:29:59 PM	In	R - Rover Area 3
3/21/2014 7:02:57 PM	Out	R - Rover Area 3

Attendance Remark

Payroll Note

Adjustment of \$6 because he had to pick up cleaning supplies, \$6 total cost.

Save

Saved Successfully.

School Pay	Per Unit	Qty.	Total
Working Payment	Per Unit	Qty.	Total

Job Title: R - Rover
Work Day: 1 Work Time: 08:00 AM - 09:00 PM

Total Hours: 13.00

Hourly Rate: 11.00

Pay: \$143.00

Other Expenses

Extra Training: \$20.00

Mileage: \$0.55 43.00 \$23.65

Parking: \$18.00

Amount

Adjustment Payment: \$6.00

Grand Total: \$210.65

☒ Approved

Check #: 4271

☐ Void

Notes:

When all pay sheets have been approved, they can be exported for Accounting. The export will be formatted to fit your datasample.

Export **Only Training Payment** **Approve Checks**

<< City >>

Payroll (3) **Check List (3)** **Processing Summary Event (0)** **Filter: All Poll Workers**

Name	Select All	ID	Job Title	Work Place	Payment
AA, BAXTER	☒	000000007	R - Rover	3	\$210.65
AA, HADDIS	☒	AA000124	GTR - Greeter	52130	\$108.5
AA, PEACHES	☒	000000002	C - Clerk	5109	\$202.5

Remove Complaint Communications Only Training Payment Approve Checks

4.13. Future Releases

Describe plans and/or significant architectural changes for future releases of the product, as they are currently understood.

Our systems are upgraded on an ad hoc basis as needed to suit our clients' changing needs. We do not follow a pre-set schedule for new releases.

4.14. Browsers

For web applications, identify all supported browsers supported by this product and proposed solution. For each, include the vendor name, browser name, browser version, and underlying operating system(s). Also, please specify your strategy for browser support as browsers are updated by their vendor.

These browsers are supported by our applications.

- Google Chrome,
- Mozilla Firefox,
- Microsoft Internet Explorer,
- Opera Software Opera, and
- Apple Safari.

In our service history, we do not have any problem to add new version or browser to our current applications once our client has indicated their interest. Therefore, we do not have any version or browser limitation now.

Our strategy is to continue working with Microsoft as one of their Silver Partners, and use the .Net and Microsoft SQL as database to provide our service to Douglas County.

5. References:

RFP H. References:

All responses shall include a list of five (5) current references, with a minimum of three (3) being State and/or Local Government clients. All references shall include name, title, address, telephone number, fax number, and e-mail address for which you are currently furnishing or have in the past furnished services on a same or similar contract or agreement. The failure to include references and/or the inability to contact the references shall be ample cause for rejection of the proposal.

5.1.Statement of Reference 1 City of Detroit

STATEMENT OF REFERENCE	
Contracting Reference Name: City of Detroit, Office of the City Clerk	
Mailing Address: Department of Elections , 2978 W Grand Blvd, Detroit MI 48202	
Contact Name: Kim Wallace	Contact Title: Elections IT Director
Contact Phone Number: 313-876-0543	Contact Email Address: wallacek@detroitmi.gov
Applicable Dates of Contract(s) 2008 through present	
Description of jurisdiction size and prior/Current Services Performed: 350,000 registered voters	
Web-based elections data warehouse organizing communications and management for poll workers and locations, election night results posting, absentee walk-in application. Ballot delivery system for UOCAVA and smart phone ballot delivery mock election. Konnech's web based Election Night Reporting Program (ERPS) was created for Detroit in 2010.	
An Absentee Walk-In Application System (AWAS) was created for Detroit in 2012. The pLocator program to redirect lost voters was created in 2012.	

PollChief® reduced Detroit's poll worker management time by 50%, reduced the payroll time 75%, and reduced the poll worker complaint hotline calls from 315 in 2008 down to one in 2009.

Due to redistricting and budget cuts, Detroit reduced the number of polling places from 669 in 2002 down to 230 in 2012. The City's Election Directed anticipated that thousands of voters would go to the wrong polling place. One month before the General Election the Elections Director called Konnech to create an application to re-direct lost voters to the right polling locations. With limited budget (only \$150 per unit) and limited time (only one month before the Election Day), Konnech coded up a new program called PLocation to re-direct voters to the correct polling locations. Konnech installed the program and the voter registration database onto a tablet to be issued to each polling place. A poll worker greeted voters as they entered, looked them up on the tablet, and directed them to the correct line or re-directed them to their correct polling place before they waited two hours to get to the front of the line. As a result, Detroit was one of the few large jurisdictions that did not get complaints of angry voters forced to stand in line at the wrong place, one of the few not to receive an onslaught of provisional ballots from mis-placed voters, and one of the few that did not suffer from news reports of voters giving up on voting because of long waits at the wrong place.

The system incorporates information from the voter registration database, and locates voters' correct precinct and polling place.

Detroit's Director of Elections knew they could have a sticky situation on their hands in the 8/6/13 primary for Mayor, because "Mike Duggan" was running as a write-in for Democrat, and then a local barber (who apparently has never even voted before) named "Mike Dugeon" [same pronunciation, one letter different in the spelling] decided to also run as a write-in for Democrat for the same contest on the same ballot!

Mr. Baxter knew that no matter what the results were, there would be challenges, but he needed to make sure that the write-in counts were reported clearly and accurately for conceivable spelling. So only one week before the primary, he asked us for help. In that short week, we created a write-in logging system that listed the count for each write-in name under every permutation of spelling and capitalization permutation.

As a result, although disappointed candidates challenge their counting methods, no one challenged their report of the tallies.

PollChief's most recent City of Detroit success occurred on April 2, 2014, when Detroit completed processing poll worker in ONE DAY after their April 1, 2014 election.

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City of Detroit testimonial letter

City of Detroit

DEPARTMENT OF ELECTIONS

DANIEL A. BAXTER, *Director*

JANICE M. WINFREY, *City Clerk*
Chairperson, Election Commission

GINA C. AVERY, *Deputy Director*

Eugene Yu
PollChief® Division
Konnech Inc.
4211 Okemos Rd
Okemos MI 48864

2978 W Grand Blvd.
Detroit, Michigan 48202-3069
(313) 876-0190 Fax (313) 876-0053

Dear Eugene:

I want to express our extreme appreciation of the considerable contribution you have made to the City of Detroit Department of Elections. I've collaborated with many technology partners in the past, but have never found one to equal your responsiveness to our specific needs. The unique design and features of PollChief® are so innovative, so different from any other election programs anywhere that City of Detroit Department of Elections has become a showcase for the Office of the City Clerk.

In the year before we instituted PollChief® we received 315 complaints from voters and poll workers; in the first year we used PollChief® in 2009, the complaints were reduced to one.

In the year before we instituted PollChief® we received hundreds of phone calls from poll workers asking for their paychecks; in the first year we used PollChief®, payroll processing time was reduced by 75% and the number of these calls dropped by about 90%.

In the year before we instituted PollChief® we made several thousand phone calls to our poll workers; in the first year we used PollChief®, our calls dropped to only hundreds.

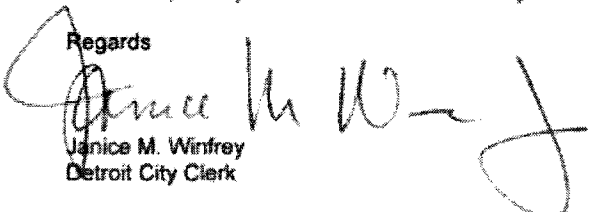
In the year before we instituted PollChief®, mass mailings to poll workers cost thousands of dollars in postage, materials, and labor; in the first year we used PollChief®, our mass mailings dropped over 50%.

In the year before we instituted PollChief®, attendance verification for training classes was a time-consuming, laborious and uncertain process; in the first year we used PollChief®, attendance verification became quick, easy, and irrefutable.

The staff for City of Detroit Department of Elections has been reduced by 33%, yet we have still been able to operate a smoothly functioning election; we thank you and PollChief® for enabling us to cope with those drastic cuts.

There is no question that City of Detroit Department of Elections looks forward to a long, loyal relationship with you and PollChief®. Thank you from us all.

Regards


Janice M. Winfrey
Detroit City Clerk

5.2.Statement of Reference 2, Leon County, Florida

STATEMENT OF REFERENCE 1,2,3(separately):	
Contracting Agency Name: Supervisor of Elections, Leon County, Florida	
Mailing Address: P.O. Box 7357, Tallahassee FL 32314-7357	
Contact Name: Thomas James	Contact Title: Elections Systems Manager
Contact Phone Number: 850-606-8683	Contact Email Address: TJ@leoncountyfl.gov
Applicable Dates of Contract(s) 2009 – Present	
Brief Description of jurisdiction size and prior/Current Services Performed: 180,000 registered voters Web based elections data warehouse organizing communications, workers, locations, assets, inventory, help desk, online poll worker training and access. Early Voting distinction added in 2011. PollChief® reduced inventory management time by two thirds for the Leon County elections department. Leon County encompasses Tallahassee, the capital city of Florida. Supervisor of Elections Ion Sancho contracted with Konnech in 2009 to build a new election logistics management system using the basic PollChief® modules. Leon County's elections logistics processes were replaced en masse by PollChief®. The PollChief® data warehouse manages election assets (voting systems, L&A testing, inventory, ballot tracking, drayage), Election Day call center/Help Desk, poll workers, and poll locations. We made many edits to the asset management to accommodate functions such as ballot tracking and auditing, drayage needs, critical item return alerts, and email alerts of occurrences such as voting machine movements. In the first half of 2011 Konnech built a new PollChief® module for Leon County, the Poll Worker Training Access Portal (PTAP). PTAP lets the county's poll workers go online to manage and teach themselves, saving many additional hours for the administrative staff and cultivating a better informed work force. In March 2011 the Supervisor of Elections contracted a sixth module to organize early voting, which is now incorporated into the PollChief® suite. The system incorporates information from the voter registration database, and locates voters' correct precinct and polling place.	

5.3.Statement of Reference 3 Allen County Indiana

STATEMENT OF REFERENCE 1,2,3(separately):	
Contracting Agency Name: Allen County Indiana	
Mailing Address: 1 West Superior Street, Fort Wayne, IN 46802	
Contact Name: Beth Dlug	Contact Title: Allen County Director of Elections
Contact Phone Number: 260-449-7547	Contact Email Address: Beth.Dlug@co.allen.in.us
Applicable Dates of Contract(s) April 2012 to present	
Brief Description of jurisdiction size and prior/Current Services Performed: Poll Location, Poll Worker, and Poll Worker Online Training Access Portal Konnech created Allen system in 2012 and 2013. Allen County's system is notable because they need to balance the representation of political parties in their poll worker assignment to the precincts. We modified the system so each worker's party affiliation shows on the list of poll workers, and added two new user categories—a Republican member and a Democrat member. These two positions have limited access to the system; they can see the poll workers and assign them, but cannot tinker with locations or payroll or assets or call centers. A second new feature was a "No automatic calls" to poll workers. We also adjusted the poll worker staffing process for Allen County, since some polling places need to be staffed differently than others due to size of the voting population in certain precincts.	



Allen County Indiana Poll Worker Online Web Access

Election 2013S: 2013 Special Election Test set for 11/26/2013



Allen County Poll Worker Login

Welcome to the Allen County Online Poll Worker Access website. We thank you for your hard work and dedication to the voters of Allen County. This website will allow you to check your poll worker assignment, update your file and take online refresher courses.

If you Do NOT yet have a training account
you may create an account:

[Create a New Poll Worker Account](#)

[Create a New Organization Account](#)

☒ Poll Worker ☐ Organization

Username:

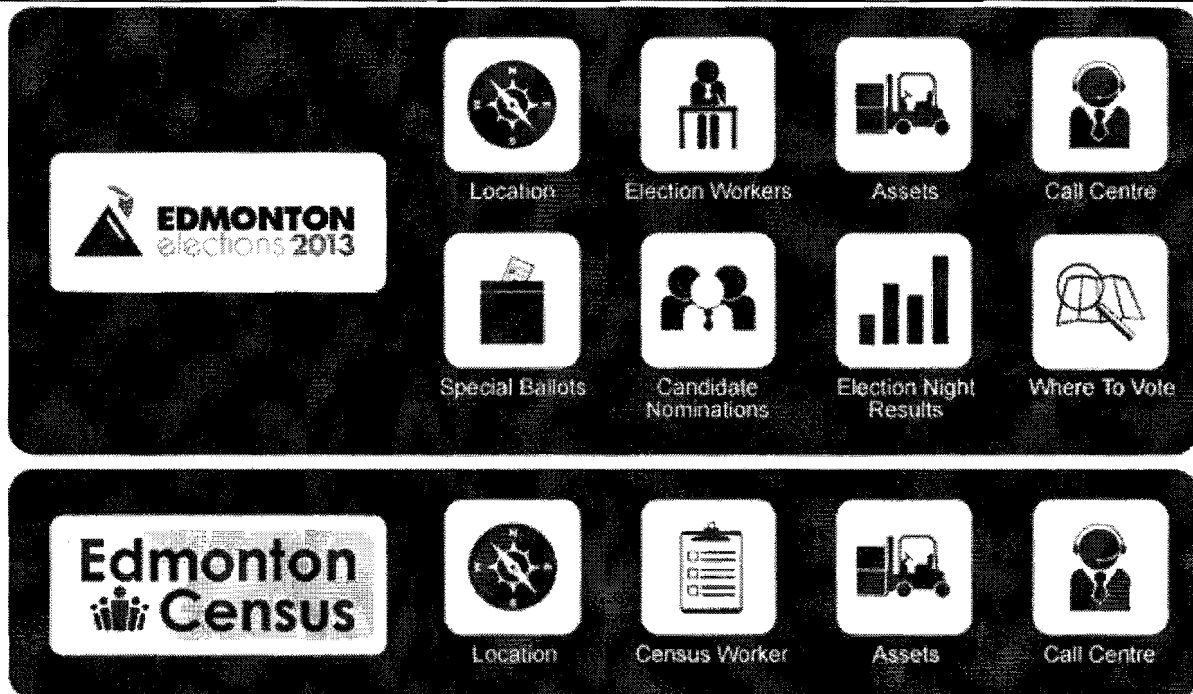
Password:

Login

[Forgot Your Password? Please click here](#)

5.4.Statement of Reference 4 City of Edmonton Canada

STATEMENT OF REFERENCE 1,2,3(separately):	
Contracting Agency Name: City of Edmonton	
Mailing Address: Office of the City Clerk, 3rd floor, City Hall, 1 Sir Winston Churchill Square, Edmonton, AB T5J 2R7	
Contact Name: Loren Andruko	Contact Title: IT Project Manager
Contact Phone Number: 780-442-7474	Contact Email Address: loren.andruko@edmonton.ca
Applicable Dates of Contract(s) Jan 2012 – present	
Brief Description of jurisdiction size and prior/Current Services Performed: Election and Census Management Program—election locations, election workers, election assets, special (absentee) ballots, call center/help desk, candidate nomination filing, election night results posting Konnech built a system that manages everything about elections for City Edmonton, including even candidate filings. We also added a Census management program.	



5.5.Statement of Reference 5 St Charles County Missouri

STATEMENT OF REFERENCE 1,2,3(separately):	
Contracting Agency Name: Election Authority, St Charles County, Missouri	
Mailing Address: 397 Turner Blvd., St. Peters, MO 63376	
Contact Name: Rich Chrismer	Contact Title: Director of Elections
Contact Phone Number: (636) 949-7550	Contact Email Address: rchrismer@sccmo.org
Applicable Dates of Contract(s) 2011 - present	
Brief Description of jurisdiction size and prior/Current Services Performed: Election data warehouse for locations, workers, call center, election night results posting Konnech has created a system organizing locations, workers, call command center, and election night results posting for St Charles County. Legacy systems made it imperative to switch when the specter of 4 elections loomed in 2012, and the Missouri Centralized Voter Registration 9MCVR) system was unwieldy to work with.	

5.6.Statement of Reference 6 Prince William County Virginia

STATEMENT OF REFERENCE 1,2,3(separately):	
Contracting Agency Name: County of Prince William	
Mailing Address: 1 County Complex Court, (MC 460) Prince William, Virginia 221 -9201	
Contact Name: Brian Fahey	Contact Title: Assistant Registrar
Contact Phone Number: 703-792-6432	Contact Email Address: BFahey@pwcgov.org
Applicable Dates of Contract(s) April 2013 to present	Prime or Subcontractor Role? If prime, identify MBE/WBE subcontractors utilized under this contract(s), if any. Prime, no subcontractors
Brief Description of jurisdiction size and prior/Current Services Performed: Elections data warehouse to manage locations, assets, workers, worker training access portal, and call center/helpdesk. The system was first used for the November 2013 election.	

6. Fee Schedule

RFP I. Fee Schedule:

All proposals shall include all pricing information relative to delivering the live system and performing the work required for setup and configuration as described. Proposals shall include a detailed description and example of your current pricing model and an estimate of total cost of ownership for a period of five (5) years (to include: general support, maintenance, upgrades, and licensing fees).

This solution will be used for the primary, the general election, and potentially other regional elections, so it will be utilized for only part of the year. The licensing will have to take this into account, in that we do not want to pay any licensing and support for the times we will not be using it. In addition, provide information regarding how and if the pricing structure also scales with our usage.

Note: Low cost will be weighted heavily in the decision and will be a major determining factor of vendor solution selection.

- Description of pricing model(s)
 - If there is an option to "lease" a system rather than "buy", include that pricing model as well.
- Total Cost of Ownership including:
 - Initial Implementation
 - Installation, configuration, and deployment of core system
 - Enhancements
 - Integrations
 - System Environment – hardware, software, connectivity
 - Licensing fees as it relates to:
 - Users - Admin, employees, etc.
 - Devices
 - Yearly, monthly, flat, etc.
 - Support
 - Training
 - Provide a ten-year percentage cap on licensing and support fees
 - Typical incremental support costs (if any)
 - Development cost(s) for mandatory changes due to revisions in State statute or other mandates
 - System environment updates
 - Software upgrade costs (if any)
 - Travel related expenses (airfare, hotel, per-diem, etc.) (if any)

Due to the seasonal nature of the election business, we strongly suggest county accepting the Konnech Hosting Solution so the county does not have to install its own hardware and software and to maintain its own server farms. The following cost proposal is based on this assumption.

Since the Poll Worker Management Module is for the election niche market. We have a very simple pricing model related to the size of population of the county. Attached below please find our estimate of total cost of ownership for a period of five (5) years (to include: general support, maintenance, upgrades, and licensing fees).

Konnech's Total Price Quotation

First Year—all costs	\$28,000 including 100 hours data migration/modification programming and training, and 10,000 voice calls per year
2 nd Year—all costs	\$9,000

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3 rd Year—all costs	\$9,000
4 th Year—all costs	\$9,000
5 th Year—all costs	\$9,000

This solution will be used for the primary, the general election, and potentially other regional elections, so it will be utilized for only part of the year. The licensing take this into account, in that the county does not pay any licensing and support for the times the county will not be using it. The pricing structure will not scales with the county's usage so making the contracting easier.

Description of pricing model(s)

- There is not an option to "lease" a system or to "buy". It is a vendor hosted web service paid annually with a rate list in the above table.

Total Cost of Ownership including:

- Initial Implementation includes 50 hours of data migration/modification programming and 50 hours of training.
 - It includes up to 10,000 voice calls per year.
 - Installation, configuration, and deployment of core system
 - Enhancements
 - Integrations
 - System Environment – hardware, software, connectivity
- Licensing fees as it relates to:
- Users - Admin, employees, etc.
- Devices
- Yearly, monthly, flat, etc.
- Support
- Training
- Provide a ten-year percentage cap on licensing and support fees of 7% annually
- Typical incremental support costs (\$75 per hour for design and \$100 per hour for engineering).
- Development cost(s) for mandatory changes due to revisions in State statute or other mandates (\$75 per hour for design and \$100 per hour for engineering).
- System environment updates (\$75 per hour).
- Software upgrade costs (\$75 per hour for design and \$100 per hour for engineering).
- Travel related expenses (airfare, hotel, per-diem, etc. approved in advance and reimbursed). If Douglas County should request an onsite visit from Konnech, we will charge it at actual airfare/transport plus Colorado's allowable per diem for State employees plus a labor cost of \$800 per day.