

Konnech®

4211 Okemos Road Suite 3 & 4, Okemos, Michigan 48864

Phone: 517-381-1830, Fax: 877-301-0793

Date: September 29 2011

Invoice: 7301

Bill to:

Hillsborough County Supervisor of Elections Office

601 E Kennedy Blvd

16th Floor

Tampa FL 33602

P.O. Number: SE14090 *u*

Amount: \$60,000

Description: PollChief asset management system (includes first year maintenance and Smart Phone App for asset management.)

Taxpayer ID NO 010623783

Invoice Received
By E-mail
Please Pay As
ORIGINAL


Signature/Date

10/10/11

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2011 SEP 29 PM 12:41
SUPERVISOR OF ELECTIONS
HILLSBOROUGH COUNTY, FL

Old Year

Poll chief
Screen dump.

The screenshot displays the Poll Asset Management System (PAMS) web application. The browser window shows the URL <http://chief.vote.hillsborough.net/PAMS/Main.htm>. The application interface includes a sidebar with navigation links such as Home, Check In/Out, Transfer, Election Supply, Supply Planning, Packing Process, Truck Delivery, Return Unpacking, Office Supply, Purchase Orders, Re-Order, Vendor List, Warehouses, All Items, Ballots, Storage, Verify Inventory, Equipment, Equipment Testing, Election Tracking, Service Ticket, Reports, Documents, Members, My Profile, and Web Log. The main content area features a flowchart titled "Poll Asset Management System" showing the process of managing election assets. The flowchart includes the following components and processes:

- Office Items:** Represented by an icon of a clipboard and pen. It has a "Office Use" arrow pointing to "Warehouses" and a "Office Return" arrow pointing back.
- Warehouses:** Represented by an icon of a warehouse. It has a "Restock" arrow pointing to "Vendors".
- Vendors:** Represented by an icon of a person. It has a "Restock" arrow pointing to "Warehouses".
- Election Items In/Out:** A central section showing the flow of election items. It includes:
 - Cages:** Represented by an icon of a cage. It has a "Packing" arrow pointing to "Warehouses" and an "Unpacking" arrow pointing back.
 - Poll Workers:** Represented by an icon of a person. It has a "Packing" arrow pointing to "Warehouses" and an "Unpacking" arrow pointing back.
 - Polling Buildings:** Represented by an icon of a building. It has a "Truck In" arrow pointing to "Warehouses" and a "Truck Out" arrow pointing back.
 - Job Title In/Out:** Represented by an icon of a person. It has a "Job Title In" arrow pointing to "Warehouses" and a "Job Title Out" arrow pointing back.

The bottom of the screen shows the Windows taskbar with the Start button and several open applications. The system clock indicates the date and time as 10/10/2011, 7:59 AM.

SUPERVISOR OF ELECTIONS
HILLSBOROUGH COUNTY, FL.

2011 OCT 11 AM 9:00

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PollChief® Cost

Potential Modules: PAMS (Assets), PHDS (Help Desk), PLMS (Locations), PWMS (Workers), PWAS (PollWorker Web Access)

<u>Description</u>	<u>Initial Set-up Fee*</u>	<u>Annual Fee**</u> <u>Commencing after one</u> <u>year</u> <u>(Normally 91st day)</u>
Full Five Module Suite	\$100,000	25,000
Partial - One Module	60,000	15,000
Partial - Two Modules	70,000	17,500
Partial - Three Modules	80,000	20,000
Partial - Four Modules	90,000	22,500

Smart Phone App for
Asset Management: FREE (\$5,000 normally)

2nd Smart Phone App for Help Desk: \$2,500

*Assumes standard "off the shelf" product with no modifications. Any modification, deployment and support fees*** will be charged separately from Initial Set-up Fee and Annual Fee: Initial Setup Fee includes the initial 90 days.

**Annual Fees include:

- Hosting
- Remote backup of customer data
- Annual software releases with system upgrade(s)
- Help desk support
- "Bug" fixes
- Add/Change consultation
- 10,000 voice calls/year from Konnech communication server*
(mass/robo-calls) (Additional phone calls available for \$1000 per 10,000)

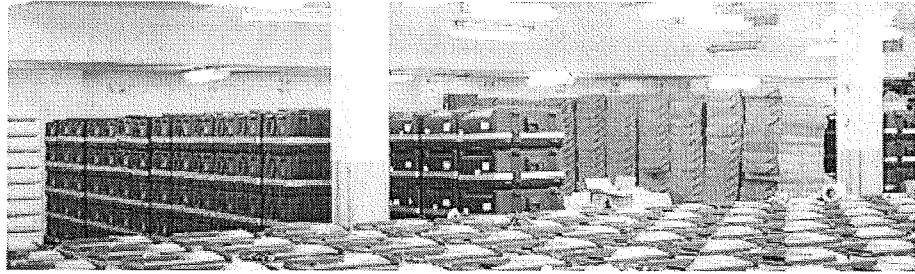
***Deployment and Special Support Fees:

Training.....\$1,575/day
 Custom Development.....50 HOURS FREE (normally \$150/hour)
 Data Migration.....\$150/hour
 Acceptance Testing.....\$150/hour
 Installation and Configuration.....\$150/hour
 Project Management.....\$150/hour
 Valid through 8/24/2011

[Home](#)[About Us](#)[Elements](#)[Testimonial](#)[Contact Us](#)[Election Poll Asset Management System](#)[Polling Location Management System](#)[Poll Worker Management System](#)[Poll Worker Online Self Management System](#)[Election Call Center/ Help Desk System](#)[New Applications](#)[Election Night Result Posting System](#)[Absentee Ballot Online Delivery System](#)

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Microsoft
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Election Poll Asset Management System (PAMS)

Election asset management is far more complex than other industries' asset management. The moveable assets for elections include not only minor supply items like pens, power cords, Post-Its and parking signs, not only major items such as handicap ramps and privacy booths, but also sensitive, serialized items such as voting machines, scanners, security seals, and computers.

Every election administrator is aware of the critical importance of election assets. PAMS provides the toolkit you've always needed to track every detail about all election materiel -- major and minor, serialized or generic, high security or standard issue.

PAMS accommodates the special needs of election asset management.

- [HAVA Conformant Records](#)
- [Logic and Accuracy](#)
- [Critical Item Alerts](#)
- [Election Supply Packing, Unpacking, and Return Ration](#)
- [Multiple Input Options -- PC, RFID, Bar Code Scanner, Smartphone](#)
- [Drayage Planning](#)
- [Ballot Tracking](#)
- [Voting Equipment Tracking](#)
- [Chain of Custody](#)
- [Statewide Asset Management Option](#)

PAMS includes two distinct sub-routines—Poll Equipment Management System (PEMS) for tracking items by serial number, and Poll Inventory Management System (PIMS) for tracking general supplies that lack serial numbers.

Poll Equipment Management System (PEMS)

- Records the location, logic and accuracy testing, movement, problem, repair, and election history of the serialized voting equipment – voting machines, scanners, e-poll books, memory cards, security seals, etc. It keeps all documentation of your election equipment movement and testing in a single, easily accessible location to aid management decisions. It becomes a single place to track each piece of equipment.
- Computerized logging of all transactions for each machine establishes a chain of custody, instills confidence in the voting public of the security of each machine, and eliminates the blizzard of paperwork that is required for manual tracking.
- The program lists not only each voting machine, but also the seals and memory cards applied to each machine prior to the election. It lists the technician who tested the machine. It even grades each machine—good, alternative, problem, or broken.

- Bar code scanning reduces errors, saves time, and protects against misinterpretation of handwritten annotations. A bar code scanner typically can record data five to seven times as fast as a skilled typist, and has *10,000 Times Better Accuracy*. Keyboard data entry creates an average of one error in 300 keystrokes. Bar code data entry has an error rate of about 1 in 3 million.
- A comprehensive synopsis displays your current state of readiness at a glance.
- Each item has an election history report, as well as a repair history report.
- PollChief®'s Poll Equipment Management System centralizes your acceptance testing, logic and accuracy testing, chain of custody, and machine history all in a single, online document warehouse.

Poll Inventory Management System (PIMS)

PollChief® Election Management Software also tracks the items which don't have serial numbers in its election inventory management platform, which will be adapted to your needs. The following features/functions will enable you to manage your inventory effectively and efficiently.

- Inventory Management
- Purchase Order Management
- Receiving and Adjustment Management
- Document Management
- Election Box Management

PollChief® Election Management Software is an enterprise solution for poll inventory management. It is a critical tool for your department to have with substantial enhanced efficiency guaranteed. Please contact www.PollChief.com today and ask for a live demonstration.

June 30, 2011

Tim Bobanic
IT Manager
Hillsborough County Supervisor of Elections Department
813-574-1291
tbobanic@hcsoe.org

Thank you all for taking the time to view a webinar of our PollChief® Poll Asset Management System (PAMS) today.

This is a proposal for an election assets management system. Assets refers to both generic supply items such as traffic cones and envelopes as well as to unique, serial-numbered items such as voting machines and laptops.

Today we discussed the mobile smart phone capability, the signature of the poll worker when she picks up the supplies, the benefit of printing the delivery drayage info on a single page report, and the various options for bar code printing.

During a previous conversation in 2009, I took the following notes:

664,000 Registered Voters, 3,200(+) Pollworkers, 383 Precincts, 300+ Polling Locations

All the voting equipment is optical scan: Premier OSX, AutoMark, VR EVID

The phone system is ShoreTel Voice over IP running SIP protocol.

The IT department has Microsoft SQL on its servers.

There are two warehouses; certain items will be stored in both locations.

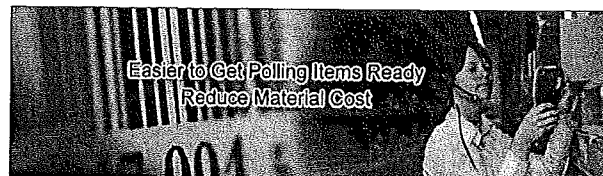
There also is a county surplus office; items sent there must also be recorded.

The new inventory system should print to the Dymo label printer (and, of course, to any other printers); bar code certain specific documents; allow Support Services to assign its own sequence numbers to items; nest the equipment identifications within the cart ID, so that when the warehouse scans the cart bar code, the system reports its machines moving with it;

and record multiple seals on the voting machines after they're inspected.

The warehouse already is completely outfitted for wireless communication; they want their bar code scanner to communicate directly to the server, by-passing a PC.

II. POLL ASSET MANAGEMENT SYSTEM (PAMS) manages the huge inventory of both generic and unique assets needed for elections in the manner specified by the EAC. Bar coding saves time and eliminates errors.



1. PAMS displays the inventory on hand and which items need to be re-ordered for the next election. It profiles each type of item, including photo, description, HAVA/State/local funding breakdown, storage location, etc

Item ID	100002
Item Name:	OS Unit
Price/Basic Unit:	\$1000.
HAVA Funds:	500.00
State Funds:	250.00
County Funds:	250.00



2. PAMS guides the packing and tracks the return of materiel for each polling site. The **Critical Item Return List** highlights any essential items that the poll workers failed to turn in, so they can be searched for immediately, before that poll worker's car drives away. As shelves get re-stocked afterwards, it loads the items back into inventory.

☐ <u>Package</u>	<u>Job Title</u>	Election Building	Critical
☐ <u>Clear Bag</u>	Clerk	Fort Braden Community	√
☐ <u>Clear Bag</u>	Clerk	Calvary Chapel	√

Item Scan: Enter			
Job Title: CK - Clerk	Custodian: Zumwall, Butters		
PPCT: 1433	Dispatcher: Konnech, George	Remark:	
Item Name	Check Out Qty	Bar Code	Seal #
Precinct Register Bag (blue)	0 each	3452	2351
Precinct Register Books	1 each	2666	135236

3. PAMS lists the tests, the memory card(s), and the security seal(s).

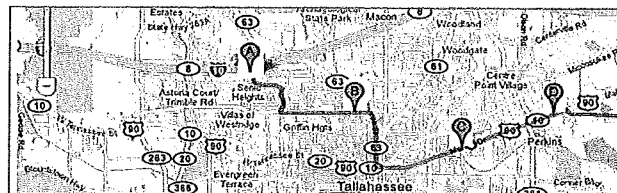
ACCU-VOTE OS PREPARATION CHECKLIST		PCT #: 1274
Accu-Vote Asset Number: 1451241		
Init.: Konnech, George	Checklist Start Date: 12/08/2010	
General Guidelines: Power OFF and Unplug when Severe weather is expected. Except when charging for 24 hours, <u>AVOS should be powered OFF and Unplugged when left unattended for more than a few hours.</u>		
☒	No Visible Damage if YES: scratch	
☒	Charge Battery for 24 hours (Plugged IN and Power ON)	
☒	Power OFF and Unplug	
DIAGNOSTICS TEST		

4. PAMS creates a chain of custody and an archive for each voting machine, listing election history, trouble calls, repairs, testing, software upgrades, etc.

6. PAMS includes a complete drayage program for the Election Day delivery trucks.

Delivery Location	Delivery Items	Direction Map	Buildings Address & Contact	Content Value: \$0.00
Route ID:	RT100013	Delivery Date:	03/30/2011	
Route Type:	Out	Starting Point(A):	A0C	
☐ PPCT	Building Name	Constraint	Address	Stop Time
☐ 9777	Parks & Recreation: Meyers Pa	N	912 MYERS PARK DR	B 02:00 PM
☐ 1274	Deerlake Middle School	N	9902 DEERLAKE RD W	C 03:00 PM
☐ 1217	Fort Braden Community Center	Y (i)	16387 BLOUNTSTOWN HWY	D 03:45 PM
Add Building Add A Stop Remove Save				

- The drayage wizard annotates the delivery time constraints of the various polling locations (e.g., not during school hours, never on Sunday, etc.). This helps the routing manager to plan the pre-election day delivery route.
- The drayage wizard calculates the value of the cargo on each truck, using the purchasing data which has already been recorded for each inventory item.
- It annotates driver's name and license number, the truck license number, the route number, etc.
- The drayage wizard produces a loading manifest, first in last out
- The drayage wizard maps out the delivery route
- Typically, the trucks are loaded, then the cargo locked inside overnight before the next day delivery. The drayage wizard records the number of the security seal applied to the truck's cargo door.
- iSUPPLY** is an optional smart phone application that enables Androids or iPhones to track both equipment and supplies.



Poll Asset Management System ensures HAVA/EAC compliance and efficient management of all assets.

The PollChief® Asset Management System was developed specifically to manage election, and therefore has several advantages over conventional inventory programs.

WEB BASED	
Web Based	Accessible from anywhere
	No downloading programs into your computers
ELECTION BOX PACKING	
Election Box Master List	PAMS allows the administrator to set up a master list of all items that should go to either a. every polling location, and/or to b. each precinct, and/or to c. each specific job title (e.g., Chief Clerk or Supervisory Judge.
Election Box Master List Exceptions	PAMS allows the administrator to create master list exception; for instance, a certain location might need more traffic cones or more extension cords than the other locations.
Election Box Master List insertion tracking	PAMS allows the administrator to track which items have actually been inserted into the election box, and which items have not yet been packed.
Election Box Master List progress report	PAMS allows the administrator to see which locations' boxes are completely packed, which are partially packed, and which have not yet been started.
Election Box Master List return log	PAMS allows the administrator to see which boxes have been returned from the field after the election.
CRITICAL ITEM RETURN ALERT	
Election night return listing	Scan and list all units as the poll workers turn them in.
Critical item missing/included	Notes all critical items, and notes those critical items that are missing.
Email Alerts	
Email Alerts for chain of custody	PAMS sends an email to the asset's registered custodian when an asset is transferred. This creates an extra datum for chain of custody proof.
Email Alerts for asset service	PAMS sends an email to the troubleshooter when an asset needs service. This speeds the servicing procedure and prevents the deployment of sub-par machines.
L&A CHECKLISTS	
L&A Checklists	PAMS L&A checklists display which machines have and have not had their L&A tests.
L&A CHECKLISTS onscreen	PAMS L&A checklists lay out the correct procedure.
L&A CHECKLISTS jurisdiction design	PAMS L&A checklists allow the local jurisdiction to tailor the lists to their own specifications
L&A Checklists are interactive	PAMS L&A checklists interact with your stock on hand. It prevents the clerk from assigning a machine which the county doesn't have, or

	from assigning the wrong ID memory card. Such errors are common occurrences.
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RETURN RATIO

Return Ratio	Return Ratio gives the administrator insight to predict usage in future elections.
Return Ratio	Return Ratio gives purchasing a head start on replacing items.

TROUBLE TICKETS

Trouble Ticket Creation	PAMS creates and <u>dispatches</u> the trouble ticket for machine problems. Automatic creation and dispatch saves time and reduces chances of a missed problem.
Trouble Ticket comments	PAMS trouble tickets provide comment spaces for explaining both the problem and for explaining the repair made. This is invaluable if the machine is later cited in an election challenge from voters' rights groups.
Trouble Ticket permanence	PAMS trouble tickets go into the online archive for the assets, enhancing the thoroughness of the records and eliminating a great part of the paper blizzard

WHITE BOARD

White Board Overview	PAMS's white board gives the election executives an instant summary of the asset management at a glance, giving them the overview they want without the details they don't need.
White Board interactivity	PAMS's white board is interactive with the program—the election staff does not need to do any updating to it.

VII. MOBILE SOLUTIONS

Mobility	With a mobile solution, staff can switch from one task to another on their feet in the middle of the warehouse, in the truck, or at a polling place, without waiting to reach a PC. This saves time and steps, and is especially helpful when reacting to an emergency situation (e.g., a machine gets knocked against a wall, damaging the security seal, so the clerk quickly replaces the seal.)
iPhone, Android	Cheaper inventory programs may not have this range of smartphones

VIII. INPUT OPTIONS

Keyboard, Bar Code scanner, RFID, iPhone, Android, Import	Cheaper inventory programs will not have this range of input options
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IX. ELECTION EXPERIENCE

ELECTION EXPERIENCE	The designers and engineers are already experienced in the vocabulary, exigencies, and relationships of the machines, memory devices, L&As, post-election audits, security seals, etc, so will not require education in the basics of election management before tailoring the program.
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X. CONDITION CLASSIFICATION	
Many status classifications—new, good, fair, poor, broken	Classifying each voting machine's status as New, good, fair, poor, or broken, enabling administrators to make safer choices when assigning machines. "Fair" can be used in training classes, "poor" should be sent to the repair shop, "broken" should already be in the shop, "new" should receive acceptance testing, and "good" can be assigned out to the polling places.
XI. OFFICE USE VERSUS ELECTION USE	
Office use versus Election Use Tab	PAMS allows users to designate Office Use versus Election Use, helping administrators to more clearly analyze their needs. Off-the-shelf inventory programs do not have this distinction.
XII. RETURN UNPACKING	
Return Unpacking accommodates the election night flood of returned items.	The staff scans items as they come in on election night and dump them in a pile. The next day, it lets them "Return to Shelf" when they put them away. A big time saver and worry alleviator that inexpensive, off-the-shelf inventory programs don't have.
Critical Item watchlist	The Return Unpacking includes a critical item watchlist. Administrators, who may not even be in the unloading area, can view whether the critical items such as e-pollbooks, ballot packages, tally sheets, etc.
XIII. FINANCIAL REPORTING	
Vendor information	The system reports where the item can be obtained, and the last price paid
Funding Sources	The system reports the funding sources by percentage—HAVA, State, local. Saves time compiling statistics. Off-the-shelf inventory programs do not understand this need.
XIV. DRAYAGE WIZARD	
Delivery constraints	Annotates constraints for locations which refuse deliveries on certain days or at certain hours. Saves trucks from making second trips.
Truck contents	Lists the contents loaded onto each truck.
Cargo Value	Calculates the value of cargo for insurance.
Cargo Door Security Seal	Records the security seal applied to the cargo door. Increases security, protects against claims of tampering.
Route Map	Creates a delivery route map. Gives both the dispatcher and the driver a better grasp of the delivery plan.
Driver data	Lists the truck license plate number, driver's name, driver's license number, and driver's mobile phone number. Enhances safety, communications, and security.

Company Profile

Konnech, Inc. was founded in 2002 in East Lansing, Michigan. Konnech has become a leading designer of customized solutions in the telecommunications industry ever since it started. The company's initial products focused on emerging technologies such as VoIP and computer telephony integration. In 2003, Konnech partnered with Microsoft to develop extensive integration with common Microsoft programs.

Konnech developed a unique Web-based school management and communication system known as BestBrief®. This system comprehensively integrates school management functions such as grading, attendance, document management, calendars, personal web pages, and much more with proprietary telephony technology that allows users to launch phone, text-to-voice, and email messages to thousands of people within minutes during emergency or time-critical situations.

Using the same communication platform as BestBrief®, we began to build the election administration management tools, PollChief, in December 2007. After several thousand hours of programming by working closely with the staff at the Department of Elections, Detroit, we finished the product at the end of 2008. Since then, our system has been used for Detroit's elections with great success. From the Detroit official web site, the city has announced that they have improved poll work management by 75% and payroll process by 50%. In the last election prior to the implementation of PollChief, a headline in the Election Protection Journal proclaimed "A Michigan Alert: Long Line Plagues Polling on East Side of Detroit" reporting on a five-hour wait caused by understaffing; while in the four elections conducted in PollChief's first year, not a single long line was reported.

In 2010, the Federal Voter Assistance Program commissioned Konnech to build an electronic voting support wizard to deliver ballots on line to Uniformed and Overseas citizens. Konnech's program garnered plaudits for the FVAP, the State Election Directors, the County Clerks, and the voters.

Our focus from the beginning has been to exceed the customer's expectation, both in terms of value and quality. Our goal is to equip our customers with technology that will enhance cost-effectiveness and productivity. We are able to customize solutions that fit the exact requirements of your school, city, county, or election authority.

Konnech is a member of Microsoft Certified Partners, Apple iPhone Developers, Independent Software Vendors, and Hosting Solution Providers.

ACCOLADES FROM THE AUTHORITIES

- **FEDERAL VOTER ASSISTANCE PROGRAM (FVAP)**

"The Konnech wizard was the quickest to upload, the easiest for the voters, and had the fullest interface for the county administrators."

- **NEVADA**

"Both the county and voters were pleased with the system."

- **MONTANA**

We feel our ballot marking wizard has been a great success. We have heard so many encouraging things from military voters, and the counties have heard positive comments from the users as well. The thing that the voters really appreciate is the ability to save and email the ballot back to the county. Thanks for going the extra mile to include that feature in the wizard!

We have had great feedback from voters using the wizard. Some have indicated this is the first time they have been able to vote in years.

- **DETROIT**

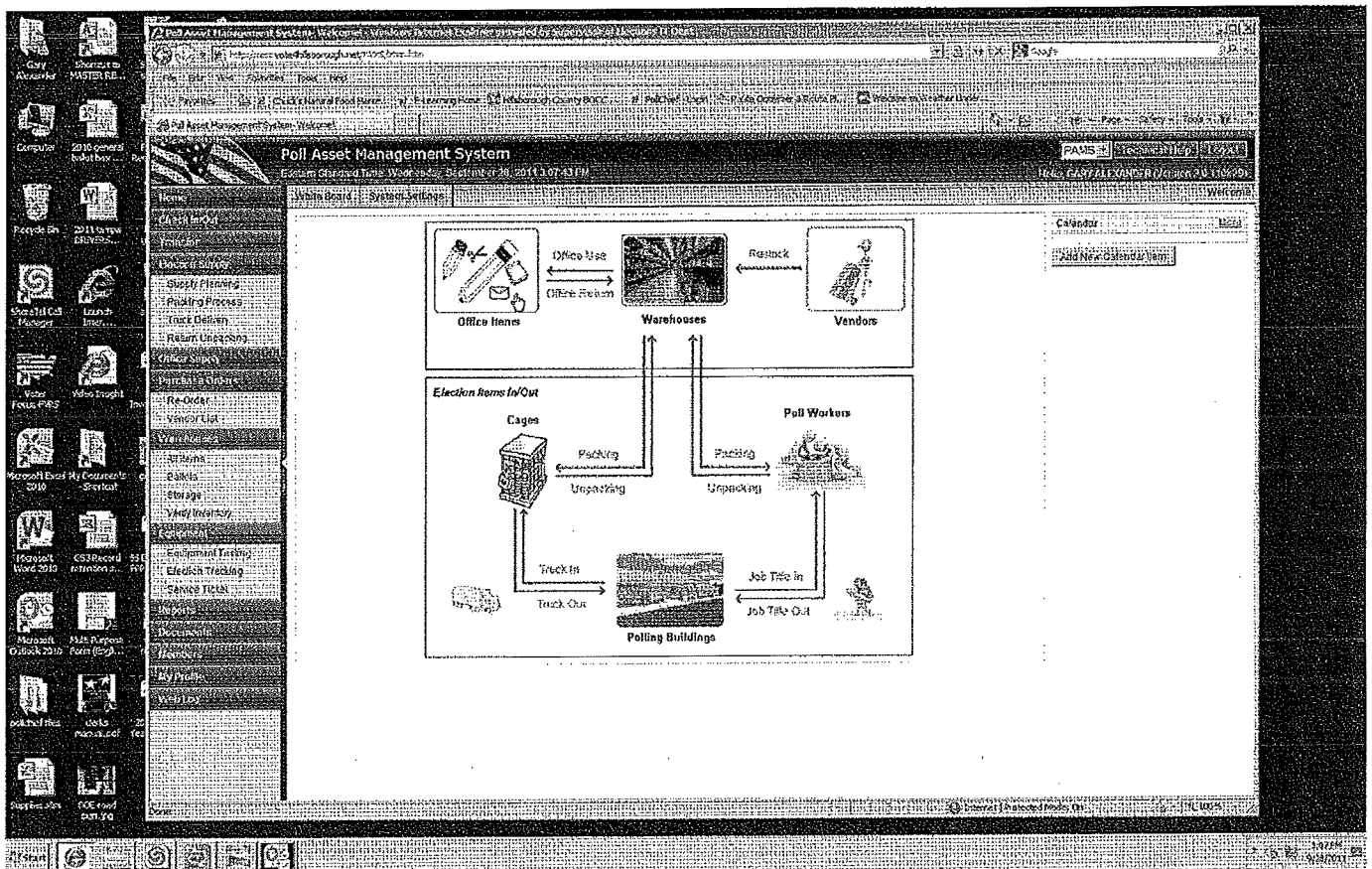
"The unique design and features of PollChief® are so innovative, so different from any other election programs anywhere that City of Detroit Department of Elections has become a showcase for the Office of the City Clerk.

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

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