



Prince William County, Virginia

Federal Tax ID #: 54-6001531

Purchase Order #:

PO130505

Page 1 of 4

Konnech Inc. Laura Potter Account Manager 4211 Okemos Road suite 3 & 4 Okemos, MI 48864	(Vendor Info) Contract#: Vendor #: 5017867 001 Phone #: (517)381-1830 Fax #: (800)381-1499
Ship Prepaid FOB Destination Inside Delivery To: Betty Weimer Registrar 9250 Lee Avenue MA235 Manassas, VA 20110 Phone: (703) 792-6472 Fax: (703) 792-6461	Invoice To: (Please reference above PO# on all invoices, packing slips and delivery tickets) Betty Weimer 9250 Lee Avenue MA235 Manassas, VA 20110

PO Issue Date: 04/25/2013	Delivery Date: 09/14/2013	Discount Terms:
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Item	Description/Specification	Quantity	UOM	Unit Price	Total Cost
1	COMPUTER SOFTWARE FOR MICROCOMPUTERS (PREI Precinct Management/Asset Management/Election Officer and Call Center System per RFP120014 and Contract 13102NA4. PAYMENT SCHEDULE Installation Implementation/Warranty Periods Deliverable ☐ Weeks after Contract Receipt Payment Establish Server and Sharepoint Site One Week \$46,250 Initial Prototype ☐ Two Weeks ☐ Test Site ☐ Three Weeks ☐ Test Site Active for Precinct/Location Manager(Five Weeks ☐ Actual Site for Precinct/Location Manager(Five Weeks ☐ Test Site Active for Election Officers Manager(Six Weekss Actual Site for Election Officers Manager(Seven Weeks ☐ Test Site Active for EO Online Access Managerr Nine Weekss Actual Site for EO online accessm Eleven Weekss Test Site Active for Asset Manager(Twelve Weeks ☐ Actual Site for Asset Management(Fourteen Weeks ☐ Test Site Active for Call Center Fifteen Weekss Actual Site for Call Center Seventeen Weeks ☐ User Manual Eighteen Weekss Acceptance Sign-Off Eighteen Weeks ☐ Final invoice July 1 or completion, whichever is later ☐ ☐ \$93,750 (to be encumbered once FY 2014 budget is entered into system) Annual Renewal includes maintenance, hosting, license, refresher training, fixes for a period of 5 years beyond full implementation/warranty periods. First Year: \$37,500 2nd Year: \$37,500	1.00	LOT	\$46,250.0000	\$46,250.00

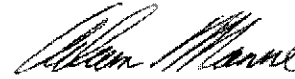
Item	Description/Specification	Quantity	UOM	Unit Price	Total Cost
	3rd Year \$37,500 4th Year \$37,500 5th Year \$37,500				

Total: \$46,250.00

See attached for Purchase Terms and Conditions
This purchase is exempt from tax under provisions of Virginia Retail Sales and Use Tax Act

Accounting Information:

Suffix	Amount	Liquidation Amount	Account Cd
1	46,250.00	0.00	602013600032 3250



Purchasing Manager
Adam Manne

Document Terms:

PURCHASE TERMS AND CONDITIONS

1. Point of Destination - All goods shipped to the County must be shipped F.O.B. destination inside delivery, unless otherwise specified, with transportation charges prepaid.
2. Time of Essence - Time shall be of the essence to this Purchase Order, except where it is herein specifically provided to the contrary.
3. Licenses/Permits Requirement - All firms doing business in Prince William County are required to be licensed in accordance with section 11.1-5 (a) (4) of the Prince William County Code "Business, Professional, and Occupational Licensing (BPOL) Tax." Questions concerning the BPOL tax should be directed to the Office of Business Tax, telephone no. (703) 792- 6710. The Contractor shall comply with any Federal, state, and municipal laws, codes and regulations applicable to this purchase.
4. Immigration Reform and Control Act of 1986 - The Contractor certifies that it does not and will not during the performance of this contract violate the provisions of the Federal Immigration Reform and Control Act of 1986 which prohibits employment of illegal aliens. The Contractor agrees that its employment of any person without legal status may subject it to termination of this contract for default and agrees to include a similar provision in any subcontract.
5. Insurance - The Contractor shall maintain insurance acceptable to the County in full force and in effect throughout the performance period of the Purchase Order. Proof of insurance shall be provided to the County upon request.
6. Packing Slips or Delivery Tickets - All shipments shall be accompanied by packing slips or delivery tickets and shall contain the following information for each item delivered:
 - a. Purchase Order Number
 - b. Description of Goods and Services
 - c. Quantity Ordered
 - d. Quantity Shipped
 - e. Quantity Back Ordered
 - f. Name of ContractorResponsibility will not be accepted for any goods delivered unless covered by signed Purchase Order.
7. Inspection and Acceptance - Goods or services provided under this Purchase Order shall be subject to inspection upon receipt of goods and completion of services. In the event of rejection of goods or services the Contractor shall immediately correct the deficiencies and resubmit the deliverables. Goods rejected shall remain the property of the Contractor.
8. Warranties - The Contractor warrants that (1) the goods and services provided to the County pursuant to this agreement are fit and sufficient for the purpose intended; (2) the goods are merchantable, of good quality, and free from defects, whether patent or latent, in material or workmanship, and (3) that goods and services provided to the County conform to the standards required by this Purchase Order. Unless otherwise stated, manufacturer standard warranty also applies.
9. Payment/Billing - The County will make payment to the Contractor, net 30 days or in accordance with discount terms, if offered, after satisfactory delivery of goods or acceptance of services and after receipt of an acceptable invoice. All invoices must reference the Purchase Order number. Contractor's invoice shall be forwarded to the Agency shown in the "Invoice To" section on the Purchase Order.
10. Any refund that needs to be sent to the County should be mailed to the Accounts Payable/Disbursement Office at 1 County Complex Court, Prince William, VA 22192. Checks should be made payable to Prince William County.
11. Payments to Subcontractors - In the event that the Contractor utilizes a subcontractor for any portion of the work under this Purchase Order, the Contractor hereby agrees to:
 - A. The Contractor shall take one (1) of the two (2) following actions within seven (7) days after receipt of amounts paid to the Contractor by the County for work performed by a subcontractor under the Purchase Order.
 - a. Pay a subcontractor for the proportionate share of the total payment received from the County attributable to the work performed by that subcontractor under the Purchase Order; or
 - b. Notify the agency and any subcontractors, in writing, of its intention to withhold all or a part of the subcontractor's payment with the reason for nonpayment.
 - B. The Contractor shall be obligated to pay interest to a subcontractor on all monies owed by the Contractor that remain unpaid after seven (7) days following receipt by the Contractor of payment from the County for work performed by a subcontractor under the Purchase Order, except for amounts withheld under Subsection A. b. of this section. The Contractor's obligation to pay an interest charge to a subcontractor pursuant to the provisions of this section may not be construed to be an obligation by the County. A Purchase Order modification may not be made for the purpose of providing reimbursement for any such interest charge. A cost reimbursement claim may not include any amount for reimbursement for such interest charge.
 - C. Unless otherwise provided under the terms of this Purchase Order, interest shall accrue at the rate of one percent (1%) per month.
 - D. The Contractor is hereby required to include in each of its subcontracts a provision requiring each subcontractor to otherwise be subject to the same payment and interest requirements set forth in subsection 2. and 3. of this section with respect to each lower-tier subcontractor.
12. Examination of Records - Purchase Orders exceeding \$5,000, a) the Contractor shall agree that the Director of Finance, or his duly authorized agent, shall, until the expiration of three (3) years following the final payment on the Purchase Order, have access to and right to examine and copy any directly pertinent books, documents, papers and records of the Contractor involving transactions related to the Purchase Order in question; b) the Contractor shall include a similar access, examination and copying requirement to that aforementioned, in any subcontract which is for more than \$10,000; and c) in the event there is litigation or arbitration involving the Purchase Order, rights of access, examination and copying there under shall continue until any litigation, appeals, claims or arbitration shall have been finally disposed of.
13. Termination for Convenience of the County - The parties agree that the County may terminate this Purchase Order or any work or delivery required hereunder, from time to time either in whole or in part, whenever the County Executive of Prince William County or his designee shall determine that such termination is in the best interest of the County. Termination, in whole or in part, shall be effected by delivery of a Notice of Termination signed by the County Executive or his designee, mailed or delivered to the Contractor, and specifically setting for the effective date of termination. An equitable adjustment in the price shall be made for services completed and unreturnable goods delivered, but no amount shall be allowed for anticipated profit or unperformed services.
14. Termination for Default - Either party may terminate this Purchase Order, without further obligation, for the default of the other party or its agents or employees with respect to any provisions or conditions contained herein.

15. Termination for Non-Appropriation of Funds - If funds are not appropriated for any succeeding fiscal year subsequent to the one in which this Purchase Order is entered into, then the County may terminate the Purchase Order upon thirty (30) days prior written notice to the Contractor. Should termination be accomplished in accordance with this section, the County shall be liable only for payments due through the date of termination.

16. Employment Discrimination for Purchase Orders over \$10,000.00

A. During the performance of this Purchase Order, the Contractor agrees as follows:

a. The Contractor will not discriminate against any employee or applicant for employment because of race, religion, color, sex, national origin, age, disability, or any other basis prohibited by state law relating to discrimination in employment, except where there is a bona fide occupational qualification reasonably necessary to the normal operation of the Contractor. The Contractor agrees to post in conspicuous places, available to employees and applicants for employment, notices setting forth the provision of this nondiscrimination clause.

b. The Contractor, in all solicitations or advertisements for employees placed by or on behalf of the Contractor, will state that such Contractor is an equal opportunity employer.

c. Notices, advertisements, and solicitations placed in accordance with federal law, rule, or regulation shall be deemed sufficient for the purpose of meeting the requirements of this section.

B. The Contractor will include the provisions of the foregoing paragraphs a, b, and c in every subcontract or Purchase Order of over \$10,000.00, so that the provisions will be binding upon each subcontractor or Contractor.

17. Drug-free Workplace to be Maintained by Contractor for Purchase Orders over \$10,000.00

During the performance of this Purchase Order, the Contractor agrees to (i) provide a drug-free workplace for the contractor's employees; (ii) post in conspicuous places, available to employees and applicants for employment, a statement notifying employees that the unlawful manufacture, sale, distribution, dispensation, possession, or use of a controlled substance or marijuana is prohibited in the Contractor's workplace and specifying the actions that will be taken against employees for violations of such prohibition; (iii) state in all solicitations or advertisements for employees placed by or on behalf of the Contractor that the Contractor maintains a drug-free workplace; and (iv) include the provisions of the foregoing clauses in every subcontract or Purchase Order of over \$10,000.00, so that the provisions will be binding upon each subcontractor or Contractor.

For the purpose of this section, "drug-free workplace" means a site for the performance of work done in connection with a specific Purchase Order awarded to a Contractor in accordance with this chapter, the employees of whom are prohibited from engaging in the unlawful manufacture, sale, distribution, dispensation, possession or use of any controlled substance or marijuana during the performance of the Purchase Order.

18. Claims/Disputes - In accordance with Section 2.2-4363, VA Code Ann., this provision shall be followed for consideration and handling of all claims by the Contractor under this Purchase Order. Section 2.2-4365, VA Code Ann., is not applicable to this Purchase Order, and under no circumstances is this paragraph to be construed as an administrative appeals procedure governed by Section 2.2-4365, VA Code Ann.

Notice of the intent to submit a claim setting forth the bases for any claim shall be submitted in writing within ten (10) days after the occurrence of the event giving rise to the claim, or within ten (10) days of discovering the condition giving rise to the claim, whichever is later. In no event shall any claim arising out of this Purchase Order be filed after the submission of the request for Final Payment by the Contractor.

Claims by the Contractor with respect to this Purchase Order shall be submitted in writing in the first instance for consideration by the Contract Administrator. The decision of the Contract Administrator shall be rendered in writing within forty-five (45) days from the receipt of the claim from the Contractor. If the Contractor is not satisfied with the decision or resolution of the Contract Administrator, the Contractor may file a formal dispute with regards to the claim with the Prince William County Director of Finance, which claim shall be received within thirty (30) days of the date of decision of the Contract Administrator. The Director of Finance shall reduce his or her decision to writing and shall mail or otherwise furnish a copy of this decision to the Contractor within forty-five (45) days of the receipt of the claim from the Contractor. The decision of the Director of Finance shall be final on behalf of Prince William County unless the Contractor submits the claim to the County Executive within thirty (30) days of the Director of Finance's decision. The Contractor may submit the claim to the County Executive by mailing or otherwise furnishing the Purchasing Manager a copy of the claim and a request for the County Executive's determination. The County Executive's decision on the claim shall be rendered in writing to the Contractor within forty-five (45) days of the Purchasing Manager's receipt of the request from the Contractor, and shall be final and binding on behalf of Prince William County, unless the Contractor submits the claim for determination by the Board of County Supervisors of Prince William County within thirty (30) days of the County Executive's decision. Claims are submitted to the Board of County Supervisors by mailing or otherwise furnishing the Purchasing Manager a copy of the claim, along with the request for determination by the Board. The Board shall consider the claim and render a decision within forty-five (45) days of the date on which the Board hears the claim in open meeting. The Board's procedure in considering claims under this Purchase Order shall be the same as that for other decisions of the Board on claims made under Section 15.2-1245, et seq., VA Code Ann. The decision of the Board shall be final. Should any decision-maker designated under this procedure fail to make a decision within the time-period specified, then the claim is deemed to have been denied by the decision-maker.

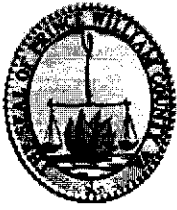
Pending a final determination of a claim, the Contractor shall proceed diligently with the performance of the Work under the Purchase Order. In accordance with the provisions of Section 2.2-4363, VA Code Ann., full compliance with this procedure set forth in the provision shall be a precondition to the filing of any lawsuit by the Contractor against the Board of County Supervisors of Prince William County arising out of this Purchase Order.

19. Hold Harmless - The Contractor hereby agrees to indemnify and hold harmless Prince William County, Virginia, its officers, agents and all employees and volunteers, from any and all claims for property damage, bodily injuries and personal injuries to the public, including cost of investigation, all reasonable attorneys fees, and the cost of appeals arising out of any such claims or suits, because of any and all acts of omission or commission of the Contractor, including its agents, subcontractors, employees, volunteers, in connection with work under this Purchase Order. It is understood and agreed that the Contractor is at all times herein acting as an independent contractor.

20. Prince William County Government does not discriminate against faith-based organizations in procuring goods or services.

21. Governing Law and Choice of Forum - This Contract and any disputes hereunder shall be governed by the laws of the Commonwealth of Virginia. It is further agreed that all disputes and matters whatsoever arising under, in connection with or incident to this Contract, shall be litigated, if at all, in and before a state Court located in the County of Prince William in the Commonwealth of Virginia or a federal Court located in the Eastern District of Virginia, and any appropriate appellate Court thereof, to the exclusion of the courts of any other state, territory, country or other jurisdiction.

22. This Purchase Order is issued in accordance with Prince William County Purchasing Regulations. Any questions regarding this purchase should be directed to the County Purchasing Manager (703) 792-6770.



COUNTY OF PRINCE WILLIAM

1 County Complex Court, (MC 460) Prince William, Virginia 22192-9201
(703) 792-6770 Metro 631-1703, Ext. 6770 Fax: (703) 792-4611

FINANCE DEPARTMENT
Purchasing

CONTRACT: 13102NA4

SUBJECT: Precinct Management/Asset Management/Election Officer and Call Center System

Between:

PRINCE WILLIAM COUNTY
1 COUNTY COMPLEX COURT (MC460)
PRINCE WILLIAM, VA 22192-9201

(703) 792-6770 METRO 631-1703 EXT 6770

And the Contractor:

Konnech, Inc. dba PollChief
4211 Okemos Rd Ste 2&3
Okemos, MI 48864

517-381-1830 T
877-301-0793 F

This Contract is entered into this 19 day of April, 2013, by and between the Board of County Supervisors of Prince William County, Virginia, or its authorized agents, and the Contractor identified above for services identified herein, on the following terms and conditions. This Contract is prepared in accordance with the Purchasing Regulations of Prince William County, which are incorporated herein by reference.

An Equal Opportunity Employer

TABLE OF CONTENTS

PAGE

SECTION I	1
SPECIAL PROVISIONS	1
I.1 Definitions.....	1
I.2 Contract Period	1
I.3 Incorporation of Documents	1
I.4 Provision of Services	1
I.5 Contract Amount.....	2
I.6 Method of Payment.....	2
I.7 Time of the Essence and Completion	2
I.8 Inspection and Acceptance	2
I.9 Insurance	2
I.10 Hold Harmless	2
SECTION II	3
GENERAL PROVISIONS	3
II.1 Assignability of Contract	3
II.2 Modifications or Changes to the Contract	3
II.3 Employment Discrimination for Contracts Over \$10,000	3
II.4 Drug-free Workplace to be Maintained by Contractor for Contracts over \$10,000.00.....	4
II.5 Claims/Disputes	4
II.6 Termination for Convenience of the County	5
II.7 Termination for Default	6
II.8 Termination for Non-Appropriation of Funds	6
II.9 Payments to Subcontractors	6
II.10 Examination of Records.....	7
II.11 Ethics in Public Contracting	7
II.12 Governing Law and Choice of Forum	7
II.13 Immigration Reform and Control Act of 1986	8
II.14 Integration.....	8
ATTACHMENT A	1
SCOPE OF WORK.....	1
ATTACHMENT B	1
PAYMENT SCHEDULE	1

SECTION I

SPECIAL PROVISIONS

I.1 Definitions

"County" shall mean the Board of County Supervisors of Prince William County, Virginia, or the using department identified below and authorized by the Purchasing Regulations or other law to enter into Contracts.

"Using Department" for the purpose of this Contract shall mean Voter Registration and Elections.

"Contract Administrator" assigned to administer this Contract for the County is Betty Weimer, General Registrar.

"Contractor" shall mean:

Konnech, Inc. dba PollChief
4211 Okemos Rd Ste 2&3
Okemos, MI 48864

517-381-1830 T
877-301-0793 F

whose authorized representative is Laura Potter, Business Development Director, who is responsible for the performance obligation of the Contractor under this Contract.

I.2 Contract Period

The term for this Contract shall be through complete implementation from date of execution.

I.3 Incorporation of Documents

The following documents are hereby incorporated by reference into this Contract:

1. Contractor's Proposal entitled Precinct Management/Asset Management/Election Officer and Call Center System and dated June 21, 2012.
2. County's Solicitation number RFP120014 entitled Precinct Management/Asset Management/Election Officer and Call Center System and dated May 9, 2012.

In the event of an inconsistency between the above referenced documents the inconsistency shall be resolved by giving precedence to the following: RFP120014. This Contract shall take precedence over all the documents referenced above.

I.4 Provision of Services

The Contractor hereby agrees to provide the Precinct Management/Asset Management/Election Officer and Call Center System services to the County as described herein and further outlined in Attachment A, Scope of Work.

This Scope of Work shall take precedence over the documents set forth in provision, Incorporation of Documents, in the event of inconsistency.

I.5 Contract Amount

In return for the services identified above, and subject to the "Non-Appropriation of Funds" clause herein, the County certifies that sufficient funds are budgeted and appropriated and shall compensate the Contractor the total amount of \$140,000.00 in accordance with such formula for payments as set forth in Attachment B.

I.6 Method of Payment

The Contractor shall submit invoices listing the services performed and completed as outlined in Attachment A. The invoice should cite the Purchase Order Number, Contract Number and date of services or delivery of an end product.

The County will make payment to the Contractor, net 30 days or in accordance with discount terms, if offered, after receipt of an acceptable invoice and satisfactory completion of each of the requested services as set forth in the payment schedule in Attachment B.

I.7 Time of the Essence and Completion

Time shall be of the essence to this Contract, except where it is herein specifically provided to the contrary.

I.8 Inspection and Acceptance

All tasks and reports shall be conducted and completed in accordance with recognized and customarily accepted industry practices, and shall be considered complete when the deliverables are approved as acceptable by the Contract Administrator in writing. In the event of rejection of any report or deliverable, the Contractor shall be notified in writing and shall have ten (10) working days from date of issuance of notification to correct the deficiencies and resubmit the report/deliverable. Failure to submit acceptable work within the 10 days shall constitute a breach of the contract for which the Contractor may be held in default.

I.9 Insurance

The Contractor shall maintain insurance, in an amount and a form set forth in RFP120014.

I.10 Hold Harmless

The Contractor hereby agrees to indemnify and hold harmless Prince William County, Virginia, its officers, agents and all employees and volunteers, from any and all injuries, damages and losses however or by whomever sustained, including cost of investigation, all reasonable attorneys fees, and the cost of appeals arising out of any such claims or suits, because of any and all acts of omission or commission of the Contractor, including its agents, Subcontractors, employees and volunteers, in connection with work under this Contract.

It is understood and agreed that the Contractor is at all times herein acting as an independent Contractor.

SECTION II

GENERAL PROVISIONS

II.1 Assignability of Contract

Neither this Contract, nor any part hereof, may be assigned by the Contractor to any other party without the express written permission of the County.

II.2 Modifications or Changes to the Contract

All modifications and changes to the Contract shall be in writing.

The Head of the Using Department of this Contract, with the concurrence of the Purchasing Manager (except as otherwise provided by the Purchasing Regulations), shall, without notice to any sureties, have the authority to order changes in this Contract which affect the cost or time of performance. Such changes shall be ordered in writing specifically designated to be a "Change Order." Such orders shall be limited to reasonable changes in the services to be performed or the time of performance; provided that the Contractor shall not be excused from performance under the changed Contract by failure to agree to such changes, and it is the express purpose of this provision to permit unilateral changes in the Contract subject to the conditions and limitations herein.

The Contractor need not perform any work described in any change order unless it has received a certification from the County that there are funds budgeted and appropriated sufficient to cover the cost of such changes.

The Contractor shall make a demand for payment for completed changed work within 30 days of receipt of a change order, unless such time period is extended in writing, or unless the Purchasing Manager requires submission of a cost proposal prior to the initiation of any changed work or supplies. Later notification shall not bar the honoring of such claim or demand unless the County is prejudiced by such delay.

No claim for changes ordered hereunder shall be considered if made after final payment in accordance with the Contract.

II.3 Employment Discrimination for Contracts Over \$10,000

1. During the performance of this Contract, the Contractor agrees as follows:

- a. The Contractor will not discriminate against any employee or applicant for employment because of race, religion, color, sex, national origin, age, disability, or any other basis prohibited by state law relating to discrimination in employment, except where there is a bona fide occupational qualification reasonably necessary to the normal operation of the Contractor. The Contractor agrees to post in conspicuous places, available to employees and applicants for employment, notices setting forth the provisions of this nondiscrimination clause.
- b. The Contractor, in all solicitations or advertisements for employees placed by or on behalf of the Contractor, will state that such Contractor is an equal opportunity employer.
- c. Notices, advertisements, and solicitations placed in accordance with Federal law, rule, or regulation shall be deemed sufficient for the purpose of meeting the requirements of this section.

2. The Contractor will include the provisions of the foregoing paragraphs a, b, and c in every Subcontract or purchase order over \$10,000.00, so that the provisions will be binding upon each Subcontractor or Contractor.

II.4 Drug-free Workplace to be Maintained by Contractor for Contracts over \$10,000.00

During the performance of this Contract, the Contractor agrees to (i) provide a drug-free workplace for the Contractor's employees; (ii) post in conspicuous places, available to employees and applicants for employment, a statement notifying employees that the unlawful manufacture, sale, distribution, dispensation, possession, or use of a controlled substance or marijuana is prohibited in the Contractor's workplace and specifying the actions that will be taken against employees for violations of such prohibition; (iii) state in all solicitations or advertisements for employees placed by or on behalf of the Contractor that the Contractor maintains a drug-free workplace; and (iv) include the provisions of the foregoing clauses in every Subcontract or purchase order over \$10,000.00, so that the provisions will be binding upon each Subcontractor or Contractor.

For the purpose of this section, "drug-free workplace" means a site for the performance of work done in connection with a specific Contract awarded to a Contractor in accordance with this chapter, the employees of whom are prohibited from engaging in the unlawful manufacture, sale, distribution, dispensation, possession, or use of any controlled substance or marijuana during the performance of this Contract.

II.5 Claims/Disputes

In accordance with Section 2.2-4363, VA Code Ann., this provision shall be followed for consideration and handling of all claims by the Contractor under this contract. Section 2.2-4365, VA Code Ann., is not applicable to this Contract, and under no circumstances is this paragraph to be construed as an administrative appeals procedure governed by Section 2.2-4365, VA Code Ann.

Notice of the intent to submit a claim setting forth the basis for any claim shall be submitted in writing within ten (10) days after the occurrence of the event giving rise to the claim, or within ten (10) days of discovering the condition giving rise to the claim, whichever is later. In no event, shall any claim arising out of this Contract be filed after the submission of the request for Final Payment by the Contractor.

Claims by the Contractor with respect to this Contract shall be submitted in writing in the first instance for consideration by the Contract Administrator. The decision of the Contract Administrator shall be rendered in writing within forty-five (45) days from the receipt of the claim from the Contractor. If the Contractor is not satisfied with the decision or resolution of the Contract Administrator, the Contractor may file a formal dispute with regards to the claim with the Prince William County Director of Finance, which claim shall be received within thirty (30) days of the date of decision of the Contract Administrator. The Director of Finance shall reduce his or her decision to writing and shall mail or otherwise furnish a copy of this decision to the Contractor within forty-five (45) days of the receipt of the claim from the Contractor. The decision of the Director of Finance shall be final on behalf of Prince William County unless the Contractor submits the claim to the County Executive within thirty (30) days of the Director of Finance's decision. The Contractor may submit the claim to the County Executive by mailing or otherwise furnishing the Purchasing Manager a copy of the claim and a request for the County Executive's determination.

The County Executive's decision on the claim shall be rendered in writing to the Contractor within forty-five (45) days of the Purchasing Manager's receipt of the request from the Contractor, and shall be final and binding on behalf of Prince William County, unless the Contractor submits the claim for determination by the Board of County Supervisors by mailing or otherwise furnishing the Purchasing Manager a copy of the claim, along with a request for determination by the Board within thirty (30) days of the County Executive's decision. The Board shall consider the claim and render a decision within forty-five (45) days of the date on which the Board hears the

claim in open meeting. The Board's procedure in considering claims under this Contract shall be the same as that for other decisions of the Board on claims made under Section 15.2-1245 et seq., VA Code Ann. The decision of the Board shall be final.

Should any decision-maker designated under this procedure fail to make a decision within the time period specified, then the claim is deemed to have been denied by the decision-maker.

Pending a final determination of a claim, the Contractor shall proceed diligently with the performance of the Work under the Contract.

In accordance with the provisions of Section 2.2-4363, VA Code Ann., full compliance with this procedure set forth in the provision shall be a precondition to the filing of any lawsuit by the Contractor against the Board of County Supervisors of Prince William County arising out of this Contract.

II.6 Termination for Convenience of the County

The parties agree that the County may terminate this Contract, or any work or delivery required hereunder, from time to time either in whole or in part, whenever the County Executive of Prince William County shall determine that such termination is in the best interests of the County.

Termination, in whole or in part, shall be effected by delivery of a Notice of Termination signed by the County Executive or his designee, mailed or delivered to the Contractor, and specifically setting forth the effective date of termination.

Upon receipt of such Notice, the Contractor shall:

1. Cease any further deliveries or work due under this Contract, on the date, and to the extent, which may be specified in the Notice;
2. Place no further orders with any subcontractors except as may be necessary to perform that portion of this Contract not subject to the Notice;
3. Terminate all subcontracts except those made with respect to Contract performance not subject to the Notice;
4. Settle all outstanding liabilities and claims which may arise out of such termination, with the ratification of the Purchasing Manager of Prince William County; and
5. Use its best efforts to mitigate any damages which may be sustained by it as a consequence of termination under this clause.

After complying with the foregoing provisions, the Contractor shall submit a termination claim, in no event later than six (6) months after the effective date of its termination, unless an extension is granted by the Purchasing Manager.

The Purchasing Manager, with the approval of the County's signatory to this Contract, shall pay from the using department's budget reasonable costs of termination, including a reasonable amount for profit on supplies or services delivered or completed. In no event shall this amount be greater than the original Contract price, reduced by any payments made prior to Notice of Termination and further reduced by the price of the supplies not delivered, or the services not provided. This Contract shall be amended accordingly, and the Contractor shall be paid the agreed amount.

In the event that the parties cannot agree on the whole amount to be paid to the Contractor by reason of termination under this clause, the Purchasing Manager shall pay to the Contractor the amounts determined as follows, without duplicating any amounts which may have already been paid under the preceding paragraph of this clause:

1. With respect to all Contract performance prior to the effective date of Notice of Termination, the total of:
 - a. Cost of work performed or supplies delivered;
 - b. The cost of settling and paying any reasonable claims as provided in subparagraph (4), above;
 - c. A sum as profit on (a) determined by the Purchasing Manager to be fair and reasonable.
2. The total sum to be paid under (a) above shall not exceed the Contract price, as reduced by the amount of payments otherwise made, and as further reduced by the Contract price of work or supplies not provided.

In the event that the Contractor is not satisfied with any payments which the Purchasing Manager shall determine to be due under this clause, the Contractor may appeal any claim to the Board of County Supervisors in accordance with the "Claims/Disputes" clause of this Contract.

The Contractor shall include similar provisions in any subcontract, and shall specifically include a requirement that subcontractors make all reasonable efforts to mitigate damages which may be suffered. Failure to include such provisions shall bar the Contractor from any recovery from the County whatsoever of loss or damage sustained by a subcontractor as a consequence of termination for convenience.

II.7 Termination for Default

Either party may terminate this Contract, without further obligation, for the default of the other party or its agents or employees with respect to any agreement or provision contained herein.

II.8 Termination for Non-Appropriation of Funds

If funds are not appropriated for any succeeding fiscal year subsequent to the one in which this Contract is entered into, for the purposes of this Contract, then the County may terminate this Contract upon thirty (30) days prior written notice to the Contractor. Should termination be accomplished in accordance with this Section, the County shall be liable only for payments due through the date of termination.

II.9 Payments to Subcontractors

In the event that the Contractor utilizes a subcontractor for any portion of the work under this Contract, the Contractor hereby agrees to:

1. The Contractor shall take one (1) of the two (2) following actions within seven (7) days after receipt of amounts paid to the Contractor by the County for work performed by a subcontractor under the Contract.
 - a. Pay a subcontractor for the proportionate share of the total payment received from the County attributable to the work performed by that subcontractor under the Contract; or
 - b. Notify the agency and any subcontractors, in writing, of its intention to withhold all or a part of the subcontractor's payment with the reason for nonpayment.

2. The Contractor shall be obligated to pay interest to a subcontractor on all monies owed by the Contractor that remain unpaid after seven (7) days following receipt by the Contractor of payment from the County for work performed by a subcontractor under the Contract, except for amounts withheld under Subsection 1 b. of this section. The Contractor's obligation to pay an interest charge to a subcontractor pursuant to the provisions of this section may not be construed to be an obligation by the County. A contract modification may not be made for the purpose of providing reimbursement for any such interest charge. A cost reimbursement claim may not include any amount for reimbursement for such interest charge.
3. Unless otherwise provided under the terms of this Contract, interest shall accrue at the rate of one percent (1%) per month.
4. The Contractor is hereby required to include in each of its subcontracts a provision requiring each subcontractor to otherwise be subject to the same payment and interest requirements set forth in subsection 2. and 3. of this section with respect to each lower-tier subcontractor.

II.10 Examination of Records

The Contractor agrees that the County, or any duly authorized representative, shall, until the expiration of five (5) years after final payment hereunder, have access to and the right to examine and copy any directly pertinent books, documents, papers and records of the Contractor involving transactions related to this Contract.

The Contractor further agrees to include in any subcontract for more than \$10,000 entered into as a result of this Contract, a provision to the effect that the subcontractor agrees that the County or any duly authorized representative shall, until the expiration of five (5) years after final payment under the subcontract, have access to and the right to examine and copy any directly pertinent books, documents, papers and records of such Contractor involved in transactions related to such subcontract, or this Contract. The term "subcontract" as used herein shall exclude subcontracts or purchase orders for public utility services at rates established for uniform applicability to the general public. The period of access provided herein for records, books, documents and papers which may relate to any arbitration, litigation, or the settlement of claims arising out of the performance of this Contract or any subcontract shall continue until any appeals, arbitration, litigation or claims shall have been finally disposed of.

II.11 Ethics in Public Contracting

The Contractor hereby certifies that it has familiarized itself with Article 6 of Title 2.2 of the Virginia Public Procurement Act, Sections 2.2-4367 through 2.2-4377, VA Code Ann., and that all amounts received by it, pursuant to this Procurement, are proper and in accordance therewith.

II.12 Governing Law and Choice of Forum

This Contract and any disputes hereunder shall be governed by the laws of the Commonwealth of Virginia. It is further agreed that all disputes and matters whatsoever arising under, in connection with or incident to this Contract, shall be litigated, if at all, in and before a state Court located in the County of Prince William in the Commonwealth of Virginia or a federal Court located in the Eastern District of Virginia, and any appropriate appellate Court thereof, to the exclusion of the courts of any other state, territory, country or other jurisdiction.

II.13 Immigration Reform and Control Act of 1986

The Contractor certifies that it does not and will not during the performance of this contract violate the provisions of the Federal Immigration Reform and Control Act of 1986 which prohibits employment of illegal aliens. The Contractor agrees that its employment of any person without legal status may subject it to termination of this contract for default and agrees to include a similar provision in any subcontract.

II.14 Integration

This Contract shall constitute the whole agreement between the parties. There are no promises, terms, conditions, or obligations other than those contained herein, and this Contract shall supersede all previous communications, representations, or agreements, written or verbal, between the parties hereto.

BOARD OF COUNTY SUPERVISORS OF
PRINCE WILLIAM COUNTY, VIRGINIA

Konnech, Inc. dba PollChief

Betty E. Weimer
County Representative

[Signature]
Contractor Representative

General Registrar
Title

President
Title

ATTEST:

[Signature]
Purchasing Manager

APPROVED AS TO FORM COUNTY ATTORNEY'S OFFICE

[Signature] Date: March 1, 2013

[Signature] DATE: 4/19/2013
PWC Electoral Board
Secretary

ATTACHMENT A

SCOPE OF WORK

PRECINCT MANAGEMENT MODULE

Requirement: A precinct database to include, at a minimum, precinct number, address, emergency contact personnel, room location, and specific information about the room including a floor plan.

The module will generate forms created by the Voter Registration and Elections Office for collecting information from each precinct location. Precincts will have a bar code or equivalent identifier. Letters, emails and/or phone calls will be automatically generated by the module to send reminders on upcoming elections and to request updated precinct information.

The Precinct Management module will interact with the Equipment Module and with the Election Officer Module to provide information on designated precinct equipment and officer assignment. Voter Registration and Elections must be able to provide the precinct information in correspondence, emails and/or phone calls to election officers. Equipment is assigned by precinct and must be inventoried upon receipt in the office as well as upon deployment to and return from each precinct.

An automated form is needed to allow detailed information on the precinct facilities to complete contact information. This form will be used to automatically feed the data system.

Floor plans for multiple rooms within a precinct shall be stored with the precinct data. Precinct data should be linked to a mapping device for use when deploying equipment or when assisting voters to locate their polling location.

ASSET MANAGEMENT MODULE: includes Hardware as well as Precinct Inventory

- Provide a full inventory of all the supplies and equipment in the Manassas main Voter Registration Office, at the Caton Hill DMV field office and at its storage facility located at 7525 Gary Road, Manassas, VA 20109 .

1. The Module shall provide inventory levels for each item by its office area location.
2. The Module shall be capable of storing a picture and/or instructions for a particular asset.
3. The Module shall provide information about the last price paid, vendor and current value for designated assets.
4. Before and after the packing of the bags and cages, the Module shall be able to show a status such as 'Completed' or 'Ongoing' for all items.

- Provide reports on the current inventory before and after restocking a Supply Bag for an election.

1. Based on prior elections history, the Asset Management module shall be able to provide an estimate of required supplies to deploy to a particular precinct for the current election.
2. The module shall be able to track an item inside the canvas supply bag to its individual location (i.e. brown accordion folder, signs for posting, plastic pencil pouch, etc.)

- Create a barcode for each appropriate item so that the office staff can check supplies in and out efficiently and accurately.
 - The module shall be able to group different scanned assets together for deployment to a precinct.
 - When packing supplies for an Election, the module shall be able to scan the smallest supplies (i.e. box of pencils and stapler) into the smallest containers. The container shall then be scanned into the canvas supply bag as a sub location. Once all the smallest containers (i.e. signs for posting, brown accordion folder, blue accordion folder, arrows, tape bag, etc.) are scanned into the canvas bag, the bag itself would then be scanned and deployed to the precinct with the cage supplies such as the Electronic Pollbooks and the EDGE voting machines.
 - In real time, the module shall be able to track the return of supplies and generate a report that can be viewed or emailed so that missing supplies can be located and returned immediately.
 - For voting machines and electronic pollbooks, the module must be able to keep a maintenance log for each machine and a history of its use.
1. The module shall be able to track who programmed and tested each machine.
 2. The module shall track what seals are put on each machine.
 3. The module shall provide a history for each voting machine and EPB consisting of repair history, testing history, and Election history
 4. The module shall provide a list of common repair parts and projected costs for future ordering.
 5. The module will track the location of a machine at all times including at a precinct, on the truck or out for repair.

ELECTION OFFICER MODULE

Each Election Officer will be assigned a unique bar code.

Data base will store information on individual election officers, their work history, contact information, precinct assignment and history, position assignment and history, party representation, vendor number, and dates for correspondence that has been issued and received. User will be able to produce personalized correspondence and attachments without the need for additional collating or sorting. Specific precinct information and staffing information must be included in correspondence.

Module will allow integration of officer information into oath forms, correspondence and training reminders. The module will allow for updating and creating correspondence pieces on an on-going basis.

Module will allow for standard reports and customizable reports to pull data by any of the fields or combination of fields.

Module will integrate with call management module, asset management and precinct management to provide information across the system.

Module will allow for archiving records of election officers no longer working.

Module will integrate and report in a format compatible with the Prince William County payroll system.

Module will trace attendance at training using the bar code. At the completion of training information will be recorded by scanning the bar code into the module or a similarly automated method.

Module will record and track multiple types of training in an election officer's record.

Module will track home precinct information as well as assigned precinct information. The module will allow for performance notes.

ELECTION OFFICERS (EO) MODULE

Training:

Requirement: A comprehensive automated training module that allows for scheduling multiple training dates, locations and times. Officers must have access to this module from outside the Prince William County network. Officers must be able to schedule their own training times as well as participate in on-line training. At a minimum, the module must support Excel, Word, Outlook, Power Point and PDF file types for uploading training information and materials; and, the module must be flexible enough to allow Voter Registration and Elections to change the training module with each election.

Officers must be able to choose their training times and there must be a process to set the maximum number of officers allowed to sign up for any given class. Once that number is reached the module must produce a notice that the class is full and no longer available for registration.

An Officer must be able to receive confirmation of registration in the form of an email or, where email is not available, an automated phone call. The module will track the response to the email or phone call with alerts for undelivered messages. The Officer must be able to respond to the email or phone call in such a way that the module can collect that data either by a series of answerable questions or buttons to confirm attendance or receipt of any emergency communications. The module will, at any time, provide a printed version of the class rosters.

EOs shall be assigned a unique barcode that can be scanned to track training attendance and Election Day payroll requirements. The module will provide a report that is compatible with the county payroll system providing all information required by the county including Organization Cost Accounts and Object Levels. The module shall provide a report to Voter Registration and Elections of individuals who did not attend their scheduled class and notify the EOs by email or phone call of their responsibility to seek a make-up class. Vendor will provide barcode capability, recommending and acquiring compatible equipment for scanning and bar coding.

The objective is to issue Election Officers badges that include a bar code that can be scanned as they move from break-out session to break-out session. This information can then be used to verify that each EO attended the appropriate training classes and transfer that information to a file that will update our database and/or payroll files.

At the end of the election cycle, the training attendance information must be capable of being merged with the payroll function. Training pay must be added to the EO pay if the Officer attended training. These amounts will be established by the customer and the program must be capable of managing variable payment amounts..

The training and training type must remain as a history in each EO's record.

CALL CENTER MODULE

Call Center Module will be an integrated system for customer service communications received from Election

Officers, voters, machine technicians, Special Assistants and the Electoral Board. Issues will be categorized with the additional capability of notes that allow a call to be referred forward to another staff member. Staff members can easily see the issues that have been assigned to them and all the contact information necessary to contact the caller and facilitate a resolution.

This Module will be integrated with the equipment module to provide seamless tracking of incidents with machines. When a call comes from a precinct, the officer names and machine numbers should pre-populate so that a choice can be made rather than having to input this information each time. This module will integrate with the election officer module so that a list of officers is used rather than typing in that information. This module will integrate with the precinct module so that a list of precincts and machines is used rather than typing in that information. Issues will be assigned for follow-up or resolution. Technicians in the field will be able to access their messages and continue working through known issues without needing to speak to someone in the office.

This Module will use a centralized knowledge base to categorize common problems. Issues and solutions will be consolidated so that customer service outcomes are repeatable.

Voter information will be available so that the user can quickly locate the voter's precinct information including mapping capability.

A call hierarchy will be available to allow for answering questions and sending more complicated issues up a ladder of staff specialists.

Module will work with existing telecommunication module. Vendor may recommend or supply additional equipment to solve compatibility issues.

Issues will be tracked to allow for timely resolution. Unresolved issues will remain open until settled.

ATTACHMENT B

PAYMENT SCHEDULE

<i>Installation Implementation/Warranty Periods</i>		
<i>Deliverable</i>	<i>Weeks after Contract Receipt</i>	<i>Payment</i>
<i>Establish Server and Sharepoint Site</i>	<i>One Week</i>	<i>\$46,250</i>
<i>Initial Prototype</i>	<i>Two Weeks</i>	
<i>Test Site</i>	<i>Three Weeks</i>	
<i>Test Site Active for Precinct/Location Manager</i>	<i>Five Weeks</i>	
<i>Actual Site for Precinct/Location Manager</i>	<i>Five Weeks</i>	
<i>Test Site Active for Election Officers Manager</i>	<i>Six Weeks</i>	
<i>Actual Site for Election Officers Manager</i>	<i>Seven Weeks</i>	
<i>Test Site Active for EO Online Access Manager</i>	<i>Nine Weeks</i>	
<i>Actual Site for EO online access</i>	<i>Eleven Weeks</i>	
<i>Test Site Active for Asset Manager</i>	<i>Twelve Weeks</i>	
<i>Actual Site for Asset Management</i>	<i>Fourteen Weeks</i>	
<i>Test Site Active for Call Center</i>	<i>Fifteen Weeks</i>	
<i>Actual Site for Call Center</i>	<i>Seventeen Weeks</i>	
<i>User Manual</i>	<i>Eighteen Weeks</i>	
<i>Acceptance Sign-Off</i>	<i>Eighteen Weeks</i>	
<i>Final invoice—July 1 or completion, whichever is later</i>		<i>\$93,750</i>

Annual Renewal includes maintenance, hosting, license, refresher training, fixes for a period of 5 years beyond full implementation/warranty periods.

<i>First Year:</i>	<i>\$37,500</i>
<i>2nd Year:</i>	<i>\$37,500</i>
<i>3rd Year</i>	<i>\$37,500</i>
<i>4th Year</i>	<i>\$37,500</i>
<i>5th Year</i>	<i>\$37,500</i>



COUNTY OF PRINCE WILLIAM

1 County Complex Court, (MC460) Prince William, Virginia 22192-9201
(703) 792-6770 Metro (703) 631-1703 Fax (703) 792-4611

FINANCE DEPARTMENT

Purchasing Division

SOLICITATION AMENDMENT

June 7, 2012

Solicitation #: **RFP120014**

Amendment #: **1**

Acquisition: **Precinct Management/Asset Management/Election Officer and Call Center System**

THIS SOLICITATION IS AMENDED AS FOLLOWS:

Original Due Date: June 21, 2012

Amended Due Date: July 17, 2012 Time: 3:00pm Local Time

Added:

Site Visit:

Date: June 26, 2012 Time: 10:00am Local Time

**Location: Voter Registration Office
9250 Lee Avenue Suite One
Manassas VA 20110**

Questions and Answers:

There are a number of references that are hard to understand without some visual observation to fully understand. Among other things these include what a bag is, their contents, letters that need to be sent, vendor number, the PWC payroll system and interface, etc.

Q. Is it possible to schedule an on-site visit to walk through the current procedures, view operations, and clarify terminology?

A. See above Site Visit information

Q. What is the time frame for implementation?

A. As soon as possible after contract award.

The scope and variety of tasks to be performed is very extensive and their integration will involve a great deal of effort.

Q1. Does the Voter Registration and Elections Agency have funds budgeted for this project?

A. Yes.

Q2. If so can it provide a level of budgeting available?

A. The County budget is available on the PWC website.

Detailed questions:

Question #1:

Pg. 1 of 18

“...generate information that can be used to measure performance.”

Q. Can the County clarify the type of performance that it anticipates measuring?

A. Reports should be available to compare different operations so the procuring department will have the ability to compare data from election to election and see where issues arise and how improvements in work flow or purchasing power can be accomplished.

Question #2:

Pg. 2 of 18

Part 2a “...The module will generate forms created...Letters, emails, and/or phone calls...”

Q. Can we obtain copies of the forms, letters, emails, etc. mentioned?

A. Yes. We can provide samples. We must be able to create them and edit them in the system.

Part 2b “...Precinct data will be linked to a mapping device for use when deploying equipment...or when assisting voters to locate their polling locations.”

Q. Can the County expand on what it means by a “mapping device” and its use in “deploying equipment?”

A. Directions/maps to a precinct can be as provided in Google Maps, Map Quest, etc.

Q. How does the County envision its use by voters?

A. The call center person should be able to click on the voter’s precinct and give directions from another address i.e. the voter’s home address.

Q. On page 5, it seems to be used by call center persons.

A. Correct

Part 2c “...value for designated assets?”

Q. As the list price shall be recorded as well, is the “value” the depreciated value?

A. Replacement Value

Part 2d “4. Before and after packing of the bags and cages. . .”

Q. Can the County expand upon what the bags and cages are and how they are used, and the meaning of their “status, such as completed or ongoing for all items?”

- A. This will be part of Site Visit. Completed: items packed, items missing; how many of any given item is needed, how many are packed and how many are required to ready the bag of supplies for a given election. Bag may be a large canvas, two-handled bag or the EPB bag (a custom enclosed canvas cart) or any container in which supplies are deployed to the precinct including the cages (3'x4' wire, multi-shelved units) which store voting equipment at the warehouse.

Question #3:

Pg. 3 of 18

Part 3a “The [Asset) module must be able to keep a maintenance log for each machine”

- Q. Does the Voter Registration and Elections agency perform the maintenance testing?
- A. No, the voting machine vendor provides all maintenance requirements for the voting machines. Office staff maintains and keeps inventory of the electronic poll books (EPB)
- Q. Are voting machines the only machines needing maintenance?
- A. Also Activators and electronic poll books (EPB)

Part 3b “The module shall track what seals are put on each machine”

- Q. Can the County elaborate on what the seal is, how it is identified, and the process involved in putting them on each machine?
- A. Yes. Part of the Site Visit. The system needs to track the number from the seal.

Part 3c “The module shall provide a list of common repair parts and projected cost for future ordering.”

- Q. Is this a simple “parts list” or an inventory?
- A. Parts list such as how many new batteries are installed, mother boards; screen; toggle switch; latch, etc These supplies are carried by the maintenance vendor at this time and we are billed for the replacements parts and labor as it occurs. It will also show usage, on-hand balances, and reorder points among other data fields.

Part 3d The Election officer module indicates a [the] need to have “vendor number” among the fields of data.

- Q. What does the County mean by “vendor number” and how is it to be used?
- A. The PWC eProcurement system, Performance, currently generates a unique number for every registers with the County.

Part 3e “User will be able to produce personalized correspondence and attachment without the need for additional correlating or sorting. Specific precinct information and staffing information must be included in correspondence.”

- Q. Can the County explain what it intends by these two sentences?
- A. Basic mail merge capabilities, plus the ability to insert other documents that are specific to levels of authority.

Q. Can we obtain a copy of two or more different types of correspondence, so we may understand its needs more clearly?

A. Yes

Part 3f "Module will allow integration of officer information into oath forms, correspondence, and training reminders."

Q. Can the County provide samples of these documents and explain when they are sent and how?

A. Yes

Question #4:

Pg. 4 of 18

Part 4a "Module will integrate and report in a format compatible with the . . . payroll system."

Q. Can the County provide us with the format of this system?

A. Yes This would need to be compatible with the Performance Finance System. This is the report needed by finance that includes separate object codes for payments v. expenses.

Part 4b ". . . track home precinct information as well as assigned precinct information."

Q. What are "home" and "assigned" precincts?

A. This is data that is subject to change if an election officer moves or changes assignments. This history is kept with the officer

Part 4c "'the module must support, Excel, Word, Outlook, Power Point...for uploading training information and materials; and...mu[te]st be flexible enough...to change the training module with each election."

Q. Can the County clarify what it intends by this language?

A. Yes, Each election has something different that the officers need to do and the training material needs to be easily accessed to make these changes.

Q. These sentences are part of a paragraph that discusses scheduling training. However, they appear to mean the Training Module should also be some sort of on-line training, as well.

A. Yes

Part 4d The RFP makes some references to what might be termed automated phone calls.

Q. what technology is in place to support such "messaging" and phones?

A. This will be supplied at the Site Visit.

The vendor is to recommend or supply any additional equipment needed, but we do not know what is currently in place.

Question 5:

Pg. 18

"Garage Keepers' Legal Liability"

Q. Is this particular requirement for insurance included in error?

A. This would only be necessary if you are housing County equipment. The vendor that stores and maintains the voting machines is required to have this coverage. It was included in this RFP in error.

(Last item)

Acknowledgement: Offerors are **not** required to acknowledge this amendment.

Konnech Inc
Company Name


Representative's Signature

Eugene Yu
Print Name

President
Title

6-19-12
Date

Direct all inquiries to: Ms. Ellen H. Wills, CPPB, VCO
T: (703) 792-6770 / F: (703) 792-4611
e-mail: ewills@pwcgov.org

Konnech

Election Administration Tools

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

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

June 12, 2012

Ellen H. Wills, Contract Specialist
Finance Department - Purchasing Office
Prince William County
1 County Complex Court (MC460)
Prince William, Virginia 22192-9201

Dear Ellen,

This is our submission in response to the Prince William County RFP120014 for Precinct Management/Asset Management/Election Officer and Call Center System.

Konnech is the leader in web-based elections communications and management systems. Our PollChief® elections data warehouse streamlines poll worker, training, location, asset, and helpdesk management. Our basic system can reduce the time to manage poll workers by 50%, asset inventory by 60%, and communications related to election facility and poll worker management by 70%. The adjunct poll worker online access module saves additionally about five minutes for each poll worker communication plus on average \$1000 per training class, to say nothing of the improvement to operations when poll workers refresh their memories by reviewing the materials or videos the night before Election Day. In the case of our very first PollChief® client, the poll worker hotline volume dropped from 315 calls the previous year down to one in the first year of its use.

Based on that user experience, a county the size of Prince William County can predict an efficiency quotient improvement of \$20,000 in mailing costs, \$80,000 in asset management, \$60,000 in poll worker management, plus the savings of the new adjunct poll worker access module—estimated at \$3125 to replace five phone calls per day and \$10,000 to replace ten bricks and mortar training classes.

In addition, Konnech is economical. We have recently been awarded competitive contracts by St. Charles County, Missouri, Allen County, Indiana, and City of Edmonton, Canada, as well as sole source contracts by Alachua and Hillsborough Counties in Florida based on both the robustness of our product and the rationality of our pricing.

We are excited at the opportunity to provide the same high level service to your County.

Sincerely,

Laura

Laura L Potter
Business Development Director
Konnech, Inc.

Table of Contents

Table of Contents.....	2
1. Understanding the County's Requirements	4
1.1. Our Understanding of this RFP and the project	4
1.2. The Scope of Work	6
1.2.1. Precinct Management Module	6
1.2.2. Asset Management Module	11
1.2.4. Election Officer Module	24
1.2.5. Election Officers (EO) Training Module	27
1.2.6. Call Center Module.....	41
1.2.7. Product Deliverables	48
2. Approach and Workplan	49
2.1. Konnech Time Requirements.....	49
2.2. Work Breakdown Structure (WBS)	50
2.3. Recommended Approach and Work Plan	52
2.4. County Responsibilities.....	56
2.5. Staffing Levels	57
2.6. Task-by-Task Schedule	57
2.7. Documentations and/or Authorizations from the County	57
2.8. Anticipated Problem Areas	58
2.9. Proposed Solutions to the Problem Areas	58
2.9.1. Easy Communication s Channel	58
2.9.2. Gap Studies	58
2.9.3. Testing Website	58
2.9.4. Security Needs	58
2.9.5. Server Security	59
2.9.6. Website Security	59
2.9.7. Data Security	59
2.9.8. Operational Security	60
2.9.9. Intrusion Prevention.....	60

2.10.	Proposed Hours Committed.....	61
2.11.	Hours and Resources required from the County's Staff.....	63
3.	Management Plan and Timetable.....	64
3.1.	Activities and Time Management	64
3.1.1.	Initiating the Project.....	64
3.1.2.	Planning the Project	64
3.1.3.	Executing the Project	64
3.1.4.	Monitoring and Controlling the Project	64
3.1.5.	Closing the Project.....	65
3.2.	Management and Administrative Processes.....	65
3.2.1.	Konnech Response.....	65
3.2.2.	Reporting Methodology and Frequency	66
3.3.	Project Schedule.....	66
3.4.	Major Milestone	66
3.5.	Implementation.....	67
4.	Project Team Qualifications and Experience.....	70
4.1.	Project Manager	70
4.2.	Organization, Functional Discipline, and Responsibilities of Project Team Members .	70
4.2.1.	Organizational Chart.....	70
4.2.2.	Resumes	71
5.	Firm Experience and Capabilities.....	75
5.1.	An Overview of Konnech	76
6.	References.....	78
6.1.	City of Detroit	78
6.2.	Leon County, Florida	81
6.3.	Secretary of State, Montana	82
6.4.	2011/2012 New PollChief® Projects.....	83

The pages between 5 and 88 include Konnech Inc.'s **proprietary information**. Please contact Konnech for permission if any disclosure is requested.

I. Understanding the County's Requirements

This section should confirm the Offeror's understanding of this RFP and the planned project. In addition, it should clearly outline the scope and objectives of the proposed assistance as it relates to the scope and objectives of the total project and the requested product deliverables.

1.1. Our Understanding of this RFP and the project

We understand that the County's objective is to implement a data warehouse for the elections and registration department that will streamline all the functions that military commanders long ago designated as logistics—that is, the geography, personnel, materiel, and communications. As General Dwight D. Eisenhower stated, *"You will not find it difficult to prove that battles, campaigns, and even wars have been won or lost primarily because of logistics."* Holding an election is exactly like going into battle, and the logistics preparations are critical.

We also understand that a system to meet the elections needs must be flexible, to accommodate population growth, changing needs, changing laws, and changing procedures.

The system must be easy to use. Our experience in installing elections data warehouse in jurisdictions where long-time employees have minimal technical skills have taught us to design simple, logical screens to interface with the users.

The system must be efficient. We can claim efficiency because our elections clients have attested that the poll worker management module reduces the time to manage poll workers by 50% and the time to prepare payroll by 75%, and that the asset management program reduces inventory time by two thirds. In addition, the new poll worker online access module saves approximately five minutes per call from poll workers, plus replaces many (not all) of the bricks and mortar training classes with online training.

The system must be adaptable to workflow process and staff needs. No two jurisdictions in the country have exactly the same method of managing their elections. The new system must accommodate the specific practices of your county, not some other jurisdiction. This need for customization has been a need of every one of our clients, and that is why we field a team of sixteen election-dedicated engineers who tailor, modify, and tweak every one of our elections management systems to meet the specific needs of each of our clients.

The huge volume of data required to manage elections means that the records must be searchable by a variety of criteria. For instance, a supervisor might want to look for a poll worker by name, or look for the ones assigned to a particular precinct, or for one who speaks Spanish, or for only those workers who received an "excellent" rating. A warehouse supervisor might want to find a particular type of machine, or a specific machine by serial number, or machines that were assigned to a particular election. A call center supervisor might want to search for only certain types of calls that came in, or for which polling locations had the most trouble calls. So our system has to be searchable in every aspect in a variety of ways.

The system should support efforts to improve employee productivity, job satisfaction, and work cost reduction. This is not a surprising need. Typically, the staffs in elections departments feel a true sense of mission, and want to know that they are making the best possible contribution to American society. The satisfaction in a job well done can be derailed by systems that bog them down in mundane details or that make them feel they're not achieving the highest productivity possible. Konnech's PollChief® enhances their confidence that they are performing to the best possible standards by (a) improving the poll worker management efficiency quotient by 50%, (b) reducing the poll worker payroll preparation by 75%, (c) reducing the inventory management by two thirds, (d), replacing some of the bricks and mortar training classes with online training classes, and (e) reducing the number of calls to complaint hotlines.

The system must consolidate and standardize data from different operational areas to allow information to be used across the enterprise by managers, analysts, and other decision makers. This will obviate the typical elections practice of switching from Access to Excel to Word to rolodex to wall map and back again. The beauty of a well-designed data warehouse is that the entire team can work together on current data, and can intuitively pitch in for one another without relearning entire new programs. That is the sort of data warehouse Konnech's PollChief® provides, informed by not only the technical expertise of our engineering department, but also by the experience gained in creating programs for eight different elections department. Those departments' input, feedback, and critiques have guided our designers and engineers in creating a program that harmonizes the needs and communication from all different operational areas of the enterprise.

The system should generate information that can be used to measure performance and support decision making. Truly informed process improvement cannot be accomplished without data that is organized and sorted to reveal the root sources of problems. A distinction must be made between one-off mishaps versus troubling trends. Konnech's PollChief® meets that challenge with hundreds of reports sortable in dozens of manners, with performance ratings, with time graphs, with task tracking, and with individual, permanent performance archives.

The system should support the County-Customer partnership by providing methods that encourage quality customer service, promote government transparency, and add value for the public. The voters of Prince William County are entitled to quality service, government transparency, and the best possible value that the department can provide. Konnech's PollChief® supports those goals by enabling the County to run smooth, trouble-free elections and reducing the cost of doing so. By way of evidence, before implementing PollChief®, City of Detroit newspapers trumpeted headlines about long lines at the polls every election; in the three years since, there hasn't been a single such story. In 2008, Detroit's complaint hotline received 315 calls; after implementing PollChief® in 2009, it received only one. And, as mentioned earlier, PollChief® reduces poll worker management time by 50% and inventory management time by two thirds.

1.2. The Scope of Work

1.2.1. Precinct Management Module

PRECINCT MANAGEMENT MODULE Requirement:

A precinct database to include, at a minimum, precinct number, address, emergency contact personnel, room location, and specific information about the room including a floor plan.

The module will generate forms created by the Voter Registration and Elections Office for collecting information from each precinct location. Precincts will have a bar code or equivalent identifier. Letters, emails and/or phone calls will be automatically generated by the module to send reminders on upcoming elections and to request updated precinct information.

The Precinct Management module will interact with the Equipment Module and with the Election Officer Module to provide information on designated precinct equipment and officer assignment. Voter Registration and Elections must be able to provide the precinct information in correspondence, emails and/or phone calls to election officers. Equipment is assigned by precinct and must be inventoried upon receipt in the office as well as upon deployment to and return from each precinct.

An automated form is needed to allow detailed information on the precinct facilities to complete contact information. This form will be used to automatically feed the data system.

Floor plans for multiple rooms within a precinct shall be stored with the precinct data. Precinct data should be linked to a mapping device for use when deploying equipment or when assisting voters to locate their polling location.

Poll Location Management (PLMS) is the PollChief® module that manages precincts and polling places and provides base information for all other poll management functions.

American elections don't take place in a virtual space—they occur in real space, on real geography, separated by miles, rivers, freeways, and local precinct boundaries. They require physical access, physical transportation, and physical set-up. PLMS organizes all of those details.

1.2.1.1. Precinct Information

PLMS keeps track of all the precinct management details.

PLMS creates lists of the precincts as templates for future elections. All precinct data flow to other modules as basic data sets.

1.2.1.2. Poll Building Information

PLMS

creates lists of the precincts, sorted by elections. Notice that the list displays not only the precinct number, but also the number of registered voters by party along with turnout.

It also will create the list of the Areas into which the precincts are grouped. This is helpful when assigning rovers.

The precincts or areas are displayed on a map. Clicking on a precinct's balloon displays its Area, its registered voter and turnout counts, and its building.

<<

PRES PREF PRIMARY 2012

>>

EARLY VOTING PRES PREF PRIMARY 2012

Main Election

Precincts (143)

Areas (0)

PCT

Area

Building Name

DEM %

REP %

NPA %

Qual %

Total

Turn Out

1201

GOSPEL LIGHT CHURCH

0 / 0.00%

132 / 51.80%

0 / 0.00%

0 / 0.00%

132

69

1203

5205

Zone 1 Center

0 / 0.00%

232 / 54.40%

0 / 0.00%

0 / 0.00%

232

127

1205

Aaron Allen Pavilion

0 / 0.00%

162 / 57.60%

0 / 0.00%

0 / 0.00%

162

94

1251

JACK L MCLEAN CENTER

0 / 0.00%

5 / 62.60%

0 / 0.00%

0 / 0.00%

5

4

1255

Zone 2 Center

0 / 0.00%

146 / 61.50%

0 / 0.00%

0 / 0.00%

146

90

1257

WOODVILLE COMMUNITY CENTER / LIBRARY

0 / 0.00%

190 / 66.80%

0 / 0.00%

0 / 0.00%

190

127

Precincts (10)

Areas (4)

Area

Grouped Precincts

DEM

REP

NPA

Qual

TOTAL

001

1205 / 1355 / 1319 / 1203 / 1255 / 1311

663

707

2465

19

3854

002

2451

46

42

338

9

435

003

3477

213

246

600

6

1065

004

4167

179

150

267

0

596

1

2

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143

Woods

Rose Hollow

Hills

Chase Ridge

Timber

Old Saint August

Indian Head Leigh

F.A.M.U.

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Each precinct has its own profile and map.	Precinct: 1203 Parent PCT: Self Election Building: 12030 Zone 1 Center Street Address: 1689 OLD ST. AUGUSTINE RD City/State: TALLAHASSEE FL Location Zip: 32301 Registered Voter: <table border="1"> <tr> <td>DEM: 30</td> <td>Turnout Ratio (%): 10.00</td> </tr> <tr> <td>REP: 232</td> <td>Turnout Ratio (%): 54.40</td> </tr> <tr> <td>NPA: 10</td> <td>Turnout Ratio (%): 50.00</td> </tr> <tr> <td>OTH: 0</td> <td>Turnout Ratio (%): 0.00</td> </tr> </table> Book: 3 All the County: 003 Buckwood Annex: 02 County Commission(CC): 1 Community Development District(CDD): 12 Congressional District(CNG): 43 State House Of Representatives(HSE): 19 School Board(SB): Waverly State Senate(SEN): 15 City Residents(TLH): 007 Comments:	DEM: 30	Turnout Ratio (%): 10.00	REP: 232	Turnout Ratio (%): 54.40	NPA: 10	Turnout Ratio (%): 50.00	OTH: 0	Turnout Ratio (%): 0.00																																																	
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A street index matches addresses to precincts.	<table border="1"> <thead> <tr> <th>Street Index (8431)</th> <th>Apartments (0)</th> <th>Dorms (0)</th> <th></th> <th></th> <th></th> <th></th> </tr> </thead> <tbody> <tr> <td>☐ Precinct</td> <td>Low-High</td> <td>End</td> <td>St</td> <td>St</td> <td>St</td> <td>St</td> </tr> <tr> <td>☐ 0test</td> <td>1-99</td> <td></td> <td></td> <td>0000test</td> <td></td> <td></td> </tr> <tr> <td>☐ 1302</td> <td>100-199</td> <td></td> <td>1ST</td> <td>E</td> <td>AVE</td> <td></td> </tr> <tr> <td>☐ 1302</td> <td>100-299</td> <td></td> <td>1ST</td> <td>W</td> <td>AVE</td> <td></td> </tr> <tr> <td>☐ 1502</td> <td>100-198</td> <td>E</td> <td>4TH</td> <td></td> <td>AVE</td> <td>E</td> </tr> <tr> <td>☐ 1302</td> <td>101-101</td> <td>E</td> <td>4TH</td> <td></td> <td>AVE</td> <td>O</td> </tr> <tr> <td>☐ 1502</td> <td>100-298</td> <td>W</td> <td>4TH</td> <td></td> <td>AVE</td> <td>E</td> </tr> </tbody> </table>		Street Index (8431)	Apartments (0)	Dorms (0)					☐ Precinct	Low-High	End	St	St	St	St	☐ 0test	1-99			0000test			☐ 1302	100-199		1ST	E	AVE		☐ 1302	100-299		1ST	W	AVE		☐ 1502	100-198	E	4TH		AVE	E	☐ 1302	101-101	E	4TH		AVE	O	☐ 1502	100-298	W	4TH		AVE	E
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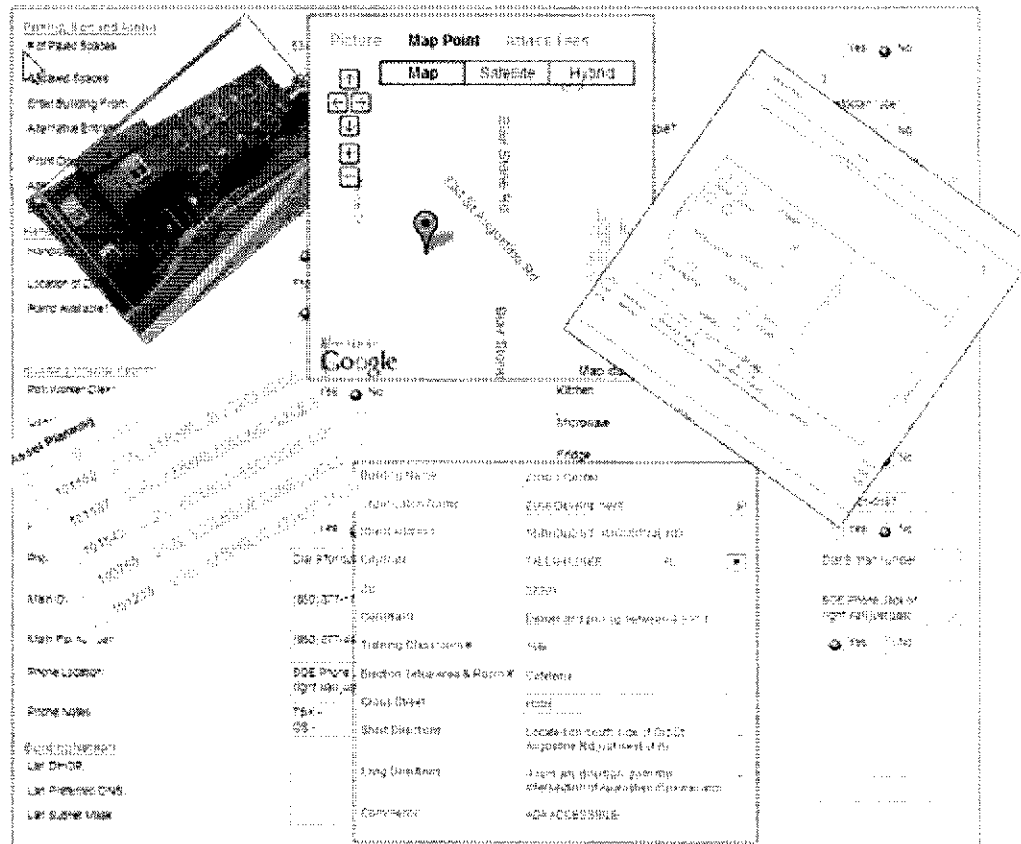
PLMS creates lists of the locations.

The lists are sorted by election (main or early voting), by building status, and by building type (polling place, training place, REC location).

<< Test 5 6-26 >>						Main Election
Election Buildings (9)		Training Locations (2)		R.E.C. Location		Early Voting Test 5-6-26
BLDG ID	Building Name	Organization	Phone	Phone	Zip	
12050	Aaron Allen Pavilion	CITY OF TALLAHASSEE PARKS AND RECREATION	1205	(850) 555-7896	32301	
13650	Accenture Center	Zone Development	1355	(850) 555-9654	32305	
13130	BETHEL AME CHURCH	Bethel AME Church	1319	(850) 555-2535	32310	
24511	BETHEL METHODIST	Bethel Methodist Church	2451	(850) 555-4879	32304	

PLMS also profiles each location.

PLMS profiles each building in depth, lists, classifies and sorts all possible sites for polling, early voting, training, and REC use. On and offsite contacts, site survey info, rental fees, photos, layouts, ADA status, set-up needs, communiqués, election history, etc, are tracked. Each building's profile includes its election history and precinct assignments, its location on a map, its unique asset/supply needs, its photo, and attachments of room layouts.



1.2.1.3. Mapping Locations

PLMS visually displays precincts, buildings, voter population and voter turnout in maps, sorting by usage, status, and availability.

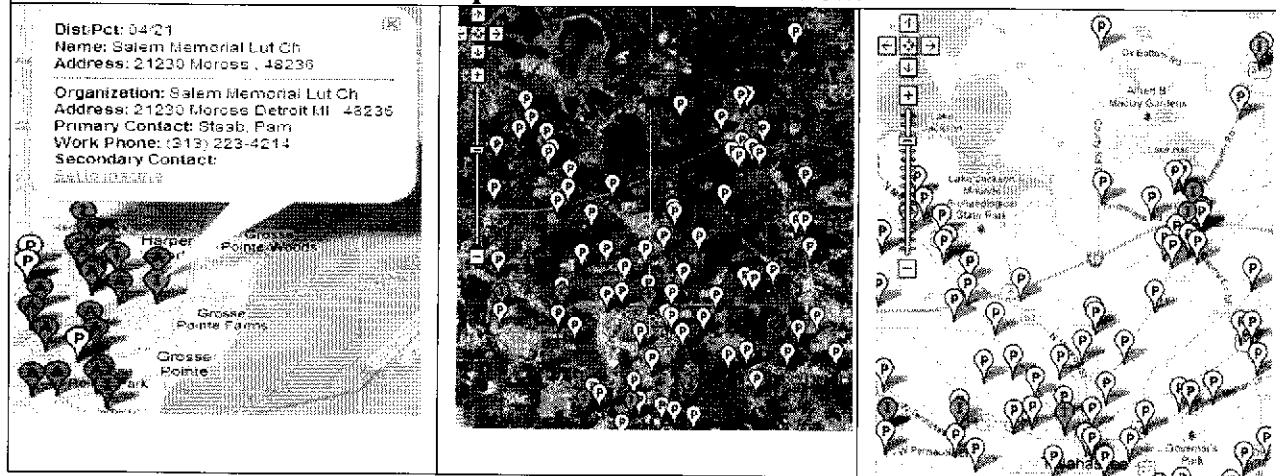
The map for locations filters by building status, ownership, availability, usage (polling, training, REC), and election.

The clerk can search by building name, number, or precinct.

When the clerk clicks on the building's color-coded balloon, a dialog balloon pops up to list its precinct, name, address, Owner, Contact, and phone number.

The clerk can zoom in or zoom out, and slide the map around.

The clerk can also switch from **Map** to **Satellite** to **Terrain** view.



1.2.1.4. Poll Location Asset Planning

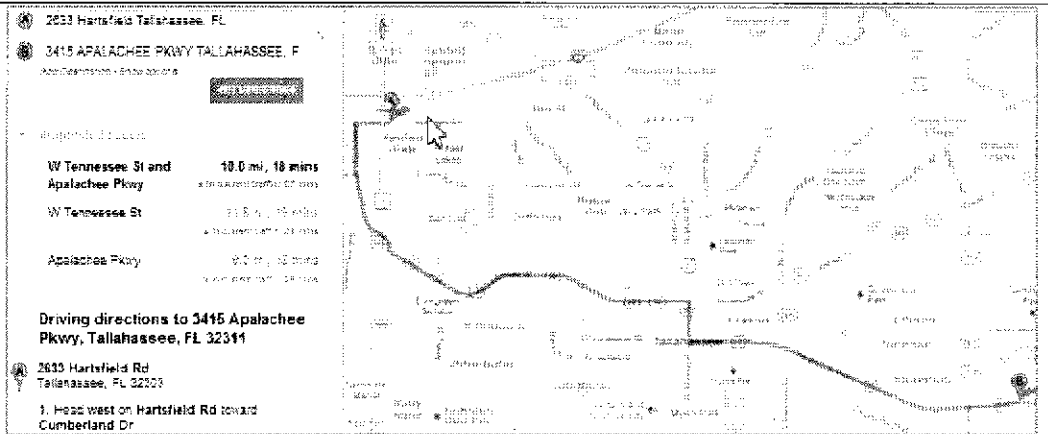
This feature annotates item needs unique to specific buildings such as extra extension cords, handicap ramps, particular traffic signs, etc, and informs the asset management module for election packing and planning. It also tracks and informs the warehouse dispatch of delivery constraints. The special building needs are transmitted into the Poll Asset Management System so the system can manage the inventory and plan deliveries.

1.2.1.5. 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".

1.2.1.6. Voter Mapping

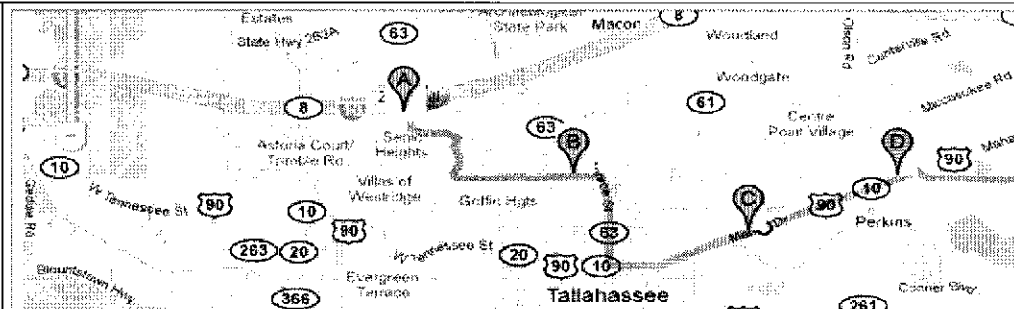
Sometimes voters need directions to their proper polling place. This, too, is accomplished by PollChief—both with turn-by-turn instructions, and a map.



PLMS informs the call center of the location of the polling place.

1.2.1.7. Delivery Map

Drivers delivering election material to the polling places also sometimes need a map. PollChief's drayage wizard maps out the route.



1.2.2. Asset Management Module

ASSET MANAGEMENT MODULE: includes Hardware as well as Precinct Inventory —

Provide a full inventory of all the supplies and equipment in the Manassas main Voter Registration Office, at the Caton Hill DMV field office and at its storage facility located at 7525 Gary Road, Manassas, VA 20109 .

1. The Module shall provide inventory levels for each item by its office area location.
2. The Module shall be capable of storing a picture and/or instructions for a particular asset.
3. The Module shall provide information about the last price paid, vendor and current value for designated assets.
4. Before and after the packing of the bags and cages, the Module shall be able to show

1.2.3. Konnech PollChief Asset Management Module

Asset Management has become a critical component of election management. There is a huge volume of materiel that goes with each election: voting machines, memory cartridges, security seals, e-pollbooks, 'I Voted' stickers, traffic cones, signs, Puff-n-sips, pens, Post-It notes, ballots, tally sheets, staplers, signature cards, address change cards, wheelchair ramps, keys, provisional ballots, privacy booths, tabulators, --the list is endless. Yet one tiny omission can lead to disaster. And heaven forbid that one element doesn't work as it's supposed to—for example, a touch-screen machine that mis-records the votes has more than once created a scandal of national proportion.

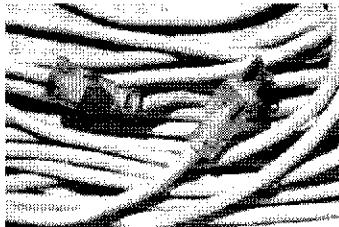
Konnech's PollChief® team understands the critical import of all these election assets better than any other firm in the world. PollChief's Poll Asset Management System (PAMS) is specialized to election management in the following features:

- Web Based
- Ballot Control
- Chain of Custody
- Election Packing— clerk, precinct, building
- Critical Item Return Alert
- Email Alerts
- Interactive Testing— pre- and post-election logic and accuracy tests
- Return Ratio Calculation
- Trouble Tickets
- White Board
- Mobile Phone Access
- Input Options— Keyboard, Bar Code scanner, RFID, iPhone, Android, Import
- Condition Classification for HAVA compliance
- Financial Reporting for HAVA compliance
- Storage Mapping for HAVA compliance
- Office Use Versus Election Use for HAVA compliance
- Return Unpacking
- Voting Machine Archives
- Drayage Wizard – cargo value, loading guide, delivery routes and maps
- Polling Place Exceptions— delivery constraints and special equipment needs
- Attachment Tracking – security seals, comm. Packs, memory cards, etc
- Lading Monitor — complete, correct truck loading
- Searchable Web Log

Leon County's elections warehouse manager reports that PAMS reduced inventory management time by two thirds.

Konnech's PollChief® of course performs all the functions of a standard warehouse inventory program. It names, numbers, bar codes, maps the locations, reports the cost,

identifies the source, requisitions, and disposes of all supplies as well as the tracked items. We go further by predicting the usage rate of an item per election and predicting the shortfalls, so the warehouse can order the supplies well in advance of an election. This eliminates the last minute scramble so familiar to many purchasing agents.

PAMS list all items with their quantities, order status, amount in use. Attachments can be shown in a separate list.	All Items (2141) Attachments (222) Use For: ▼ Storage: All ▼ Category: ▼																																						
	<table border="1"> <thead> <tr> <th>Item ID</th> <th>Item Name</th> <th>In Stock</th> <th>On Order</th> <th>On Hand</th> </tr> </thead> <tbody> <tr> <td>☐ 100455</td> <td>AD BALLOT PRIVACY PAGE 2.5 X 11 PURPLE</td> <td>1990 SHEET</td> <td>0 SHEET</td> <td>0 SHEET</td> </tr> <tr> <td>☐ 102147</td> <td>ADDED INVEST RPT & FIRST RPT OF BUDGETING STAPLED</td> <td>480 SET</td> <td>0 SHEET</td> <td>0 SHEET</td> </tr> <tr> <td>☐ 100457</td> <td>ADDED INVEST RPT & FIRST RPT OF BUDGETING STAPLED</td> <td>28 SHEET</td> <td>0 SHEET</td> <td>0 SHEET</td> </tr> <tr> <td>☐ 100607</td> <td>ADA BALLOT CALL</td> <td>2 EACH</td> <td>0 EACH</td> <td>0 EACH</td> </tr> <tr> <td>☐ 100490</td> <td>ADA BLUE TAPE</td> <td>5 ROLL</td> <td>0 ROLL</td> <td>0 ROLL</td> </tr> <tr> <td>☐ 100608</td> <td>ADA PAPER HANDLE RETORCH</td> <td>25 EACH</td> <td>0 EACH</td> <td>0 EACH</td> </tr> </tbody> </table>					Item ID	Item Name	In Stock	On Order	On Hand	☐ 100455	AD BALLOT PRIVACY PAGE 2.5 X 11 PURPLE	1990 SHEET	0 SHEET	0 SHEET	☐ 102147	ADDED INVEST RPT & FIRST RPT OF BUDGETING STAPLED	480 SET	0 SHEET	0 SHEET	☐ 100457	ADDED INVEST RPT & FIRST RPT OF BUDGETING STAPLED	28 SHEET	0 SHEET	0 SHEET	☐ 100607	ADA BALLOT CALL	2 EACH	0 EACH	0 EACH	☐ 100490	ADA BLUE TAPE	5 ROLL	0 ROLL	0 ROLL	☐ 100608	ADA PAPER HANDLE RETORCH	25 EACH	0 EACH
Item ID	Item Name	In Stock	On Order	On Hand																																			
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☐ 100490	ADA BLUE TAPE	5 ROLL	0 ROLL	0 ROLL																																			
☐ 100608	ADA PAPER HANDLE RETORCH	25 EACH	0 EACH	0 EACH																																			
Clicking on an item leads to its description with image, inventory levels by office area location, the price, whether it's used for both election and office use, the amount paid, the vendor, etc.	 Choose File No file chosen Delete Maximum file size: 1MB The allowed file format is: jpg, png, gif, zip Item ID: 100844 Bar Code: 100844 Item Name: EXTENSION CORD 10 FT(16 GAUGE) Category: --Misc Gen Inv ▼ Use For: ☒ Election ☒ Office ☐ Inactive Basic Unit: EACH Price/Basic Unit: 18.00 Large Unit: 1E0 Conversion Ratio: 2 10 Est. Return Ratio: 100.00 % HAVA Funds: 0.00 State Funds: 0.00 County Funds: 18.00 Other Funds: 0.00 Attachment: Browse... Description:																																						

It can create requisitions and alert the requisitioner by email when their item comes in.

P.O. ID:

Vendor:

Remark:

Requested By:

Response Status:

Date Needed:

Approved By:

☐ Include	Item Name	In Stock	Over Stock	Price	Quantity
☐	101851 ADAPTER - AUDIO	4 EACH	5 EACH	29.00 /EACH	1 EACH
☐	101821 ADAPTER - DYMO LABEL PRINTER	8 EACH	9 EACH	0.00 /EACH	0 EACH
☐	100978 RAMP PIN	2 PIN	3 PIN	5.50 /PIN	1 PIN
☐	100354 RATCHET STRAP FOR TRUCK 8 FOOT	1 EACH	2 EACH	18.99 /EACH	1 EACH
☐	100249 SAFETY GLASSES	8 EACH	18 EACH	12.99 /EACH	10 EACH

Bar code scanning simplifies and speeds inventory-taking.

Keywords:

Date Range:

Storage:

Verify Inventory (6704)

Difference List (22)

Verified	Discrepancy	Item ID	Item Name	Storage	Quantity
		100455	AB BALLOT PRIVACY PAGE 3.5 X 11 PURPLE	RCN	1 SHEET
		100927	ADA BALLOT CALL	ROW-A-2	1 EACH
		100927	ADA BALLOT CALL	RCN	1 EACH
		100482	ADA BLUE TAPE	ROW-A-1	4 ROLL
		100482	ADA BLUE TAPE	AQS-G	1 ROLL

PAMS uses historical election return ratios to calculate upcoming supply needs and points out shortfalls, so you can predict your election needs with high confidence.

<< PRES PREF PRIMARY 2012

>> Main Election

Keyword:

Container:

Precincts (84)

Job Titles (3)

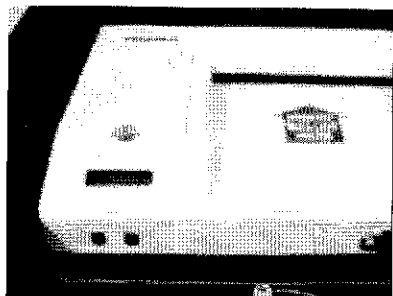
Election Buildings (95)

Consolidated (290)

☐ Include	Item Name	In Stock	Minimum Qty	Forecast Qty	Diff. Forecast
☐	100817 FORM - AUXILIARY BALLOT COMPARTMENT	520 SHEET	1880 SHEET	1880 SHEET	-1340 SHEET
☐	100471 FORM - VOTER CHECK-IN WHITE	0 SHEET	940 SHEET	940 SHEET	-940 SHEET
☐	100818 FORM - DECEASED VOTER	0 SHEET	930 SHEET	940 SHEET	-930 SHEET
☐	100458 FORM - ACCIDENT/INCIDENT INVEST RPT	5 SHEET	930 SHEET	935 SHEET	-925 SHEET
☐	100467 FORM - VOTE HERE ARROW	60 SHEET	940 SHEET	940 SHEET	-880 SHEET
☐	100584 PEN - BLUE SOE	1434 EACH	2244 EACH	2258 EACH	-810 EACH

1.2.3.2. Tracked Assets

Elections managers know that certain items in their warehouse are not just costly, and not just delicate—they are absolutely essential tools of democracy. We're speaking, of course, of voting systems—the ballot markers, scanners, tabulators, and memory cards that determine and announce the winners and losers in each election contest. To ensure irreproachable property records of the sensitive items, PollChief®'s PAMS module profiles, tracks, and archives each of them.

Each tracked item has its own individual profile. This shows the profile of not just any OS unit, but of OS Unit #10800-15140.	Equipment Basic Info					Item Basic Info	
	Tabulation Item: OS UNIT						
	Equipment ID: 100800-15140						
	Bar Code: 100800-15140						
	Asset Number: 15140						
	Serial Number: 10200						
	RFID Tag:						
	Manufacturer: Dominion					Item ID	100800
	Model: AccuVote-OS					Bar Code:	100800
	Other:					Item Name	OS UNIT
	Storage: RCM					Category:	Tabulation
	Service Status: Good					Use For:	Election
	Price: \$5000.00					Basic Unit:	UNIT
	Shipped Date: 3/16/2011					Price:	\$5000.00
	HAVA Funds: 2500.00					Large Unit:	10
	State Funds: 1250.00					HAVA Funds:	\$2500.00
	County Funds: 1250.00					State Funds:	\$1250.00
	Other Funds: 0.00					County Funds:	\$1250.00
	Remark: Scratched, but ok.					Other Funds:	\$0.00
	Service Status Logs					Conversion Ratio:	10
						Attachment:	OSModelPicture
						Description:	REFER TO ATTACHMENT TO SEE SPECIFIC PICTURE

Election Usage History	Election History Other In/Out History Testing History Install History Service History						
	Event ID	Event Type	Election Name	Event To	Quantity	Date	
	E10001514	In	PRES PREF PRIMARY 2012	RCM	1 UNIT	01/31/12	
	E10001356	Out	PRES PREF PRIMARY 2012	RCM	1 UNIT	01/30/12	
Transfer History	Election History Other In/Out History Testing History Install History Service History						
	Event ID	Event Type	Quantity	Custodian	Dispatcher	Remark	
	E10000471	Other Check In	1 UNIT	Cunningham, Hugh	Cunningham, Hugh	ADD INVENTORY FROM TAMEK OFFICE.	
Testing History	Election History Other In/Out History Testing History Install History Service History Order In						
	Testing Title/ID	Task	Problem Category	Person	Date		
	OS Unit Post-Election Test PPP2012 / T100019	Passed	EQUIPMENT - OS UNIT	George Konnech	03/26/2012		
	OS Unit Pre-Election Test PPP2012 / T100014	Passed		Earley, Mark	12/07/2011		
	OS - 1.96.14 Firmware Upgrade / T100003	Passed		Earley, Mark	05/24/2011		
	OS - Convert from NEW to Good / T100002	Passed		Mark Earley	03/15/2011		
Individual Test Sheets	Test Status: ☒ Passed ☐ Failed ☐ No Start ☐ In Current Status: ☐ Good ☐ Fair ☒ Poor ☐ New						
	Administered By: Potter, Laura		Problem Category: EQUIPMENT - OS UNIT				
	Test Date: 03/26/2012		Sub Category: OS - POWER - POWER FAIL				
	Remark:		Description: DIDN'T HOLD THE POWER, SENDING IT FOR REPAIR. REPLACING IT WITH ANOTHER IN PRECINCT 1311.				
	OS UNIT PREPARATION CHECKLIST - GOVERNMENT ELECTIONS						
	ELECTION: PRIMARY ELECTION 2012		TEST DATE:		03/26/2012		
	ASSET NUMBER: 31985		MEMORY CARD ASSET NUMBER:		BMC0117		
	PARENT PCT:		SEAL NUMBER:		3334		
	DIAGNOSTIC: ☒ Charge OS unit for 24 hours prior to testing ☒ Unlock Printer door ☒ No visible damage ☒ Verify that unit boots up and passes system test ☒ Set custom clock (document if original clock setting is off more than 5 minutes)						
	Install History	Election History Other In/Out History Testing History Install History Service History Order In					
Testing Title		Testing ID	Memory Card Encoder	Election			
	OS Unit Pre-Election Test PPP2012	T100014	BMC0016	PRES PREF PRIMARY 2012			

Service History	Election History Other In/Out History Testing History Install History Service History					
	Ticket ID	Problem Category	Staff/Vendor	Date	Status	
	SV100282	EQUIPMENT - OS UNIT	KONNECH, KELLY	05/03/2012	Closed	
	SV100083	EQUIPMENT - OS UNIT	Potter, Laura	03/26/2012	Open	
	SV100082	EQUIPMENT - OS UNIT	Potter, Laura	03/23/2012	Closed	

Individual Service Tickets	Ticket#	SV100082	Problem Category	EQUIPMENT - OS UNIT	Problem Sub Category	OS - LIQUID OR FOOD SPILLED ON UNIT	Calling Group
	Type	Internal	Caller Name	Potter, Laura	Caller Phone	(517) 381-1830	Open Duration (in minutes)
	Equipment ID	100800-15140	Creator	Potter, Laura	Time	3/23/2012 12:05:44 PM	Status
	Pct		Location				
	Description						
	Remark	Okay, I got to it before the soda reached any electrical components. Just in case, I took it apart and cleaned and dried everything.					
	Transfer historical record						
	Time		Person		Work Phone		
	3/23/2012 12:08:03 PM		Potter, Laura		(517) 381-1830		

1.2.3.2.1. Packing Templates

The system lists the items to be packed for the poll worker pick-up, the precincts, and each building. Bar-coded material and the Mobile App work with the well-planned Packing Template, making the packing process quick and easy rather than a tedious, time consuming chore. There will be no reasons for missing any item(s) at the polling places.

Precincts (94)	Job Titles (3)	Election Buildings (95)	Consolidated (289)
☐ EPCU	<u>Election Building</u>	<u>Expected Voter T/O</u>	<u>Registered Voter</u>
☐ 1203	Zone 1 Center	209	328
☐ 1205	Aaron Allen Pavilion	94	162
☐ 1255	Zone 2 Center	88	146

This example shows the supplies needed for each precinct, as requested in the RFP.

Parent Precinct:	1203	▼ Zone 1 Center	Precinct:	5205	Expected Voter T/O:	209	Registered Voter:	328
☐ Item ID	Item Name (156)		Formula Generated Qty		Adjustment Qty	Planned Qty		
☐ 100491	ADA MAY I ASSIST YOU BUTTONS		1	EACH	1	EACH	2 EACH	
☐ 101311	ADA SIGNATURE GUIDES (5 PER BAG)		1	EACH	0	EACH	1 EACH	
☐ 102339	ALPHA INDEX 2012		1	BOOK	0	BOOK	1 BOOK	

An important section mentioned in the RFP is the ability to track an item inside the canvas supply bag to its individual location, as well as to scan the smallest supplies into the smallest containers, then into the canvas supply bag. This requires "nesting" one supply inside another supply. In the example shown, the ziplock key bag nests inside the Clear Clerk Portfolio; the TSX Voter Card Encoder and Smart Card inside the Back Up Encoder Envelope inside the Clear Clerk Portfolio. The portfolio has received a bar code and has been marked as a critical return item. These are grouped together for delivery.

Clerk Portfolio Job Title: Clerk Place: All PPCT Quantity: 94 ☒ Planning Completed		Bar Code	Serial	Critical	Planner	Qty.
Rec: 10/1/00 (49)						
☒ 100505 CLEAR CLERK PORTFOLIO		☐	☐	☐		1 EACH
☒ 100394 BAG - ZIPLOCK KEY		☐	☐	☐		1 EACH
100945 KEY - OS MACHINE AND BASE		☐	☐	☐		1 PAIR
100504 CALCULATOR		☐	☐	☐		3 EACH
☒ 100516 ENVELOPE - BACK UP ENCODER		☐	☐	☐		1 EACH
100854 TSX VOTER CARD ENCODER		☐	☐	☐		0 ENCODER
100830 SMART CARD - VOTER ACCESS		☐	☐	☐		2 CARD
100517 ENVELOPE - BLACK AB 9 X 12		☐	☐	☐		1 EACH
☒ 100519 ENVELOPE - BLUE TAC PACKET		☐	☐	☐		1 EACH
100548 ENVELOPE - TSAT GRAY		☐	☐	☐		1 EACH
102338 TAC ACCOUNTING PACKET		☐	☐	☐		1 EACH
☒ 100526 ENVELOPE - GRAY DEPUTY SIGN		☐	☐	☐		1 EACH
100467 FORM - VOTE HERE ARROW		☐	☐	☐		10 SHEET
100471 FORM - VOTER CHECK-IN WHITE		☐	☐	☐		10 SHEET
100465 FORM - CLERK YELLOW		☐	☐	☐		1 SHEET

When the Clear Clerk Portfolio, 1 each, (first item above) is scanned in, all the items nested within it will be tracked with it, i.e., 1 each Bag-Ziplock Key containing 1 Pair Key-OS Machine and Base; the 3 Calculators, the Envelope-Back Up Encoder which itself contains 0 each TSX Voter Card Encoder and 2 voter smart cards; the black envelope; the Blue TAC packet envelope containing the TSAT envelope and the TAC accounting packet; and the Gray Deputy Sign Envelope containing the Vote Here Arrow Forms, Voter Check-in White forms, and the Yellow Clerk form.

It can be scanned when handed to a Clerk, and/or scanned when delivered to a polling place.

And, of course, scanned when returned to election headquarters.

Clicking on the 'Consolidated' tab provides the estimate of supplies needed for an election. Please notice that the minus sign in the 'overstock' column denotes those items which must be ordered.

Procncts (94)	Job Titles (3)	Election Buildings (95)	Consolidated (289)	
Item Name	In Stock	Planning Qty	Packed Qty	Over Stock
FORM - AUXILIARY BALLOT COMPARTMENT	520 SHEET	1860 SHEET	1880 SHEET	-1340 SHEET
FORM - VOTER CHECK-IN W	0 SHEET	940 SHEET	940 SHEET	-940 SHEET
FORM - DECEASED VOTER	0 SHEET	930 SHEET	940 SHEET	-930 SHEET

To generate a bar code, simply click on the 'Print Bar Code' Button.


 101851=

Item Scan: ? Enter To Storage:

Event ID: Custodian: ☐ List Poll Workers ☐ Completed

Event Type: Receiver: Remark:

P.O. ID:

☐ ID	Item Name	Bar Code	Order Qty	Checked Qty	To Storage	Quantity	Action
☐ 101851	ADAPTER - AUDIO	101851	1 EACH	0 EACH		1 EACH	Print Bar Code
☐ 101821	ADAPTER - DYMO LABEL PRINTER	101821	1 EACH	0 EACH		1 EACH	Print Bar Code
☐ 100978	RAMP PIN	100978	1 PIN	0 PIN		1 PIN	Print Bar Code
☐ 100354	RATCHET STRAP FOR TRUCK 8 FOOT	100354	1 EACH	0 EACH		1 EACH	Print Bar Code
☐ 100249	SAFETY GLASSES	100249	10 EACH	0 EACH		10 EACH	Print Bar Code

It displays the packing status.

<< PRES PREF PRIMARY 2012		>> Main Election	
Keywords: ?	Storage:	Completed	Not Completed
PCT Packing (94) Waiting For Packing (240)		Planning List	
☐ Item	Item Name		
☐ 100607	ADA BALLOT CALL	1 EACH	1 EACH
☐ 100608	ADA DOOR HANDLE RETROFIT	7 EACH	7 EACH
☐ 100609	ADA DOORSTOP	6 EACH	6 EACH

1.2.3.3. Check-Out and Check-In Control

PAMS controls Check-In/Check-Out and tracks the Return of all items for each polling site, from trucks and poll workers. The Critical Item Return List highlights any essential items (e.g., ballot boxes, poll books, e-PollBooks, memory cards, tally sheets, etc) that the poll workers are missing in their election night delivery, so they can be searched for immediately, before the delivery truck or poll worker drives away.

In this example, the red marker tells us the 0008 Cage has not yet been scanned, but it should be on this truck; the green marker that Cage 0010 has been scanned and was in the planned load for this truck; and the yellow marker tells us that the TSX Sign was scanned, but it was not planned to be on this truck—it's an extra item.

Package	Job Title	Election Building	Critical
☐ Clear Bag	Clerk	Fort Braden Community	✓
☐ Clear Bag	Clerk	Calvary Chapel	✓

Truck: 001 Custodian: Kelly

Truck Seal#: Dispatcher: Konnech, George

ID	Item	Planned	Loaded	Bar Code	Serial #
100072-0008	Cage	1 each	✓	2222222	352
100120	TSx Sign	0 each	0	100120	
100072-0010	Cage	1 each	✓	3333333	33432

1.2.3.4. Order and Transfer

Automatic email alerts for under-stock items sent by the system prevent emergency ordering. A system generated Transfer List makes real-time Pick-Up and Drop-off easy. The Smartphone Mobile App makes the complex election package preparation move swiftly.

1.2.3.5. Delivery Planning

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

1.2.3.5.1. 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.

PPCT	Building Name	Constraint	Address	Stop	Time
☐ 9904	Zone 3 Center	Y	1200 Pedrick Rd	B	08:00 AM
☐ 9903	Zone 3 Center	Y	No deliveries between 11 am to 2 pm	C	09:00 AM
☐ 9902	Zone 2 Center	Y	3540 Thomasville Road	D	12:00 PM
☐ 9777	All Saints Anglican Church	Y	3840 N Monroe St	E	01:00 PM
☐ 9905	All Saints Anglican Church	Y	3840 N Monroe St	F	12:00 AM

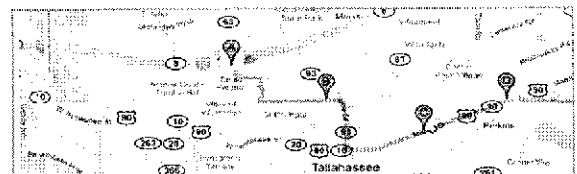
The drayage wizard calculates the value of the cargo on each truck, drawing from the purchasing data in the inventory databank.

Item ID	Item Name	Quantity	Value
☐ 100073-0002	Cage	each	\$1,640.00
☐ 100073-0010	Cage	each	\$1,640.00
☐ 100182	Tables	3 each	\$0.00

1.2.3.5.2. It annotates driver's name and license number, the truck license number, the route number, etc.

1.2.3.5.3. The drayage wizard produces a loading manifest, first in last out.

1.2.3.5.4. The drayage wizard maps out the delivery route.



- 1.2.3.5.5. Typically, the trucks are loaded, and then the cargo locked inside overnight before the next day delivery. The drayage wizard can be used to record the number of the security seal applied to the truck's cargo door.

1.2.3.6. Return Unpacking

Once supplies are checked back in on election evening the unpacking begins. The program distinguishes between items turned back in and items re-shelved, and will accommodate both individual and bulk unpacking methods; either way of unpacking and counting the supplies back in can be recorded with computer, barcode scanner, smart phone, or tablet. Items which cannot be reused can be discarded and recorded as "disposed." The program will calculate a return/reuse ratio to assist in supply planning for future elections.

1.2.3.7. Smart phone Application

An app for iOS or Android smart phones can be added to the asset management module. The smart phones can access the internet in Wi-Fi, 3G, and 4G areas, so staff can manage all assets on their feet, on the go.

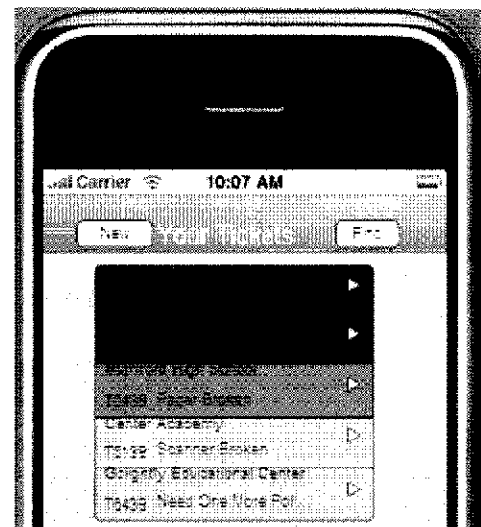
iSupply allows the clerk to toggle from function to function to:

- I. correct the inventory instantly while standing at the shelf.
- II. pull up and view the purchase order to check against deliveries when receiving incoming parts or supplies.
- III. record the movements of serialized voting equipment such as DREs, scanners, and ePollBooks
- IV. assign and record Security Seals
- V. document Logic and Accuracy testing
- VI. track the movement of controlled, numbered ballots.

This accomplishes far more than dumb input from bar code or RFID scanners—this puts a fully functional terminal in the administrator's hands as he's walking around.

For instance, a technician might be performing testing and discover that an asset needs to go for repair. Although a bar code scanner or RFID could record the asset's ID number, neither one would be able to say why the machine had been moved—the staffer would have to get to a computer to record the comments of the problem. The smartphone enables the technician to enter the specifics of the problem right into the asset's comments section while standing next to the machine.

For another example, when the dispatcher applies a security seal to the delivery truck's cargo door, he can record that number into the



smart phone while standing in the loading dock. Then he can toggle over to another screen to record a comment about a voting machine, then toggle back to the truck security screens. The next morning, the driver will check on the smartphone that the number of the seal is unchanged and will confirm that information in the records.

In the course of delivery and setup, the staffer might notice and correct a flaw in a machine. He can pull up the screen for that machine on his smart phone, enter the ID and problem and corrective action he took, and save the info, right there on his feet in the field.

1.2.4. Election Officer Module

Each Election Officer will be assigned a unique bar code.

Data base will store information on individual election officers, their work history, contact information, precinct assignment and history, position assignment and history, party representation, vendor number, and dates for correspondence that has been issued and received. User will be able to produce personalized correspondence and attachments without the need for additional collating or sorting. Specific precinct information and staffing information must be included in correspondence.

Module will allow integration of officer information into oath forms, correspondence and training reminders. The module will allow for updating and creating correspondence pieces on an on-going basis.

Module will allow for standard reports and customizable reports to pull data by any of the fields or combination of fields.

Module will integrate with call management module, asset management and precinct management to provide information across the system.

Module will allow for archiving records of election officers no longer working.

Module will integrate and report in a format compatible with the Prince William County payroll system.

Module will trace attendance at training using the bar code. At the completion of training information will be recorded by scanning the bar code into the module or a similarly automated method.

Module will record and track multiple types of training in an election officer's record.

Module will track home precinct information as well as assigned precinct information. The module will allow for performance notes.

1.2.4.1. Konnech PollChief Poll Worker Management Module

Election officer management is a time consuming, detailed, painstaking aspect of the elections process. They are the front line, the face the voter interacts with at the polls. They make or break the success of an election.

PollChief®'s Election Officer Management module is Poll Worker Management System (PWMS). PWMS accomplishes every function requested in the RFP.

Each Election Officer will be assigned a unique bar code.

Each Election Officer is assigned a bar code.	☐ Name	ID	Job Title	Work Place	Training Class
	☐ Zumwalt, Bailey	000000009	R - Rover	001	FOR ONLINE
	☐ Zumwalt, Baxter	A0001235	C - Clerk	1205	FOR
AP A B C D E F G H					
Remove Complaint Communications Export Work Bar Code As					

Data base will store information on individual election officers, their work history, contact information, precinct assignment and history, position assignment and history, party representation, vendor number, and dates for correspondence that has been issued and received. User will be able to produce personalized correspondence and attachments without the need for additional collating or sorting. Specific precinct information and staffing information must be included in correspondence.

The listing of the election officers is comprehensive.	Poll Workers (4383) Applicants (11)							
	☐ Name	ID	Score	Job Title	Work Place	APR	YTD	Rating
	ABBOTT, MICHAEL	1457	4457	D - Deputy	2507	4.0	1.0	Good
	BERNATHY, MELISSA	a0001549	4457	H - Assistant Clerk	4163	3.0	1.0	Good
	BERNER, MARY EL	1234		C - Clerk	1301	6.0	0.0	Poor
	BERSAIRE, MARK	A0000005	4457	D - Deputy	1361	6.0	3.0	Average
	BERSTEIN, BARTON	9801	4457			0.0	0.0	Good
ACOFF, EDWARD								
		1231	4457	I - Inspector	5207	9.0	3.0	Excellent

Work History	Training History	Payroll History	Activity Log	Communication Log
8000 - OPEN LAB				
Election Title	Date	Job Title	Score/Place	Rating
PRIMARY ELECTION 2012	08/14/2012	H - Assistant Clerk	1202	Excellent
PRES PREF PRIMARY 2012	01/31/2012	H - Assistant Clerk	1202	Good

Poll Day Attendance [View](#)

Payroll [Edit](#)

Training:	\$30.95
Working:	\$136.50
Other:	\$0.00
Total:	\$167.45
Adjustment:	\$0.00
Grand Total:	\$167.45

Performance Rating

Good

As displayed in the illustrations above, attendance at training is tracked by barcode.

As displayed in the illustrations above, training records of multiple types are recorded and tracked in an election officer's record.

As displayed in the illustrations above, home precinct and assigned workplace are tracked.

As displayed in the illustrations above, there is a section to enter performance comments as well as to enter a performance rating.

1.2.5. Election Officers (EO) Training Module

Requirement: A comprehensive automated training module that allows for scheduling multiple training dates, locations and times. Officers must have access to this module from outside the Prince William County network. Officers must be able to schedule their own training times as well as participate in on-line training. At a minimum, the module must support Excel, Word, Outlook, Power Point and PDF file types for uploading training information and materials; and, the module must be flexible enough to allow Voter Registration and Elections to change the training module with each election.

Officers must be able to choose their training times and there must be a process to set the maximum number of officers allowed to sign up for any given class. Once that number is reached the module must produce a notice that the class is full and no longer available for registration.

An Officer must be able to receive confirmation of registration in the form of an email or, where email is not available, an automated phone call. The module will track the response to the email or phone call with alerts for undelivered messages. The Officer must be able to respond to the email or phone call in such a way that the module can collect that data either by a series of answerable questions or buttons to confirm attendance or receipt of any emergency communications. The module will, at any time, provide a printed version of the class rosters.

EOs shall be assigned a unique barcode that can be scanned to track training attendance and Election Day payroll requirements. The module will provide a report that is compatible with the county payroll system providing all information required by the county including Organization Cost Accounts and Object Levels. The module shall provide a report to Voter Registration and Elections of individuals who did not attend their scheduled class and notify the EOs by email or phone call of their responsibility to seek a make-up class. Vendor will provide barcode capability, recommending and acquiring compatible equipment for scanning and bar coding.

The objective is to issue Election Officers badges that include a bar code that can be scanned as they move from break-out session to break-out session. This information can then be used to verify that each EO attended the appropriate training classes and transfer that information to a file that will update our database and/or payroll files. At the end of the election cycle, the training attendance information must be capable of being merged with the payroll function. Training pay must be added to the EO pay if the Officer attended training. These amounts will be established by the customer and the program must be capable of managing variable payment amounts..

The training and training type must remain as a history in each EO's record.

PollChief's Pollworker Web Access System accomplishes the EO training needs.

The election officer's log-in screen.



Leon County Poll Worker Online Web Access

Election 08: PRIMARY ELECTION 2012 set for 08/14/2012



Leon County Poll Worker Login

Welcome to the Leon County Online Poll Worker Access webs you for your hard work and dedication to the voters of Leon Co will allow you to register for class, check your poll worker assign 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](#)

Copyright © 2011 Leon County [Supervisor of Elections Office](#)
P. O. Box 7357, Tallahassee FL 32314-7357
Phone: (850) 606-8683 Fax: (850) 606-8601
Powered by [PollChief](#)

The site can open with a "welcome" video.

Messages (Unread: 11)	Upcoming Elections
Online Services	
My Profile	- Update your contact information - Sign Up to work the next election - Check your work assignment - Review your payments
Class Registration	- Register for a class near you - Check the Open Lab schedule - Change or update your class choice
Training Materials	- Review and print training materials - Download and review presentations offline
Online Training	- You must first register for an online course above - Take the online courses and assessment test - Receive your Certificate of Completion



The basic information screen allows the election officer to update her profile details herself, sparing the elections staff the steps of taking her call, annotating her information, then entering the PWMS and pulling up her records to enter the change for her.

Basic Information	Account	Payment History
ID:	0003121	
SSN:	000-0-0-2569	
Last Name:	Thomas	
First Name:	Kelly	
Middle Initial:	M	
Birth Date:	05/05/1955	
Sex:	Female	
Race:	4 - Hispanic	
Party:	NP	
Worker Type:		
Driver License:	548-84972	
Foreign Languages 1:	Spanish	
Foreign Languages 2:		
School ATH / YTD:	14 100	
Hired:	01/06/2012	
Status:		
Mailing Address		
Street # / Apt:		2100 303
Pre / Street / Suf:		Thomasville
City / State:		Tallahassee FL
Zip:		
Residence Address ☐ Same as Mailing Address		
Street # / Apt:		2100
Pre / Street / Suf:		Thomasville Rd
City / State:		Tallahassee FL
Zip:		39501
Home Precinct:		1203
Contact Info		
Home / Evening Phone:		(517) 402-6168
Work / Daytime Phone:		(517) 402-6168
Mobile Phone:		(850) 555-1487
E-mail:		kitty@pollchief.com

The payment history lets them review their pay history themselves, sparing the elections staff from looking up the information for her. .	Basic Information		Account	Payment History					
	Check #	Election Name		Election Date	Rating	Payment			
	88104	PRES PREF PRIMARY 2012		01/31/2012	Good	\$167.4500			
	91075	Test 5 6-26		06/26/2012		\$20.0000			
		EARLY VOTING PRIMARY ELECTION		08/04/2012		\$0.0000			
	94177	PRIMARY ELECTION 2012		08/14/2012	Excellent	\$136.5000			
The election officer can view upcoming elections, check those she'd like to work, and sign up for training.	Upcoming Elections								
	Election Name	Election Date	Job Title	Interested In	Action				
	PRIMARY ELECTION 2012	08/14/2012	Assistant Clerk	☐	Sign up for training				
	Test 5 6-26	06/26/2012	Inspector	☐	Sign up for training				
The election officer can see the classes, the number of seats, and how many are enrolled, and can sign up or withdraw.	Class Registration (2)								
	Section	Class Type	Location	Date/Time	Students/Seats	Applicant Status	Attendance	Completed	Action
	TEST 5	Test 5 All In	Zone 3 Center	4/4/2012 6:00 PM	30/30	Approved	Yes	Yes	Withdraw
	TEST 5 C	Test 5C Omni	Training Online		14/0	Approved	No	No	Withdraw
	Available Classes								
Online training with quizzes and videos are also offered.	Training Classes (4) ☒ Match with Job Title						All		
	☐ Section	Class Type	Location	Date/Time	Students/Seats				
	☐ TEST 5 B	Test 5 B Full Course	Training Online		14/0				
	☐ 00001	Test 5 All In	Zone 3 Center	5/24/2012 6:00 PM	0/30				
	☐ 00002	Test 5 B Full Course	Zone 2 Center	6/2/2012 7:00 PM	0/40				
	☐ 00003	PW Broad Spectrum	Zone 2 Center	5/24/2012 5:00 PM	0/40				
	Join Close								
Online training with quizzes and videos are also offered.	Online Training (1)								
	Section	Class Type	Material de	Quiz	Score	Status	Action		
	TEST 5 C	Test 5C Omni	New Full Worker Orientation Video Course 1 Part A	Test 5 online	10%	Fail	Review	Take Quiz	

She can download training materials. These can be PDFs, Word, Excel, Outlook, Power Point, and video files.	Training Materials (20)		All Categories		
	Type	Category	All Categories		
	PSA.1	New Material Election Training	New Material Election Training		
	PSA MOV File	New Material Election Training	New Poll Worker Information		
	File Type	New Poll Worker Information	Poll Worker Manuals and Guides		
	New Poll Worker Orientation Video	New Poll Worker Information	Voting Machine Tutorials		
	Orientation Manual	New Poll Worker Information	Help America Vote: Sensitivity Training		
	2012 Poll Worker Manual	Poll Worker Manuals and Guides	Download		
	Clerk and Assist Clerk Training Slides	Poll Worker Manuals and Guides	Download		
	Course 1 Part A	Poll Worker Manuals and Guides	Download		
	Course 1 Part B	Poll Worker Manuals and Guides	Download		
	Course 1 Part C	Poll Worker Manuals and Guides	Download		
Inspector and Deputy Training Presentation Slides	Poll Worker Manuals and Guides	Download			
The worker can review all the communiqués to and from elections headquarters.	Inbox (Unread: 11)		Year: 2012		
	Subject	Type	Sent/Printed Date Time	Sent By	
	Welcome to our Team	Email	5/3/2012 8:58:52 AM	Potter, Laura	
	Access Code	Email	4/30/2012 1:04:42 PM	Potter, Laura	
	Access Code	Email	4/30/2012 1:01:53 PM	Potter, Laura	
	Class Invitation	Email	4/17/2012 1:48:44 PM	Potter, Laura	No
	Welcome packet Received?	Phone	4/10/2012 11:01:55 AM	Potter, Laura	Yes
	Welcome packet receipt	Phone	4/10/2012 10:40:32 AM	Potter, Laura	Yes
	Preparation materials	Email	4/10/2012 8:40:12 AM	Potter, Laura	Yes
	Preparation materials	Email	4/10/2012 8:39:38 AM	Potter, Laura	
	Access Code	Email	4/2/2012 3:21:06 PM	Potter, Laura	
	Access Code	Email	4/2/2012 3:03:34 PM	Potter, Laura	
	attendance	Email	3/30/2012 11:23:29 AM	Potter, Laura	Yes
	training change	Email	3/30/2012 8:40:21 AM	Potter, Laura	No
	Thank you	Email	3/27/2012 2:06:11 PM	Potter, Laura	Yes
	Welcome to our Team	Email	3/9/2012 11:53:06 AM	Potter, Laura	Yes

The worker can submit emails to election headquarters.	Technical Help & Comment Please use this form to ask questions, make comments and report problems with the PollChief Messaging Web Portal. These e-mails are reviewed on a regular basis and handled as quickly as possible. For a more immediate response you may contact the Supervisor of Elections Office at (855) 666-6667. First Name: Kitty Last Name: Zane Last 4 of SSN#: 2569 Email Address: kitty@pollchief.com Question/Comment: Submit
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The election supervisor sets up online training courses and sends access codes to the students. They can be changed any time the trainer wishes.	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 10%;">TEST #</th> <th style="width: 30%;">Test Name</th> <th style="width: 30%;">Organizations, County Staff, Student Poll Workers, Active Poll Workers, New Poll Workers</th> <th style="width: 10%;">Score</th> <th style="width: 20%;">Zone 3 Center</th> </tr> </thead> <tbody> <tr> <td>TEST 1</td> <td>Test 5 All In</td> <td>Organizations, County Staff, Student Poll Workers, Active Poll Workers, New Poll Workers</td> <td>30 / 30</td> <td>Zone 3 Center</td> </tr> <tr> <td>TEST 2</td> <td>Test 5 B Full Course</td> <td>Organizations, County Staff, Student Poll Workers, Active Poll Workers, New Poll Workers</td> <td>14 / 0</td> <td>Training Online Send Access Code</td> </tr> <tr> <td>TEST 3</td> <td>Test 5C Omni</td> <td>Organizations, County Staff, Student Poll Workers, Active Poll Workers, New Poll Workers</td> <td>11 / 0</td> <td>Training Online Send Access Code</td> </tr> </tbody> </table>	TEST #	Test Name	Organizations, County Staff, Student Poll Workers, Active Poll Workers, New Poll Workers	Score	Zone 3 Center	TEST 1	Test 5 All In	Organizations, County Staff, Student Poll Workers, Active Poll Workers, New Poll Workers	30 / 30	Zone 3 Center	TEST 2	Test 5 B Full Course	Organizations, County Staff, Student Poll Workers, Active Poll Workers, New Poll Workers	14 / 0	Training Online Send Access Code	TEST 3	Test 5C Omni	Organizations, County Staff, Student Poll Workers, Active Poll Workers, New Poll Workers	11 / 0	Training Online Send Access Code																
TEST #	Test Name	Organizations, County Staff, Student Poll Workers, Active Poll Workers, New Poll Workers	Score	Zone 3 Center																																	
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TEST 3	Test 5C Omni	Organizations, County Staff, Student Poll Workers, Active Poll Workers, New Poll Workers	11 / 0	Training Online Send Access Code																																	
The election trainer sets up a bank of questions in a variety of categories.	Question List (70) <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 50%;">Question</th> <th style="width: 20%;">Category</th> <th style="width: 10%;">Answer</th> <th style="width: 20%;">Edit</th> </tr> </thead> <tbody> <tr> <td>☐ Date</td> <td></td> <td></td> <td></td> </tr> <tr> <td>☐ A BLANK BALLOT is a ballot that?</td> <td>Part One Quiz</td> <td></td> <td></td> </tr> <tr> <td>☐ A Communication Board is laminated group of pictures that?</td> <td>Part One Quiz</td> <td></td> <td></td> </tr> <tr> <td>☐ After the last voter votes, check the _____ compartment on the Accu-Vote Unit Base.</td> <td>OS MACHINE</td> <td>Yes</td> <td>Edit</td> </tr> <tr> <td>☐ An OVER VOTED ballot is a ballot that has ?</td> <td>Part One Quiz</td> <td>Yes</td> <td>Edit</td> </tr> <tr> <td>☐ Ballots are stapled in pads of how many ballots?</td> <td>Part One Quiz</td> <td>Yes</td> <td>Edit</td> </tr> <tr> <td>☐ Before you slide in the Accu-Vote Unit, you must remove the _____ and place it in the _____ holder.</td> <td>OS MACHINE</td> <td>Yes</td> <td>Edit</td> </tr> <tr> <td>☐ Blue Pages are used when a voter has been confirmed as?</td> <td>Part One Quiz</td> <td>Yes</td> <td>Edit</td> </tr> </tbody> </table> Category: All Categories BASIC PW PART C OS MACHINE Part One Quiz Quiz at the end of Section C SENSITIVITY Revised TSX MACHINE	Question	Category	Answer	Edit	☐ Date				☐ A BLANK BALLOT is a ballot that?	Part One Quiz			☐ A Communication Board is laminated group of pictures that?	Part One Quiz			☐ After the last voter votes, check the _____ compartment on the Accu-Vote Unit Base.	OS MACHINE	Yes	Edit	☐ An OVER VOTED ballot is a ballot that has ?	Part One Quiz	Yes	Edit	☐ Ballots are stapled in pads of how many ballots?	Part One Quiz	Yes	Edit	☐ Before you slide in the Accu-Vote Unit, you must remove the _____ and place it in the _____ holder.	OS MACHINE	Yes	Edit	☐ Blue Pages are used when a voter has been confirmed as?	Part One Quiz	Yes	Edit
Question	Category	Answer	Edit																																		
☐ Date																																					
☐ A BLANK BALLOT is a ballot that?	Part One Quiz																																				
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☐ Before you slide in the Accu-Vote Unit, you must remove the _____ and place it in the _____ holder.	OS MACHINE	Yes	Edit																																		
☐ Blue Pages are used when a voter has been confirmed as?	Part One Quiz	Yes	Edit																																		

For this online course, the trainer has told the system to select two questions from the OS UNIT QUESTIONS and two from the POLL WORKER QUESTIONS. The questions will rotate.	Quiz Add/Edit			
	Election:	Test 5 6-26		
	Title:	ELECTION TEST		
	Status:	☒ Enabled		
	End Time:	05/30/2012		
	Notification Email:	laura@konnech.com Multiple split by a semicolon ";"		
	Passed Score:	75 %		
	Access Code:	523453		
	Description:	for testing purposes		
	Question Source:	Section	Category	Number of Questions
	OS UNIT QUESTIONS	OS MACHINE	2	1
	POLL WORKER QUESTIONS	Part One Quiz	2	1

The trainer also sets up bricks and mortar classes. Dropdown menus make it quick and easy to select class type, instructor, location, date, time, and maximum class size. That enables the system to send an email notification if the class is overbooked.	Class Type:	Test 5 All In	Manage
	Targeted Groups:	New Poll Workers Active Poll Workers Student Poll Workers County Staff Organizations	
	Job Title:	Clerk Rover Deputy Assistant Clerk Inspector Substitute Adjudicator	
	Instructor:	KONNECH KELLY	Manage
	Training Location:	Zone 3 Center	☐ Is Online
	Address:	Zone 2 Center	
	Training Materials:	Add Remove	
	Pre-generated Quiz:		
	Class Size:	50	
	Training Date/Time:	05/30/2012 06 PM 30	

To notify all the members, she will select all the students, then click on 'communications'

Poll Workers (30) Organizations (0) System Staff (0)

- ☒ Allen, Hannah
- ☒ Allen, Hannah
- ☒ Zane, Bobby
- ☒ Zane, Niki
- ☒ Zane, Mike
- ☒ Zane, Michael
- ☒ Zane, Niki
- ☒ Zumwalt, Laura
- ☒ Zumwalt, Paschas
- ☒ Zumwalt, Reiley
- ☒ Zumwalt, Baxter
- ☒ Zumwalt, Butters
- ☒ Zumwalt, Hadden

50 Per Page

Add Remove Complaint Communications Assign to New Class Export Training Bar Code

Then she'll select email, phone, or letter. In this email template for training invitations, notice that a training barcode will be generated for the election officer.

The system also fills in the worker and class information.

Email Phone Letter

☐ Testing

Fields in red are required.

To Group:

Poll Workers
Zumwalt, Laura
Zumwalt, Peaches
Zumwalt, Bailey
Zumwalt, Baxter
Zumwalt, Butters
Zumwalt, Haddis

Detail

Subject:

Class Invitation

Message:

Source [icons]
B *I* U [icons]
Font [] Size [] [icons]

\$PollWorkerFirstName\$ \$PollWorkerLastName\$ \$TrainingBarcode\$
Dear \$PollWorkerFirstName\$,
We have scheduled a training class for you:
\$ClassNum\$. \$ClassName\$
Instructor \$Instructor\$
\$ClassDate\$. \$ClassDate_Week\$. \$ClassTime\$
\$TrainingBuildingName\$
\$TrainingBuildingAddress\$ \$TrainingBuildingCityStateZipCode\$
Will you be able to attend the scheduled class? Contact us if there are any difficulties with that schedule.
Please bring this invitation with you to the class. We'll use this barcode.

Type:

☒ Survey ☐ Schedule

Contact

☐ Select All

Mode

☒ Email ☐ Text Pager

Sender Email

info@pollchief.com

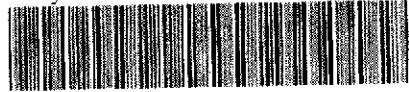
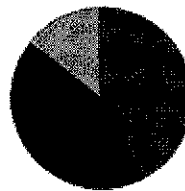
Preview

Update Template

Send

Save As Draft

Spell Check

It sends out an email message with class info, the instruction to bring the invitation with the bar code, and a link to click Yes, she will attend, or No, she will not.	Class Invitation pollwork@leoncountyfl.gov Sent: Tue 5/15/2012 4:07 PM To: kitty@pollchief.com Kitty Zane  0130000000011350 Dear Kitty, We have scheduled a training class for you: Test 5C, Test 5C TEST 5 C Omni Instructor KONNECH, KELLY ., 12:00 AM - 2:00 AM Will you be able to attend the scheduled class? Contact us if there are any difficulties with that schedule. Please bring this invitation with you to the class. We'll use this barcode to take attendance. Thank you for your attention. George Konnech Click here to respond Yes. OR Click here to respond No. This interactive communication is provided by PollChief®.								
Here's an example of the communication statistical report.	 <table data-bbox="1122 1289 1435 1436"><tbody><tr><td><u>Total Sent</u></td><td>7</td></tr><tr><td><u>Responded Yes</u></td><td>3</td></tr><tr><td><u>Responded No</u></td><td>3</td></tr><tr><td><u>Did Not Respond</u></td><td>1</td></tr></tbody></table>	<u>Total Sent</u>	7	<u>Responded Yes</u>	3	<u>Responded No</u>	3	<u>Did Not Respond</u>	1
<u>Total Sent</u>	7								
<u>Responded Yes</u>	3								
<u>Responded No</u>	3								
<u>Did Not Respond</u>	1								

And these are the replies of the specific individuals. Since Laura Zumwalt did not reply, we would select her, then Send Another Message to try a phone call.

Email Survey Report - All

☐ Name	Survey Value
☐ Zane, Kitty	Yes
☐ Zumwalt, Bailey	No
☐ Zumwalt, Baxter	No
☐ Zumwalt, Butters	Yes
☐ Zumwalt, Haddis	Yes
☒ Zumwalt, Laura	
☐ Zumwalt, Peaches	No

A B C D E F G H

Resend Send Another Message

Since the administrator might be working in the middle of the night, if it's close to Election Day, she'll schedule the data and time of the phone call. She'll select which phones to call—work phone, home phone, cell phone. She'll record her message into the headset. Then she'll click on 'Survey', so at the end of the call, the system will say "Press 3 to answer yes, press 5 to answer no".

Email Phone Letter

☐ Testing

Fields in red are required.

To Group:

Poll Workers

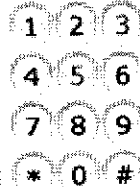
Detail

Zumwalt, Laura

Subject:

Message:

Survey Key



Press:

3 for Yes
5 for No

Type:

System Requirements

Microphone

☒ Survey ☒ Schedule

May 15 2012 06 PM 20

Contact Options:

☒ Select All

☒ Home Phone

☒ Work Phone

Phone ☐ County

Assigned Cell

Show Caller ID # As:

Save As Template

Send

Save As Draft

Spell Check

02 PM
03 PM
04 PM
05 PM
06 PM
07 PM
08 PM
09 PM
10 PM
11 PM

When the worker hears the message, she can answer 'yes' or 'no' by pressing the number on the phone keypad.



The system can create work bar codes which can be used to create worker badges.

☐ Add	ID	Job Title	Rate	Te
☒ Zumwalt, Peaches	000000001	H - Assistant Clerk	1203	☒
☒ Zane, Kitty	0000123	I - Inspector	12030	☒
☒ Zumwalt, Haddis	A0001234	I - Inspector	12030	☒

Remove Complaint Communications Export Work Bar Code

Send Out Account


 018000000000194
 Zumwalt, Peaches


 01800A000123486
 Zumwalt, Haddis


 0180000000012350
 Zane, Kitty

Notice that payroll processing includes area to make comments, assign a rating, adjust the pa, and include training (and mileage, when applicable). Payroll can be exported in any format. Remains in the worker's history file.

Payroll Edit - Zane, Kitty

Check #: ☐ Processed ☐ Void

Precinct: Parent PCT1203

Building: Zone 1 Center

Address:

Rating:

Attendance Records:

3/16/2012 2:51:45 PM in Clerk Parent PCT 1203

Attendance Note:

Payroll Note:

Docked one hour because had to leave early for a personal emergency

Job Title: H - Assistant Clerk
Work Day: 1 Work Time: 06:00 AM - 08:00 PM

Pay: \$138.90

Amount:

Adjustment Payment: -7.75

Grand Total: \$131.15

1.2.6. Call Center Module

Officers, voters, machine technicians, Special Assistants and the Electoral Board. Issues will be categorized with the additional capability of notes that allow a call to be referred forward to another staff member. Staff members can easily see the issues that have been assigned to them and all the contact information necessary to contact the caller and facilitate a resolution.

This Module will be integrated with the equipment module to provide seamless tracking of incidents with machines. When a call comes from a precinct, the officer names and machine numbers should pre-populate so that a choice can be made rather than having to input this information each time. This module will integrate with the election officer module so that a list of officers is used rather than typing in that information. This module will integrate with the precinct module so that a list of precincts and machines is used rather than typing in that information. Issues will be assigned for follow-up or resolution. Technicians in the field will be able to access their messages and continue working through known issues without needing to speak to someone in the office.

This Module will use a centralized knowledge base to categorize common problems. Issues and solutions will be consolidated so that customer service outcomes are repeatable.

Voter information will be available so that the user can quickly locate the voter's precinct information including mapping capability.

A call hierarchy will be available to allow for answering questions and sending more complicated issues up a ladder of staff specialists.

Module will work with existing telecommunication module. Vendor may recommend or supply additional equipment to solve compatibility issues.

Issues will be tracked to allow for timely resolution. Unresolved issues will remain open until settled.

Election Day is the day of the metaphorical battle. Although everything has been carefully planned, questions and problems will arise. Those questions and problems must be resolved by the elections staff—professionals who juggle machine problems, traffic snarls, supply shortages, poll worker illnesses, public complaints, voter registration questions, encroaching candidates, power outages, ballot mishaps—the list is endless. The elections staff mans a battery of phones to learn and then resolve these issues. A thorough, well thought out call center program transforms the Election Day chaos into a humming beehive

Officers, voters, machine technicians, Special Assistants and the Electoral Board. Issues will be categorized with the additional capability of notes that allow a call to be referred forward to another staff member. Staff members can easily see the issues that have been assigned to them and all the contact information necessary to contact the caller and facilitate a resolution.

Page 42 of 84

The initial trouble-shooter can make notes, and can then transfer to another trouble-shooter/supervisor.	Via Notification ☐ MobilePhone ☒ Detail ☐ Transfer To: Normal Li, Anna All Pittman, Mike	Status: Pending Remark: This machine seems to have a short; can Mike get a replacement out here?
	If the trouble-shooter is out on the road rather than at a computer screen, he can transfer the ticket with a voicemail by pressing '8' on his telephone keypad.	

The trouble shooting personnel can pull up a list of all open and pending tickets, or just his/her own open and pending tickets.	Ticket List (10)									
						Ticket Type: Open & Pending				
	☐ Tickets	Problem Category	Location	Precinct	Create Time	Waiting (minutes)	Priority	Status		
	☐ SV100297	EQUIPMENT - OS UNIT	Zone 1 Center	1203	5/16/2012 7:56:37 AM	34	Normal	Pending		
	☐ SV100298	AB REQUEST	Zone 2 Center	1255	5/16/2012 7:41:27 AM	49	Normal	Open		
	☐ SV100295	BALLOTS	Zone 3 Center	1311	5/16/2012 7:38:45 AM	52	Urgent	Pending		
	☐ SV100294	EQUIPMENT - OS BALLOT BOX W/ WHEELS	Accenture Center	1355	5/16/2012 7:30:59 AM	60	Low	Pending		
	☐ SV100293	CANDIDATES	BETHELONIA AME CHURCH	3477	5/16/2012 7:28:15 AM	62	Normal	Pending		
	☐ SV100292	POLL WORKER PROBLEMS	CALVARY CHAPEL	5153	5/16/2012 7:22:43 AM	68	Urgent	Pending		
	☐ SV100291	BALLOTS	AMTRAK COMMUNITY ROOM		5/16/2012 7:07:38 AM	83	Urgent	Pending		
	☐ SV100290	SUPPLIES	Zone 3 Center	1311	5/16/2012 7:02:09 AM	88	Normal	Open		
	☐ SV100289	EQUIPMENT - TSX TOUCH SCREEN	BETHEL AME CHURCH	1319	5/16/2012 6:51:17 AM	99	Urgent	Open		

This Module will be integrated with the equipment module to provide seamless tracking of incidents with machines. When a call comes from a precinct, the officer names and machine numbers should pre-populate so that a choice can be made rather than having to input this information each time. This module will integrate with the election officer module so that a list of officers is used rather than typing in that information. This module will integrate with the precinct module so that a list of precincts and machines is used rather than typing in that information. Issues will be assigned for follow-up or resolution.

Buildings,	Location:	Parent	Caller Name:
precincts, election	Clerk:	Aaron Allen Pavilion Accenture Center	aAHMADw, bYOUSRIK
officers,	Phone#:	MTRAK COMMUNITY ROOM BETHEL AVE CHURCH	aALFORDw, bELIZABETHk
equipment,	Attachments:		Zumwalt, Peaches Choose File No file chosen
problem	Parent PCT:	1203	OS UNIT-Asset#: 31982
categories. Quick-		1251	Memory Card: BMC0020 MC Seal#: 3331
fix suggestions,			Replace
and alternate	Transfer To:	Normal	MISSING/ NEED MORE SUPPLIES
trouble-shooters		All Konach, George Potter, Laura	
pre-populate,			
sparing operators			
the tasks of			
searching and			
typing that			
information.			

The trouble ticket passes into that machine's permanent archive.

Ticket#	SV100294	Problem Category	EQUIPMENT - OS BALLOT BOX W/ WHEELS	Problem Sub Category	OS BALLOT BOX - WHEELS	Calling Group	VOC STAFF
Type	Poll Worker	Caller Name	aWHITEw, bPAMELAK	Caller Phone		Open Duration (in minutes)	1 hrs 37 mins
Equipment ID		Creator	Potter, Laura	Time	5/16/2012 7:30:59 AM	Status	Pending
Pct	1355	Location	Accenture Center (13550)				
Description	Broken wheel--won't roll.						
Remark							
Transfer historical record							
Time	5/16/2012 7:31:14 AM			Person	Potter, Laura		

Technicians in the field will be able to access their messages and continue working through known issues without needing to speak to someone in the office.

The system sends the trouble call to a trouble shooter in a text-to-voice phone message so that neither operators nor supervisors have to reach the trouble-shooter on the phone to speak directly with him to explain it. If the issue is not closed within a pre-determined time window (most jurisdictions choose 30 minutes or so) the trouble-shooter's cell phone rings again with a reminder that the ticket is open; the trouble-shooter has the option to close it, keep it open, or transfer it with a voicemail. If the trouble-shooter has a smart phone, however—iPhone or

Android—he can use the app to accomplish these tasks, rather than his phone keypad. He can actually look at the app version of the screens.

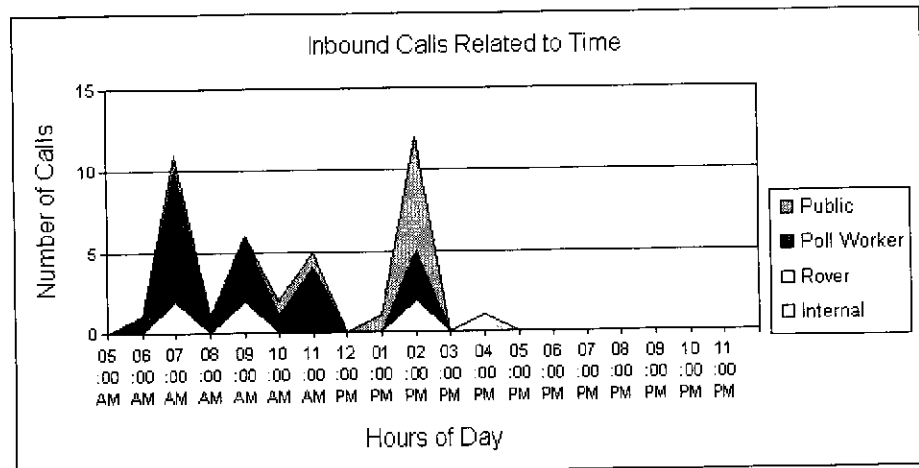
This Module will use a centralized knowledge base to categorize common problems. Issues and solutions will be consolidated so that customer service outcomes are repeatable.

PollChief's call center allows the common problems to be categorized for quick and easy posting on Election Day, then uses those categories to create a myriad of reports sorted in multiple ways to enable the administrators to spot trends.

PollChief's call center allows the common problems to be categorized for quick and easy posting on Election Day, then uses those categories to create a myriad of reports sorted in multiple ways to enable the administrators to spot trends.

Call Answer Summary Report Ticket Open / Status Duration Report
 Tickets by Location Report Operator Attendance Calling Group Summary
 Problem Category Summary Problem Category Detail Ticket By Precinct Summary
 Equipment Replacement Tracking

Hour	Public	Poll Worker	Rover	Internal	Total
05:00 AM	0	0	0	0	0
06:00 AM	0	1	0	0	1
07:00 AM	1	10	0	0	11
08:00 AM	0	1	0	0	1
09:00 AM	0	6	0	0	6
10:00 AM	1	1	0	0	2
11:00 AM	1	4	0	0	5
12:00 PM	0	0	0	0	0
01:00 PM	1	0	0	0	1
02:00 PM	2	10	0	0	12
03:00 PM	0	0	0	0	0
04:00 PM	0	0	0	1	1
05:00 PM	0	0	0	0	0
06:00 PM	0	0	0	0	0
07:00 PM	0	0	0	0	0
08:00 PM	0	0	0	0	0
09:00 PM	0	0	0	0	0
10:00 PM	0	0	0	0	0
11:00 PM	0	0	0	0	0
Total:	11	22	6	1	40



This is an example of the Problem Category Summary report.	Problem Category Summary		
	<u>Problem Categories</u>	<u>Number of Calls</u>	<u>Open/Answer/Resolved</u>
	AB REQUEST	2	<u>29 days 10 hrs 13 mins</u>
	BALLOTS	2	<u>2 hrs 18 mins</u>
	CANDIDATES	2	<u>4 days 8 hrs 11 mins</u>
	COMPUTERS / TECHNOLOGY / NETWORK	1	<u>1 hrs 6 mins</u>
	EQUIPMENT - OS BALLOT BOX W/ WHEELS	2	<u>1 hrs 21 mins</u>
	EQUIPMENT - OS UNIT	2	<u>28 mins</u>
	EQUIPMENT - OSX UNIT	2	<u>28 mins</u>
	EQUIPMENT - TSX TOUCH SCREEN	2	<u>57 mins</u>
	FACILITIES	4	<u>6 days 12 hrs 55 mins</u>
	ONLINE TRAINING	1	<u>1 mins</u>
	POLL WORKER PROBLEMS	2	<u>4 days 8 hrs 21 mins</u>
	POLLING LOCATION PROBLEM	2	<u>7 days 5 hrs 25 mins</u>
	PUBLIC COMPLAINT	1	<u>12 mins</u>
	SUPPLIES	1	<u>2 hrs 39 mins</u>
	VOTER REGISTRATION	7	<u>5 min</u>
	Z-OTHER	1	<u>108 days 19 mins</u>
Clicking into any of the categories will produce a list of those tickets. Clicking into a ticket will display the specifics of that issue.	<u>Ticket Number</u>	<u>Callers Group</u>	<u>Problem Category</u>
	<u>SV100296</u>	OFFICE STAFF	AB REQUEST
	<u>SV100074</u>	OFFICE STAFF	AB REQUEST
	<u>SV100073</u>	OFFICE STAFF	AB REQUEST

Voter information will be available so that the user can quickly locate the voter's precinct information including mapping capability.

The operator keys in the voter's name, and whatever other criteria your department specifies for finding a match from the voter registration files, and the system displays the precinct and polling place.	QVF Search: Last Name: KONNECH First Name: Mary Middle Name: Search Clear Search		Street#: Street Name: Zip:												
	Search Result: <table border="1"> <thead> <tr> <th>Name</th> <th>Birth Year</th> <th>Address</th> <th>Precinct</th> <th>Location</th> <th>Polling Address</th> </tr> </thead> <tbody> <tr> <td>☐ SINTH MARY</td> <td></td> <td>1950 2633 Hartsfield</td> <td>1201</td> <td>GOSPEL LIGHT CHURCH</td> <td>3415 APALACHEE PKWY</td> </tr> </tbody> </table>				Name	Birth Year	Address	Precinct	Location	Polling Address	☐ SINTH MARY		1950 2633 Hartsfield	1201	GOSPEL LIGHT CHURCH
Name	Birth Year	Address	Precinct	Location	Polling Address										
☐ SINTH MARY		1950 2633 Hartsfield	1201	GOSPEL LIGHT CHURCH	3415 APALACHEE PKWY										
If the voter is unsure how to find it, the system produces a Google map with directions from home to polling place with turn by turn directions.	 19613 Harwood St Detroit, MI 48234 1 Head north on Harwood St toward E Outer Dr 0.2 mi 2 Turn left at E Outer Dr 0.1 mi 3 Continue on E State Fair 0.1 mi Destination: 3415 Apalachee Pkwy														

A call hierarchy will be available to allow for answering questions and sending more complicated issues up a ladder of staff specialists.

As displayed in the preceding images, the first step in the hierarchy is the "quick-fix" solutions that appear for the operator to read. The second step is the 'transfer to' group. The group that appears will be dependent on the issue category that was selected, so that tabulation machine problems won't be transferred to the person who specializes in ballot questions. The third step is the ability for the initially assigned trouble-shooter to seamlessly upgrade the problem to a supervisor with comments and/or voicemails when it turns out to be beyond the capability of the trouble-shooter to resolve. This is the simple where the administrator assigns the Staff or Agent to problem types.	Staff Agent Distelrath, Kevin Konnech, George Li, Anna Linman, Mike Potter, Laura SHEITLER, KELLY zhao, xk	Service Settings Problem Category: interested in AB REQUEST AB delivery required ☒ AB drop off ☒ AB requested/notes ☒ BALLOTS Need Provisional Ballots ☒ Out of a ballot style ☒ CANDIDATES 100 ft. solicitation zone ☐ COMPUTERS / TECHNOLOGY Internet Failure ☒ Will not start ☒ EQUIPMENT - MISC ☐
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Module will work with existing telecommunication module. Vendor may recommend or supply additional equipment to solve compatibility issues.

The PollChief system is web-based, so any computer with internet access can use it. The phone messages can be transmitted to any phone, so any land-line or cell phone can work with them. Additionally, users with iPhone or Android smart phones/tablets can actually see the images, even though they might be out in the field.

Issues will be tracked to allow for timely resolution. Unresolved issues will remain open until settled.

PollChief keeps the issues open and pending until final resolution. Open issues are tracked in a time-sensitive, color-coded window on the main screen, as well as in the 'open and pending' screen shown in an earlier image.

Waiting For You ▼ 34530 FACILITIES ▼ [REDACTED] ▼ 13190 EQUIPMENT - TSX TOUCH SCREEN ▼ 13110 SUPPLIES ▼ 80002 BALLOTS ▼ 34530 POLL WORKER PROBLEMS ▼ 34770 CANDIDATES ▼ 13550 EQUIPMENT - OS BALLOT BOX W/ WHEELS ▼ 13110 BALLOTS ▼ 12550 AB REQUEST	- Waiting 1-15 minutes - Waiting 16-30 minutes - Waiting 31-45 minutes - Waiting 46-60 minutes - Waiting 1-24 hours - Waiting 1-7 days - Waiting 7+ days - Waiting 1+ month	Icon Key • Locked by Other Staff • Locked By Me • Pending • Notification Popup • ▼ Low • ▼ Normal • ▼ Urgent
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1.2.7. Product Deliverables

Deliverable	Weeks after Contract Receipt
Establish Server and Sharepoint Site	One Week
Initial Prototype	Two Weeks
Test Site	Three Weeks
Test Site Active for Precinct/Location Manager	Five Weeks
Actual Site for Precinct/Location Manager	Five Weeks
Test Site Active for Election Officers Manager	Six Weeks
Actual Site for Election Officers Manager	Seven Weeks
Test Site Active for EO Online Access Manager	Nine Weeks

Actual Site for EO online access	Eleven Weeks
Test Site Active for Asset Manager	Twelve Weeks
Actual Site for Asset Management	Fourteen Weeks
Test Site Active for Call Center	Fifteen Weeks
Actual Site for Call Center	Seventeen Weeks
User Manual	Eighteen Weeks
Acceptance Sign-Off	Eighteen Weeks

2. Approach and Workplan

This section should describe the recommended approach and workplan regarding the assistance to be provided. The Offeror should clearly distinguish tasks that the Offeror will undertake as distinguished from those that are the responsibility of the County. Absence of this distinction will mean the Offeror is fully assuming responsibility for all tasks.

The proposal must address in depth the Offeror's plans to meet the requirements of each of the tasks and activities outlined in the "Scope of Work" of this RFP. The workplan must discuss the staffing level(s) required to complete each task, as well as the relative effort that each member of the proposed project team will devote to the project. The workplan also must include a task-by-task schedule of the time required to complete the project. The proposal should also discuss documentation and/or authorizations that will be required from the County, anticipated problem areas, proposed solutions to the problem areas, etc.

Workplan steps should be supported by the proposed hours the Offeror agrees to commit to assist the County plus the hours and resources required by the County's staff to assist. The Offeror should clearly specify who has primary responsibility for each workplan element; the Offeror or the County's staff.

2.1.Konnech Time Requirements

Resource Name	Work	Totals
Project Manager		
<i>Confirm Requirements</i>	40 hrs	
<i>Confirm Requirements</i>	48 hrs	
<i>Gap Analysis</i>	64 hrs	
<i>Modules 1-2</i>	8 hrs	
<i>Modules 3-4</i>	8 hrs	168 hrs
Test Engineer 1 and 2		

QA Testing	56 hrs	
QA Testing	24 hrs	
UA Testing for Modules 1-2	80 hrs	
Final Integration Testing for all Modules	32 hrs	192 hrs
Security Specialist		
Final Integration Testing for all Modules	32 hrs	
Final UAT Sign off	8 hrs	40 hrs
Programmer 1		
Development / Configuration	120 hrs	
Development / Configuration	96 hrs	216 hrs
Programmer 2		
Gap Analysis	80 hrs	
Development / Configuration	144 hrs	224 hrs
Programmer 3		
Gap Analysis	80 hrs	
Modules 1-2	16 hrs	
Modules 3-4	16 hrs	
Customer Service	80 hrs	
Modules 1-2	40 hrs	
Modules 3-4	40 hrs	
Training Specialist	40 hrs	
Modules 1-2	24 hrs	
Modules 3-4	16 hrs	112 hrs
Project Specialist		
Confirm Requirements	24 hrs	
Confirm Requirements	80 hrs	
Gap Analysis	88 hrs	192 hrs
Test Engineer 2		
Development / Configuration	200 hrs	
QA Testing	24 hrs	
QA Testing	40 hrs	
UA Testing for Modules 3-4	40 hrs	304 hrs

2.2. Work Breakdown Structure (WBS)

A work breakdown structure (WBS) is proposed if the contract is signed in the end of August, 2012.

WBS	Task Name	Duration	Start	Finish
1	PRINCES WILLIAMS POLLCHIEF PROJECT	116 days	Mon 8/27/12	Mon 2/4/13
1.1	Locations Module	32 days	Mon 8/27/12	Tue 10/9/12
1.1.1	Confirm Requirements	5 days	Mon 9/3/12	Fri 9/7/12

1.1.2	Gap Analysis	10 days	Mon 8/27/12	Fri 9/7/12
1.1.3	Development / Configuration	15 days	Mon 9/10/12	Fri 9/28/12
1.1.4	QA Testing	7 days	Mon 10/1/12	Tue 10/9/12
1.2	Locations Module Development Completed	0 days	Fri 9/28/12	Fri 9/28/12
1.3	Workers and Remote Modules	38 days	Mon 9/3/12	Wed 10/24/12
1.3.1	Confirm Requirements	3 days	Mon 9/3/12	Wed 9/5/12
1.3.2	Gap Analysis	10 days	Mon 9/3/12	Fri 9/14/12
1.3.3	Development / Configuration	25 days	Mon 9/17/12	Fri 10/19/12
1.3.4	QA Testing	3 days	Mon 10/22/12	Wed 10/24/12
1.4	Workers Module Development Completed	0 days	Fri 10/19/12	Fri 10/19/12
1.5	Call Centre Module	29 days	Mon 10/22/12	Thu 11/29/12
1.5.1	Confirm Requirements	6 days	Mon 10/22/12	Mon 10/29/12
1.5.2	Gap Analysis	8 days	Tue 10/30/12	Thu 11/8/12
1.5.3	Development / Configuration	12 days	Fri 11/9/12	Mon 11/26/12
1.5.4	QA Testing	3 days	Tue 11/27/12	Thu 11/29/12
1.6	Call Centre Module Development Completed	0 days	Mon 11/26/12	Mon 11/26/12
1.7	Asset Module	44 days	Mon 10/22/12	Thu 12/20/12
1.7.1	Confirm Requirements	10 days	Mon 10/22/12	Fri 11/2/12
1.7.2	Gap Analysis	11 days	Mon 11/5/12	Mon 11/19/12
1.7.3	Development / Configuration	18 days	Tue 11/20/12	Thu 12/13/12
1.7.4	QA Testing	5 days	Fri 12/14/12	Thu 12/20/12
1.8	Asset Module Development Completed	0 days	Thu 12/13/12	Thu 12/13/12
1.9	Development of the 4 Modules Completed	0 days	Thu 12/13/12	Thu 12/13/12
1.10	Sys Admin Training	10 days	Fri 12/14/12	Thu 12/27/12
1.10.1	Modules 1-2	3 days	Fri 12/14/12	Tue 12/18/12
1.10.2	Modules 3-4	2 days	Wed 12/19/12	Thu 12/20/12
1.11	Sys Admin Training Completed	0 days	Thu 12/20/12	Thu 12/20/12
1.12	End User Training	10 days	Wed 12/19/12	Tue 1/1/13
1.12.1	Modules 1-2	5 days	Wed 12/19/12	Tue 12/25/12
1.12.2	Modules 3-4	5 days	Wed 12/26/12	Tue 1/1/13
1.13	End User Training Completed	0 days	Tue 1/1/13	Tue 1/1/13
1.14	UA Testing	10 days	Mon 1/7/13	Fri 1/18/13
1.14.1	UA Testing for Modules 1-2	10 days	Mon 1/7/13	Fri 1/18/13
1.14.2	UA Testing for Modules 3-4	5 days	Wed 1/2/13	Tue 1/8/13
1.15	UA Testing Completed	0 days	Tue 1/8/13	Tue 1/8/13
1.16	Load Current Data	4 days	Mon 1/21/13	Thu 1/24/13
1.16.1	Modules 1-2	2 days	Mon 1/21/13	Tue 1/22/13
1.16.2	Modules 3-4	2 days	Wed 1/23/13	Thu 1/24/13

1.17	Load Current Data Completed	0 days	Thu 1/24/13	Thu 1/24/13
1.18	Integration Testing	5 days	Fri 1/25/13	Thu 1/31/13
1.18.1	Final Integration Testing for all Modules	4 days	Fri 1/25/13	Wed 1/30/13
1.18.2	Final UAT Sign off	1 day	Thu 1/31/13	Thu 1/31/13
1.19	Final Integration Testing Completed	0 days	Thu 1/31/13	Thu 1/31/13
1.20	Production Launch	2 days	Fri 2/1/13	Mon 2/4/13
1.20.1	Modules 1-2	1 day	Fri 2/1/13	Fri 2/1/13
1.20.2	Modules 3-4	1 day	Mon 2/4/13	Mon 2/4/13
1.20.3	Production Lunch Completed	0 days	Mon 2/4/13	Mon 2/4/13
1.21	Project Completion	0 days	Mon 2/4/13	Mon 2/4/13

County staffs are required only to take part in the Confirmation of Requirements, User Acceptance Test, and End User Training in this WBS. More information in the details for County's involvement will be discussed in the following sections.

2.3.Recommended Approach and Work Plan

STEP (each week will include at least one teleconference, not included in this timetable)	Responsible Party Hours	Week
Teleconference between Konnech and election administrators to appoint project managers & POCs, schedule meetings, define the research problem, and plan.	Konnech 2 Hrs County 2 Hrs	1
Webinar demonstrating COTS version: One hour from supervisors of each discipline (Locations, Workers, Training, Assets, and Call Center).	Konnech 2 Hrs County 6 Hrs	1
Build Microsoft Sharepoint website.	Konnech 2 Hrs	1
Design modifications prototype for base Precinct Management Module	Konnech 20 Hrs County 2 Hrs	2
Build, try, modify, re-try, modify, dry- run, and resolve testing websites	Konnech Hrs	3
Train, provide feedback and insight	Konnech 2 Hrs County 4 Hrs	4

User testing of test site	County 4 Hrs	4
Correct deficiencies	Konnech indeterminate	4
Build real site, populate the fields, try, modify, re-try, modify, dry- run, resolve the real site	Konnech 250 Hrs	5
User testing of real site	County 4 Hrs	5
Sign off on acceptance of Precinct Management Module	County 1 Hrs	5
Design modifications prototype for Election Officer Module	Konnech 20 Hrs County 2 Hrs	5
Build, try, modify, re-try, modify, dry- run, and resolve testing websites	Konnech 750 Hrs	6
Train, provide feedback and insight	Konnech 2 Hrs County 4 Hrs	7
User testing of test site	County 4 Hrs	7
Correct deficiencies	Konnech 100 Hrs	7
Build real site, populate the fields, try, modify, re-try, modify, dry- run, resolve the real site	Konnech 250 Hrs	8

User testing of real site	County 4 Hrs	8
Sign off on acceptance of Election Officer Module	County 1 Hrs	8
Design modifications prototype for Election Officers Training Module –	Konnech 20 Hrs County 2 Hrs	8
Build, try, modify, re-try, modify, dry- run, and resolve testing websites	Konnech 250 Hrs	9
Train, provide feedback and insight	Konnech 2 Hrs County 4 Hrs	10
User testing of test site	County 4 Hrs	
Correct deficiencies	Konnech Indeterminate	10
Build real site, populate the fields, try, modify, re-try, modify, dry- run, resolve the real site	Konnech 250 Hrs	11
User testing of real site	County 4 Hrs	11
Sign off on acceptance of Election Officers Training Module	County 1 Hrs	11
Design modifications prototype for Asset Management Module –	Konnech 20 Hrs County 2 Hrs	11

Build, try, modify, re-try, modify, dry- run, and resolve testing websites	Konnech 250 Hrs	12
Train, provide feedback and insight	Konnech 2 Hrs County 8 Hrs	13
User testing of test site	County 4 Hrs	
Correct deficiencies	Konnech Indeterminate	13
Build real site, populate the fields, try, modify, re-try, modify, dry- run, resolve the real site	Konnech 250 Hrs	14
User testing of real site	County 4 Hrs	14
Sign off on acceptance of Asset Management Module	County 1 Hrs	14
Design modifications prototype for Call Center Module —	Konnech 2 Hrs County 4 Hrs	14
Build, try, modify, re-try, modify, dry- run, and resolve testing websites	Konnech 250 Hrs	15
Train, provide feedback and insight	Konnech 2 Hrs County 4 Hrs	16
User testing of test site	County 4 Hrs	16

Correct deficiencies	Konnech Indeterminate	16
Build real site, populate the fields, try, modify, re-try, modify, dry- run, resolve the real site	Konnech 250 Hrs	17
User testing of real site	County 4 Hrs	17
Sign off on acceptance of for Call Center Module	County 1 Hrs	17
Provide Technical manual	Konnech 20 Hr	18
Begin using fully integrated real site. Run during the next election.	County - Ongoing	18
Use real site's web log and trouble ticket archives to detect and track discrepancies and resolutions.	Konnech - Ongoing County - Ongoing	18+
Document the advances	Konnech - Ongoing	18+

These hours are based on the best judgment of our current experience. A more defined and accurate working schedule will be provided through each week teleconference.

2.4. County Responsibilities

Konnech views Project implementation as a collaboration. To that end, we will create a Sharepoint and will hold weekly phone conferences with Webinars with the County.

We will need the County to appoint an overall project manager who will be our main point of contact and who will confer with us, as well as specialists to give us input for various system functions—i.e, specialists in charge of your poll worker training and management, warehouse and asset management, and call center needs.

We will also need the County to appoint an IT manager who will provide us with database samples as well as the ultimate data to populate your database fields.

We will ask County's appointed specialists to review the prototype web pages which we will post at your Sharepoint site, and will want the County's project manager to distill all the desires into a single vision that Konnech can design. In addition to the verbal input, Konnech will ask the county to post or email us their idealized work-flow charts and web-pages.

Konnech expects that the county's personnel using the system will already have a grasp of basic computer operation, and that you will have your own IT personnel available to resolve the usual computer tasks such as getting on-line.

2.5. Staffing Levels

Position	Number
Project Manager	One
Lead Technical Specialist	One
Support Manager	One
Product Supervisor	One
Account Manager	One
Engineers	Sixteen
Security Specialist	One
Technical Writer	One

2.6. Task-by-Task Schedule

Please see recommended Approach and Workplan table (at the beginning of this section) and the work breakdown structure (WBS).

2.7. Documentations and/or Authorizations from the County

The following will be needed:

- Data samples of all existing databases to be migrated into the data warehouse
- Actual data when the time comes to populate the data fields.
- Data sample of the statewide registered voter database.
- Street Index for determining precinct limits
- Sample of desired format for testing voting machines
- Warehouse map (we will help you to design the grid if you haven't already done so)
- Poll Worker Videos if you want to use videos for training your workers (the county staff will be able to upload the videos themselves.
- Poll Worker Training materials (the county staff will be able to upload the materials themselves)
- Digital version of the County seal for your web homepage.

2.8. Anticipated Problem Areas

The most frequent problem is a change or conflict of vision. The most significant factor that the county could adopt to streamline the project is to develop clarity of vision. If we are presented in the beginning with a clear vision of everything the county wants, without revisions, the project can be completed quickly and smoothly. Early presentation of this single vision would require that those earliest meeting between us and county personnel be thorough, be comprehensive, and be risk-free to the participants so that they're not too abashed to express their thoughts from the beginning. It would further work closely with county so the County's Project Manager then evaluate, discard, and choose from among the various ideas to present a single, cohesive design for our engineers to build.

One of the challenge issues in the election business is the security of the data and stability of the vendor operation.

2.9. Proposed Solutions to the Problem Areas

2.9.1. Easy Communication s Channel

We recommend that during the first conference, we schedule a webinar demonstration of our COTS (Commercial Off the Shelf) system as it is now configured that all the stakeholders can join. They would first see how it looks and works, and could offer their input at this very early stage before the engineers have beginning coding to meet your needs.

2.9.2. Gap Studies

Once having feedback for our COTS, we will prepare a Gap Study to compare the difference between our COTS and your County's special needs. It will also further define our programming needs and timelines in the detail. We will conduct Gap Study Once you have your County's approval our Gap Studies, which usually one study per module. We will be able to develop our testing site with your County changes.

2.9.3. Testing Website

Once you have your testing web site in front of you, your staff will be able to find the problem and to communicate with us easily with the web interfaces in front of them. In addition, we will maintain this testing site as your staffs can play or test new idea before using their real operating site.

We are confident that your staffs will like our approach with our special content and communication website like Sharepoint and testing site as well as your operating site. There sites are part of our proposal without additional cost to your County.

2.9.4. Security Needs

Security of data and stability of our service is critical in election business. The followings are our solutions to the challenge area.

The software must provide a level of security adequate to protect confidential information in a complex environment. Confidential elections are the single most important safeguard of the nation's liberty; therefore, they require the utmost safeguards of the data used to run them. Konnech, Inc. is aware of the need for such security, and meets that need with the following measures.

2.9.5. Server Security

PollChief® servers are kept in a leased cabinet in a telecomm datacenter located in Lansing, MI with equally secured backups in Okemos, Michigan, or Los Angeles, California.

Secure Facility

Double hulled datacenter core

Manned 24 X 7 X 365

Biometric security scanner

IPTV camera system with full recording

Secured entrances from lobby

24 X 7 collocation access

Large redundant Internet backbones including AT&T, Level 3 & UUnet

Data Center Core

Phase I = 5K sq ft, Phase II = 10K sq ft

Double walled & roofed exterior & interior

Primary power

Backup generator

Redundant battery array

Redundant backbone Internet connections

2.9.6. Website Security

Konnech uses Hypertext Transfer Protocol Secure. Hypertext Transfer Protocol Secure (HTTPS) is a combination of the Hypertext Transfer Protocol with the SSL/TLS protocol to provide encryption and secure (website security testing) identification of the server. HTTPS connections are often used for payment transactions on the World Wide Web and for sensitive transactions in corporate information systems.

2.9.7. Data Security

Konnech ensures that data is kept safe from corruption and that access to it is suitably controlled. Thus our security policies help to ensure privacy. They also help in protecting personal data. There are multi-level roles for system access, strong password protection for web access, and 5 minute (or other interval selected) time out for idle users. The data is encrypted while sent through SSL/TLS and resident in the SQL database. All cryptographic functionality is implemented using (National Institute of Standards and Technology) NIST-approved cryptographic algorithms/schemas.

2.9.8. Operational Security

Konnech has a well-defined architecture (or algorithm) set in place. For example, we only allow certain IP address to access certain data points. Konnech establishes a firewall between testing data and actual data. Thus, our programmers and testers cannot view or alter the actual data of the voters except the authorized personnel within Konnech.

Sometimes programming mistakes, such as buffer overflows, can affect the security of a database. We pay close attention to operator issues; we utilize strong passwords on routers and workstations, we guard against the accidental disclosure of a shared key and we restrict forwarding of configurations to ensure they are not sent to un-trusted third parties.

2.9.9. Intrusion Prevention

Konnech is hyper-alert to the needs of security for sensitive data. We have chosen to establish a policy and set of procedures that prepare our organization to both prevent and to detect signs of intrusion, building the right policies and procedures for hardware and software selection, installation, maintenance and support, for the selection of a secured datacenter and for the recruiting and training of the related personnel.

- Identify and enable system and network logging mechanisms.
 - Our procedures require secured data logs; the logged data is secured, monitored and studied. The plans for dealing with intrusions are updated and tested.
- Identify and install tools that aid in detecting signs of intrusion.
 - We use only Cisco routers and firewalls. Managed switches are used on all servers. Symantec Anti-Virus, Internet security, and anti-spyware programs are used for all servers. Microsoft Systems Center Manager is used to show the state, health and performance information as well as alerts generated by availability, performance, configuration or security situations/criteria, so we can gain rapid insight into the state of the IT environment, and the IT services running across different systems and workloads.
- Generate information to verify the integrity of the systems and data.
- Our programs monitor the full inventory of our hardware assets, and maintain an authoritative copy of all critical files and directories.
- The programs capture and characterize expected processes and user behavior and trigger an instant alert when unexpected incidents occur. This ensures that only authorized users and system functions occur.
- To protect our system inventory and ensure the integrity of our reference data, we keep authoritative copies of files and checksums on write-protected or read only media stored in a physically secure location.
- Furthermore, we maintain paper copies of critical files in the event we are unable to recover uncorrupted electronic versions.
- To prepare for the worst situation, Konnech provides redundant data and systems. This protects the voters even if the primary system should totally fail.

Our clients are protected by a backup URL with a totally separated domain hosting, data network, and data hosting channel with a sync database.

- Konnech is constantly vigilant for new security procedures and products. We consider new ideas and suggestions based on changing network environments, new project requirements and users profiles.

2.10. Proposed Hours Committed

Konnech will work with the county to develop an actual schedule for your implementation. This schedule will be modified in the Initiation and Planning the Project phase of the implementation. Please see the hours in the recommended Approach and Workplan table, WBS (at the beginning of this section) which matches the typical implementation schedule, and list of tasks hours attached below.

Task Name	Work	Totals
PRINCES WILLIAMS POLLCHIEF PROJECT		
Locations Module	296 hrs	1,568 hrs
Confirm Requirements	40 hrs	
<i>Project Manager</i>	40 hrs	
Gap Analysis	80 hrs	
<i>Programmer 3</i>	80 hrs	
Development / Configuration	120 hrs	
<i>Programmer 1</i>	120 hrs	
QA Testing	56 hrs	
<i>Test Engineer 1</i>	56 hrs	
Locations Module Development Completed	0 hrs	
Workers and Remote Modules		328 hrs
Confirm Requirements	24 hrs	
<i>Project Specialist</i>	24 hrs	
Gap Analysis	80 hrs	
<i>Programmer 2</i>	80 hrs	
Development / Configuration	200 hrs	
<i>Test Engineer 2</i>	200 hrs	
QA Testing	24 hrs	
<i>Test Engineer 2</i>	24 hrs	
Workers Module Development Completed	0 hrs	
Call Centre Module		232 hrs
Confirm Requirements	48 hrs	
<i>Project Manager</i>	48 hrs	
Gap Analysis	64 hrs	
<i>Project Manager</i>	64 hrs	

Development / Configuration	96 hrs	
Programmer 1	96 hrs	
QA Testing	24 hrs	
Test Engineer 1	24 hrs	
Call Centre Module Development Completed	0 hrs	
Asset Module		352 hrs
Confirm Requirements	80 hrs	
Project Specialist	80 hrs	
Gap Analysis	88 hrs	
Project Specialist	88 hrs	
Development / Configuration	144 hrs	
Programmer 2	144 hrs	
QA Testing	40 hrs	
Test Engineer 2	40 hrs	
Asset Module Development Completed	0 hrs	
Development of the 4 Modules Completed	0 hrs	
Sys Admin Training		40 hrs
Modules 1-2	24 hrs	
Training Specialist	24 hrs	
Modules 3-4	16 hrs	
Training Specialist	16 hrs	
Sys Admin Training Completed	0 hrs	
End User Training		80 hrs
Modules 1-2	40 hrs	
Customer Service	40 hrs	
Modules 3-4	40 hrs	
Customer Service	40 hrs	
End User Training Completed	0 hrs	
UA Testing		120 hrs
UA Testing for Modules 1-2	80 hrs	
Test Engineer 1	80 hrs	
UA Testing for Modules 3-4	40 hrs	
Test Engineer 2	40 hrs	
UA Testing Completed	0 hrs	
Load Current Data		32 hrs
Modules 1-2	16 hrs	
Programmer 3	16 hrs	
Modules 3-4	16 hrs	
Programmer 3	16 hrs	
Load Current Data Completed	0 hrs	

Integration Testing		72 hrs
Final Integration Testing for all Modules	64 hrs	
<i>Test Engineer 1</i>	32 hrs	
<i>Security Specialist</i>	32 hrs	
Final UAT Sign off	8 hrs	
<i>Security Specialist</i>	8 hrs	
Final Integration Testing Completed	0 hrs	
Production Launch		16 hrs
Modules 1-2	8 hrs	
<i>Project Manager</i>	8 hrs	
Modules 3-4	8 hrs	
<i>Project Manager</i>	8 hrs	
Production Launch Completed	0 hrs	
Project Completion	0 hrs	

We combine the modules of Election Official and its Remote Access Module into one module in terms of programming, testing and training since these 2 are closely interrelated.

2.11. Hours and Resources required from the County's Staff

- Initial introductory telephone conference; One hour from Top Level executives, including County main contact/project manager.
- Webinar demonstrating COTS version: One hour from supervisors of each discipline (Locations, Workers, Training, Assets, Call Center).
- Weekly teleconference: One to two hours from project manager.
- Locations Prototype Feedback (i.e., studying, analyzing, and providing notes): Four hours from the locations supervisor
- Worker Manager Prototype Feedback (i.e., studying, analyzing, and providing notes): Four hours from the poll worker supervisor
- Asset Manager Prototype Feedback (i.e., studying, analyzing, and providing notes): Eight hours from the Asset Management supervisor (4 hours for asset tracking and four hours for inventory)
- Call Center/Help Desk Prototype Feedback (i.e., studying, analyzing, and providing notes): Four hours from the Call Center/Help Desk supervisor
- Testing Site testing: four hours from the supervisor of each discipline (Locations, Workers, Training, Assets, and Call Center).
- Final Acceptance Testing: four hours from the supervisor of each discipline (Locations, Workers, Training, Assets, and Call Center).

3. Management Plan and Timetable

In this section, the Offeror must present a plan that clearly explains how it will manage and control all proposed activities and the resulting timetable. The firm must explain how the management and administrative processes will ensure that appropriate levels of attention are given so that work is properly performed and that milestones are met on a timely basis as proposed.

The section should set forth beginning and ending dates, deliverables, and major milestones for a proposed timetable that coincides with the proposed workplan.

3.1. Activities and Time Management

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

3.1.1. 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.

3.1.2. 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.

3.1.3. 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 is keeping an eye on the details - and methodically carrying out the formal work plan.

3.1.4. 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. It is this reliable and detailed tracking mechanism that mitigates risk ... and that forms the basis of reporting/communication with our customer.

3.1.5. Closing the Project

After a successful 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.

3.2. Management and Administrative Processes

3.2.1. Konnech Response

In addition to our commitment to following the standards and framework of the Project Management Institute (PMI) in every step of a project implementation, our system implementations use a standard software methodology for implementation. As there can be a fairly high incidence of changing needs that require flexibility to redesign the programs in system implementations, we use an Agile Project Methodology known as SCRUM to engineer its projects. Agile as a software development methodology is fast becoming a popular approach due to its ability to react to business changes. SCRUM divides the project into three major divisions: planning and system architecture, sprints, and closure.

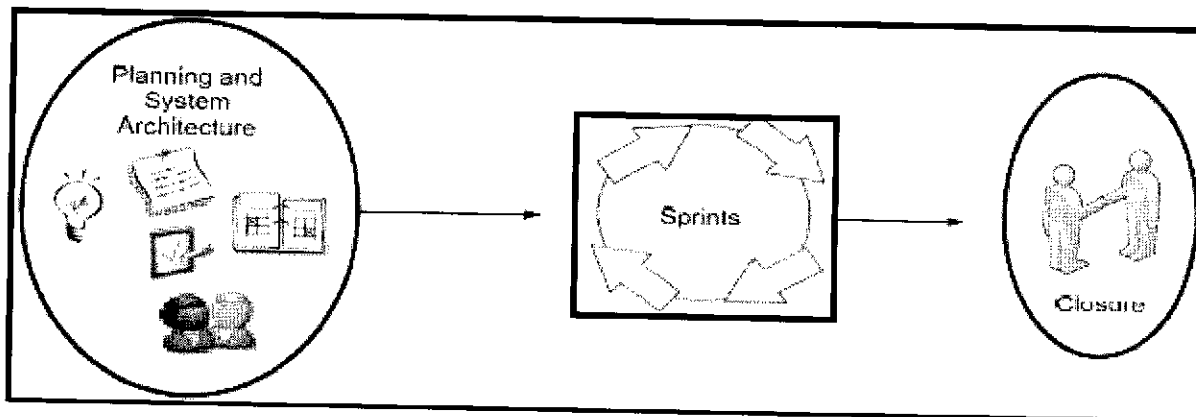
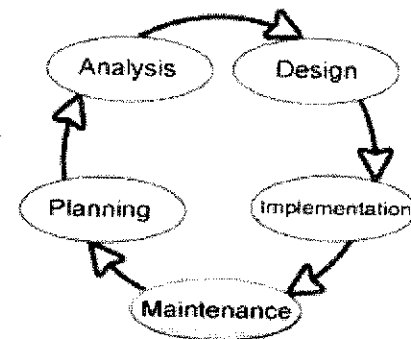


Figure 1.1 SCRUM Divisions

In the planning and system architecture division, we research the special needs and requirements of the NYSBOE and CBOEs and design the architecture; the Sprints are 15 to 30 day cycles using small cross functional teams to deliver shippable software sections; and Closure includes the installation, training, and acceptance of the



Model of the Systems Development Life Cycle (SDLC) with the Maintenance bubble highlighted.

completed project.

Ideally, every sprint will include each element of the SDLC (Systems Development Life Cycle) process.

Figure 1.2 AGILE Process

For this project, our project management team will meet with County officials to compare the look and feel of the existing COTS product to the idealized version as envisioned by your elections administrators. We would collect samples of the data to be uploaded, the existing bar code formats, the current data bases, etc. This research and fact-finding is absolutely critical to successful project completion.

We would then divide the software coding into manageable sprints. Each sprint would include phone conferences with Webinars, analysis of the information, design of the changes, layout of the redesigned product on an Axure prototype site, feedback, and revision.

After the county has approved the design of that sprint, we can install it on an actual test site.

3.2.2. Reporting Methodology and Frequency

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. It is this reliable and detailed tracking mechanism that mitigates risk. This forms the basis of reporting/communication with our customer.

In addition, we create a sharepoint website where the client can post all their files, reports, ideas, work flowcharts, word documents, Excel spreadsheets, scheduling requests, and feedback. It includes a bulletin board for notes and discussions. The Sharepoint website sends alerts to Konnech as new material is posted so we can include those insights in the process. We encourage the client to post new material throughout the work as it occurs to them, so the inspirations don't become lost during the work week. The posted information is analyzed and discussed in the weekly phone conferences. The client is, of course, welcome to email or telephone the CPO or the Project Manager at any time.

3.3. Project Schedule

For the timetable please see Sections of 2.3 Recommended Approach and Workplan table and 2.6 Task by Task Schedule (at the beginning of this proposal).

3.4. Major Milestone

Deliverable	Weeks after Contract Receipt
Establish Server and Sharepoint Site	One Week

Initial Prototype	Two Weeks
Test Site	Three Weeks
Test Site Active for Precinct/Location Manager	Five Weeks
Actual Site for Precinct/Location Manager	Five Weeks
Test Site Active for Election Officers Manager	Six Weeks
Actual Site for Election Officers Manager	Seven Weeks
Test Site Active for EO Online Access Manager	Nine Weeks
Actual Site for EO online access	Eleven Weeks
Test Site Active for Asset Manager	Twelve Weeks
Actual Site for Asset Management	Fourteen Weeks
Test Site Active for Call Center	Fifteen Weeks
Actual Site for Call Center	Seventeen Weeks
User Manual	Eighteen Weeks
Acceptance Sign-Off	Eighteen Weeks

3.5.Implementation

Konnech will work with your county to develop an actual schedule for your implementation. This schedule will be completed in the Initiation and Planning the Project phase of the implementation. The first component to be built will be the base locations management site, 2nd the worker management site, 3rd the worker online access site, 4th the asset management site, and 5th the call center site. Refer to the recommended Approach and Workplan table (at the beginning of this section) for our anticipated time frame.

Below is a typical schedule for an implementation:

Phases	Tasks	Details
1- Initiation	Begin planning process and	Confer initially county elections

Phases	Tasks	Details
and Planning	information collection	personnel
	Engineers confer	Determine modifications required to the COTS product.
	Communicate with Client	Provide clarifications where necessary.
	Establish Weekly Webinar Project Conference schedule	Communicate with County Project Manager with Gap Studies (or other schedule as planned by county.)
2- Design and Development	SharePoint sites	Communication about the project between Konnech and County
	Prototype sites	
	Interact and confer with County	Communicate on the prototype for feedbacks
	Build test sites	
	Build Data Warehouse	
3- Installation , Configuration, Data Migration and Testing	Import of existing data to PollChief	Upload data to populate the fields
	System Testing	Test the system operations
	Perfect and obtain approval of the test site	
	Collect testing feedback and make modifications	
4- Implementation and Testing	Build the actual sites	
	System Testing	Collect testing feedback and modify parent site
	Deploy site	
5- Training and	Draft and deliver manual	

Phases	Tasks	Details
Documentation	Information and training for system administrators	
6- Project Closeout	Project acceptance sign-off	

Konnech will work with the county to develop an actual schedule for your implementation. This schedule will be completed in the Initiation and Planning the Project phase of the implementation. Please see the Sections of 2.3 Recommended Approach and Workplan table and 2.6 Task by Task Schedule related to project schedule in the detail.

4. Project Team Qualifications and Experience

This section must include the qualifications of the staff the Offeror will assign to this project once selected. At a minimum, the proposal should:

- Designate a Project Manager.
- Include the organization, functional discipline, and responsibilities of project team members.
- Provide a complete resume or description of each team member's education, professional experience, length of time employed by the Offeror and/or a subcontractor.

4.1. Project Manager

The project manager will be Eugene Yu, President of Konnech. Please see his resume in section 4.c below.

4.2. Organization, Functional Discipline, and Responsibilities of Project Team Members

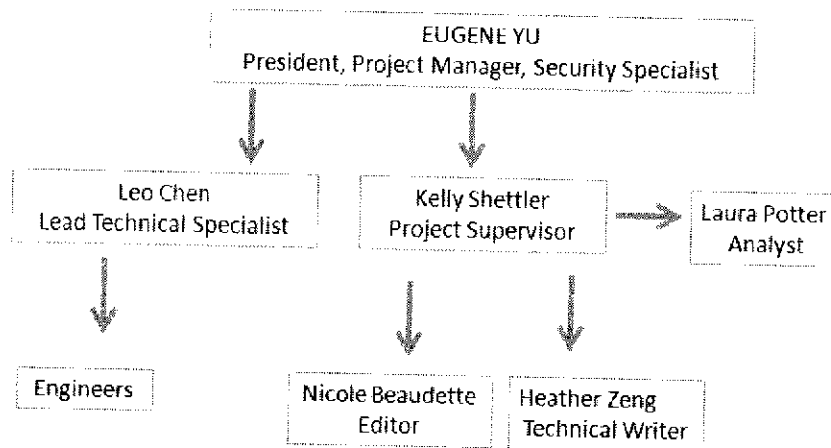
Konnech will assign a Project Implementation Team to support all of the activities required to successfully implement the asset management system. At any time, should needs arise, Konnech will work with the county to adjust resources to ensure all needs are being met. Some of the resources assigned to the project will include:

- Project Manager – A single resource assigned to serve as the project lead and principal point of contact to the NYSBOE.
- Lead Technical Specialist – An individual trained and experienced in all aspects of the system and system implementations. Shares ultimate responsibility of successful implementation.
- Security Specialist – An individual with security expertise and who is to ensure the asset management system is in compliance with NYSBOE's security policies.
- Product Supervisor – Trained resource with expertise in the asset management system. Has a primary responsibility of communication of customer needs to engineers and shares in design efforts.
- Training Manager/Coordinator – A Konnech representative assigned to oversee and coordinate all training activities.

4.2.1. Organizational Chart

Below is the organization chart for the key personnel involved for this project.

PollChief® Project Organization



4.2.2. Resumes

4.2.2.1. Eugene Yu

Chief Project Officer,

Project Management Course in 2010 Lansing Community College
Master of Business Administration in 1988, Wake Forest University
Bachelor of Science in Mechanical Engineering in 1982, Zhejiang University

Eugene Yu is the president of Konnech since its inception in 2002.

Mr. Yu is the creator of the ABVote and PollChief® suite of election management tools. He led the online election voting project team for Uniformed and Overseas Citizens Absentee Voting three States for the 2010 general election.

He will:

Lead the project.

Have overall responsibility.

4.2.2.2. Kelly Shettler

Project Manager
Training Manager

Bachelor of Arts in Communication, MSU

Kelly Shettler is the Elections Products Manager for Konnech since 2009.

Mrs. Shettler was the lead prototype designer for six different customized elections management programs—early voting, asset management, help desk management, election night reporting, poll worker online management and training, and absentee registration, as well as for the smart phone applications' asset management app, elections help desk app, and UOCAVA(Uniformed and Overseas Voters) smart

phone ballot app. Mrs. Shettler has two-year experience managing the web based election management system for City of Detroit Department of Elections and for County Boards of Election. She leads project design, training, technical support and supporting management.

She will:

- Analyze and interpret user ruff sketches
- Create online prototype pages
- Communicate between users and engineers.

4.2.2.3. *Anne Wang*

IT Service and Support Manager

Master of Library Information Science, University of South Florida, Tampa, FL
Bachelor of English Education, Hebei Teachers University, Shijiazhuang, Hebei

She is the service Manager for Konnech since 2007.

Five years technical support and service experience with Konnech leading support efforts for cities and counties. Ms. Wang co-designed the prototype of online voting wizard and was also the prototype designer of the web-based school management program

She will:

- Support design efforts.
- Instruct engineers.

4.2.2.4. *Laura Potter*

Business Development Director for Konnech since 2009

A.S. Legal Assistant, KCC
Adobe Photoshop I, II, III Certificate
Adobe InDesign I,II,III Certificate
Adobe Illustrator I, II Certificate
Microsoft Office Access I, II Certificate

Laura Potter is the Accounts and Business Development Director for Konnech, Inc. She was the project analyst for Konnech's State-wide Election Asset Management System and the Federal Overseas Voter Balloting program. She designed the prototype of the online ballot delivery wizard. Ms. Potter was the publisher of Dining Digest magazine for four years.

She will:

- Analyze requirements
- Monitor the prototype of the system as customized.
- Edit design efforts.
- Review training materials and manuals.

4.2.2.4.1. Heather Zeng

Technical Writer for Konnech since 2010

.Net Programming Training at Lansing Community College, Michigan
Master of Computer Aided Design, Huazhong University of Science and Technology, P.R. China
Bachelor of Computer Science, Huazhong University of Science and Technology, P.R. China

Heather Zeng is the head technical writer for Konnech.

Ms. Zeng composed Konnech's PollChief® manuals for Polling Location Management and Polling Asset Management.

She will:

- Compose manuals
- Conduct beta system testing

4.2.2.5. Kevin Distelrath

Director of Government Relations for Konnech since 2011

Bachelor of Science Business, Marketing Major
Ferris State University

Kevin Distelrath is Konnech's Government and elections industry representative,

Mr. Distelrath is experienced with software and data warehouse, software as a service, Smart Phone Applications, and election logistics management systems. He has been in the software industry for 15 years. He has been involved in identifying and implementing management information technology solutions to private and public sector clients. Kevin directs our approach on meeting the needs of our state and federal government election administrators. His focus is on increasing the impact of Konnech's election solutions. He works closely with election administration groups to uncover areas which our offerings bring improvements to our clients' election management processes.

4.2.2.6. Nicole Beaudette

Communications Facilitator for Konnech since 2011
Customer Service Representative
Bachelor of Science in Family Studies and Social Psychology
Western Michigan University

Nicole Beaudette is the Customer Service Representative for Konnech, Inc.

Ms Beaudette has multiple years of experience in programming, testing, and liaising between programmers and users. Her background includes five years of management

and lead training in the ESL (English as a Second Language) industry. She also is experienced in customer service and technical support, teaching, proofreading and editing, and business administration.

She will be the project's:

Testing Assistant

Proof-reader

4.2.2.7. *Leo Chen*

System Engineer for Konnech since 2011

Help Desk Manager

Project Management Training at Michigan State University

Master of Electrical Engineering, Huazhong University of Science and Technology, Wuhan, P.R. China

Bachelor of Electrical Engineering, Huazhong University of Science and Technology, Wuhan, P.R. China

Leo Chen is Konnech's Chief Technology Officer for Konnech, Inc.

Mr Chen was the Project Manager on Designing Power Line Communication system, for QIYE Electronics Ltd, China and was; the System engineer in DC power chip design at DAJIANG Microelectronics Ltd. China.

He will:

Lead the engineering team

Test Security.

4.2.2.8. *Anna Li*

Usability Analyst for Konnech since 2011

Master of Information Studies, Michigan State University, MI, U.S

Bachelor of Media Communication, China Agricultural, Beijing, China

Ms Li has been a key developer for our mobile phone voter app, analyzing process flow, designing screens, and beta testing on both the iOS and Android platforms. She is a user experience researcher in the digital marketing field. Her specialty is analyzing the usability and user-friendliness of the screens that interface between our customers and the programs. She has experience from several projects on improving human computer interaction. She has conducted focus groups, developed web surveys, and measured effectiveness for usability for both telecommunications and government. She also designed the prototype of the website for the Management & Budget Office of the Michigan Department of Technology.

Ms. Li will:

Analyze the usability.

Improve the user experience

Guide the usability testing

4.2.2.9. Michael D. Pittman

Quality Assurance Engineer for Konnech since 2011

Bachelor of Science, Computer Science, Michigan State University, E Lansing
Michigan

Mr. Pittman is Konnech's testing manager and quality assurance manager.

He has served as IT project manager, project leader for standard release software, and lead tester. He is experienced in development of requirements analysis documents, detailed business and technical designs, data conversions, and software installation implementations.

Mr. Pittman will:

- Test all phases of the entire project.
- Assure quality control of the entire project.

The personnel named in the proposal will remain assigned to the project throughout the period of the contract. No diversion or replacement may be made without submission of a resume of the proposed replacement and the final approval of the County.

Konnech is not currently subcontracting, and does not anticipate subcontracting in the future. However, if we did, we will provide the names of subcontractors to be provided and by proposing such firm(s) or individuals. Konnech will assume full liability for the subcontractor's performance.

5. Firm Experience and Capabilities

The purpose of this section is to provide the County with an overview description of the Offeror's company, plus the Offeror's commitment to the services set forth in this RFP and/or government clients in general. The Offeror should:

- Summarize the organizational structure and size of the company plus its date of organization and current principal place of business.
- Outline and briefly discuss the scope of services provided and the approximate percentage of the total business devoted to the type of services requested in this RFP.
- Describe the Offeror's local office experience with similar projects.
- Indicate whether or not the company has an organized practice addressing the requested scope of services, who formally heads that practice, and where that person is located.

- Describe any local office(s) that will service Prince William County including size, services, area covered, and principal contact person.

The Offeror must also specify, in a similar manner with references, etc., the qualifications of any subcontractors to be used in this proposed project.

The County reserves the right to make such additional investigations as it may deem necessary to establish the competency and financial stability of any Offeror. If, after the investigation, in the sole opinion of the County, the evidence of competency and financial stability is not satisfactory, the County reserves the right to reject the proposal.

5.1. An Overview of Konnech

Konnech began in 1994 and incorporated in 2002. It has become a leading designer of customized solutions in web based communications. In 2003, Konnech partnered with Microsoft to develop extensive integration with common Microsoft programs. Konnech is an eight-year Microsoft certified partner and a member of Independent Software Vendors, Hosting Solution Providers, and Apple iPhone Developers. Konnech is wholly owned, registered, and hosting its servers within the USA. The principal place of business is in Okemos, Michigan. Konnech launched its first online canvassing program in 2003. In 2008, Konnech developed its elections logistics management program. Konnech is deeply rooted in the administration of election logistics.

Konnech has created enterprise level programs, like PollChief®, in addition to the absentee elections management program, ABVote. They use proprietary web-based communication technologies, and provide an online work space for large entities with many members in a complex, distributed work environment.

Konnech is:

- a ten year software developer.
- the developer of two enterprise-level software products, ABVote® and PollChief®.
- an innovator of on-line canvassing since 2003.
- a Microsoft Silver Partner.
- a member of Microsoft Independent Software Vendors.
- a member of Microsoft Hosting Solution Providers.
- a member of Apple iPhone Developers.
- a leader in interactive web communications.
- a leader in interactive telephony.
- 5-years' experience in Election Industry and ballot design.
- an experienced interpreter of voter registration databases in different states.
- a data warehouse builder.
- a designer of complex, multi-level web-sites and wizards.

- a veteran of nine years of web hosting and online and telephony supporting services with an unblemished record.

NUMBER OF EMPLOYEES: 23

NUMBER OF YEARS IN BUSINESS: Konnech has been in business as a corporation since April 2002.

APPROXIMATE PERCENTAGE OF THE TOTAL BUSINESS DEVOTED TO THE TYPE OF SERVICES REQUESTED IN THIS RFP: 95%

SCOPE OF SERVICES: Konnech develops data warehouses incorporating a multitude of election industry needs. The ABVote system is oriented around absentee voting needs. The PollChief® Election Management system is oriented around the logistical needs of organizing elections—people, places, supplies, tracked assets, and call centers. We've recently created a candidate filing program and a census organizing program.

To accomplish the necessary tasks, we blend a cross-platform mix of GIS mapping, bar-coding, RFID interpretation, iPhone and Android apps, VoIP, mass communication (letter, email, and phone) with intelligent reply, and standard word processing, spreadsheet, and database management disciplines.

We are highly experienced in the logistics of managing elections.

EXPERIENCE WITH SIMILAR PROJECTS

- State of Montana Electronic Voting Support Wizard
- State of Nevada Electronic Voting Support Wizard
- City of Detroit Elections Department Election Night Reporting System
- City of Detroit Elections Department PollChief® Elections Logistics System
- Leon County, Florida, Supervisor of Elections PollChief® Elections Logistics System (locations, workers, worker online training, asset, and help desk)
- Leon County, Florida, Supervisor of Elections Poll Worker web access
- Leon County, Florida, Supervisor of Elections PollChief® Early Voting Management System
- Alachua County, Florida, Supervisor of Elections, PollChief® Elections Logistics System (Poll Locations and Asset Management)
- Hillsborough County, Florida, Supervisor of Elections, PollChief® Elections Logistics System (Poll Locations and Asset Management)
- City of Edmonton, Canada, Census and PollChief® Elections Logistics System (locations, workers, worker online training, asset, help desk, and candidate filing) (under construction)
- St Charles County, Missouri, Election Authority, PollChief® Elections Logistics System (location, worker, help desk, and election night results posting)

- Allen County, Indiana, PollChief® Elections Logistics System (location, worker, and online training) (not yet launched)

We have an organized practice addressing your scope of services. This head of the practice is Eugene Yu, located in Okemos Michigan.

There will be no company personnel stationed in the Prince William County locale.

There will be no sub-contractors used in this project.

6. References

This section of the Offeror's proposal should:

List or describe representative clients currently served, both nationally and by the local office, focusing on clients similar in size and complexity to Prince William County.

Provide the current name, address, and telephone number of at least three (3) specific references (preferably local government) the company has served either currently or in the past two years; preferably those where one or more of the project team members provided the same or similar services as requested herein.

Each reference should indicate the scope of services provided to each referenced client.

6.1.City of Detroit

STATEMENT OF REFERENCE 1,2,3(separately):			
Contracting Agency Name:	City of Detroit Department of Elections		
Mailing Address:	2978 W Grand Blvd, Detroit MI 48202		
Contact Name:	Kim Wallace	Contact Title:	IT Director
Contact Phone Number:	313-876-0543	Contact Email Address:	WallaceK@detroitmi.gov
Applicable Dates of Contract(s)	2008 through present	Prime or Subcontractor Role? If prime, identify MBE/WBE subcontractors utilized under this contract(s), if any.	Prime Contractor, no subcontractors
Brief Description of	Web-based elections data warehouse organizing communications and management for poll workers and locations, election night results		

Prior/Current Services Performed:	posting, absentee walk-in application. Ballot delivery system for UOCAVA under construction, along with smart phone ballot delivery mock election.
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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.

Konnech' created the Poll Worker Management System (PWMS) at the request of the City of Detroit's City Clerk. Like elections departments everywhere, the department's data for 10,000 plus poll workers was sprawled onto spreadsheets, Word documents, and Access tables. For the 2008 General Election, there were nearly 8,000 people to be trained as poll workers. There were substantial challenges in finding, training, organizing, and paying them.

Konnech designed a web-based program that organized, consolidated, and tracked all poll worker information. We designed Special User Interfaces (UI) for ease of use and management report templates for faster, tighter control. Konnech's communication platform integrated mass email, phone call and mail communications with reply survey tracking records. Detroit uses this mass communications capacity to broadcast thousands of calls to remind, canvass, and enroll the poll workers for training, election assignments, and other important items. 100% of poll worker management from recruiting to generating IRS Form 1099 is run by our web based hosting service.

Poll Location Management System (PLMS) was added in 2009. PLMS organizes the City's database of precincts, polling site owners/managers and their potential buildings. The PLMS system distinguishes the best prospective polling sites from 3,000 potential sites, mapping and filtering active, potential, inactive, and special use buildings. Konnech's mass communications functions are tailored into the program.

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 modules work in concert, so since launching PLMS, Detroit (a) has eliminated deliveries to the wrong location when a site has changed, and (b) has not generated a single headline of a polling location opening late. Detroit's poll worker management time has been reduced by half. The complaint hotline call volume dropped from 315 in 2007 to one in 2008.

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) 876-0033

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.

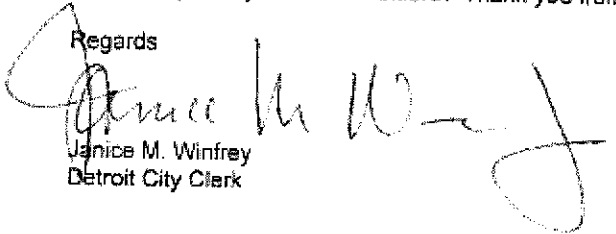
In the year before we instituted PollChief®, mass mailings to poll workers cost thousands of dollars in postage, materials, and labor; in the first year we used PollChief®, our mass mailings dropped over 50%.

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

6.2. 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	Prime or Subcontractor Role? If prime, identify MBE/WBE subcontractors utilized under this contract(s), if any.	Prime, no subcontractors
Brief Description of Prior/Current Services Performed:	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. Warehouse staff reports that inventory management time has been reduced by two thirds.

In the first half of 2011 Konnech built a new PollChief® module for Leon County, the Poll Worker Access System (PWAS). PWAS 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.

6.3. Secretary of State, Montana

STATEMENT OF REFERENCE 1,2,3(separately):			
Contracting Agency Name:	State of Montana, Secretary of State, Department of Elections		
Mailing Address:	P.O. Box 202801, Helena, MT 59620		
Contact Name:	Lisa Kimmet	Contact Title:	Elections Deputy
Contact Phone Number:	406-444-5376	Contact Email Address:	lkimmet@mt.gov
Applicable Dates of Contract(s)	2010 and 2012	Prime or Subcontractor Role? If prime, identify MBE/WBE subcontractors utilized under this contract(s), if any.	Prime, no subcontractor
Brief Description of Prior/Current Services Performed:	Built a program to accommodate the MOVE Act delivering ballots online for UOCAVA voters, 2010 and 2012.		

Konnech's program for Montana's uniformed and overseas voters accrued the highest usage rate, was the fastest in the nation, the easiest to use, and provided the fullest back end for administrators, according to the Department of Defense's Federal Voter Assistance Program. Konnech created the Electronic Voting System Wizard (EVSW) for the Montana Secretary of State (SOS) in July 2010 under an award from the Federal Voter Assistance Program (FVAP) in less than two months.

The following content related to ballot returned and their participating State is from FVAP website.

FVAP.GOV State Nov 2010 Election Wizard Usage Rate				
State	Vendor	Ballots Downloaded	Total Overseas Voters	Usage Rate
MT	Konnech	540	4,253	12.70%
NV	Konnech	100	1,001	9.99%
UT	Everyone Counts	203	2,146	9.46%
DE	Democracy Live	276	4,531	6.09%
MD	Scyll	142	2,500	5.68%
VA	Credence	706	14,437	4.89%
IN	Scyll	88	3,500	2.51%
MS	Scyll	146	10,000	1.46%
NM	Scyll	19	1,500	1.27%
CO	Democracy Live	31	2,500	1.24%
NE	Scyll	19	3,500	0.54%
KS	Scyll	4	1,200	0.33%
WA	Scyll	188	60,000	0.31%
NY	Scyll	927	320,735	0.29%
WV	Democracy Live	33	25,000	0.14%
ID	Democracy Live	26	20,000	0.13%
AR	Democracy Live		25,615	0.00%

Total Overseas Voters Data Was From the FVAP Nov 2010 EVSW RFPs Requirements Related to Each States.

Nevada's Largest 2 Counties had opted out Using EVSW.

'Montana SOS feels our ballot marking wizard has been a great success. There are 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 Konnech for going the extra mile to include that feature in the wizard!'¹

Konnech Inc., provided excellent customer service and support to each state they supported in the Federal Voting Assistance Program Electronic Voting Support Wizard Program. Konnech was one of 5 vendors providing solutions for 20 states; providing a timely, build to suit solution for each of their states which exceeded all expectations for a proof of concept project. It was a pleasure to work with Konnech, and Eugene Yu. I commend Eugene and his company for unparalleled commitment to customer satisfaction and success." *April 4, 2011*²

6.4. 2011/2012 New PollChief® Projects

- Alachua County, Florida
Poll Location System
Asset Management System
- City of Edmonton, Canada
Complete PollChief® suite
Candidate Filing Program
(75% built, not yet launched)
- Hillsborough County, Florida
Poll Location System
Asset Management System
- St. Charles County, Missouri
Poll Location System
Poll Worker System
Poll Call Management System (Help Desk)
Election Night Report Posting System
(Created, not yet launched)
- Leon County, Florida,
Early Voting Program,
iPhone Asset Management App

¹ Lisa Kimmet, *Manager, Montana Deputy Secretary of State for Elections*

² Pamela Forbes, PMP, *Program Manager, US DOD Business Transformation Agency*

Poll Worker Online Access System

- City of Detroit, Michigan,
Absentee Voter Registration Program,
UOCAVA Online Ballot Delivery Program (under construction)
UOCAVA Smart Phone Ballot Processing Program (under construction)

This is the end of our technical proposal for Prince William County RFP 120014. Thank you very much for your attention.