STATE OF NEW MEXICO

SYSTEM FOR PRINTING BALLOTS AT POLLING LOCATIONS and ANCILLARY EQUIPMENT

RFP# 40-370-13-00005

Finalist Offeror Presentation/Demonstration Agenda

DRAFT
The Secretary of State ("SOS") is providing this advance, draft, agenda in order for Finalist Offerors to adequately prepare for their presentation/demonstration. The SOS reserves right to revise this draft agenda as deemed appropriate. For example, the offeror's may be asked to demonstrated additional requirements. In any case, the final agenda will be distributed to the selected Finalist Offerors with the notification letter.

**GENERAL INSTRUCTIONS**

The following points should be considered by the Finalist Offerors while planning for the presentation/demonstration:

- Representatives of major subcontractor(s) should attend and lead the portion of the presentation concerning relationships and experiences.
- All Core Team Personnel are expected to be in attendance and actively participate in the presentation/demonstration and the proposed project manager is expected to conduct the majority of the sessions.
- Finalist Offerors will be required to present their proposal and demonstrate their proposed system to the Evaluation Committee. The Executive Sponsor will schedule the time for each presentation during the period of the dates indicated in the Sequence of Events and/or the Finalist Notification Letter. All Offeror presentations will be held in Santa Fe, New Mexico as follows:

  Room Number: 305  
  State Capitol  
  490 Old Santa Fe Trail  
  Santa Fe, New Mexico 87501

- The SOS shall provide a suitable room for the presentation/demonstration. The laptop computer, computer projector, projector screen and wireless internet connection, if needed, shall be provided by the Finalist Offeror in addition to the ballot printing equipment and software to be demonstrated. Each Offeror will be given a maximum of one-half (1/2) hour for setup and each presentation/demonstration will be limited as set forth in the agenda Evaluation Committee questions and hands-on operation of the equipment. During this period the Evaluation Committee may ask questions regarding any aspect of the Offeror’s proposal. It is the obligation of the Offeror to effectively manage their presentation/demonstration time. **The Evaluation Committee reserves the right to extend the evaluation time, if necessary.**

- After the presentation/demonstration has been completed, the Offeror will move designated equipment units including software to the Office of the Secretary of State where it will be available for a minimum of one week for additional testing by the Staff of the Secretary of State and/or representatives for the County Clerks. After the testing is complete the Executive Sponsor will notify the Finalist Offerors to pick up their respective equipment and software. During this period to time a designated member of the SOS office staff or Evaluation Committee may contact the Finalist Offerors for clarification of equipment or software usage instructions, if necessary.
Finalist Offerors should thoroughly prepare for the presentations and demonstration. Finalist Offerors should provide an original and seven copies of all handouts or materials for the Evaluation Committee. Finalist Offerors are also encouraged to use relevant data during the demonstrations. The point of contact regarding the Finalist Offeror presentations and facilities is as follows;

Terry Davenport  
Procurement Assistant  
Office of the Secretary of State  
325 Don Gaspar, Suite 300  
Santa Fe, New Mexico 87501  
Telephone: (505) 470-1428  
Fax Number: (505)827-8081  
Email: terry.davenport3@state.nm.us

Finalist Offeror Presentation Outline

Finalist Offerors are asked to present relevant and consistent information that will showcase the Offeror’s ability to meet the specifications as outlined in the RFP and the included Demonstration Agenda. The SOS requests that the Finalist Offeror follow the provided schedule and agenda. It is critical that the Finalist Offeror schedule its presentation to fit into the time allotted.

Additional Software Functionality Descriptions

Because of the limitation of time allocated in the demonstration agenda, there may be software functionality or ancillary equipment that the schedule does not allow enough time for the proper demonstration. The agency requests that the Finalist Offeror provide the presentation material that they deem appropriate, and the Finalist Offeror will provide a written description of the equipment and/or functionality that was not presented. Documentation could include, but not be limited to, presentation materials, white papers, and/or marketing brochures.

Demonstration Agenda

Finalist Offerors are asked to follow the agenda and showcase their proposed systems. Wherever possible the demonstration should be presented using the proposed software and equipment. A slide presentation (PowerPoint), paper documents, or verbal presentation only, may be used to fulfill this demonstration requirement. However, such presentations may receive fewer points than the demonstration of the software and/or equipment. In addition, Finalist Offerors are encouraged to highlight and discuss the unique aspects of the proposed system and how the system will benefit SOS in general.

SOS requests that the Finalist Offeror follow the provided presentation schedule and demonstration agenda as closely as possible.

Software Demonstration Data Requirements

The Finalist Offerors must provide the data and/or documents required to execute the Demonstration Agenda.
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EQUIPMENT

Each Finalist Offeror will be required to supply a laptop computer, a projector, a screen and communications card for internet access, if required, plus the proposed ballot tabulating system. The building is equipped with a wireless network. Offerors may use the network if it is available. In addition, offeror's are encouraged to demonstrate proposed ancillary equipment, if time is available.

PRESENTATION/DEMONSTRATION SCHEDULE

Agenda: The sessions will be based on the following timeframe. The Offeror set up time will begin at 8:00 am.

Morning Session (8:30 until 11:45)

<table>
<thead>
<tr>
<th>ALLOTTED TIME</th>
<th>ACTIVITY</th>
<th>Finalist Offeror</th>
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<tbody>
<tr>
<td>15 minutes</td>
<td>Introductions of Personnel</td>
<td>SOS</td>
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<tr>
<td>1 hour and 45 minutes</td>
<td>Introduction of Solution/Presentation of the Proposal</td>
<td>Finalist Offeror</td>
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<td>Offeror's Company Information</td>
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<td>Offeror's Company Experience</td>
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<td>Use of Subcontractors, if any</td>
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<td>System Deployment and Support Plan</td>
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<td>Agency Resources</td>
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<td>Ballot Printer Programming</td>
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<td>Training and Documentation</td>
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<td>Program Deployment and Support Plan</td>
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<td>Core Team Personnel Experience</td>
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<td>Organization Chart/Duties</td>
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<td>Similar Program Experience</td>
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<td>Proposed Cost</td>
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<td>Equipment, Products and Services Schedule</td>
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<td>Value Added Support (Optional)</td>
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<tr>
<td>15 minutes</td>
<td>Presentation of Best and Final Offer not included above</td>
<td>Finalist Offeror</td>
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<tr>
<td>15 minutes</td>
<td>Break</td>
<td>Evaluation Committee</td>
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<tr>
<td></td>
<td>Offeror Set up for demonstration</td>
<td>Offerors</td>
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<tr>
<td>45 minutes</td>
<td>Execution of Demonstration Agenda - Part</td>
<td>Finalist Offeror</td>
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<tr>
<td>One hour</td>
<td>Break For Lunch</td>
<td>Finalist Offeror Evaluation committee</td>
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**Afternoon Session** (two hours)

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<tr>
<th>ALLOTTED TIME</th>
<th>ACTIVITY</th>
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<tr>
<td>1 hour and 30 minutes</td>
<td>Execution of Demonstration Agenda - Part Two and Hands On</td>
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<tr>
<td>25 minutes</td>
<td>Final Q&amp;A</td>
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<td>5 Minutes</td>
<td>Final Closing</td>
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<td><strong>As determined by the Evaluation Committee</strong></td>
<td>Ancillary Equipment</td>
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**DEMONSTRATION AGENDA**

Demonstrate and/or describe the primary functions and features of the proposed system as stated in the following paragraphs.

1. **Overview**
   - Provide a detailed description of the hardware included with the ballot printing system AND what hardware and/or IT equipment infrastructure is required in each county utilizing the ballot printing systems in a network connected environment.
   - Describe the system architecture, including the network design, software components, encryption capabilities, client connectivity methodology to the database, as well as the technical requirements that must be provided by the State or individual counties. Please include all security layers and any built in redundancy features.
   - Provide a description of the centralized server in the proposed solution. Specifically, the offeror must describe whether the server is proposed to run on county owned equipment or a vendor provided solution. Describe where all data is stored that allows county or statewide reporting and data extracts. Describe security and data encryption as well as all people who have access to the data besides county election workers. Describe how the data will be archived and provided to the county and the Agency after the election and completely erased from all vendor owned equipment once canvass has been completed and the election has been certified.
   - Describe any known issues with any printers, laptops or ancillary or included components of the printing system with regard to installation at polling locations or sensitivity to transport.
- Describe storage location of equipment between elections.
- Describe the temperature and humidity limitations of the laptops and printers. Also describe any known issues associated with humidity or temperature with regard to printing of ballots and readability of the ballots by the ballot tabulators.
- Describe any known issues with any printers, laptops or ancillary or included components of the printing system with regard to misuse, mishandling or breakage at polling locations or sensitivity to usage by poll workers. Please describe any known issues associated with delays in printing, such as time-outs by the printer, or other errors which may cause a delay in the printing of a ballot. Please describe any known issues associated with conflicts between the laptop software and the ballot printer, which may cause a delay in the printing of a ballot.
- Demonstrate prominently displayed and user-friendly instructions that step the poll worker and/or election official through the handling of error messages or malfunctions in the equipment. Any and all instructions must be readily understood and useable by poll workers and election officials with a variety of backgrounds and experiences. Offeror shall describe the components of the proposed system which make it user-friendly. Please describe any and all error messages which may be received by a poll worker and the process for resolving each error message. The Offeror is encouraged to include software print screens to illustrate this requirement.
- Describe the amperage required for each printing system, including any variations based on variable elements of the system, such as larger printers or label printers.

2. General

- Demonstrate the software's ability for receipt of ballot information for all formats supported.
- Demonstrate duplex printing, and state the time required to print a duplex ballot. If the printer is not capable of duplex printing, please state the proposed solution for double sided ballots. State the average time necessary to print a single side ballot face that is 19" long; 17" long; and 14" long, respectively.
- Demonstrate the ability of the software to generate ballots for voters according to party affiliation.
- Describe the ability of the software to print ballots so that they are properly tabulated, by precinct, by all paper ballot tabulators that are certified in the state of New Mexico.
- Ensure that the voting response fields properly align with the specific candidate names and questions printed on the ballot. Please describe.
- Describe the ability of the system to print ballots that contain the proper timing marks for accurate tabulation in all voting system tabulators that are certified for use in the State of New Mexico.
- Demonstrate the pre-election testing methods to ensure that its printing systems are producing ballots which are properly and accurately read.
- Generate a ballot for an individual voter based on voter registration data provided by the State or the respective county clerks in the State of New Mexico. Use your example data.
- Demonstrate whether a single ballot printing system can perform all three functions,
absentee, early, Election Day, or if different systems must be configured differently to perform each function. Also, include whether a subset of the total Election Day systems leased can be used to conduct absentee and early or if additional systems must be leased for this purpose. If configuration changes are required to move a system from early voting or absentee, please describe the time, effort, modifications, and testing that are required.

- Demonstrate the absentee ballot tracking capabilities and the process and equipment utilized by a county clerk during absentee voting to include: generating an absentee application and/or voting permits, processing a returned application, generating and mailing a ballot, and logging a returned ballot. Offeror shall describe the ability of the system to upload absentee and early voter information to the statewide voter file or to a statewide site or database, in real-time, during the absentee and early voting period.
- Demonstrated the ability of any and all proposed ballot printers to print straight, unskewed ballots.
- Render the ballot in both Spanish and English, or such Native American languages as may be required by the Secretary of State's office. Please describe or demonstrate.
- Demonstrate how the voter file is imported into the ballot printing system and export capabilities to provide voting credit and absentee tracking information to the state voter file. Ballot printing system shall be capable of importing updated voter files, as needed, without loss of ballot printing system voter activity and audit logs. Offeror shall describe this feature.
- Demonstrate the process in the software for creating a regular ballot, an absentee by mail ballot, an early voter's ballot, a provisional ballot, and an absentee in-lieu-of ballot.
- Demonstrate the process for spoiling and regenerating a ballot and what controls, if any, are in place for this process.

3. Security Requirements

- Produce samples of all reports generated by the ballot printing system which document voter activity on the system. Demonstrate step-by-step instructions on how a clerk or poll worker would print the report. For each, state whether poll worker access or more secure-clerk only access is required.
- Demonstrate full ballot production audit logs for all activity, including absentee voting by mail, in-person absentee voting, early voting, Election Day voting, provisional voting and spoiling ballots; Offeror shall provide samples of all reports generated by the ballot printing system which document ballot production activity on the system. For each report, provide a step-by-step instruction on how a clerk or poll worker would print the report. For each, state whether poll worker access or more secure-clerk only access is required.
- Demonstrate audit trail of every ballot issued, including during a period of interrupted communication in the event of a loss of network connectivity. The ballot audit trail should include information when connectivity ended and started. Offeror shall provide samples of all reports generated by the ballot printing system which document loss of connectivity and reestablishment of connectivity. For each report, provide a step-by-step
instruction on how a clerk or poll worker would print the report. For each, state whether poll worker access or more secure-clerk only access is required.

- Demonstrate security passwords at user, administrator and management levels.
- Describe the security measures contained in the ballot printing system which prevent modification of ballot formatting.
- Demonstrate functionality and capability of printing ballots during a period of interrupted communication in the event of a loss of network connectivity. This should include an explanation of the data reconciliation process when moving between an offline and network connected state. Please demonstrate.
- Demonstrate system controls are in place to ensure voters are not issued a ballot twice unless a spoil process is conducted first. Describe this capability in both an offline and network connected state.
- Demonstrate anti-theft capabilities including adequate controls, such as database encryption, that would minimize risk of data loss in the event of system theft.
- Describe the design of the system that ensures it has not been physically tampered with, altered, or connected to a non-authorized device or system.
- Demonstrate the security methods that are used to ensure data files that are used or created by the system cannot be altered.
- Demonstrate the tamper-proof security features around the ballot audit trail that ensure the audit trail has not been altered or replaced.

4. Software Requirements

- Demonstrate the proposed process for importing the data to the statewide voter file.
- Demonstrate electronic signature pads or any other devices intended to replace a traditional paper signature roster and provide for the voter to sign. This must include a description of the capability of the system to allow voters to validate their personal information, including name, year of birth, party affiliation and address.
- Generate an Application to Vote in the format approved by the Secretary of State's office. Describe the process used by the software to generate an Application for an Absentee Ballot for use by county clerks for generating absentee ballots and for use at early voting locations to generate early voters' ballots. Describe whether a system can be used for absentee, early or Election Day ballots by a county without the need for reprogramming by the Offeror, or whether reprogramming of the laptop is required for each type of ballot (absentee, early or Election Day). Describe the process for converting a system from absentee to early voting. Describe the process for converting a system from early voting to Election Day.
- Generate configurable activity reports that include real-time absentee tracking reports that interface with a statewide database to provide a statewide absentee ballot register. Configurable activity reports of voters processed and ballots printed based on time and criteria provided by the Secretary of State's office and individual county clerks. The systems should include the ability to maintain accurate, printable and uploadable records indicating the number of ballots by category that have been printed for a given precinct/precinct-split combination for absentee, early voting and voting convenience centers. Provide samples of all reports and the instructions necessary for the poll worker or county clerk to print or export files from the system. Demonstrate
how the system generates end-of-day and closing reports to comply with state and county canvass requirements; and provide a list of formats to which such end-of-day and closing reports can be exported.

- Demonstrate the ability to run a daily reconciliation for absentee, early, and Election Day voting.
- Demonstrate the ability to run both single transaction and batch transaction absentee production capabilities.
- Demonstrate the ability of the system to run batches of absentee ballots in larger counties. Describe the instructions that would be provided to the county clerk to run a batch production of absentee ballots.
- Demonstrate the ability of the system to produce emergency ballots, such as may be printed by a county clerk to deliver to a precinct using preprinted ballots. Describe whether the system has the capability to produce sample ballots for printing by a county clerk, or for presentation through a kiosk-type set-up, or any other capability for producing sample ballots.

5. Usability Requirements

- Demonstrate ease of use features that will allow poll workers with various computer backgrounds based on less than four (4) hours of training in the use and operation of the system to successfully operate the system.

6. Deployment Requirements

- Describe what must be supplied at the polling location by the county including physical environment requirements, network requirements, power requirements, onsite technical staffing requirement and poll worker staffing requirements.
- Describe the ability of the system to operate under real network connectivity (as specified in the SOE) and user volume conditions. This requirement may be met by providing references and documentation of successful election implementations and/or a simulation environment.
- Describe a contingency plan in the event of equipment failure, to include,
  - hardware component failure;
  - printer failure;
  - network failure;
  - laptop failure; and
  - failure of any other components of the system.
- Describe the onsite and remote support that will be provided to each individual county during absentee, early, and Election Day for the purposes of setup and deployment, operation, moving systems between sites, troubleshooting, and system breakdown after election. Clearly define responsibilities of Offeror and responsibilities of the county.
- Describe how the Offeror will assist the county in ensuring a polling location has the appropriate environmental conditions necessary for operating the systems such as power, network connectivity, and space. Will a site survey or site visit be conducted and testing be conducted, if necessary, to ensure the site specifications are adequate.
for system operation?

- Describe what is required from the State or each individual county in order to successfully configure and operate the proposed ballot printing systems.