



STATE OF DELAWARE  
EXECUTIVE DEPARTMENT  
OFFICE OF MANAGEMENT AND BUDGET

December 18, 2017

TO: ALL OFFERORS

FROM: MICHAEL BACU  
STATE CONTRACT PROCUREMENT ADMINISTRATOR

SUBJECT: **ADDENDUM TO REQUEST FOR PROPOSAL  
CONTRACT NO. GSS18809-ELECTION\_SYS  
Elections System Solution**

**ADDENDUM #3**

This Addendum is issued to answer vendor questions and provide greater contract detail regarding the referenced Request for Proposal.

**This Addendum also extends the Deadline for Receipt of Proposals. The new date is:  
Date: January 18, 2018 (3:00 p.m. EST)**

All other terms and conditions remain the same.

**Q1.**

Section number: GSS\_18809Elections\_rfp.pdf/ VI. RFP Miscellaneous Information

Paragraph number: 7

Page number: 28

Text of passage being questioned:

**3. Production Environment Requirements**

The State of Delaware requires that all hardware, system software products, and application software products included in proposals be currently in use in a production environment by a least three other customers, have been in use for at least six months, and have been generally available from the manufacturers for a period of six months. Unreleased or beta test hardware, system software, or application software will not be acceptable.

**Question:**

Will Delaware be agreeable to revising or waiving the following provision from the RFP from the RFP:

"The State of Delaware requires that all hardware, system software products, and application software products included in proposals be currently in use in a production environment by at least three other customers, have been in use for at least six months, and have been generally available from the manufacturers for a period of six months. Unreleased or beta test hardware, system software, or application software will not be acceptable."

The State Voting Machine Task Force and the Election Commissioner have repeatedly stated a preference for "full-face" voting machines, similar to the format used by Delaware now.

If Delaware does not modify or waive this restriction, no vendor will be able to supply a "full-face" voting machine, nor will Delaware have access to the most up-to-date and secure election software, as voting hardware and software is constantly updated for functionality and security. This requirement would require vendors to bid only what is in the field in 2017, and would preclude Delaware from planning ahead to purchase the most up-to-date hardware and software available, especially because Delaware does not plan to implement this system until 2020.

[ANSWER: Alternative language to that in the RFP should be identified in Attachment 3 as an exception. The user group will evaluate any alternatives that affect the standards sought, and shall have the sole right to accept or reject based on the best interests of the State.](#)

**Q2.**

Section number: GSS\_18809Elections\_rfp.pdf/II. Scope of Services

Paragraph number: 1

Page number: 3

Text of passage being questioned:

The State invites offerors to bid on any or all of the 4 categories:

1. Voting Machines
2. Electronic Poll Book
3. Elections Management and Voter Registration System
4. Absentee Voting System

**Question:** What is the expected implementation schedule for each of the four categories of the project (1. Voting Machines, 2. Electronic Poll Book, 3. Elections Management and Voter Registration System, 4. Absentee Voting System)?

[ANSWER: The State is providing a framework and the vendor shall propose detailed implementation plan, including milestones for consideration.](#)

**Q3.**

Section number: GSS\_18809Elections\_rfp.pdf/Appendix B – Scope of Work and Technical Requirements

Paragraph number: 2

Page number: 45-46

Text of passage being questioned:

**Project Management**

Project Management is discussed in Appendix B of this RFP. Implementation is anticipated to require project management as a joint effort between technical and functional business, the offeror shall provide a detailed, economically worded, project plan that is consistent with industry best practices for project management, as set forth by Project Management Institute (PMI).

The offeror must use the following project phase names in the project plan, to maintain consistency with the State of Delaware phase names:

1. Planning & Design
2. Customization
3. Implementation and User Acceptance
4. Training
5. Closeout

The offeror will identify a project manager as well as a key team member to be responsible for each phase in the table below. Additionally the offeror will provide a brief resume for each of the identified staff.

Phase	Staff Member	Years of experience
Project Manager		
Planning and Design		
Customization		
Implementation and User Acceptance		
Training		
Closeout and Final User Acceptance		

Project Management Methodology shall provide for:

Monthly reporting of actual milestone progress as compared to agree upon time periods

Initiating corrective action to correct progress deficiencies

Monthly reporting of identified issues including: resolved issues, time taken to resolve, currently open issues and issues escalated

Travel and lodging expense rates shall not exceed the Federal Rates established by the U.S. General Services Administration (GSA) available at <http://www.gsa.gov/perdiem>.

The project plan is to be summarized in a table similar to the following. Payments for implementation will be directly tied to the project milestone acceptance by the State.

Milestone	Time Period (date range)
Planning and Design	
Customization	
Implementation and User Acceptance	
Training	
Closeout and Final User Acceptance	

**Question:** Would the state define each of the specific tasks and deliverables you anticipate being included with each milestone?

**ANSWER:** See answer to Q2.

**Q4.**

Section number: GSS\_18809Elections\_rfp.pdf/Appendix C - Pricing

Paragraph number: 1

Page number: 47

Text of passage being questioned:

Tab 2. Project Implementation Costs

Implementation is expected to require project management as a joint effort between technical and functional business, the Vendor shall provide a detailed, economically worded, project plan that is consistent with industry best practices for project management, as set forth by Project Management Institute (PMI). Project Management requirements are discussed in Appendix B of this RFP. Costs should be identified using the separate pricing spreadsheet by milestone categories identified in Appendix C and listed below, with additional details added as appropriate. All costs should be identified. Proposal evaluation will be scored based on the "Total Implementation Cost" provided on the Appendix C. Value added options are encouraged, but will not be considered for proposal evaluation scoring. During the award negotiation period, the value added options can be considered for acceptance. Final acceptance by the State will result in fixed contract pricing.

- Planning and Design
- Customization
- Implementation and User Acceptance
- Training
- Closeout and Final User Acceptance

Project Change Management Process: Upon request from the State of Delaware Project Sponsor or upon identification of a project change by the Vendor Project Manager, a Project Change Order (PCO) will be developed detailing the justification for the change and the impact of the change to the project including the required revisions to the scope, schedule, and cost. Each PCO will contain a written explanation of the reasons for additional work, changes, or expenses. Any PCO is not approved until agreed to in writing by the Authorized Approvers of both parties.

**Question:** For those respondents that intend to bid on multiple or all of the project categories, does the State want the Project Implementation Costs combined in to one consolidated cost or should the respondent present separate costs for each of the four categories of the project (1. Voting Machines, 2. Electronic Poll Book, 3. Elections Management and Voter Registration System, 4. Absentee Voting System)?

**ANSWER:** Provide costs for each category. If bidding a complete solution, all categories will represent the complete solution.

**Q5.**

Section number: GSS\_18809Elections\_rfp.pdf/Appendix C - Pricing

Paragraph number: 1

Page number: 47

Text of passage being questioned:

Tab 2. Project Implementation Costs

Implementation is expected to require project management as a joint effort between technical and functional business, the Vendor shall provide a detailed, economically worded, project plan that is consistent with industry best practices for project management, as set forth by Project Management Institute (PMI). Project Management requirements are discussed in Appendix B of this RFP. Costs should be identified using the separate pricing spreadsheet by milestone categories identified in Appendix C and listed below, with additional details added as appropriate. All costs should be identified. Proposal evaluation will be scored based on the "Total Implementation Cost" provided on the Appendix C. Value added options are encouraged, but will not be considered for proposal evaluation scoring. During the award negotiation period, the value added options can be considered for acceptance. Final acceptance by the State will result in fixed contract pricing.

- Planning and Design
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**Question:** Should proposers provide a cost for third-party equipment implementation? If so, where should that cost be included in Appendix C – Pricing?

**ANSWER:** Include all costs in the appropriate pricing tab regardless of source. The state is seeking a fixed price solution.

**Q6.**

Section number: GSS\_18809Elections\_rfp.pdf/Additional requirements, Delaware Code, Title 15, Chapter 45

Paragraph number: 3

Page number: 13

Text of passage being questioned:

Vendor shall provide voting machines for Election Day and early voting that meet or exceed the following requirements:

a. The US EAC must have certified the voting equipment against VVSG 1.0 standard or higher.

**Question:** Could the State please clarify whether a proposed voting solution must be certified to the VVSG 1.0 standards at the time of proposal submission or prior to the use in the first election in Delaware?

**ANSWER:** Voting solution must be certified by the time the contract is awarded.

**Q7.**

Section number: Appendix C: Pricing

Paragraph number: Rows 32-44

Page number: General Information Tab

Text of passage being questioned:

“or evaluation of proposal pricing, the State will score pricing based on scope of work requirements for total cost of ownership of the initial 5 year term of the contract.

And

The scope of the project is to include all equipment, training, testing, maintenance of new equipment, transitioning from the State's voter registration system and election management system to the new server based system and providing or contracting for bridge maintenance of existing equipment until replacement is complete.

**Question:** In Appendix C – Pricing, the tabs for Voting Equipment and Data-Storage Management do not include a section to price ongoing license and maintenance for the total 5-year term of the contract. Can the State add a section to allow respondents to present these costs?

**ANSWER:** Include license and maintenance costs for the initial 5-year term in the voting management system tab. Refer to the RFP, page 15, section 3.b. for “as a Service fees.”

**Q8.**

Section number: GSS\_18809Elections\_appB.docx/3. Building Absentee Ballots (ballot preparation and other services), 4. Ballot Printing

Paragraph number: 7

Page number: 67

Text of passage being questioned:

4. Ballot Printing

a. The vendor's system shall provide the capability for the Departments of Elections to print ballots as needed. Each ballot shall have the minimum control information in text and barcode:

I. Ballot style; and

II. Election District.

b. The vendor's system shall provide the capability to print ballots up to nineteen (19) inches.

**Question:** Will the state be ordering any pre-printed absentee ballots, or is it anticipating the printing capability proposed by a vendor will accommodate 100 percent of absentee ballot needs?

**ANSWER:** No. For absentee ballots the expectation is 100% ballot on demand capability.

What is the maximum absentee printing volume anticipated for an entire election cycle?

**ANSWER:** 30,000

Are there other ballot printing needs, outside of absentee printing, the state anticipates to be fulfilled with the printing capability proposed by a vendor? If yes, can you please describe these uses and their overall volumes for an election cycle?

**ANSWER:** 1.3M for non-presidential year. 1.8M for presidential. Subject to change due to population growth.

**Q9.**

Section number: GSS\_18809Elections\_rfp.pdf/ff. Other General Conditions

Paragraph number: 1

Page number: 28

Text of passage being questioned:

12. Purchase Card - The State of Delaware intends to maximize the use of the P-Card for payment for goods and services provided under contract. Vendors shall not charge additional fees for acceptance of this payment method and shall incorporate any costs into their proposals. Additionally there shall be no minimum or maximum limits on any P-Card transaction under the contract.

**Question:** In the event the State uses a P-card for payment of vendor invoices, will there be a processing fee assessed to the vendor? If so, how much is that fee?

**ANSWER:** The State does not currently charge an additional processing fees. Any fees to the vendor are standard processing fees associated with any credit card transaction.

**Q10.**

Section number: GSS\_18809Elections\_appB.docx/Appendix B, Part 2: Voting Machines

Paragraph number: 11

Page number: 9

Text of passage being questioned:

Appendix B, Part 2: Voting Machines

Election Day and early voting machine

Current voting machine deployment

Polling place voting – The Department has 1,491 ELECTronic 1242 voting machines. The Department deployed 1,376 machines in 432 Election Districts that were located in 287 buildings for the 2016 General Election. 4,303 poll workers staffed the Election Districts on Election Day. Deployment details by Election District are at Appendix B2a (Voting Machines Deployment). The maximum votes that can be cast on any one voting machine due to equipment limitations is 700. The Delaware Code specifies the following formula for deploying voting machines:

- a. In general elections, the polling place for every election district shall be supplied with at least 1 voting machine for every 650 registered voters or majority fraction thereof.
- b. In primary and special elections, the polling place for every primary voting district or election district shall be provided with at least 1 voting machine for every 800 registered voters or majority fraction thereof.

Since HAVA the Department has deployed a minimum of 2 voting machines for each Election District except where the number of registered voter is extremely small. Due to current Election Management System limitations, the maximum number of machines that a County Office may deploy in an Election District is five.

Per the Delaware Code, each Election District is normally staffed by an Inspector, two judges, and 2 clerks for each assigned voting machine. The County Offices (or within) the Department may use different terminology for some of their poll workers. They may also assign additional poll workers to serve as greeters or for other reasons.

**Question:** Should the vendor determine the appropriate number of electronic pollbooks, or will the State provide specific guidance on the number of units to bid?

**ANSWER:** Vendor shall provide recommendations based on their experience.

**Q11.**

Section number: Appendix C: Pricing

Paragraph number: n/a

Page number: n/a

Text of passage being questioned: n/a

**Question:** Can the State please advise on where the cost of Election Management Software (this is the software used in conjunction with the voting system) and Pollbook-related software should be included in the Pricing Response Form?

**ANSWER:** Election Management Software shall be in the Data Storage-Management tab.

**Q12.**

Section number: Appendix C: Pricing

Paragraph number: n/a

Page number: n/a

Text of passage being questioned: n/a

**Question:** Can the vendor add tabs and/or clarifying notes to the Pricing Response Form?

**ANSWER:** If necessary. The proposal response must be clear as to the fixed price for each tab. Costs for products/services meeting the RFP requirements will be scored in evaluating the bid responses. Value added items in each tab are encouraged for consideration and will not be used for the pricing score.

**Q13.**

Section number: GSS\_18809Elections\_appB.docx/Appendix B, Part 2: Voting Machines

Paragraph number: 11

Page number: 9

Text of passage being questioned:

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Per the Delaware Code, each Election District is normally staffed by an Inspector, two judges, and 2 clerks for each assigned voting machine. The County Offices (or within) the Department may use different terminology for some of their poll workers. They may also assign additional poll workers to serve as greeters or for other reasons.

**Question:** 1. How many simultaneous end-users today actively utilize the existing voter registration system during peak and non-peak election periods?

**ANSWER:** 25 active users during non-peak periods. 125 active users during peak periods.

And

2. How many simultaneous end-users does the State expect to utilize the future voter registration system during peak and non-peak election periods?

**ANSWER:** See above.

**Q14.**

Section number: GSS\_18809Elections\_appB.docx/ Appendix B, Part 5: Voter Registration

Paragraph number: 1

Page number: 57

Text of passage being questioned:

- a. In fulfillment of a VRDR, system must be able to produce an extract as a standard text file, with a delimiter (set by the administrator) that includes user-selected data fields, such as:
  1. Voter ID
  2. Voter Name
  3. Date of Birth or Year of Birth
  4. Phone Number
  5. Residential Address
  6. Mailing Address
  7. County
  8. Districts
  9. Party
  10. Date of Registration
  11. Voting History
  12. Date Last Registration Change
  13. Code Last Change Voter
  14. Status of Voter

**Question:** Can you clarify what 'Code Last Change Voter' means?

**ANSWER:** It refers to the type of transaction made to voter's registration record. Examples include, but not limited to, "New voter added to voter registration rolls", "Address verification card sent to voter", "Voter registration update: Correction/other updates", "Voter registration update: County transfer", "Voter requested a party change", "Polling Place Card sent to voter", etc.

**Q15.**

Section number: GSS\_18809Elections\_appB.docx/Appendix B, Part 5: Voter Registration

Paragraph number: 7

Page number: 42

Text of passage being questioned:

**7) Voter Registration – Registration Processing – Felon Research:** This describes the process of reviewing possible felon matches.

- i. Must provide ability to generate report, extract date, and create letters of rejections.

**Question:** Should this be 'data' rather than 'date'?

**ANSWER:** Yes. It should say "data" instead of "date".

**Q16.**

Section number: GSS\_18809Elections\_rfp.pdf/Attachment 10 – Performance Bond  
Paragraph number: n/a  
Page number: 40  
Text of passage being questioned:  
The entire text in Attachment 10

**Question:** The bond form supplied by the State is silent on duration. Are you expecting the vendors to provide a bond with a face amount equal to the cost of implementation to be in place up through the date of acceptance and a maintenance bond for the follow-on maintenance and support years?

**ANSWER:** The performance bond is required for 100% of the total cost, including licensing, implementation and maintenance costs, for the initial 5 year term. This amount will carry over and be required for all extension periods, if utilized.

**Q17.**

Section number: GSS\_18809Elections\_rfp.pdf/Appendix B – Scope of Work and Technical Requirements  
Paragraph number: 2  
Page number: 45-46  
Text of passage being questioned:

**Project Management**

Project Management is discussed in Appendix B of this RFP. Implementation is anticipated to require project management as a joint effort between technical and functional business, the offeror shall provide a detailed, economically worded, project plan that is consistent with industry best practices for project management, as set forth by Project Management Institute (PMI).

The offeror must use the following project phase names in the project plan, to maintain consistency with the State of Delaware phase names:

1. Planning & Design
2. Customization
3. Implementation and User Acceptance
4. Training
5. Closeout

The offeror will identify a project manager as well as a key team member to be responsible for each phase in the table below. Additionally the offeror will provide a brief resume for each of the identified staff.

Phase	Staff Member	Years of experience
Project Manager		
Planning and Design		
Customization		

Implementation and User Acceptance		
Training		
Closeout and Final User Acceptance		

Project Management Methodology shall provide for:

Monthly reporting of actual milestone progress as compared to agree upon time periods

Initiating corrective action to correct progress deficiencies

Monthly reporting of identified issues including: resolved issues, time taken to resolve, currently open issues and issues escalated

Travel and lodging expense rates shall not exceed the Federal Rates established by the U.S. General Services Administration (GSA) available at <http://www.gsa.gov/perdiem>.

The project plan is to be summarized in a table similar to the following. Payments for implementation will be directly tied to the project milestone acceptance by the State.

Milestone	Time Period (date range)
Planning and Design	
Customization	
Implementation and User Acceptance	
Training	
Closeout and Final User Acceptance	

**Question:** On a day to day basis, what dedicated on-site project management and other operational support personnel does the state require and for what time period?

**ANSWER:** No on-site personnel are required for normal day to day operations. We would need on-site support during the implementation period, and during election periods.

**Q18**

GSS\_18809Elections\_rfp  
Section: Appendix A - Mandatory Submission Requirements  
Paragraph number: 7  
Page number: 42

Text of passage being questioned:

One (1) completed Business Reference form (See Attachment 5) – please provide references other than State of Delaware contacts – Form must be included.

**Question:** Please confirm that the mandatory submission requirements for references must be met by the prime contractor and not by a subcontractor.

**ANSWER:** [References are required for prime vendors. Subcontractors must be identified on Attachment 6.](#)

**Q19**

GSS\_18809Elections\_rfp  
Section: V. Contract Terms and Conditions  
Paragraph number: j. Performance Bond  
Page number: 21

Text of passage being questioned:

Contractors awarded contracts are required to furnish a 100% Performance Bond in accordance with Delaware Code Title 29, Section 6927, to the State of Delaware for the benefit of Government Support Services with surety in the amount of 100% of the specific award. Said bonds shall be conditioned upon the faithful performance of the contract. This guarantee shall be submitted using Attachment 10 in the form of a good and sufficient bond drawn upon an Insurance or Bonding Company authorized to do business in the State of Delaware.

**Question:** Based on the State's response in the pre-bid meeting, for the Elections Management and Voter Registration Systems, can vendors assume that the performance bond requirement would be adjusted annually to cover 100% of the amount of the contract to be paid in the coming year (i.e. Bond in Year 2 covers 100% of annual maintenance cost) and adjust our costs accordingly?

**ANSWER:** [See question 16.](#)

**Q20.**

GSS\_18809Elections\_rfp  
Section: V. Contract Terms and Conditions  
Paragraph number: j. Performance Bond  
Page number: 21

Text of passage being questioned:

Contractors awarded contracts are required to furnish a 100% Performance Bond in accordance with Delaware Code Title 29, Section 6927, to the State of Delaware for the benefit of Government Support Services with surety in the amount of 100% of the specific award. Said bonds shall be conditioned upon the faithful performance of the contract. This guarantee shall be submitted using Attachment 10 in the form of a good and sufficient bond drawn upon an Insurance or Bonding Company authorized to do business in the State of Delaware.

**Question:** Can this requirement be met with an irrevocable letter of credit?

**ANSWER:** No.

**Q21.**

GSS\_18809Elections\_rfp  
Section: V. Contract Terms and Conditions  
Paragraph number: j. Performance Bond  
Page number: 21

Text of passage being questioned:

Contractors awarded contracts are required to furnish a 100% Performance Bond in accordance with Delaware Code Title 29, Section 6927, to the State of Delaware for the benefit of Government Support Services with surety in the amount of 100% of the specific award. Said bonds shall be conditioned upon the faithful performance of the contract. This guarantee shall be submitted using Attachment 10 in the form of a good and sufficient bond drawn upon an Insurance or Bonding Company authorized to do business in the State of Delaware.

**Question:** Can we also assume performance bonds will NOT be required in the optional extension years 6-20?

**ANSWER:** No. See question 16.

**Q22.**

GSS\_18809Elections\_rfp  
Section: V. Contract Terms and Conditions  
Paragraph number: j. Performance Bond  
Page number: 21

Text of passage being questioned:

Contractors awarded contracts are required to furnish a 100% Performance Bond in accordance with Delaware Code Title 29, Section 6927, to the State of Delaware for the benefit of Government Support Services with surety in the amount of 100% of the specific award. Said bonds shall be conditioned upon the faithful performance of the contract. This guarantee shall be submitted using Attachment 10 in the form of a good and sufficient bond drawn upon an Insurance or Bonding Company authorized to do business in the State of Delaware.

**Question:** Can this requirement be met by successive one-year performance bonds, rather than a single long-running performance bond with changing amounts?

**ANSWER:** Yes.

**Q23.**

GSS\_18809Elections\_appB  
Section: Part 4, Elections Management  
Paragraph number: 12 Employee/Location Payment Data Processing, b)  
Page number: 32

Text of passage being questioned:

b). Payment to Polling Places and c). Payment to Poll Workers  
DAP001\_inbound.xls, DAPOO1\_output.xls,  
DAP010\_inbound.xls, DAP010\_outbound.xls"

**Question:** Files inserted in Excel cannot be opened. Can the State provide these templates separately?

**ANSWER:** Yes.

**Q24.**

GSS\_18809Elections\_rfp  
Section: II Scope of Services  
Paragraph number: 2  
Page number: 2

Text of passage being questioned:

The scope of the project is to include all equipment, training, testing, maintenance of new equipment, transitioning from the State's voter registration system and election management system to the new server based system and providing or contracting for bridge maintenance of existing equipment until replacement is complete.

**Question:** How many users require training?

**Answer:** 40

How many system administrators?

**Answer:** 12

Would the State like vendors to train users from all counties or prefer the "Train-the-Trainer" approach?

**Answer:** Train users from all counties/offices.

How many regional training centers does the State recommend?

**Answer:** One (1).

**Q25.**

GSS\_18809Elections\_rfp

Section: "IV Professional Services RFP Administrative Information, B. RFP Submissions and

Appendix A - Minimum Mandatory Requirements"

Paragraph number: 2

Page number: 5

Text of passage being questioned:

2. Each proposal must be submitted with one (1) paper copies and one (1) electronic copy on CD or DVD media disk, or USB memory drive. Please provide a separate electronic pricing file from the rest of the RFP proposal responses.

Appendix A - Minimum Mandatory Requirements on page 42 identifies:

Vendors shall provide proposal packages in the following formats:

1. Two (2) paper copies of the vendor proposal paperwork. One (1) paper copy must be an original copy, marked "ORIGINAL" on the cover, and contain original signatures.

2. One (1) electronic copy of the vendor proposal saved to CD or DVD media disk, or USB memory stick. Copy of electronic price file shall be a separate file from all other files on the electronic copy. (If Agency has requested multiple electronic copies, each electronic copy must be on a separate computer disk or media)."

**Question:** Please confirm Appendix A page 42 overrides Section IV, B  
2. Proposals

**ANSWER:** Two paper copies are required.

**Q26.**

GSS\_18809Elections\_appB  
Section: Appendix B - Scope of Work  
Paragraph number: Part 1, General Information, Detailed Specifications, Item 2n  
Page number: 7

Text of passage being questioned:  
Vendor or vendors shall provide an integrated voting system that:  
Interface with various State financial systems for paying Election  
Officers and polling places.

**Question:** How many interfaces are needed?

**ANSWER:** Two (2).

**Q27.**

GSS\_18809Elections\_appB  
Section: Appendix B - Scope of Work  
Paragraph number: Part 1, General Information, Other Requirements, Item 3j,  
Item 1  
Page number: 9

Text of passage being questioned:  
Contractor staff that provide.....  
1. Pilot and Production operation of the System beginning with Pilot  
Deployment and Testing and extending through the end of the First  
Year Operations and Close-out

**Question:** What is the criteria for the Pilot? (e.g.; pilot with one county)

**ANSWER:** Statewide School Board Election in May 2019.

**Q28.**

GSS\_18809Elections\_appB  
Section: Appendix B - Scope of Work  
Paragraph number: Part 4, Elections Management, Item 2a  
Page number: 24

Text of passage being questioned:  
Candidate Filing - System must provide real-time updates to candidate and office data  
ensuring data is synchronized.

**Question:** Are the real-time updates to candidates through email or some other means?

**ANSWER:** The system shall allow the administrator to configure the updates to occur in  
real-time, on schedule, or manually.

**Q29.**

GSS\_18809Elections\_appB  
Section: Appendix B - Scope of Work  
Paragraph number: Part 4, Elections Management, Item 2o  
Page number: 24

Text of passage being questioned:  
Candidate Filing - System must enforce deadlines (date and time) and other requirements. Allow authorized staff to override validations, and to capture and store reason(s).

**Question:** What are the validations that need to be overridden?

**ANSWER:** For flexibility. For unforeseen circumstances, e.g. Candidate Filing lost and have to be entered past the deadline.

**Q30.**

GSS\_18809Elections\_appB  
Section: Appendix B - Scope of Work  
Paragraph number: Part 4, Elections Management, Item 3g  
Page number: 25

Text of passage being questioned:  
Referendums - System must provide the capability to enter translated text.

**Question:** How is the translated text used? Are both English version and the translated version shown together? Or is the translated version used to create a separate ballot such as Spanish version of the ballot?

**ANSWER:** There is no language requirement at the moment, but the system shall support such requirements as necessitated by Federal Law.

**Q31.**

GSS\_18809Elections\_appB  
Section: Appendix B - Scope of Work  
Paragraph number: Part 4, Elections Management, Item 5f  
Page number: 26

Text of passage being questioned:  
Set Up - System must provide the capability to enter candidate ballot order by guidelines configurable by authorized administrators (e.g. Dems, Reps, Other parties by alpha order).

**Question:** Does ballot order by party apply only for Primaries or does it apply for General Election too?

**ANSWER:** The order applies to any ballot where more than one party appears.

**Q32.**

GSS\_18809Elections\_appB  
Section: Appendix B - Scope of Work  
Paragraph number: Part 4, Elections Management, Item 7f  
Page number: 27

Text of passage being questioned:

Vote Publishing - The system must display results of Referendums along with validation requirements so that a user may determine if the Referendum passed or failed.

Question: What are the validation requirements?

**ANSWER:** There is no validation requirement at the moment, but the system shall support such requirements as necessitated by State or Federal Law.

**Q33.**

GSS\_18809Elections\_appB  
Section: Appendix B - Scope of Work  
Paragraph number: Part 4, Elections Management, Item 9b  
Page number: 29

Text of passage being questioned:

Location Management - Ability to add, update and delete election specific locations for vote accumulation and transmission, a.k.a. election zones. Provide ability to exclude election zones from getting included in publishing and data export.

**Question:** What are the election zones and how does DE utilize them?

**ANSWER:** Election zones are physical locations where media containing election results from polling places are read and securely transmitted to a central repository.

**Q34.**

GSS\_18809Elections\_appB  
Section: Appendix B - Scope of Work  
Paragraph number: Part 5, Voter Registration, 1i  
Page number: 33

Text of passage being questioned:

General Requirements & Features - Be able to process voter registration data originating from new sources of voter registration data both internal and external to Department of Elections, with only the addition of a pluggable interface. Note: Department of Elections intends that DHSS-DSS and DOL will be among the potential “new sources” of voter registration data once they are able to plan for and implement a method to provide new voter registration data.

**Question:** Can the State define what is the pluggable interface that is envisioned?

**ANSWER:** Department of Elections defines (or makes available) voter registration interface(s) for other organizations to use (i.e. consume). The Department of Elections currently has seamless and real-time integration with DMV driver license and State ID systems on self-service terminals (i.e. kiosks at DMV locations), clerks' terminals (i.e. over the counter), as well as online (i.e. web/internet).

The system shall have an interface or multiple types of interfaces that are easy to “consume” out-of-the-box, and that they are easily modifiable to accommodate new types in addition to those known and in use today.

**Q35.**

GSS\_18809Elections\_appB  
Section: Appendix B - Scope of Work  
Paragraph number: Part 5, Voter Registration, 1j  
Page number: 33

Text of passage being questioned:

General Requirements & Features - Be able to process voter registration from existing sources. Note: DMV submits registration through their mainframe system as well as self-service kiosks. DMV is in the process of deploying an online drive license and state ID service which is expected to submit voter registrations as well.

**Question:** Will DMV provide the information through one interface or will there be an interface for each type? One for Mainframe, one for Kiosks and one for online submissions?

**ANSWER:** See answer to Q35.

**Q36.**

GSS\_18809Elections\_appB  
Section: Appendix B - Scope of Work  
Paragraph number: Part 5, Voter Registration, 11  
Page number: 33

Text of passage being questioned:

General Requirements & Features - System must allow for authorized users to create, edit, and publish changes to webpages in a graphical user interface (GUI) without vendor assistance.

**Question:** For which parts of the application is this feature desired? (e.g.; public site, Vote Publishing and so forth)

**ANSWER:** The system shall allow administrator to update “static” content on all systems, where applicable, most especially on publicly accessible systems.

**Q37.**

GSS\_18809Elections\_appB  
Section: Appendix B - Scope of Work  
Paragraph number: Part 5, Voter Registration, 2hh  
Page number: 36

Text of passage being questioned:

Voter Registration - Data- Must provide a user interface for authorized Administrators to add and maintain allowable data values for all fields where the set of possible data values is constrained.

**Question:** Can this requirement be elaborated with an example?

**ANSWER:** You can find an example on page 35, item “t”. Each voter registration application will be assigned a “Registration Method”. The list of acceptable methods should not be hardcoded, but rather maintained by Administrators.

**Q38.**

GSS\_18809Elections\_appB  
Section: Appendix B - Scope of Work  
Paragraph number: Part 5, Voter Registration, 4a. 13  
Page number: 38

Text of passage being questioned:  
Voter Registration - Voter Search - Full or partial date of birth (DOB)

**Question:** Can we assume that the partial match will be on Month and year per requirement 12.b.7 under "List Maintenance – Record Matching and Merging"?

**ANSWER:** Yes.

**Q39.**

GSS\_18809Elections\_appB  
Section: Appendix B - Scope of Work  
Paragraph number: Part 5, Voter Registration, 5c.  
Page number: 40

Text of passage being questioned:  
Voter Registration - Registration Processing - Must provide the capability for authorized users to configure data validations, including adding, modifying, enabling/disabling, and setting severity level.

**Question:** Can the State provide what may be the configurable data validations and their severity levels?

**ANSWER:** An example would be validation for Driver License. The administrator shall be able to include or exclude it in the validation. Type of validation would be whether it's required or not. Severity level would be, if it's not provided will the application be rejected (i.e. hard stop), or a message will show to provide it if desired (i.e. gentle reminder).

**Q40.**

GSS\_18809Elections\_appB  
Section: Appendix B - Scope of Work  
Paragraph number: Part 5, Voter Registration, 5k.  
Page number: 40

Text of passage being questioned:

Voter Registration - Registration Processing - Must provide ability for “Walk-in” applicants to interact with a signature-capturing device, including:

1. Choose from changing or not changing party affiliation
2. Selecting a party affiliation from a list or typing a party name of their choice
3. Accepting and signing the declaration

**Question:** Is this the only workflow for a ‘Walk-in’? If not, what other voter information may be changed?

**ANSWER:** Walk-in applicants shall be allowed to update all relevant voter registration information, like address, phone number, etc. The unique thing about walk-in applicants is that an Elections clerk is involved in completing the voter registration application. Specifically, the Elections clerk does most of the data entry, except for selecting party affiliation. Reviewing the data captured by the Elections clerk, verifying the application, accepting and signing the declaration are done by the walk-in applicant through the signature-capturing device.

**Q41.**

GSS\_18809Elections\_appB  
Section: Appendix B - Scope of Work  
Paragraph number: Part 5, Voter Registration, 6f.  
Page number: 41

Text of passage being questioned:

Voter Registration - Registration Processing - Election District Assignment - System must provide a method for manually overriding assigned election districts and districts.

**Question:** If the system automatically assigns districts, including election district based on residence address *per requirement 6.a under section “Voter Registration – Registration Processing – Election District Assignment”*, what scenarios does the State anticipate manual overriding of the district assignment?

**ANSWER:** For flexibility. For exceptional cases, e.g. “Restricted Addresses”.

**Q42.**

GSS\_18809Elections\_appB  
Section: Appendix B - Scope of Work  
Paragraph number: Part 5, Voter Registration, 7b.  
Page number: 42

Text of passage being questioned:  
Voter Registration - Registration Processing - Felon Research - Must provide the capability for authorized Administrators to enable or disable the felon verification.

**Question:** Can the State share in what scenario does a county disable the felon verification?

**ANSWER:** For flexibility. The system shall support such ability when necessitated by State or Federal Law.

**Q43.**

GSS\_18809Elections\_appB  
Section: Appendix B - Scope of Work  
Paragraph number: Part 5, Voter Registration, 8a.  
Page number: 42

Text of passage being questioned:  
Voter Registration - ID Verification - Must support the DMV ID verification (IDV) interface, which operates on a transactional basis, for SSN validation, per HAVA.

**Question:** Is the IDV interface a web service? If not, can the State share how the interface works?

**ANSWER:** At the moment, the interface is not via a web service. The intent is for DMV to make/convert the existing verification into a web service for the new system to call/consume.

**Q44.**

GSS\_18809Elections\_appB  
Section: Appendix B - Scope of Work  
Paragraph number: Part 5, Voter Registration, 29e.3.  
Page number: 58

Text of passage being questioned:

State-level Processes - Website: Voter Portal (Public Access) - The public website must support online voter functions, including: Submit requests for voter registration cancellation for themselves and their close relatives

Question: How does the State define “close relatives”?

[ANSWER: Mother, Father, Sibling, Spouse, or Child of the registered voter.](#)

**Q45.**

GSS\_18809Elections\_appB  
Section: Appendix B - Scope of Work  
Paragraph number: Part 5, Voter Registration, 29r.  
Page number: 59

Text of passage being questioned:

State-level Processes - Website: Voter Portal (Public Access) - Must allow an authorized administrator to control the updates of public access website data on voters’ eligibility to vote in an upcoming election, election district assignment, and polling place assignment for an election.

Question: Can the State elaborate on the control they want in this requirement?

[ANSWER: This refers to the system’s ability to allow administrators to manage when functions \(such as viewing Sample Ballots, determining their Polling Places\) will be accessible to the public. Additionally, functions such as those mentioned are Elections-driven. Therefore for Special Elections, only those eligible to participate shall be allowed to access relevant functions.](#)

**Q46.**

GSS\_18809Elections\_appB  
Section: Appendix B - Scope of Work  
Paragraph number: Part 5, Voter Registration, 29w.  
Page number: 59

Text of passage being questioned:

State-level Processes - Website: Voter Portal (Public Access) - The public website must have the capability to track voter registration from third party organizations and assign appropriate method of registration codes. Registration of third party organizations shall be defined by authorized Administrators.

Question: How does the State plan to track third party registrations?

ANSWER: The State currently supports and allows third party organizations to integrate with the State's online voter registration system. Authorized organizations are assigned a unique code. This code is used as part of the URL when directing their users to the State's online voter registration system. Voter registration applications submitted through this method will be "credited" to the originating organization. This is for reference only. Do not limit your solution to this approach as this depends on the type and design of your systems.

**Q47.**

GSS\_18809Elections\_appB  
Section: Appendix B - Scope of Work  
Paragraph number: Part 1, General Information, Other Requirements, Item 4.  
Page number: 9

Text of passage being questioned:  
Data Conversion a – d

Question: How many databases are to be converted?

Answer: Three (3)

Single source or multiple sources?

Answer: Multiple Sources

How many tables?

Answer: 110

Do we need to convert historical VR application and signature images?

Answer: Yes

If yes, how many VR apps and how many signature images?

Answer: 3.5M VR Apps. 1.5M images.

**Q48.**

GSS\_18809Elections\_appB

Section: Appendix B - Scope of Work

Paragraph number: Part 1, General Information, Other Requirements, Item 4.

Page number: 9

Text of passage being questioned:

Data Conversion a – d

**Question:** Please confirm that it is acceptable for vendors to provide Exception Reports to the State regarding data conversion errors, support the State's understanding of the errors and recommended resolution, but the State will be required to do any and all cleansing activity in the source systems so that the data is correct in the next data extract pull.

**ANSWER:** Yes. However, this is subject to types of errors. Therefore, vendors may be involved in cleansing tasks such as, and not limited to, automated/programmatically resolving data issues.

**Q49.**

GSS\_18809Elections\_rfp

Section: II Scope of Services

Paragraph number: 3

Page number: 3

Text of passage being questioned:

The State invites offerors to bid on any or all of the 4 categories:

1. Voting Machines
2. Electronic Poll Book
3. Elections Management and Voter Registration System
4. Absentee Voting System

**Question:** We understand vendors CAN submit for only a portion of the required modules, but does the State have any real or perceived preference for vendors submitting proposals for all of the requirements in a single response?

**ANSWER:** No preference.

**Q50.**

GSS\_18809Elections\_rfp  
Section: II Scope of Services  
Paragraph number: 2  
Page number: 2

Text of passage being questioned:

The State of Delaware, hereinafter referred to as “the State,” is considering replacing the State’s voting equipment, voter registration system and election management system with a single, or multi-vendor, integrated voting system allowing for automation and full integration between polling place/early voting site equipment and the absentee, voter registration and election management systems. If the project proceeds, the vendor or vendors shall be responsible for complete replacement, installation, training, testing, and maintenance, including bridge maintenance for existing systems, within 8 months.

**Question:** Can the State explain their constraints or drivers for the fairly aggressive 8-month implementation schedule required by the RFP? Would the State consider alternative approaches?

**ANSWER:** State will consider alternative approaches.

**Q51.**

GSS\_18809Elections\_rfp  
Section: Appendix C - Pricing  
Paragraph number: Tab 4  
Page number: 48

Text of passage being questioned:

Tab 4. Data Storage-Management.

This Tab includes providing a stand-alone hosted election management system, voter registration system, data management, data storage, integration with identified existing software systems, and device software. Data hosting options that are not cloud based are desired currently, but if cloud offerings are available, please identify that as a potential value added option to the State.

**Question:** Please confirm the answer at the pre-bid that for the “State-hosted” option it is acceptable for Voter Registration and Election Management vendors to provide only the recommended specifications for the State’s virtual environment instances and software, and DIT will provide the pricing to the SEC based on those specifications (i.e. vendor does not have to provide hardware/software/hosting pricing for the State’s data center).

**ANSWER:** Yes. Vendors may provide recommended specifications for the State’s virtual environment instances and software, and DTI will provide the pricing to the Department of Elections based on those specifications.

All other terms and conditions remain the same.



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