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Performance Requirements: Election Management System

The Licensed Software must be capable of being modified to continue to meet all requirements of the California Elections Code and other applicable regulations and laws. These modifications are the responsibility of the Contractor with the updates provided to the City's Department of Elections ("Department").

In addition to and in conjunction with the services outlined in this Agreement and appendices, during the term of the Agreement the Licensed Software shall provide the following functions.

1. Specified Configuration: Hardware and Software Requirements

See Appendix E - Hardware and Ancillary Software Specifications for the required hardware and ancillary software environment for the Licensed Software.

2. Security

The Licensed Software shall provide features that ensure data file integrity, allow selective access, prevent unauthorized access, provide audit trails for work performed and provide audit trails of who performed the work. The Licensed Software shall be integrated with the Department's network log-on to allow access to the Licensed Software without requiring a separate user account. The Licensed Software will allow the Department to set time limits to the time any password will allow access which can be set to automatically expire according to schedules set by the Department.

3. Entering and Verifying Voter Registration Information

The Licensed Software shall:

- a) provide an efficient and logical means of storing scanned images such as registration cards and signatures.
- b) allow for the modification of index fields for different versions of the California voter registration form.
- c) provide screen layouts that are in a format consistent with current registration forms and able to be modified to match changes in the formatting of future California voter registration forms.
- d) provide methods to verify the data entered into the Licensed Software.
- e) permit scrolling forward and backward from point of entry, one screen at a time, through specific batches of voters or the entire table of registered voters.
- f) ensure that any voter registering to vote will be eighteen (18) years of age on or before the next election.
- g) produce, either in batch or on demand for individual voters, Voter Notification Cards on accepted forms pursuant to California Election Code § 2155.
- h) provide an efficient mechanism to check for duplicate registrations.
- i) provide for the ability to prepare and print user-defined notices that either request additional registration information from registrants or give the reason for rejection when a voter registration affidavit is incomplete.
- j) have the capability of holding a voter record until the missing data is entered into the Licensed Software.
- k) seamlessly interface with VoteCal and CalVoter

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4. Management of Street Addresses

The Licensed Software shall:

- a) permit the comparison of address files from other agencies against the Department's existing Master Voter File, and establish street ranges based on the valid addresses in those files and flag inconsistent address information.
- b) provide for on-screen as well as printed reports of street address files by such means as alphanumerically by street name and address range or by precinct.
- c) be capable of producing a Precinct Street Index with alphabetic page breaks.
- d) provide for online or batch proliferation of street and/or precinct changes to the Master Voter File.
- e) reflect the proliferation of street and/or precinct changes to the Master Voter File in the voter transaction history.
- f) permit duplicate or multiple streets within the county to have the same name and/or common street numbers.
- g) utilize address ranges from 0 to 99999.
- h) define physical location of addresses: odd, even, or both sides of a street.

5. "User Friendly" Features

The Licensed Software shall:

- a) display, with minimal user interaction with the Licensed Software, signature images and essential voter information such as residential addresses, mailing addresses, vote-by-mail status, and voter ID numbers, such as drivers license numbers and the last four digits of Social Security numbers.
- b) display intuitively the signature, voter registration image, and other attached documents
- c) allow for quick, easy to access one-screen display of key voter data such as residential address, mailing address, active/inactive/cancelled status, ongoing vote-by-mail status, precinct assignment, polling place location, voter history, voting districts, date of birth, and voter ID numbers such as drivers license numbers and the last four digits of Social Security numbers.
- d) allow for custom-designed fields, user-defined text fields, user-defined field titles, etc. that can be configured without requiring programming changes to the Licensed Software.
- e) enable a field that provides notice when a ballot or other document for specific voters are processed.

6. Automated Features

The Licensed Software shall:

- a) allow the Department to implement Intelligent Character Recognition/Optical Character Recognition (ICR/OCR) processes to capture and store data from scanned voter registration forms and other documents. The ICR/OCR processes will allow for the creation of relevant indices for record retrieval purposes, the verification of data, the minimization of the number of keystrokes necessary to review and verify the captured data, and the ability to identify fields that may not have scanned properly.

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- b) allow for automated batch processing of bar-coded incoming envelopes (vote-by-mail ballots, undeliverable ballots, address changes, etc). The batch of envelopes/postcards will be scanned in a high-speed scanner supported by third-party applications, and the voters' records retrieved and displayed side-by-side in the same order as the batch. The voters' records will be displayed concurrently with the scanned image of the envelope/card so processing can be completed.
- c) accept electronically the National Change of Address (NCOA) data from Calvoter and other sources. Name and address fields in the database must be structured and printed on mailings so as to conform with and allow update via the Address Change Service and/or NCOA.
- d) allow users to scan and digitally store voter registration cards and additional voter-related documents, create a signature clip and enable staff to re-clip signature when more recent signatures are received, while maintaining links to the previous signature files from within specific voters' files.
- e) provide for a quick and efficient means of uploading information obtained from scanning precinct rosters and then updating and tracking individual voter histories.

7. Voter and Transaction history

The Licensed Software shall:

- a) maintain records of all active and inactive voters in accordance with California state law.
- b) allow inquiry of registration information by name, address, date of birth, voter ID numbers, any combination thereof, and by using optional wildcard characters.
- c) provide an audit trail of all transactions on each voter record.
- d) record voter history for all elections without limit of time or the number of elections.
- e) provide a method to print confirmation letters to mail to voters whenever changes occur to their registration records.
- f) allow Department to manage voter status (inactive, cancelled, etc.) according to criteria specified by California state law.
- g) identify inactive voters and cancelled voters and provide a means to move an inactive voter or a cancelled voter to active status.
- h) provide for a means of producing reports of voting history by user-defined areas, districts, precincts, etc., in commonly accepted formats.
- i) produce daily audit trail reports for such actions related to changes, additions, deletions, etc.
- j) maintain a historical record of all transactions such as additions, deletions, changes, etc., and record all transactions according to user, terminal, date, and time.

8. Accounting for Voter Registration Forms

The Licensed Software shall:

- a) provide methodologies that allow for the tracking of registration cards provided to individuals, campaigns, NVRA agencies, etc., for registration drives and a means of tracking the registration forms as they are returned and entered into the Licensed Software.
- b) provide for the recording and reporting of the sources of registration information, e.g., DMV, Social Services, and other agency-based registration points listed under NVRA, for new applications or changes in registrant information.

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- c) enable data entry using a display of a scanned image of voter registration forms.
- d) provide for the ability to record and report the source and “delivery” of registration information to the Department.

9. Election Preparation and Management

The Licensed Software shall:

- a) permit the definition of multiple and possibly overlapping and concurrent elections.
- b) identify voters who are eligible for an election.
- c) allow for the extraction of relevant data necessary to print precinct rosters.
- d) define ballot styles required for each election based on jurisdictions and districts in each election.
- e) provide tools for determining number of ballots to order for each ballot style, exporting ballot styles, assigning ballot styles to voters, and creating ballot data for use with Department’s voting system.
- f) allow for voter registration deadlines and eligible voters for multiple elections running on different dates.
- g) allow for the entry of registration for people not eligible to vote in an upcoming election but who will be eligible in a succeeding election (i.e., under 18 years of age).
- h) allow for voter registration for local elections after the 15-day close.
- i) allow the Department to assign separate polling place sites and poll workers to the same precinct in an election, to accommodate countywide polling place voting on both Saturday and Tuesday.
- j) allow for global or automated updates of all database tables.
- k) record unaffiliated voters' party selections for primary elections in accordance with California state law.
- l) support, in the future, regional polling centers with networked access to the voter registration records contained the Department’s servers located in City Hall.

10. Candidate Filing

The Licensed Software shall:

- a) provide a candidate profile that records, maintains, and tracks the candidate and associated data, including but not limited to:
 - 1. Declaration of Intent to Solicit and Accept Contributions
 - 2. FPPC Form 501
 - 3. Signatures in Lieu of Filing Fee
 - 4. Withdrawal of Declaration of Intent or Declaration of Candidacy
 - 5. Ballot designation
 - 6. Whether a candidate qualified for the ballot
 - 7. Whether a candidate won a contest
 - 8. Notes and comments

And applies the data for the following functions:

- 1. Calculating the dollar value of the Signatures in Lieu of Filing Fee

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2. Calculating/flagging period of time required to be domiciled in a county/state/district and/or registered to vote at the time potential candidates file an intent to run for specific offices
3. Calculating/flagging the period of registration required to run for a partisan office
4. Flagging candidates who live out of the district at the time a declaration of intent is filed
5. Creating Certificates of Election for winning candidates
6. Creating reports based on any of the above

And also provides the following alternate data fields, and the capability to selectively print the data:

1. Registered address
 2. Contact address
 3. Public contact telephone number
 4. Public e-mail address
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- b) provide a candidate filing system with the ability to electronically transfer pertinent candidate data to external systems such as the Department's voting system, and to outside entities by fax or e-mail.
 - c) provide a candidate petition tracking capability and produce required statistical report; must include computation of prorated filing fees and the number of supplemental signatures required.
 - d) provide online inquiry by residence address to list a candidate's or voter's political subdivisions.

11. Petition Processing

The Licensed Software shall:

- a) allow for users to process and track progress in reviewing the names and signatures on filed petition.
- b) interface with the signature verification system for comparison of signatures to the original voter registration signature.
- c) track and maintain an ongoing list of valid and invalid signatures by affidavit numbers.
- d) flag voter files to prevent acceptance of multiple signings on a petition by one person.
- e) establish customized 'challenge codes' for signatures not accepted and allow users to create or delete 'challenge codes' as needed.
- f) possess the capability of allowing the Department to concurrently review multiple petitions.
- g) provide flexible reporting methods that allow for modifications.
- h) set required parameters for accepting petition signatures and enable automatic disqualification of signers due to wrong districts or party affiliations.
- i) effectively detect and track statistics for other reasons for disqualifying signers (no signature match, not registered, etc.).
- j) allow voter searches while in petition mode (by address, first name, last name, ZIP code, or combinations of these).

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12. Vote-by-Mail Ballot Processing

The Licensed Software shall:

- a) maintain records and transactions related to permanent vote-by-mail voters.
- b) maintain and track mailed and received ballots to voters for a particular election.
- c) alert users if a duplicate vote-by-mail ballot is requested and/or returned.
- d) accept temporary mailing addresses, including out-of-county mailing addresses, with the option of setting active dates for these addresses.
- e) retain federal applications for registration and vote-by-mail voting for one year with the ability to purge separately from non-federal applications.
- f) accept updates to the original vote-by-mail voter information entered and be capable of suppressing the original information so that a replacement vote-by-mail ballot can be issued.
- g) interface with automated signature verification systems and automated vote-by-mail sorting systems.
- h) retain and display information on whether a vote-by-mail ballot was issued to someone in person, by regular mail, in a mailed ballot precinct, or by international mail.
- i) print labels for the issuance and mailing of vote-by-mail ballots with the voter names, addresses, voter ID numbers, precincts, election type and dates, and record in voters' history that labels were printed for the issuance and mailing of vote-by-mail ballots.
- j) track and print information for use during the official canvass of vote-by-mail ballots
- k) provide method to generate notices to mail-ballot voters and out-of-county voters.
- l) support the exporting of voter data associated with the mass addressing of envelopes as well as the exporting of voter data for "supplemental" one-time requests.

13. Poll Worker Management

The Licensed Software shall:

- a) allow online maintenance, inquiry and reporting of information associated with the poll workers employed for each election.
- b) automatically build and maintain files of current as well as prospective poll workers from existing voter files as well as high school poll workers who are not registered voters.
- c) categorize and generate reports for poll workers by job title, alpha name sequence, foreign language capability, function, and/or precinct number.
- d) maintain an ongoing file of poll worker assignments, previous positions held, dates worked, training and testing completed.
- e) maintain and track poll worker status categories such as: active, qualified, unqualified, "no-show," etc.
- f) include the ability to log comments without overwriting existing comments in overlapping elections as well as rate poll workers on an individual basis.
- g) automatically carry over assigned poll workers during precinct consolidations, sort them by rating, and retain their work history during all transfers.
- h) include a training class component to assign, reassign, track and print training class schedules and attendance lists and print information for all poll workers scheduled to attend a training class even when they may not be assigned to a polling place.

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- i) calculate payout data for poll workers and export data in flexible text and spreadsheet formats.
- j) track performance for each poll worker through a numerical rating system.
- k) maintain files for poll workers even if their voter registration status becomes inactive or is cancelled.
- l) have the ability to create ad-hoc files that the Department can format for specific purposes.
- m) produce the following reports and printed materials based on print job criteria specified.
 - 1. Assignment notices
 - 2. Master poll worker list
 - 3. Poll worker required/scheduled list
 - 4. Poll worker earning report
 - 5. Assigned poll worker list
 - 6. Poll worker mailing labels
 - 7. Training class attendance report
- n) assist in the recruitment of poll workers by tracking contact information, including phone number lists, mailed letters, address labels, etc.
- o) allow poll worker data to flow from voter database so voter address changes are shown in poll worker module.
- p) have the capability to assign different poll workers to the same precinct in an election, to accommodate two separate days of polling place voting countywide.

14. Polling Place Administration

The Licensed Software shall:

- a) establish, identify, and maintain information to include, but not be limited to, the following for each polling place:
 - 1. site name, precinct number, address, cross streets, contact name(s), and telephone number(s)
 - 2. precinct in which polling place is physically located, if outside of the boundaries of assigned precinct(s)
 - 3. fees and rental charges
 - 4. additional supplies needed (table, chairs, extension cords, etc.)
 - 5. delivery requirements, instructions, schedule
 - 6. level and description of accessibility
 - 7. physical dimensions of polling place
 - 8. availability of parking, telephones, restrooms
 - 9. tax number of polling place owner
 - 10. poll worker(s) associated with a specific polling place
 - 11. comments on fields
- b) maintain histories of polling sites, e.g., whether the polling site was available for use, if it was used, and for what precinct it was used.
- c) allow the storage of and linking to digital images that the Department obtained during the surveying of possible polling places.

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- d) provide for online and/or printed reports detailing historical use of polling places, current poll worker assignments, and accessibility surveys.
- e) allow for the transfer of data to outside entities, e.g., local newspapers or websites for the publication of assigned polling place sites.
- f) display and print maps of polling place locations.
- g) allow for precinct assignments for special elections that are different from those assignments used for primary and general elections.
- h) assist in managing information related to polling place equipment and materials.
- i) generate polling place change notices to mail to voters and allow for the option to issue polling place change notices to candidates and campaigns.
- j) track information about poll locations, e.g., dimensions of location, accessibility, block and lot information.
- k) use separate modules to maintain a pool file of all poll locations and an election-specific file.
- l) have the capability to assign different polling place locations to the same precinct in an election, to accommodate two separate days of voting at polling places countywide during one election.

15. Precinct Management

The Licensed Software shall:

- a) allow the establishment of district and precinct boundary lines in an efficient manner.
- b) allow users to inquire about, set up, change or delete precinct boundary information.
- c) maintain a historical record of all transactions such as additions, deletions, changes etc. made in the precinct and/or district files according to user, terminal, date, and time.
- d) provide the import/export of data using commonly accepted file formats such as DBF, TIFF, or ASCII to allow maintenance utilizing LIS and other applications, even if requiring a custom export.
- e) provide a means to identify or link all of the districts associated with specific precincts.
- f) not allow for the deletion of a precinct number unless the total voter count for that precinct is zero.
- g) provide for online, user-maintained tables which will define all district political subdivision attributes such as congressional, legislative, municipal, school, , etc. within the county.
- h) allow for the numeric and alpha naming of precincts and split precincts.
- i) allow re-precincting on a "what if" basis for testing proposed consolidation of precincts or creating new districts which also includes graphically displaying precinct boundary lines.
- j) provide precinct locator street files that are compliant with U.S. Postal Service abbreviations and street naming conventions.
- k) seek to provide an interface with ArcView GIS software and other GIS databases.
- l) seek to allow for the import of ArcView files which have been modified to reflect redistricting or creating new districts and precincts.
- m) automatically assign voters to the correct precinct based on residential address matched against the street file.
- n) allow for street names to have aliases.
- o) maintain boundaries for all jurisdictions and districts.

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16. Election Reports

The Licensed Software shall have the capability to create flexible, customized reports on an ad-hoc basis. More specifically, the Licensed Software shall:

- a) export data to text files, Excel spreadsheets, and Access databases.
- b) provide export parameters that include: jurisdiction, date registered, date voted, date vote-by-mail ballot received, and permanent vote-by-mail voters.
- c) provide access to data tables or views of key data using an ODBC connection.
- d) provide secure, web-enabled features for voters to look up data about their registration.
- e) allow for the design and production of rosters with flexible layouts and precinct combination options that are in compliance with HAVA requirement to flag certain first-time voters to provide identification.
- f) produce reports of various voter registration activities, including NVRA reports.
- g) download files of registered voters compliant with California Secretary of State requirements, including signature file embedded in voter records.
- h) create reports and generate correspondence to voters on an ad-hoc basis.
- i) ability to create new, user defined reports using Crystal Reports.
- j) incorporate access to pre-designed reports .

17. Public Access Workstations:

The Licensed Software shall:

- a) have the capability of suppressing selected data so that the Department can allow the public to use the Licensed Software at accessible workstations in the Department's office to view non-confidential information.

18. Phonebank/Customer Service

The Licensed Software shall provide a phone bank/customer service module capable of:

- a) tracking voter requests by inputting information into a transaction log.
- b) printing labels instantly for the purpose of mailing election materials.
- c) displaying and printing maps of polling place locations/directions, precinct lines, and/or district lines,
- d) printing a report/history of voter requests for, vote-by-mail ballots, voter registration cards, cancellations, etc.
- e) Track organization, person, e-mail address, payment information, remarks, cost and processing time for voter record extracts.