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# **Joint Request for Proposal**

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## **Internet/Telephone Voting System**

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For:  
Asphodel-Norwood  
Douro-Dummer  
Havelock-Belmont-Methuen  
North Kawartha  
Otonabee South-Monaghan  
Selwyn  
Trent Lakes

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## 1.0 General Overview

The Municipal Clerks in the County of Peterborough (“The Municipalities”) have met on a regular basis to discuss existing and emerging issues and information in an effort to work collaboratively wherever possible to address areas of mutual interest. In particular, over the course of several municipal elections, the Clerks have worked very closely to share best practices and develop common Election Procedures where possible to ensure consistency and reduce voter confusion.

The Municipalities are exploring the market for internet/telephone voting systems for use in future elections, primarily the 2018 election. The intent of this Request for Proposal (“RFP”) to assist the Municipalities in understanding existing internet/telephone voting systems that make the voting experience more accessible, efficient and user-friendly, while maintaining the integrity of the election process.

The Municipalities are issuing a joint Request for Proposal (RFP) for an Internet/Telephone Voting System for seven (7) of the municipalities in the County of Peterborough; which include the Townships of Asphodel-Norwood, Douro-Dummer, Havelock-Belmont-Methuen, North Kawartha, Otonabee-South Monaghan, Selwyn, and the Municipality of Trent Lakes.

It is anticipated that any solution, which may be selected will provide the Municipalities with a system that will give voters fast, accurate and cost effective voting, and election results, while utilizing the latest in technological and security advances, in a manner that ensures their confidence in the integrity of the voting process.

It is imperative that Firms responding to this RFP are registered to do business in Ontario and are compliant with all applicable Ontario laws.

The submissions to this RFP will be used to gather the most up to date information available in today’s marketplace regarding internet voting systems and allow the Municipalities to determine the next steps in the process. In addition, the information collected in this RFP will be used in a subsequent report to their respective Councils recommending an alternative voting technology option for the 2018 election.

It is understood that the information in the RFP is a combined Statement of Qualifications (Qualifications) and a Price Proposal (Proposal) and shall be the general basis for the selection of a Firm to provide this professional service and study.

The Municipalities expect to select the highest scoring Firm based on a structured scoring evaluation. The scoring evaluation (Table 1) shall consider each Firm’s ability to perform the required service, experience, approach to the project, the personnel assigned to the actual project work, the costs of the project, the time period in which the project will be completed, the reference checks and the clarity of the submission, in relation to the scoring matrix.

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## 2.0 Municipal Information

	2014 Municipal Election Data	
	Eligible Electors	Electors who Voted
Asphodel-Norwood	3355	1930
Douro-Dummer	6,821	2,177
Havelock-Belmont-Methuen	7,548	2,862
North Kawartha	6,766	3,116
Otonabee-South Monaghan	5,814	1,735
Selwyn	15,758	6,269
Trent Lakes	11,327	4,247

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## 3.0 Submission Requirements

Each Firm shall respond to each of the following questions in a clear and comprehensive manner.

### Company Overview

- a) Provide the full name and main office address of the Firm.
- b) Provide a brief description of your firm including corporate/individual profile, company structure, number of years in business, financial status and profiles of individuals working for the corporation who lead and will work on the type of project for the municipality.

### Client References

- a) Provide a list of organizations which currently use the proposed Internet/Telephone Voting System, and the nature/scope of their implementation.  
*\*Note: We are particularly interested in Ontario municipalities of a similar size and geographic composition.*
- b) Identify and set out the qualifications of any Firms or individuals that the Firm intends to subcontract, or otherwise use, to perform work on this project.
- c) Describe the Firm's depth and resources that would also be available for the benefit of this project.

### Product/Service Offering

- a) Provide information on the proposed Internet Voting System that may be used, including unique features and highlights. Generally describe the system's capabilities.
- b) Respondents are asked to include information on all optional products, modules or services they feel are necessary to provide the highest quality, most efficient solution possible.
- c) Pricing on all components is to be included. If there are optional features and enhancements, please note these separately.
- d) Describe your solution system's capabilities, highlighting unique features, and enhancements that differentiate your solution from the competition.

### Technical Capabilities and Architecture

- a) Generally describe the solution technical architecture and deployment options. Include supported operating system, relational databases, VMware support, and all layered

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software requirements. Please indicate when hardware was last refreshed and its capacity.

- b) Describe methods for the integration of the solution with 3<sup>rd</sup> part products, in particular with email (MS Outlook) and Municipal Voter View/DataFix. Also include specific integrations which are currently provided as part of the offering or as add-on purchases.
- c) Describe how you ensure accuracy/integrity of results, including voter validation, fail safe calculations, error detection methods, error alerting, methods of both hardware and software components.
- d) Describe how you protect/detect devices, software and data from tampering/unauthorized access and redundancies used to protect voter registration information and vote data from data loss in the event of hardware/software failure.
- e) Describe relevant e-voting regulatory certifications your company and/or product has achieved.
- f) Provide details and samples of reporting/data extraction capabilities including any supporting technologies.
- g) Provide details of administration capabilities including security capabilities.
- h) Provide details of data security standards compliance. Indicate if the customer has rights to audit data security utilizing a third party.

#### Implementation and Approach

- a) Include information regarding training offered and names of personnel and their position who will be facilitating the training. Include software troubleshooting, use of online help, and other topics necessary to operate the system.
- b) Identify the personnel who would take the lead position in this project and set out their particular qualifications and experience in carrying out this type of work.

#### Level of Support

- a) Provide your technology service level agreement. It is expected to include service availability, service performance, back-up recovery capabilities, etc. Include details of client support availability and maximum response times for resolution of reported problems and inquiries. Please include details of your company's staffing detail on Election Day, and support during the "Advance Voting" period.
- b) Identify the amount of municipal staff time required.

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## Licensing Model and Pricing

- a) Describe licensing methods/options and the budgetary pricing for those options (including recurring maintenance/access to upgrades if applicable; system integration, scaling discounts if applicable)

If the solution is composed of multiple products or modules, please itemize **all available** modules and the costs associated with each of those. Please also indicate if products/models are optional or mandatory.

Understanding that our implementation scope/approach is not yet well defined, provide information\costs relating the **professional services** for this type of installation.

This should include any costs associated with **training** the municipalities of the County of Peterborough for technical or “expert” personnel (ie. IT personnel).

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## 4.0 Submission Requirements - Specific

Describe how your solution meets the requirements of the Municipal Elections Act to achieve the following Guiding Principles:

Any internet voting system being considered by the Municipalities must be directly consistent with the principles guiding municipal elections, as contained in the MEA, as follows:

1. The secrecy and confidentiality of the individual vote is paramount.
2. The election should be fair and non-biased.
3. The election should be accessible to the voters.
4. The integrity of the process should be maintained throughout the election.
5. There be certainty that the results of the election reflect the votes cast.
6. Voters and candidates should be treated fairly and consistently within a municipality.

Please include a project plan or timeline.

### Accessibility

- a) Please describe accessibility features available and if the solution complies with AODA requirements.

### Scrutineers

- a) Using an Internet Voting System, is there any role for scrutineers?

### Technical Support for Voters

- a) Is there any technical support available for voters?

### Privacy and Confidentiality

- a) Describe how your solution maintains voter privacy and confidentiality and its specific compliance with the Municipal Freedom of Information and Protection of Privacy Act (MFIPPA).

### Voters' List Management and Voter Notification

- a) How is Voters' List information managed, integrated and updated with your system? Is it in real-time?
- b) Describe how your system integrates with Municipal Voter View/DataFix?
- c) What is the process, and how does your system handle disputes such as the Voters' List showing a person as already voted?



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- d) What is the process for voter notifications and registrations?
  - e) What is the process to amend the Voters' List?

#### Canada Post Strike/Lockout – Contingency Plan/Options

- a) Canada Post worker contract expires in 2018. Please provide what you offer for a contingency plan or options available for eligible voters on the Voters' List to securely receive PIN information (Voter's Kit) without using a mailing method or without coming to the municipal office in person to obtain a Voter's List.

#### Compliance and Security Requirements

- a) What security controls are in place that ensure people can only vote once, and vote on their own electronic ballot?
- b) What security and technology controls are in place to ensure the integrity of the election process and all associated data sets are managed effectively?
- c) What audit functions exist to ensure effective governance, risk and compliance validation processes exist within the overall internet voting solution?
- d) What controls are in place to manage the "people record" within the solution, including all roles and identities (voters, election staff, etc.)?
- e) What other controls are built into the solution to ensure privacy and security requirements are met?

#### Results Reports

- a) After the voting deadline on Election Day, how soon will unofficial results be available?
- b) How are recounts processed, while ensuring linking the identity to the voter is eliminated?
- c) What types of reports are available?
- d) How are the results shared with the public?

#### Additional Information

- a) Aside from the above questions, please provide any additional information about your product or solution that you feel would be valuable.

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- b) You may be requested to provide a demonstration of your product or solution at a later date.
  - c) If your company is interested in responding to this Request for Proposal, please follow the instructions contained within the document.

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## 5.0 Information Required - Proposal

Each Firm must respond to each of the following areas in a clear and comprehensive manner.

- a) Provide a confirmed price for the project and expected payment schedule (Schedule B - Pricing).
- b) Specifically identify any additional work or services that exceed the services requested herein and the associated costs thereof.
- c) A detailed project schedule including timelines for each component of the project.
- d) Signed Declaration (Schedule A).
- e) Complete (Schedule B – Pricing)

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## 6.0 RFP – Submission Details/Timeline

Event Detail	Date
Request for Proposal (RFP) Issued	April 25, 2017
Submission Deadline	11:59:59 am (noon) May 17, 2017

Each Firm shall submit **one (1) bound copy and one (1) unbound copy** of the RFP no later than **11:59:59 a.m. (noon) on May 17, 2017** as follows:

**Delivery Address: (do not mail submission)**

Township of Selwyn  
1310 Centre Line  
Selwyn, ON  
K9J 6X5

The outside of the shipping carton/envelope must be clearly marked "Request for Proposal – Internet/Telephone Voting" together with the Firm's name and delivery address. Any Proposals received after the above deadline will be returned unopened to the Firm.

The respondent is solely responsible for ensuring its Request for Proposal is received on time as indicated above.

Submissions shall become property of The Municipalities and they shall not be returned to the vendor. No formal procurement process will be done and the information provided through this RFP may be used to make an award.

Product demonstrations may be requested of your solution at a later date. If this is the case, you will be notified of the date, time and place.

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## **7.0 Scoring of Qualifications and Proposals**

The evaluation of the RFP will be carried out by an evaluation team comprised of Clerks representing each municipality. Firms will be evaluated based on the points system identified in Table 1. Failure to provide relevant information may result in penalties being assessed on the evaluation score.

In addition, and at the sole discretion of the evaluation team, an interview may be required. The purpose of this interview would be to clarify the qualifications of the Firms.

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## 8.0 Pre-Submission and Other Information

If any Firm has questions concerning this RFP, finds discrepancies or omissions in the document, or requires clarifications, such matters shall be submitted in writing to:

Angela Chittick	Telephone	(705) 292-9507, ext. 221
Manager of Community & Corporate	Fax	(705) 292-8964
Services/Clerk	E-mail	achittick@nexicom.net

Contact with Township Council members is prohibited and can be considered as grounds for disqualification from the selection process.

The Township reserves the right to request additional data or information after the Proposal date, if such data or information is considered pertinent, in the Township's sole view, to aid the review and evaluation process.

The Township reserves the right to supplement, add to, delete from and change this solicitation document. Firms will be advised by fax or e-mail of any changes that are made.

The Township reserves the right to reject any portion of any RFP and/or reject all RFPs, to waive any informalities or irregularities in the RFP, or to re-invite, or to advertise.

**All bidders who obtain a copy of the Request for Proposal package are required to contact Angela Chittick [achittick@nexicom.net](mailto:achittick@nexicom.net) to advise of the same should any addenda or clarifications be issued with respect to the proposal document.**

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**Table 1 – Scoring Matrix**

<b>Criteria</b>	<b>Maximum Points</b>	<b>Points Scored</b>
1. Firm and Key Personnel Experience <ul style="list-style-type: none"><li>• Direct Firm and principal staff experience with relevant experience</li><li>• The experience of the members of the Firm that will be assigned to this project</li><li>• Appropriate reference information gathered from customers that the Firm has provided like services</li></ul>	10 15 5	
2. Project Approach <ul style="list-style-type: none"><li>• Quality of overall approach, work methodology, identification of project constraints</li><li>• Work plan and schedule (responsiveness to meet or exceed requirements)</li></ul>	15 15	
3. Services Cost <ul style="list-style-type: none"><li>• Cost of consulting services with details as to the method and basis of compensation including a breakdown of overall cost including all fees and other charges</li></ul>	40	
<b>Total Score</b>	<b>100</b>	

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**Schedule "A"**  
(Schedule to be completed and returned)

**Declaration**  
**Internet/Telephone Voting System**

1. I/We Declare that this RFP is made without any connection, knowledge, comparison of figures or arrangements with any other company, firm or person making a RFP for the same purchase and is in all respects fair and without collusion or fraud.
2. I/We Declare that all matters stated in the submitted RFP are in all respects true.
3. I/We have carefully read the requirements as per the RFP, and have satisfied ourselves as to the conditions under which the transaction and subsequent items to be supplied, and do hereby submit an RFP for **Internet/Telephone Voting System**.
4. I/we acknowledge that \_\_\_\_\_ addenda have been received and that it is my/our ultimate responsibility to ensure all addenda issued have been received.
5. If selected as the successful Firm, I/We agree to abide by the terms as set out in the RFP Qualifications and Price with its specifications and provisions for the prices shown.
6. The price submitted shall be firm for a period of not less than sixty (60) calendar days from the closing date of this RFP.

Dated at \_\_\_\_\_ this \_\_\_\_\_ day of \_\_\_\_\_ 2017

) \_\_\_\_\_  
) Signature  
)  
  
) \_\_\_\_\_  
) Signing Authority (Print Name)  
)  
  
) \_\_\_\_\_  
) Company Name  
)  
  
) \_\_\_\_\_  
) Street Address/City/Town/Postal Code  
)  
  
) \_\_\_\_\_  
) Telephone    Email    Fax Number



**Schedule "B"**  
(Schedule to be completed and returned)

**Pricing**  
**Internet/Telephone Voting System**

**Pricing**

<i>Item</i>	<i>Cost</i>
Asphodel-Norwood	\$ _____/elector
Douro-Dummer	\$ _____/elector
Havelock-Belmont-Methuen	\$ _____/elector
North Kawartha	\$ _____/elector
Otonabee South-Monaghan	\$ _____/elector
Selwyn	\$ _____/elector
Trent Lakes	\$ _____/elector
Onsite Visits/Training	\$ _____
Voter Package Kits & Mailing	\$ _____
Other (e.g. optional components, kiosks, voter management systems)	\$ _____
	\$ _____
	\$ _____

Expected Payment Schedule:

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