

# SECTION 1.

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THIS SECTION WILL CONTAIN ALL THE INFO TO ASSIST CONTRACT USERS IN THE DESIGNING OF A COUNTY-WIDE SOLUTION AND COMPARISON OF VENDORS.

## Definition of a location / precinct

### Everyone Counts' Response

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Everyone Counts defines a location as a geographical breakdown in which all voters typically vote on the same items. Commonly referred to as an election district, the size of a precinct varies depending upon state regulations; the US average being 1,100 registered voters. All voters in a precinct usually receive the same ballot style and are assigned the same polling place in a typical election.

## Required vs. optional items

### Everyone Counts' Response

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## HARDWARE

### TABLET CHOICE #1



e-Poll book Samsung Galaxy Tab Pro 10.1  
Touchscreen 16GB

### TABLET CHOICE #2



e-Poll book Samsung Galaxy Note 10.1  
Touchscreen 32GB (2014 Edition)

PRINTER CHOICE #1



Bixolon SPP-R300BK Mobile Printer

PRINTER CHOICE #2



Bixolon SPP-R300BKM Mobile Printer  
with built-in Mag Reader

ENCLOSURE CHOICE #1



Space Galaxy 360 Flip

ENCLOSURE CHOICE #2



Bouncepad Flip

TRANSPORT CASE CHOICE #1



Plasticase NANUK 930

TRANSPORT CASE CHOICE #2



Plasticase NANUK 940

STYLUS



SD CARD CHOICE #1

2" THERMAL PAPER



SD CARD CHOICE #2

32 MB MicroSD Card

64GB MicroSD Card

Everyone Counts' Response

The list of recommended items for a standard poll station that is not connected includes:

- 1) Electricity
- 2) Extension cord
- 3) Power strip
- 4) Table
- 5) Chairs
- 6) Good lighting

To run the poll book in a connected state, the following are minimum requirements:

**CONNECTIVITY RECOMMENDATIONS**

The following table describes current and recommended Poll Book Connectivity settings.

	Central Location	Polling Location
Current	Connection Speed: 95Mb for 460Kb  Download time: ~1 minute/device <sup>1</sup>	Connection Speed: 384Kb up, 1.5kb down  Sufficient for 1-2 devices
Options for loading to multiple devices	<ul style="list-style-type: none"> <li>• Multiple connections (5-10 per line) – number of devices per network connection will slow download of each device proportionally</li> <li>• Install a faster line</li> </ul>	<ul style="list-style-type: none"> <li>• Add connection speed<sup>2</sup></li> <li>• Additional network(s)</li> </ul>

<sup>1</sup> Based on approximately 25 megabyte file size ~70,000 voters

<sup>2</sup> Example for three (3) devices, as per the following formula:

$384 \text{ KB up (current)} \times 3 = 1152 \text{ KB up, and } 1.5 \text{ KB down (current)} \times 3 = 4.5 \text{ KB down}$

## DATA CENTER SECURITY

Election security begins with protecting the physical components of the Electronic Poll Book system. All hardware systems associated with an election are stored within a secure facility. This ensures that the systems contained within the data center are protected from both intentional and unintentional physical risks and environmental incidents. eLect and our Electronic Poll Book solution are deployed in Fortrust-IO enterprise-class data centers, with facilities in Denver, Colorado, and Edison, New Jersey. Fortrust and IO are leading providers of data center and connectivity services, including managed application and network services, colocation, and Disaster Recovery solutions.

## ACCESS RESTRICTIONS

Security protocols within the data center ensure that only trusted personnel are delegated access to the election servers. Prior to entering the perimeter of the facility, all visitors, vendors, employees, and contractors must be on a pre-approved access list that is controlled by authorized Everyone Counts personnel. Access to the data center lobby requires passing through multiple layers of security, such as exterior visual inspections, guard stations, and verification of identity. Before access is granted to the data center floor, the trusted personnel must also pass a man-trapped security station and validate their identity with key cards, PIN number, and biometric access methods that include retina or hand scans. After entering the data center floor, trusted personnel must then use their badge to access the Everyone Counts data center module in Edison, NJ and a combination to access the Everyone Counts steel data center cage in Denver, CO. Once inside the module in Edison, NJ, trusted personnel must use a combination code to access the racks.

All election servers are encased within steel cages or self-contained steel modules in a secured room. Access to the steel cages and modules is controlled and monitored by onsite security staff 24 hours a day, 365 days a year.

## REDUNDANT, NORMALIZED POWER SYSTEMS

All power entering the data center is normalized through a power conditioner. This ensures that a steady stream of clean power is provided to each electronic component. Our data centers were strategically selected for their ability to use two power grids, which provides an extra layer of redundancy in the event of a power failure on one power grid. Each data

center is additionally equipped with batteries and diesel generators that can fully power them independently from any external power. Diesel fuel is stored on site and generators are routinely tested for automatic startup and delivery of power into the data center.

### FULLY REDUNDANT HIGH-SPEED INTERNET ACCESS

The data centers use highly redundant Internet Service Providers (ISPs) and are configured for automatic failover in the event of any service incident. If any one ISP experiences an incident, connectivity for end users is not impacted. Climate-Controlled Environment The data center is climate controlled with Heating, Ventilation, and Air Conditioning (HVAC) systems. Raised floors are used and cold air is pumped from the bottom of the data center and, once heated, exhausted through the top of the building. Humidity and temperature remain constant in order to maintain consistent and elevated hardware reliability.

Redundancies Securing and maintaining the hardware and software on which the election is run and data is stored is paramount in establishing confidence in the results of an election. Redundancies to ensure accessibility, software designed to prevent —and when necessary detect —intrusion, and controlled access to all election hardware and software are each aimed toward ensuring the security of the election content and stored data.

### REDUNDANT DISTRIBUTED DATA CENTERS

Everyone Counts uses multiple data centers for each hosted election, providing a fully redundant backup to other data centers. This backup provides protection against extreme events such as natural disasters within a particular data center's geographical area.

### HIGHLY AVAILABLE LOAD BALANCERS

Load balancers are used in order to evenly distribute system load across multiple election servers. In the event that any one election server experiences a hardware fault, the load balancer architecture automatically redirects traffic to an appropriately healthy node. Everyone Counts has invested extensively into a customized load balancing system that utilizes open-technologies at its core and provides significant performance and security benefits.

### REDUNDANT HARDWARE CONFIGURATION

Redundancies are built into the systems architecture composing each election. These systems comprise of a redundant, no Single-Point-of-Failure design to ensure that any given hardware fault does not impact the availability of an election.

## FIREWALLS AND OPERATING SYSTEM

All systems are protected by enterprise-grade firewalls and intrusion detection systems. These systems enforce strict rules associated with each election server within the data center. All unauthorized and suspicious activities are proactively blocked, logged, and reported for investigation by trained personnel. Everyone Counts' election servers run the latest stable version of Linux with all available security patches applied. All software packages installed on election servers are monitored and maintained at the latest available, secure, and stable version.

## FILE INTEGRITY

During an election, all software systems, configuration files, and election assets on election servers are monitored in real-time. Any changes to any files or software are detected, logged, and reported to ensure unparalleled auditability for all elections.

### Software licensing information

#### [Everyone Counts' Response](#)

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Everyone Counts provides a Software-as-a-Service (SaaS) licensing model. Our SaaS licensing model is an annual subscription per Electronic Poll Book, resulting in much lower upfront purchasing costs for the solution.

As Everyone Counts' Electronic Poll Book is delivered as a service, instead of software installed on specific device, the solution remains perpetually state-of-the-art, offering clients enhanced features, freedom, and flexibility, while saving time and money. Some of the benefits inherent to Everyone Counts' SaaS licensing model, which mimics a lease, include:

- [PREDICTABLE COSTS](#)  
SaaS operates on an agreed annual subscription cost, which enables costs to be planned reliably in the short and long term as it can be included in an organization's operating budget.
- [NO MAINTENANCE FEES](#)  
Continual updates, new features and enhancements as well as maintenance is part of the complete service provided at no additional cost to the subscription fee.

- [FULLY SCALABLE](#)  
SaaS delivery allows for planned and unplanned increases or spikes in volume of users or processing capacity requirements.
- [SUSTAINABLE AND PERPETUALLY STATE-OF-THE-ART](#)  
Updates to the latest standards of security, reliability, and compatibility are included so the software never reaches “end-of-life”.

## Vendor recommendations

### Everyone Counts’ Response

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Everyone Counts recommends following the EAC *Polling Place and Vote Center Management* guidelines.

## SECTION 2.

THIS SECTION WILL CONTAIN INDIVIDUAL ITEM PRICING OF VENDOR PRODUCTS AND SERVICES THAT MAKE UP A COUNTY-WIDE SOLUTION.

EVERYONE COUNTS SOFTWARE		
Component	Units	Price
eLect Device Application Annual Software License (per unit)	1	\$175
eLect Poll Book Manager Annual Software License	Included	Included
Scrolling Digital Roster Web Feed Annual License (per location)	Included	Included

EVERYONE COUNTS HARDWARE		
Component	Units	Price
Samsung Galaxy Tab 4 10.1 16GB Touchscreen Tablet	1	\$318
Samsung Galaxy Note 10.1 32GB Touchscreen Tablet	1	\$586
Space Galaxy 360 Flip Enclosure	1	\$176
Bouncepad Flip Enclosure	1	\$395
Bixolon R300 Thermal Bluetooth Mobile Printer	1	\$295
Bixolon R300 – Mag Thermal Bluetooth Mobile Printer	1	\$331
Thermal Paper – 2" – Qty 50 rolls per box	1	\$50 *Case Qty 50
Mag Stripe Reader	1	\$42
Stylus	1	\$4
32GB MicroSD Card	1	\$19

64GB MicroSD Card	1	\$37
Plasticase NANUK 930 Transport Case (With Bouncepad Flip Enclosure)	1	\$130
Plasticase NANUK 940 Transport Case (With Space Galaxy 360 Flip Enclosure)	1	\$145
Galaxy Tab Pro 4 <i>Break/Fix/Damage Protection</i> three (3) year support from original purchase date or product shipment (per device)	1	\$135
Bixolon SPP-R300BKM Mobile Printer <i>Break/Fix Protection</i> three (3) year support from original purchase date or product shipment (per device)	1	\$60
Anthro Yes Charging Cart for Tablets, Model YESTABGMPW4, supports charging of up to 40 units per cart simultaneously		\$1,122
TP-Link TL-WR840N 2.4GHz Wireless 802.11n 300mbps Router w/ One Touch Wi-Fi Protected Setup (WPS) **Needed if you have more than one poll book per location and are not running connected**		\$30

EVERYONE COUNTS SERVICES		
Services	Unit	Price
Train-the-Trainer (per day) – Price	1	\$1,400
Configuration – kitting – paperwork – per unit	1	\$45
On-site Election Support (per day)	1	\$1,400
Installation and Acceptance Testing (per hour)	1	\$125
Site Survey Analysis per day	1	\$1,400

Data conversion per hour	1	\$125
Additional Services (per hour)	1	\$125
Shipping and Transportation	1	TBD as will be dependent on volume being shipped

## SECTION 3.

THIS SECTION WILL CONTAIN ALL INCLUDED SERVICES PROVIDED AND REQUIRED BY CONTRACT.

### Data conversion

#### Everyone Counts' Response

Data Conversion services are provided at no charge for the first election. Following the first election conversion service, Everyone Counts will provide remote service and support at an hourly rate.

### Warranties

#### Everyone Counts' Response

All hardware components come with the manufacturer's warranties included. There are options to pay for extended warranties as described in the optional services section.

### Integration services

## Everyone Counts' Response

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Integration services to the customers voter registration system are included for importing pre-election and exporting post-election for the first election.

### Pre-election services

## Everyone Counts' Response

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Our Professional Services training team will provide all elections staff with detailed training for the operation, maintenance, and all other aspects of the eLect Electronic Poll Book. Everyone Counts will provide User Guides and Operational Guides, as well as all other materials needed for training. Remote training services are provided at no additional cost. Onsite training services are provided on a per day fee.

### Software support

## Everyone Counts' Response

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Everyone Counts support staff includes members of the Election Administration team and are located throughout the United States to ensure adequate coverage of all time zones. The Help Desk is available via email and phone, Monday through Friday from 9am ET to 8pm ET. This service is provided at no additional cost to the customer.

Everyone Counts' Help Desk services will be available to Ohio Counties as follows:

### HELP DESK SUPPORT PRIOR TO ELECTION

- 9:00 AM—8:00 PM, ET, Monday – Friday, except holidays, from system implementation until 31 days prior to any election
- 24 hours a day, seven days a week during peak election. Peak election times are defined as 30 days prior to, and 10 days following Election Day.

In addition, a dedicated Project Manager, Help Desk Manager, and other designated key personnel are available 24 hours a day, 7 days a week for urgent needs at non-election time.

## Software Maintenance and Upgrades

### [Everyone Counts' Response](#)

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Everyone Counts' Electronic Poll Books are perpetually state-of-the-art, which means all new features, functions and upgrades are provided for the duration of the contract at no additional cost as they are included in the annual subscription fee.

## Hosting Services

### [Everyone Counts' Response](#)

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Everyone Counts' solutions are delivered using a SaaS managed services in our own highly secure, private cloud environment, which is included in the pricing.

# SECTION 4.

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THIS SECTION WILL CONTAIN OPTIONAL SERVICES AND COMPONENTS THAT A CUSTOMER MAY ACQUIRE AS PART OF THIS CONTRACT.

Extended warranties

Everyone Counts' Response

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## MAINTENANCE

The following table Itemizes all software and hardware service agreement and maintenance costs:

### Optional Items

Galaxy Tab Pro 4 *Break/Fix/Damage Protection*  
three (3) year support from original purchase date or product shipment

Bixolon SPP-R300BKM Mobile Printer *Break/Fix Protection* three (3) year support from original purchase date or product shipment

## HARDWARE REPLACEMENT

All proposed hardware will last the duration of this contract. Warranties are available as listed in the Maintenance section above.

## Optional equipment

Everyone Counts' Response

### OPTIONAL HARDWARE STORAGE



Anthro Yes Charging Cart for Tablets, Model YESTABGMPW4,  
supports charging of up to 40 units per cart simultaneously



TP-Link TL-WR840N 2.4GHz Wireless 802.11n 300Mbps Router  
w/ One Touch Wi-Fi Protected Setup (WPS)

### OPTIONAL SERVICES

Lead Poll Worker Training

Integration Services, if additional integrations are required between Everyone Counts' solution and other 3rd party systems

Early Voting Support onsite

Election Day Support onsite