

# **NOTICE**

This opportunity is being release to Deliverable Based IT Services (DBITS) Contractors pre-qualified as a result of Open Market RFP #0A1147.

**Only Contractors pre-qualified in the Information Technology Assessment, Planning, and Solicitation Assistance Category are eligible to submit proposal responses and to submit inquiries. The State does not intend to respond to inquired submitted by organizations not pre-qualified in this Technology Category.**

An alphabetical listing of Contractors pre-qualified to participate in this opportunity follows:

Accenture	Kunz, Leigh & Associates
Advocate Consulting Group	Lochbridge
Advocate Solutions LLC	MAXIMUS Human Services, Inc.
Avasant LLC	McGladrey LLP
Berry Dunn	Menya Communications
CapTech Ventures	MGT of America, Inc.
Cardinal Solutions Group	Navigator Management Partners LLC
Centric Consulting LLC	Peerless Technologies
CMA Consulting Services	Persistent Systems
Computer Aid, Inc.	Quantrum LLC
Crowe Horwath LLP	R. Dorsey & Company
CSG Government Solutions	Sense Corp
First Data	Sogeti USA, LLC
Gartner	Sondhi Solutions
HMB, Inc.	System Soft Technologies
IBM	The Greentree Group
IIT	UMT Consulting
Infojini	Unicon International. Inc.
Information Control Company	Vertex
Information Services Group, Inc.	Wild Goose Enterprises, Inc.

# Statement of Work Solicitation

 <p><b>State of Ohio</b>  <b>Ohio Secretary of State</b>  <b>Technology Assessment for ADA</b>  <b>WCAG 2.0 Level AA/508 Compliance</b>  <b>Project Statement of Work</b></p>	<b>DBITS Solicitation ID No.</b>	<b>Solicitation Release Date</b>
	DBSOS-16-01-001	04-18-2016

## Section 1: Purpose

The purpose of this Project Statement of Work (SOW) is to provide Ohio Secretary of State with information technology services in Technology Category Information Technology Assessment, Planning, and Solicitation Assistance, a qualified Contractor, herein after referred to as the “Contractor,” shall furnish the necessary personnel, equipment, material and/or services and otherwise do all things necessary for or incidental to the performance of work set forth in Section 3, *Scope of Work*.

### Table of Contents

- Section 1: Purpose
- Section 2: Background Information
- Section 3: Scope of Work
- Section 4: Deliverables Management
- Section 5: SOW Response Submission Requirements
- Section 6: SOW Evaluation Criteria
- Section 7: SOW Solicitation Schedule
- Section 8: Limitation of Liability
- Attachment A – Catalogue of SOS URLs

### Table of Contents

- SOW Solicitation Release to Pre-Qualified Contractor: Monday, April 18, 2016
- Inquiry Period Begins: Monday, April 18, 2016
- Inquiry Period Ends: Monday May 2, 2016
- Proposal Response Due Date: Monday, May 9, 2016

## Section 2: Background Information

### 2.1 Agency Information

Agency Name	Ohio Secretary of State		
Contact Name	John Pendergast	Contact Phone	614-728-7590
Bill to Address	Attn: Accounts Payable PO Box 16366 Columbus, Ohio 43216		

2.2 Project Information	
Project Name	SOS Website Assessment for Mobility and ADA WCAG 2.0 Level AA Success Criteria/508 Compliance
Project Background & Objective	<p>The Ohio Secretary of State (SOS) has a business initiative to continue improving their website in order to achieve the Web Content Accessibility Guidelines (WCAG) 2.0 Level AA Success Criteria, produced by the World Wide Web Consortium (W3C). This allows all citizens, including citizens with disabilities, to leverage the SOS electronic web services resulting in an increase in ease of accessibility, responsiveness and mobility.</p> <p>The SOS website focuses on, but is not limited to, three core business areas; Elections, Campaign Finance, and Online Business Service filings. The Contractor will immediately perform an assessment of the entire SOS website in these areas, and provide results and recommendations to achieve WCAG 2.0 Level AA Success Criteria and mobility. Reference Attachment A for a listing of SOS website links and applications.</p> <p>The Assessment of the Ohio SOS website and all online services, and/or content to comply with, at minimum, ADA WCAG 2.0 AA/508 compliance, and mobile-device friendly. The goal for this project is to conduct an assessment and provide results, recommendations and a timeline estimate to implement the changes.</p> <p>The Contractor selected through this Deliverables-based IT Service (DBITS) initiative must be able to demonstrate they have experience in delivery of various levels of WCAG 2.0 and Title II of ADA. With this proven experience, the Contractor will perform a thorough assessment of the SOS website and other SOS online services, resulting in analysis documents that detail what is required to meet WCAG 2.0 Level AA Success Criteria.</p>
Expected Project Duration	The selected Contractor will be notified by the SOS contract manager when work may begin. The estimated start date for this project is July 5 <sup>th</sup> 2016. This project is expected to be completed within ten (10) weeks (July 5th-September 9th) after the project start date.

2.3 Project Schedule

Date	Task
7/5/2016	Project kickoff meeting and Contractor team account provisioning and access
7/5/2016	Begin Inspecting and Assessing SOS Elections online services, content, browser compatibility, mobility and accessibility
7/11/2016	End Inspecting and Assessing SOS Elections online services, content, browser compatibility, mobility and accessibility
7/11/2016	Begin Inspecting and Assessing SOS Campaign Finance online services, content, browser compatibility, mobility and accessibility
7/15/2016	End Inspecting and Assessing SOS Campaign Finance online services, content, browser compatibility, mobility and accessibility
7/18/2016	Begin Inspecting and Assessing SOS Communications online services, content, browser compatibility, mobility and accessibility
7/29/2016	End Inspecting and Assessing SOS Communications online services, content, browser compatibility, mobility and accessibility

Date	Task
8/1/2016	Begin Inspecting and Assessing SOS Business Services online services, content, browser compatibility, mobility and accessibility
8/26/2016	End Inspecting and Assessing SOS Business Services online services, content, browser compatibility, mobility and accessibility
9/9/2016	Complete Final Assessment report of the SOS website, online services and content

2.4 Project Milestones

Date	Milestone
7/8/2016	Delivery of Project Plan and supporting project artifacts
7/18/2016	Completion of Elections online content mobility and accessibility ADA WCAG 2.0 AA/508 compliance.
7/22/2016	Completion of Campaign Finance of online content mobility and accessibility ADA WCAG 2.0 AA/508 compliance.
8/5/2016	Completion of Communications online content mobility and accessibility ADA WCAG 2.0 AA/508 compliance.
9/2/2016	Completion of Business Services online content mobility and accessibility ADA WCAG 2.0 AA/508 compliance.
9/9/2016	Completion of Project

2.5 Contractor’s Work Effort Requirement  
 The Contractor’s full-time regular employees must perform at least 20% of the effort required to complete the Work. The Contractor may use its personnel or subcontractor personnel to meet the remaining 80% of the effort.

2.6 Ohio Certified MBE Set-Aside Requirement  
*None*

**Section 3: Scope of Work**

3.1 Description of Scope of Work

**Project Management:** The Contractor must provide Project Management for the duration of the project. The Contractor must adhere to the accepted Project Plan and provide Weekly Status Reports that document at a minimum the progress, issues and next steps for the project. Additionally, the Contractor must provide SOS with a not to exceed fixed price per deliverable; a payment schedule tied to proposed project milestones and acceptance of each deliverable; and maintain Issues and Risks Registers for the project.

**Application Development/User Interface:** The Contractor must conduct an assessment of the SOS website and applications, identified in Attachment A, and provide the results having completed a detailed analysis of the following:

- Written document that clearly identifies the gaps, if any, between our current state of the environment and desired success criteria.
- The corrective actions required to achieve WCAG 2.0 Level AA Success Criteria.
- Recommendations for implementing and maintaining compliance, such as content management systems, release and change governance, building accessibility into projects, and other helpful methods.

### Section 3: Scope of Work

- Provide an analytical report that identifies and documents the WCAG 2.0 Level AA Success Criteria deficiencies in the specified category.
- Verification that WCAG 2.0 Level AA Success Criteria, responsiveness and mobility are achieved.
- Conduct briefing with the SOS IT on the documented findings.

**Assessment Categories:** There are three main focus categories that must be assessed, but not limited to:

**Web Assessment:** This task requires assessing HTML elements including tags' or attributes' name and value, restructuring web layout, modifying CSS, JS, .aspx, links with interactive features and unique URL's. Scope will include online applications, including their controls, HTML and CSS layout.

**Document Assessment:** This task requires assessing the accessibility and usability of PDF, .Doc, .XLS files to meet common accessibility standards.

**Video and Audio Assessment:** This task requires assessing video elements including Live video with captions, access to audio description for video content, and contrast ratio.

#### 3.2 Assumptions and Constraints

Assumptions	SOS will provide access to the web site code base and remote access to any needed servers
	SOS will provide necessary test data, including but not limited to test user credentials for accessing restricted pages
	SOS and other third-party resources will be available in a timely manner to resolve any requirements, design or technical Issues
	Contractor will be equipped with their own accessibility tools to perform assessment
	Contractor will test the Ohio Secretary of State (SOS) website and all online services and content
Constraints	Any requests made to SOS staff will be answered within normal business hours. Requests made after hours will be handled next business day.

#### 3.3 Detailed Description of Deliverables

- Deliverables must be provided on the dates specified. Any changes to the delivery date must have prior approval (in writing) by the Agency contract manager or designate.
- All deliverables must be submitted in a format approved by the Agency's contract manager.
- All deliverables must have acceptance criteria established and a time period for testing or acceptance.
- If the deliverable cannot be provided within the scheduled time frame, the Contractor is required to contact the Agency contract manager in writing with a reason for the delay and the proposed revised schedule. The request for a revised schedule must include the impact on related tasks and the overall project.
- A request for a revised schedule must be reviewed and approved by the Agency contract manager before placed in effect.
- The Agency will complete a review of each submitted deliverable within 7 specified working days of the date of receipt. A kickoff meeting will be held at a location and time selected by the Agency where the Contractor and its staff will be introduced to the Agency.

<b>Deliverable Name</b>	<b>Deliverable Description</b>
Project Plan	Provide Project Plan and all project artifacts
Elections Analysis Report	Elections online services, content and accessibility findings
Campaign Finance Analysis Report	Campaign Finance online services, content and accessibility findings
Communications Analysis Report	Communications online services, content and accessibility findings
Business Services Analysis Report	Business Services online services, content and accessibility findings
Final Analysis Report	Document the assessment results and recommendations to implement and maintain compliance

<b>Deliverable Name</b>	<b>Due Date (If applicable)</b>	<b>Payment Eligible? Yes/No</b>	<b>Acceptance Criteria</b>
Project Plan	7/8/2016	YES	Approval from SOS Project Sponsor and SOS Project Manager
Elections Analysis Report	7/18/2016	YES	Approval from SOS Project Sponsor and SOS Project Manager
Campaign Finance Analysis Report	7/22/2016	YES	Approval from SOS Project Sponsor and SOS Project Manager
Communication Analysis Report	8/5/2016	YES	Approval from SOS Project Sponsor and SOS Project Manager
Business Services Analysis Report	9/2/2016	YES	Approval from SOS Project Sponsor and SOS Project Manager
Final Analysis Report	9/9/2016	YES	Approval from SOS Project Sponsor and SOS Project Manager

3.5 Roles and Responsibilities

<b>Project or Management Activity/Responsibility Description</b>	<b>Contractor</b>	<b>Agency</b>
Project Manager will be primary point of contact, responsible for ensuring that overall project goals are met.	X	X
Project Manager will provide weekly project status reports	X	

Project or Management Activity/Responsibility Description	Contractor	Agency
Project Manager will hold weekly status meetings on Tuesday of each week	X	
UI Developer will perform Assessment on SOS Website and Applications	X	
UI Developer will leverage accessibility tools to determine level of compliance	X	
Subject Matter Experts will provide assistance in access, technical guidance and clarification on SOS Website and Applications		X

3.6 Restrictions on Data Location and Work

- The Contractor must perform all Work specified in the SOW Solicitation and keep all State data within the United States, and the State may reject any SOW Response that proposes to do any work or make State data available outside the United States.
- The Contractor must comply with the State’s policy and laws pertaining to Confidential Personal Information.

3.7 Resource Requirements

It is SOS expectation that the Contractor will provide its own off site testing environment. Additionally, the contractor will provide ADA WCAG 2.0 AA/508 compliance content accessibility testing tools and extensive browser testing tools for commonly used platforms (ie. Apple, Safari, Windows Internet Explorer, Android, Google Chrome, Firefox, etc.).

**Section 4: Deliverables Management**

4.1 Submission/Format

PM Artifact/Project Work Product	Submission	Format
Project Plan	email	MS Project, Excel , PDF
Weekly status reports	email	Word, PDF
ADA WCAG 2.0 AA/508 compliance results	email	Word, PDF, Excel
Recommendations and timeline estimate to implement findings.	email	Word, PDF, Excel

4.2 Reports and Meetings

- The Contractor is required to provide the Agency contract manager with *weekly* written progress reports of this project. These are due to the Agency contract manager by the close of business on *Friday* each week throughout the life of the project.
- The progress reports shall cover all work performed and completed during the week for which the progress report is provided and shall present the work to be performed during the subsequent week.
- The progress report shall identify any problems encountered or still outstanding with an explanation of the cause and resolution of the problem or how the problem will be resolved.

- The Contractor will be responsible for conducting weekly status meetings with the Agency contract manager. The meetings will be held on *Tuesday* at a time and place so designated by the Agency contract manager – unless revised by the Agency contract manager. The meetings can be in person or over the phone at the discretion of the Agency contract manager.

#### 4.3 Period of Performance

This project is expected to be completed within 10 weeks. Performance is based on the delivery of each deliverable. To summarize:

- 7/8/2016:** Project Plan Deliverable
- 7/18/2016:** Elections Analysis Report Deliverable
- 7/22/2016:** Campaign Finance Analysis Report Deliverable
- 8/5/2016:** Communications Analysis Report Deliverable
- 9/2/2016:** Business Services Analysis Report Deliverable
- 9/9/2016:** Final Analysis Report Deliverable

#### 4.4 Performance Expectations

This section sets forth the performance specifications for the Service Level Agreements (SLA) to be established between the Contractor and State. Most individual service levels are linked to “Fee at Risk” due to the State to incent Contractor performance.

The Service Levels contained herein are Service Levels this SOW Solicitation. Both the State and the Contractor recognize and agree that Service Levels and performance specifications may be added or adjusted by mutual agreement during the term of the Contract as business; organizational objectives and technological changes permit or require.

The Contractor agrees that 10% of the not to exceed fixed price for the SOW will be at risk (“Fee at Risk”). The Fee at Risk will be calculated as follows:

Total Not to Exceed Fixed Price (NTEFP) of the SOW	x	10 %	=	Total Fee at Risk for the SOW
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Furthermore, in order to apply the Fee at Risk, the following monthly calculation will be used:

Deliverable Fee At Risk	=	10% Fee at Risk for the Deliverable Payment
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The Contractor will be assessed for each SLA failure and the “Performance Credit” shall not exceed the deliverable Fee at Risk for that period. The Performance Credit is the amount due to the State for the failure of SLAs. The Contractor will not be liable for any failed SLA caused by circumstances beyond its control, and that could not be avoided or mitigated through the exercise of prudence and ordinary care, provided that the Contractor promptly, notifies the State in writing and takes all steps necessary to minimize the effect of such circumstances and resumes its performance of the Services in accordance with the SLAs as soon as reasonably possible.

To further clarify, the Performance Credits available to the State will not constitute the State’s exclusive remedy to resolving issues related to the Contractor’s performance. In addition, if the Contractor fails multiple service levels during a reporting period or demonstrates a pattern of failing a specific service level throughout the SOW, then the Contractor may be required, at the State’s discretion, to implement a State-approved corrective action plan to address the failed performance.

SLAs will commence when the SOW is initiated.

**Monthly Service Level Report.** On a monthly basis, the Contractor must provide a written report (the “Monthly Service Level Report”) to the State which includes the following information:

- Identification and description of each failed SLA caused by circumstances beyond the Contractor’s control and that could not be avoided or mitigated through the exercise of prudence and ordinary care during the applicable month;
- the Contractor’s quantitative performance for each SLA;
- the amount of any monthly performance credit for each SLA;
- the year-to-date total performance credit balance for each SLA and all the SLAs;
- upon state request, a “Root-Cause Analysis” and corrective action plan with respect to any SLA where the Individual SLA was failed during the preceding month; and
- Trend or statistical analysis with respect to each SLA as requested by the State.

The Monthly Service Level Report will be due no later than the tenth (10th) day of the following month.

SLA Name	Performance Evaluated	Non-Conformance Remedy	Frequency of Measurement
<p><b>Delivery Date Service Level</b></p>	<p>The <b>Delivery Date Service Level</b> will measure the percentage of SOW tasks, activities, deliverables, milestones and events assigned specific completion dates in the applicable SOW and/or SOW project plan that are achieved on time. The State and the Contractor will agree to a project plan at the commencement of the SOW and the Contractor will maintain the project plan as agreed to throughout the life of the SOW. The parties may agree to re-baseline the project plan throughout the life of the SOW. Due to the overlapping nature of tasks, activities, deliverables, milestones and events a measurement period of two calendar weeks will be established to serve as the basis for the measurement window. The Contractor will count all tasks, activities, deliverables, milestones and events to be completed during the measurement window and their corresponding delivery dates in the applicable SOW and/or SOW project plan. This service level will commence upon SOW initiation and will prevail until SOW completion.</p> <p style="text-align: center;"><b>Compliance with delivery date is expected to be greater than 85%</b></p>	<p>Frequency of measurement will be adjusted to a more frequent measurement upon agreement of SOS Project Manager and Contractor</p>	<p>Bi-Weekly</p>

	This SLA is calculated as follows: “% Compliance with delivery dates” equals “(Total dates in period – Total dates missed)” divided by “Total dates in period”		
<b>Deliverable Acceptance Service Level</b>	<p>The <b>Deliverable Acceptance Service Level</b> will measure the State’s ability to accept Contractor deliverables based on submitted quality and in keeping with defined and approved content and criteria for Contractor deliverables in accordance with the terms of the Contract and the applicable SOW. The Contractor must provide deliverables to the State in keeping with agreed levels of completeness, content quality, content topic coverage and otherwise achieve the agreed purpose of the deliverable between the State and the Contractor in accordance with the Contract and the applicable SOW. Upon mutual agreement, the service level will be calculated / measured in the period due, not in the period submitted. Consideration will be given to deliverables submitted that span multiple measurement periods. The measurement period is bi-weekly. The first bi-weekly measurement period will commence on the project launch date, and successive bi-weekly measurement period will run continuously thereafter until the expiration of the applicable SOW.</p> <p style="text-align: center;"><b>Compliance with deliverable acceptance is expected to be greater than 85%</b></p> <p>This SLA is calculated as follows: “% Deliverable Acceptance” equals “# Deliverables accepted during period”</p>	Frequency of measurement will be adjusted to a more frequent measurement upon agreement of SOS Project Manager and Contractor	Bi-Weekly

4.5 State Staffing Plan

Staff/Stakeholder Name	Project Role	Percent Allocated
Kristen Bosley	Project Manager	50% or As Needed
Matt Damschroder	Project Sponsor	As Needed
Hollie Elam Lamar	SOS Communications/ Website SME	As Needed
Ryan Leach	SOS Applications SME	As Needed

Staff/Stakeholder Name	Project Role	Percent Allocated
John J. Pendergast	Contract Manager/Application Development Manager	As Needed

## Section 5: SOW Response Submission Requirements

### 5.1 Response Format, Content Requirements

An identifiable tab sheet must precede each section of a Proposal, and each Proposal must follow the format outlined below. All pages, except pre-printed technical inserts, must be sequentially numbered.

Each Proposal must contain the following:

- Cover Letter
- Pre-Qualified Contractor Qualifications Summary
- Subcontractors Documentation
- Assumptions
- Payment Address
- Staffing plan, personnel resumes, time commitment, organizational chart
- Contingency Plan
- Project Plan
- Project Schedule (WBS using MS Project or compatible)
- Communication Plan
- Risk Management Plan
- Quality Management Plan
- Fee Structure including Estimated Work Effort for each Task/Deliverable
- Rate Card

Include the following:

#### 1. Cover Letter:

- a. Must be in the form of a standard business letter;
- b. Must be signed by an individual authorized to legally bind the Pre-Qualified Contractor;
- c. Must include a statement regarding the Pre-Qualified Contractor's legal structure (e.g. an Ohio corporation), Federal tax identification number, and principal place of business; please list any Ohio locations or branches;
- d. Must include a list of the people who prepared the Proposal, including their titles; and
- e. Must include the name, address, e-mail, phone number, and fax number of a contact person who has the authority to answer questions regarding the Proposal.

#### 2. Pre-Qualified Contractors Qualifications Summary

- a. Must include an executive summary of the services the Contractor proposes to provide along with three representative references of previously completed projects demonstrating knowledge and execution of the required technologies, methodologies and techniques in this project (e.g. description of similar projects completed utilizing Web site analysis, user experience, accessibility and usability tools and testing methodologies) within the past five years;
- b. Must describe the Contractor's experience, capability, and capacity to provide Information Technology Assessment. Provide specific detailed information demonstrating experience similar in nature to the type of work described in this SOW for each of the resources identified in Section 5.2.
- c. The Pre-Qualified Contractor must possess demonstrated experience of the following:
  - The Contractor must have demonstrated experience within the last five (5) years of **managing, assessing and developing** three (3) responsive websites and/or applications, comparable to the SOS website and applications, that conform to Title II of the ADA, W3C's WCAG guidelines, Section 508 Accessibility standards. WCAG 2.0 Level AA Success Criteria and mobile-device friendly are desired. **Each of the three (3) or more project reference must include experience**

**managing, assessing and developing responsive websites and/or applications.**

- Individual contractors have been employed with the current Contractor for past 12 consecutive months.

3. Subcontractor Documentation:

a. For each proposed Subcontractor, the Contractor must attach a letter from the subcontractor, signed by someone authorized to legally bind the subcontractor, with the following included in the letter:

- i. The Subcontractor's legal status, federal tax identification number, D-U-N-S number if applicable, and principal place of business address;
- ii. The name, phone number, fax number, email address, and mailing address of a person who is authorized to legally bind the Subcontractor to contractual obligations;
- iii. A description of the work the Subcontractor will do and one representative sample of previously completed projects as it relates to this SOW (e.g. detailed requirements document, analysis, statement of work);
- iv. Must include an executive summary of the services the Subcontractor proposes to provide along with three representative references of previously completed projects demonstrating knowledge and execution of the required technologies, methodologies and techniques in this project (e.g. description of similar projects completed utilizing Web site analysis, user experience, accessibility and usability tools and testing methodologies) within the past five years;
- v. Must describe the Contractor's experience, capability, and capacity to provide Information Technology Assessment. Provide specific detailed information demonstrating experience similar in nature to the type of work described in this SOW for each of the resources identified in Section 5.2
- vi. A commitment to do the work if the Contractor is selected; and
- vii. A statement that the Subcontractor has read and understood the SOW and will comply with the requirements of the SOW.

4. Assumptions: The Pre-Qualified Contractor must list all assumptions the Pre-Qualified Contractor made in preparing the Proposal. If any assumption is unacceptable to the State, the State may at its sole discretion request that the Pre-Qualified Contractor remove the assumption or choose to reject the Proposal. No assumptions may be included regarding the outcomes of negotiation, terms and conditions, or requirements. Assumptions should be provided as part of the Pre-Qualified Contractor response as a stand-alone response section that is inclusive of all assumptions with reference(s) to the section(s) of the SOW that the assumption is applicable to. The Pre-Qualified Contractor should not include assumptions elsewhere in their response.

5. Payment Address: The Pre-Qualified Contractor must give the address to which the State should send payments under the Contract.

5.2 Staffing plan, personnel resumes, time commitment, organizational chart

Identify Contractor and Subcontractor staff and time commitment. Identify hourly rates for personnel, as applicable.

Include Contractor and Subcontractor resumes for each resource identified and organizational chart for entire team.

Staffing plan must demonstrate individual skills and must demonstrate that the proposed team has experience in the following in:

- Content Management,
- Project Management,
- Requirements Analysis,
- Software Documentation,
- Section 508, WCAG 2.0 A, AA & AAA Success Criteria's,
- Accessibility Tools and Testing.

<b>Contractor Name</b>	<b>Role</b>	<b>Contractor or Subcontractor?</b>	<b>No. Hours</b>	<b>Hourly Rate</b>

**5.3 Contingency Plan**  
Identify and provide a Contingency Plan should the Contractor and Subcontractor staff fail to meet the Project Schedule, Project Milestones or fail to complete the deliverables according to schedule. Include alternative strategies to be used to ensure project success if specified risk events occur.

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**5.4 Project Plan**  
Identify and describe the plan to produce effective documents and complete the deliverable requirements. Describe the primary tasks, how long each task will take, and when each task will be completed in order to meet the final deadline.

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**5.5 Project Schedule (WBS using MS Project or compatible)**  
Describe the Project Schedule including planning, planned vs. actuals for monitoring performance, including milestones, and time for writing, editing and revising. Using MS Project or compatible, create a deliverable-oriented grouping of project elements that organizes and defines the total work scope of the project with each descending level representing an increasingly detailed definition of the project work.

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**5.6 Communication Plan**  
Describe the methods to be used to gather and store various types of information and to disseminate the information, updates, and corrections to previously distributed material. Identify to whom the information will flow and what methods will be used for the distribution. Include format, content, level of detail, and conventions to be used. Provide methods for accessing information between scheduled communications.

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**5.7 Risk Management Plan**  
Describe the Risk Management Plan including the risk factors, associated risks, and assessment of the likelihood of occurrence and the consequences for each risk. Describe your plan for managing selected risks and plan for keeping people informed about those risks throughout the project.

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**5.8 Quality Management Plan**  
Describe your quality policies, procedures, and standards relevant to the project for both project deliverables and project processes. Define who is responsible for the quality of the delivered project artifacts and deliverables.

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**5.9 Fee Structure including Estimated Work Effort for each Deliverable**  
The Contract award will be for a not to exceed fixed price. Payment will be scheduled upon approval & acceptance of milestones and deliverable described below.

Payment of <b>10%</b> of the total not-to-exceed fixed price of all deliverables will be paid upon acceptance of all of the following deliverables	<ul style="list-style-type: none"> <li>○ Project Plan and supporting project artifacts (Communication, Risk, and Quality Management Plans)</li> <li>○ Project Schedule</li> </ul>
Payment of <b>20%</b> of the total not-to-exceed fixed price	Elections Analysis Report
Payment of <b>20%</b> of the total not-to-exceed fixed price	Campaign Finance Analysis Report
Payment of <b>20%</b> of the total not-to-exceed fixed price	Communications Analysis Report
Payment of <b>20%</b> of the total not-to-exceed fixed price	Business Services Analysis Report
Payment of <b>10%</b> of the total not-to-exceed fixed price	<ul style="list-style-type: none"> <li>○ Final Analysis Report</li> <li>○ Project Closeout</li> </ul>

Deliverable Name	Total Estimated Work Effort (Hours)	Not-to-Exceed Fixed Price for Deliverable
Project Plan and supporting project artifacts		
Elections Analysis Report		
Campaign Finance Analysis Report		
Communications Analysis Report		
Business Services Analysis Report		
Final Analysis Report		
	<b>Total Cost for all Deliverables</b>	

5.10 Rate Card

The primary purpose of obtaining a Rate Card is to establish baseline hourly rates in the event that change orders are necessary. The DBITS contract is not intended to be used for hourly based time and materials work. (NOTE – Section 5.2 collects rate information for named resources)

Pre-Qualified Contractors must submit a Rate Card that includes hourly rates for all services the Contractor offers, including but not limited to those listed in Section 5.2. Enter the Rate Card information in this section.

**Section 6: SOW Evaluation Criteria**

Mandatory Requirements; Accept/Reject

- Pre-qualified Contractor or Subcontractor cover letter(s) included in Section 5.1
- Pre-qualified Contractor or Subcontractor(s) submitted properly formatted proposal by submission deadline

Scored Criteria	Weight	Does not meet	Meets	Exceeds
Contractor or Subcontractor Summary show(s) company experience in providing Information Technology Assessments similar to this initiative	5	0	5	7
Contractor or Subcontractor Summary show(s) resource(s) identified in Section 5.2 experience in providing Information Technology Assessments similar to this initiative	5	0	5	7
Contractor or Subcontractor must demonstrate experience within the last 5 years of developing 3 responsive website or applications that conform to: <ul style="list-style-type: none"> <li>• Title II of the ADA</li> <li>• W3C's WCAG 2.0 A, AA, and AAA Success Criteria's</li> <li>• Section 508 Accessibility standards</li> </ul>	10	0	5	7
Contractor must demonstrate understanding of the requirements detailed in the SOW and the ability to successfully complete and implement them.	5	0	5	7
Individual contractors have been employed with the current Contractor/Subcontractor for past 12 consecutive months.	4	0	5	7
Pre-qualified Contractor(s) contingency plan	3	0	5	7
Contractor must demonstrate ability to complete the project in the available timeline based on the proposed project plan.	4	0	5	7
Pre-qualified Contractor(s) communication plan.	8	0	5	7
Pre-qualified Contractor(s) risk management plan	4	0	5	7
Pre-qualified Contractor(s) quality management plan	2	0	5	7

Price Performance Formula: The evaluation team will rate the Proposals that meet the Mandatory Requirements based on the following criteria and respective weights:

Criteria	Percentage
Technical Proposal	70%
Cost Summary	30%

To ensure the scoring ratio is maintained, the State will use the following formulas to adjust the points awarded to each offeror.

The offeror with the highest point total for the Technical Proposal will receive 700 points. The remaining offerors will receive a percentage of the maximum points available based upon the following formula:

**Technical Proposal Points =** (Offeror's Technical Proposal Points/Highest Number of Technical Proposal Points Obtained ) x 700

The offeror with the lowest proposed total cost for evaluation purposes will receive 300 points. The remaining offerors will receive a percentage of the maximum cost points available based upon the following formula:

**Cost Summary Points =** (Lowest Total Cost for Evaluation Purposes/Offeror's Total Cost for Evaluation Purposes) x 300

Total Points Score: The total points score is calculated using the following formula:

**Total Points =** Technical Proposal Points + Cost Summary Points

## Section 7: SOW Solicitation Calendar of Events

### Firm Dates

Inquiry Period Begins	April 18,2016
Inquiry Period Ends	May 2, 2016 8:00 AM
Proposal Response Due Date	May 9, 2016 5:00 PM

### Anticipated Dates

Estimated Date for Selection of Awarded Contractor	June 22,2016
Estimated Commencement Date of Work	July 5, 2016

All times listed are Eastern Standard Time (EST).

## Section 8: Inquiry Process

Pre-Qualified Contractors may make inquiries regarding this SOW Solicitation anytime during the inquiry period listed in the Calendar of Events. To make an inquiry, Pre-Qualified Contractors must use the following process:

- Access the State's Procurement Website at <http://procure.ohio.gov/>;
- From the Quick Links bar on the right, select "Bid Opportunities Search";
- Enter the DBITS Solicitation ID number found on the first page of this SOW Solicitation;
- Click the "Search" button;
- In the Other section, click the "Submit Inquiry" button;
- On the document inquiry page, complete the required "Personal Information" section by providing:
  - First and last name of the Pre-Qualified Contractor's representative who is responsible for the inquiry,

- Name of the Pre-Qualified Contractor,
- Representative’s business phone number, and
- Representative’s email address;
- Type the inquiry in the space provided including:
  - A reference to the relevant part of this SOW Solicitation,
  - The heading for the provision under question, and
  - The page number of the SOW Solicitation where the provision can be found; and
- Type the Security Number seen on the right into the Confirmation Number; and
- Click the “Submit” button.

A Pre-Qualified Contractor submitting an inquiry will receive an acknowledgement that the State has received the inquiry as well as an email acknowledging receipt. The Pre-Qualified Contractor will not receive a personalized response to the question nor notification when the State has answered the question.

Pre-Qualified Contractors may view inquiries and responses on the State’s Procurement Website by using the “Find It Fast” feature described above and by clicking the “View Q & A” button on the document information page.

The State usually responds to all inquiries within three business days of receipt, excluding weekends and State holidays. But the State will not respond to any inquiries received after 8:00 a.m. on the inquiry end date.

The State does not consider questions asked during the inquiry period through the inquiry process as exceptions to the terms and conditions of this RFP.

**Section 9: Submission Instructions & Location**

Each Pre-Qualified Contractor must submit three (3) complete, sealed and signed copies of its Proposal Response and each submission must be clearly marked “**Technology Assessment for ADA WCAG 2.0 Level AA/508 Compliance**” on the outside of its package along with Pre-Qualified Contractor’s name. A single electronic copy of the complete Proposal Response must also be submitted with the printed Proposal Responses. Electronic submissions should be on a CD, DVD or USB memory stick.

Each proposal must be organized in the same format as described in Section 5. Any material deviation from the format outlined in Section 5 may result in a rejection of the non-conforming proposal. Each proposal must contain an identifiable tab sheet preceding each section of the proposal. Proposal Response should be good for a minimum of 60 days.

The State will not be liable for any costs incurred by any Pre-Qualified Contractor in responding to this SOW Solicitation, even if the State does not award a contract through this process. The State may decide not to award a contract at the State’s discretion. The State may reject late submissions regardless of the cause for the delay. The State may also reject any submissions that it believes is not in its interest to accept and may decide not to do business with any of the Pre-Qualified Contractors responding to this SOW Solicitation.

Proposal Responses MUST be submitted to the State Agency’s Procurement Representative:

**John Pendergast**  
**Ohio Secretary of State**  
**Information Technology Division**  
**180 East Broad St 15<sup>th</sup> Floor**  
**Columbus, Ohio 43215**

Deliveries will be accepted Monday through Friday 8:00 AM and 4:00 PM excluding holidays.

**Proprietary information**

All Proposal Responses and other material submitted will become the property of the State and may be returned only at the State's option. Proprietary information should not be included in a Proposal Response or supporting materials because the State will have the right to use any materials or ideas

submitted in any quotation without compensation to the Pre-Qualified Contractor. Additionally, all Proposal Response submissions will be open to the public after the contract has been awarded.

The State may reject any Proposal if the Pre-Qualified Contractor takes exception to the terms and conditions of the Contract.

**Waiver of Defects**

The State has the right to waive any defects in any quotation or in the submission process followed by a Pre-Qualified Contractor. But the State will only do so if it believes that is in the State's interest and will not cause any material unfairness to other Pre-Qualified Contractors.

**Rejection of Submissions**

The State may reject any submissions that is not in the required format, does not address all the requirements of this SOW Solicitation, or that the State believes is excessive in price or otherwise not in its interest to consider or to accept. The State will reject any responses from companies not pre-qualified in the Technology Category associated with this SOW Solicitation. In addition, the State may cancel this SOW Solicitation, reject all the submissions, and seek to do the work through a new SOW Solicitation or other means.

**Section 10: Limitation of Liability**

Identification of Limitation of Liability applicable to the specific SOW Solicitation. Unless otherwise stated in this section of the SOW Solicitation, the Limitation of Liability will be as described in Attachment Four, Part Four of the Contract General Terms and Conditions.

**SOW Solicitation Attachments**

Attachment Number	Attachment Name/Title
A	Ohio Secretary of State Web page Listing for Assessment Catalogue of URL's February 3, 2016

# Attachment A

## Ohio Secretary of State Web page Listing for Assessment Catalogue of URL's

### Legend

These pages do not have the URLs, but instead give a count of additional URL lists on that page.

These pages contain interactive features.

These URLs are online applications. To examine these sites credentials may be needed.

- **Biography:** <http://www.sos.state.oh.us/SOS/agency/secHustedRedBio/Biography.aspx>
- **Duties & Responsibilities:** <http://www.sos.state.oh.us/SOS/agency/secHustedRedBio/dutiesResponsibilities.aspx>

### About the Office

- **Contact Us:** <http://www.sos.state.oh.us/SOS/agency/about/contactall.aspx>
  - E-mail the Elections Division: <http://www.sos.state.oh.us/SOS/elections/ContactUsElections.aspx>
  - E-mail Campaign Finance: <http://www.sos.state.oh.us/sos/CampaignFinance/ContactUsCampaign%20Finance.aspx>
  - E-mail the ADA Coordinator: [http://www.sos.state.oh.us/SOS/elections/Voters/voterswithdisabilities/Contact\\_ADA.aspx](http://www.sos.state.oh.us/SOS/elections/Voters/voterswithdisabilities/Contact_ADA.aspx)
  - E-mail Business Services: [http://www.sos.state.oh.us/sos/Businesses/contactUs\\_busserv.aspx](http://www.sos.state.oh.us/sos/Businesses/contactUs_busserv.aspx)
  - E-mail the Press Secretary: [http://www.sos.state.oh.us/sos/mediaCenter/ContactUs\\_Press.aspx](http://www.sos.state.oh.us/sos/mediaCenter/ContactUs_Press.aspx)
  - E-mail Publications Requests: [http://www.sos.state.oh.us/sos/publications/contact\\_publications.aspx](http://www.sos.state.oh.us/sos/publications/contact_publications.aspx)
  - E-mail the Military Liaison: [http://www.sos.state.oh.us/sos/omv/ContactUs\\_MRV.aspx](http://www.sos.state.oh.us/sos/omv/ContactUs_MRV.aspx)
  - E-mail the Ohio Business Profile Coordinator: <http://www.sos.state.oh.us/sos/OBP/ContactUsOBP.aspx>
- **Employment:** <http://www.sos.state.oh.us/sos/agency/about/Employment.aspx>
- **Widgets:** <http://www.sos.state.oh.us/SOS/agency/about/Widgets.aspx>

### Initiatives

- **Honor an Ohioan:** <http://www.sos.state.oh.us/sos/agency/CommendationRequest.aspx>
- **Ohio Military Votes:** <http://www.sos.state.oh.us/sos/omv.aspx>
  - Military Ready to Vote: <http://www.sos.state.oh.us/sos/omv/MRV.aspx>
    - Questions and Answers: <http://www.sos.state.oh.us/sos/omv/MRV/QandA.aspx>
    - Register to Vote / Vote Absentee: <http://www.sos.state.oh.us/sos/omv/MRV/RegisterVoteAbsentee.aspx>
    - FPCA Return Envelope Artwork: <http://www.sos.state.oh.us/sos/upload/sites/mrv/returnenvelope.pdf>
    - Helpful Links: <http://www.sos.state.oh.us/sos/omv/MRV/Links.aspx>
    - Dates to Remember: <http://www.sos.state.oh.us/sos/omv/MRV/dates.aspx>
    - Reminder Sign-up: <http://www.sos.state.oh.us/sos/omv/MRV/DeadlineReminder.aspx>
    - Order an MRV: [http://www.sos.state.oh.us/sos/publications/agency/order\\_MRV.aspx](http://www.sos.state.oh.us/sos/publications/agency/order_MRV.aspx)
    - Federal Write-in Absentee Ballot: <http://www.sos.state.oh.us/sos/omv/MRV/FWAB.aspx>
    - Newsletter: <http://www.sos.state.oh.us/SOS/omv/OMVnewsletters.aspx>
      - December 22, 2015: [http://www.sos.state.oh.us/SOS/omv/OMVnewsletters/2015-12\\_22.aspx](http://www.sos.state.oh.us/SOS/omv/OMVnewsletters/2015-12_22.aspx)
      - December 16, 2015: <http://www.sos.state.oh.us/omv/OMVnewsletters/2015-12-16.aspx>
      - October 29, 2015: <http://www.sos.state.oh.us/SOS/omv/OMVnewsletters/2015-10-29.aspx>
      - October 16, 2015: <http://www.sos.state.oh.us/SOS/omv/OMVnewsletters/2015-10-16.aspx>
      - October 2, 2015: <http://www.sos.state.oh.us/SOS/omv/OMVnewsletters/2015-10-02.aspx>
      - September 18, 2015: [http://www.sos.state.oh.us/SOS/omv/OMVnewsletters/OMVupdate\\_2015-09-18.aspx](http://www.sos.state.oh.us/SOS/omv/OMVnewsletters/OMVupdate_2015-09-18.aspx)
      - June 20, 2015: <http://www.sos.state.oh.us/SOS/omv/OMVnewsletters/2015-06-20.aspx>
      - May 1, 2015: <http://www.sos.state.oh.us/SOS/omv/OMVnewsletters/2015-05-01.aspx>
      - April 1, 2015: <http://www.sos.state.oh.us/SOS/omv/OMVnewsletters/2015-04-01.aspx>
      - March 20, 2015: <http://www.sos.state.oh.us/SOS/omv/OMVnewsletters/2015-03-20.aspx>
      - 2014 Holiday Message: <http://www.sos.state.oh.us/SOS/omv/OMVnewsletters/2014-12-12.aspx>
      - October 17, 2014: <http://www.sos.state.oh.us/SOS/omv/OMVnewsletters/2014-10-17.aspx>
      - October 3, 2014: <http://www.sos.state.oh.us/SOS/omv/OMVnewsletters/2014-10-03.aspx>
      - September 22, 2014: <http://www.sos.state.oh.us/SOS/omv/OMVnewsletters/2014-09-22.aspx>
      - August 27, 2014: <http://www.sos.state.oh.us/SOS/omv/OMVnewsletters/2014-08-27.aspx>
      - July 1, 2014: <http://www.sos.state.oh.us/SOS/omv/OMVnewsletters/2014-07-01.aspx>
      - May 23, 2014: <http://www.sos.state.oh.us/SOS/omv/OMVnewsletters/2014-05-23.aspx>
      - April 29, 2014: <http://www.sos.state.oh.us/SOS/omv/OMVnewsletters/2014-04-29.aspx>

- January 10, 2014: Time to Renew Your FPCA:  
<http://www.sos.state.oh.us/SOS/omv/OMVnewsletters/2014-01-10.aspx>
    - December 2013: Holiday Greetings: <http://www.sos.state.oh.us/SOS/omv/OMVnewsletters/12-2013.aspx>
    - November 8, 2013: <http://www.sos.state.oh.us/SOS/omv/OMVnewsletters/2013-11-08.aspx>
    - November 2, 2013: <http://www.sos.state.oh.us/SOS/omv/OMVnewsletters/2013-11-02.aspx>
    - October 31, 2013: <http://www.sos.state.oh.us/SOS/omv/OMVnewsletters/2013-10-31.aspx>
    - October 18, 2013: <http://www.sos.state.oh.us/SOS/omv/OMVnewsletters/2013-10-18.aspx>
    - October 4, 2013: <http://www.sos.state.oh.us/SOS/omv/OMVnewsletters/2013-10-04.aspx>
    - September 19, 2013: <http://www.sos.state.oh.us/SOS/omv/OMVnewsletters/2013-09-19.aspx>
    - September 6, 2013: <http://www.sos.state.oh.us/SOS/omv/OMVnewsletters/2013-09-06.aspx>
    - July 27, 2013: Honoring Our Korean War Veterans:  
<http://www.sos.state.oh.us/SOS/omv/OMVnewsletters/2013-07-27.aspx>
    - July 19, 2013  
<http://www.sos.state.oh.us/SOS/omv/OMVnewsletters/2013-07-19.aspx>
    - July 3, 2013 <http://www.sos.state.oh.us/SOS/omv/OMVnewsletters/omvupdate2012-0703.aspx>
    - May 2, 2013 <http://www.sos.state.oh.us/SOS/omv/OMVnewsletters/2013-05-02.aspx>
    - March 21, 2013 <http://www.sos.state.oh.us/SOS/omv/OMVnewsletters/2013-03-21.aspx>
    - February 1, 2013 <http://www.sos.state.oh.us/SOS/omv/OMVnewsletters/2013-02-01.aspx>
    - December 21, 2012 <http://www.sos.state.oh.us/SOS/omv/OMVnewsletters/2012-12-21.aspx>
    - October 24, 2012 <http://www.sos.state.oh.us/SOS/omv/OMVnewsletters/2012-10-24.aspx>
    - September 22, 2012 <http://www.sos.state.oh.us/SOS/omv/OMVnewsletters/2012-09-22.aspx>
    - September 14, 2012 [www.sos.state.oh.us/SOS/omv/OMVnewsletters/2012-09-14.aspx](http://www.sos.state.oh.us/SOS/omv/OMVnewsletters/2012-09-14.aspx)
    - August 1, 2012 <http://www.sos.state.oh.us/SOS/omv/OMVnewsletters/omvupdate2012-0801.aspx>
    - July 20, 2012 <http://www.sos.state.oh.us/SOS/omv/OMVnewsletters/omvupdate20120720.aspx>
    - July 19, 2012 <http://www.sos.state.oh.us/SOS/omv/OMVnewsletters/omvupdate%202012-07-19.aspx>
    - July 3, 2012 <http://www.sos.state.oh.us/SOS/omv/OMVnewsletters/omvupdate2012-0703.aspx>
    - June 21, 2012 <http://www.sos.state.oh.us/SOS/omv/OMVnewsletters/2012-06-21.aspx>
    - February 29, 2012 <http://www.sos.state.oh.us/SOS/omv/OMVnewsletters/omvupdate2012-0229.aspx>
    - February 17, 2012 <http://www.sos.state.oh.us/SOS/omv/OMVnewsletters/omvupdate2012-0217.aspx>
    - February 3, 2012 <http://www.sos.state.oh.us/SOS/omv/OMVnewsletters/omvupdate2012-0203.aspx>
    - January 20, 2012 <http://www.sos.state.oh.us/SOS/omv/OMVnewsletters/2012-01-20.aspx>
    - January 11, 2012 <http://www.sos.state.oh.us/SOS/omv/OMVnewsletters/omvUpdate2012-0111.aspx>
    - 2011 Holiday Wishes <http://www.sos.state.oh.us/SOS/omv/OMVnewsletters/OMVnews2011-12.aspx>
    - October 27, 2011 <http://www.sos.state.oh.us/SOS/omv/OMVnewsletters/omvUpdate2011-1027.aspx>
    - September 27, 2011 <http://www.sos.state.oh.us/SOS/omv/OMVnewsletters/omvUpdate2011-0927.aspx>
  - Vote in Honor of a Veteran <http://www.sos.state.oh.us/sos/omv/VIHOV.aspx>
    - Read Testimonials <http://www.sos.state.oh.us/sos/Upload/veterans/veterantestimonials.aspx?page=19339>
    - Submit a testimonial <http://www.sos.state.oh.us/sos/Upload/veterans/honoraveteran.aspx?page=24338>
  - **Ohio Voter Passport:** <http://www.sos.state.oh.us/SOS/OVP.aspx>
    - Questions and answers <http://www.sos.state.oh.us/sos/OVP/QandA.aspx>
    - Register / Vote Absentee <http://www.sos.state.oh.us/sos/OVP/Absentee.aspx>
    - Helpful Links <http://www.sos.state.oh.us/sos/OVP/Links.aspx>
    - Dates to Remember <http://www.sos.state.oh.us/sos/OVP/dates.aspx>
    - Reminder Sign-up <http://www.sos.state.oh.us/sos/OVP/Sign-up.aspx>
    - Federal Write-in Absentee Ballot <http://www.sos.state.oh.us/sos/OVP/FWAB.aspx>
  - **Ohio Business Profile:** <http://www.sos.state.oh.us/SOS/OBP.aspx>
    - Submit Your Business Profile <http://www.sos.state.oh.us/sos/OBP/SubmitProfile.aspx>
    - Suggest a Business <http://www.sos.state.oh.us/sos/OBP/SuggestBusiness.aspx>
    - Profile Archive <http://www.sos.state.oh.us/sos/OBP/archive.aspx>
      - November 2015 <http://www.sos.state.oh.us/SOS/OBP/November2015.aspx>
        - <http://www.sos.state.oh.us/SOS/OBP/November2015/ASA.aspx>
        - <http://www.sos.state.oh.us/SOS/OBP/November2015/AVR.aspx>
        - <http://www.sos.state.oh.us/SOS/OBP/November2015/BeardedBotanicals.aspx>
        - <http://www.sos.state.oh.us/SOS/OBP/November2015/DJGroup.aspx>
        - <http://www.sos.state.oh.us/SOS/OBP/November2015/IntegrityCrane.aspx>
      - October 2015 <http://www.sos.state.oh.us/SOS/OBP/October2015.aspx>
        - <http://www.sos.state.oh.us/SOS/OBP/October2015/Hackman.aspx>
        - <http://www.sos.state.oh.us/SOS/OBP/October2015/Wyandot.aspx>
        - <http://www.sos.state.oh.us/SOS/OBP/October2015/solechoice.aspx>
        - <http://www.sos.state.oh.us/SOS/OBP/October2015/Timken.aspx>
        - <http://www.sos.state.oh.us/SOS/OBP/October2015/Yarder.aspx>
      - September 2015 <http://www.sos.state.oh.us/SOS/OBP/September2015.aspx>
        - <http://www.sos.state.oh.us/SOS/OBP/September2015/ChagrinValley.aspx>
        - <http://www.sos.state.oh.us/SOS/OBP/September2015/GraceGreen.aspx>
        - <http://www.sos.state.oh.us/SOS/OBP/September2015/Greenhouse.aspx>
        - <http://www.sos.state.oh.us/SOS/OBP/September2015/Inhale.aspx>
        - <http://www.sos.state.oh.us/SOS/OBP/September2015/Native.aspx>
        - <http://www.sos.state.oh.us/SOS/OBP/September2015/Northstar.aspx>

- <http://www.sos.state.oh.us/SOS/OBP/September2015/Pulse.aspx>
- <http://www.sos.state.oh.us/SOS/OBP/September2015/RareAir.aspx>
- <http://www.sos.state.oh.us/SOS/OBP/september2015/specialty.aspx>
- August 2015 <http://www.sos.state.oh.us/SOS/OBP/August2015.aspx>
  - <http://www.sos.state.oh.us/SOS/OBP/August2015/Armstrong.aspx>
  - <http://www.sos.state.oh.us/SOS/OBP/August2015/bonnybrook.aspx>
  - <http://www.sos.state.oh.us/SOS/OBP/August2015/CMOA.aspx>
  - <http://www.sos.state.oh.us/SOS/OBP/August2015/CMOF.aspx>
  - <http://www.sos.state.oh.us/SOS/OBP/August2015/COSI.aspx>
  - <http://www.sos.state.oh.us/SOS/OBP/August2015/DairyBarn.aspx>
  - <http://www.sos.state.oh.us/SOS/OBP/August2015/Ravenwood.aspx>
  - <http://www.sos.state.oh.us/SOS/OBP/August2015/Hywet.aspx>
  - <http://www.sos.state.oh.us/SOS/OBP/August2015/TMOA.aspx>
  - <http://www.sos.state.oh.us/SOS/OBP/August2015/thewilds.aspx>
- July 2015 <http://www.sos.state.oh.us/SOS/OBP/July2015.aspx>
  - <http://www.sos.state.oh.us/SOS/OBP/July2015/NationalFlagCo.aspx>
  - <http://www.sos.state.oh.us/SOS/OBP/July2015/PhantomFireworks.aspx>
  - <http://www.sos.state.oh.us/SOS/OBP/July2015/PieShell.aspx>
  - <http://www.sos.state.oh.us/SOS/OBP/July2015/Revolutionary.aspx>
  - <http://www.sos.state.oh.us/SOS/OBP/July2015/Sugardale.aspx>
  - <http://www.sos.state.oh.us/SOS/OBP/July2015/YankeeDoodle.aspx>
- June 2015 <http://www.sos.state.oh.us/SOS/OBP/June2015.aspx>
  - <http://www.sos.state.oh.us/SOS/OBP/June2015/BARRYSTAFF.aspx>
  - <http://www.sos.state.oh.us/SOS/OBP/June2015/ColumbusFoundation.aspx>
  - <http://www.sos.state.oh.us/SOS/OBP/June2015/MVM.aspx>
  - <http://www.sos.state.oh.us/SOS/OBP/June2015/PortfolioCreative.aspx>
  - <http://www.sos.state.oh.us/SOS/OBP/June2015/vincentianvolunteers.aspx>
  - <http://www.sos.state.oh.us/SOS/OBP/June2015/WorthingtonCareer.aspx>
- May 2015 <http://www.sos.state.oh.us/SOS/OBP/May2015.aspx>
  - <http://www.sos.state.oh.us/SOS/OBP/May2015/atmos360.aspx>
  - <http://www.sos.state.oh.us/SOS/OBP/May2015/bizzybee.aspx>
  - <http://www.sos.state.oh.us/SOS/OBP/May2015/CryoPlus.aspx>
  - <http://www.sos.state.oh.us/SOS/OBP/May2015/Faithfulcupcake.aspx>
  - <http://www.sos.state.oh.us/SOS/OBP/May2015/IDC.aspx>
  - <http://www.sos.state.oh.us/SOS/OBP/May2015/JourneySteel.aspx>
  - <http://www.sos.state.oh.us/SOS/OBP/May2015/MeasurementResources.aspx>
  - <http://www.sos.state.oh.us/SOS/OBP/May2015/Vocalink.aspx>
  - <http://www.sos.state.oh.us/SOS/OBP/May2015/YourEventSitters.aspx>
- April 2015 <http://www.sos.state.oh.us/SOS/OBP/April2015.aspx>
  - <http://www.sos.state.oh.us/SOS/OBP/April2015/BlueberryPatch.aspx>
  - <http://www.sos.state.oh.us/SOS/OBP/April2015/LuckeyFarmers.aspx>
  - <http://www.sos.state.oh.us/SOS/OBP/April2015/BluescreekFarm.aspx>
  - <http://www.sos.state.oh.us/SOS/OBP/April2015/CarriageHouse.aspx>
  - <http://www.sos.state.oh.us/SOS/OBP/April2015/StacyFarm.aspx>
  - <http://www.sos.state.oh.us/SOS/OBP/April2015/thefarm.aspx>
  - <http://www.sos.state.oh.us/SOS/OBP/April2015/GreenCity.aspx>
  - <http://www.sos.state.oh.us/SOS/OBP/April2015/SpicyLamb.aspx>
  - <http://www.sos.state.oh.us/SOS/OBP/April2015/michaelfarms.aspx>
- March 2015 <http://www.sos.state.oh.us/SOS/OBP/March2015.aspx>
  - <http://www.sos.state.oh.us/SOS/OBP/March2015/stickypetes.aspx>
  - <http://www.sos.state.oh.us/SOS/OBP/March2015/Krazigoose.aspx>
  - <http://www.sos.state.oh.us/SOS/OBP/March2015/RichardsMaple.aspx>
  - <http://www.sos.state.oh.us/SOS/OBP/March2015/BissellMaple.aspx>
  - <http://www.sos.state.oh.us/SOS/OBP/March2015/GrossmanBrothers.aspx>
  - <http://www.sos.state.oh.us/SOS/OBP/March2015/Goodell.aspx>
  - <http://www.sos.state.oh.us/SOS/OBP/March2015/DicksMapleFarm.aspx>
  - <http://www.sos.state.oh.us/SOS/OBP/March2015/LoudonCrest.aspx>
- February 2015 <http://www.sos.state.oh.us/sos/OBP/February2015.aspx>
  - <http://www.sos.state.oh.us/SOS/OBP/February2015/empyra.aspx>
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    - Adopted Map <http://www.sos.state.oh.us/sos/reshape/GADistricts/adoptedMap.aspx>
      - <http://www.sos.state.oh.us/sos/upload/reshape/GA/Apportionment-Engrossed.pdf>
      - <http://www.sos.state.oh.us/sos/upload/reshape/GA/Adopted-Cuyahoga.pdf>
      - <http://www.sos.state.oh.us/sos/upload/reshape/GA/Adopted-Franklin.pdf>

- <http://www.sos.state.oh.us/sos/upload/reshape/GA/Adopted-Hamilton.pdf>
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- <http://www.sos.state.oh.us/sos/upload/reshape/GA/HouseDistrictMaps.pdf>
- <http://www.sos.state.oh.us/sos/upload/reshape/GA/SenateDistrictMaps.pdf>
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- <http://www.sos.state.oh.us/sos/upload/reshape/GA/Adopted-Senate-Shape.zip>
- <http://www.sos.state.oh.us/sos/upload/reshape/GA/readme.pdf>
- Congressional Districts <http://www.sos.state.oh.us/sos/reshape/Congressional.aspx>
  - General Assembly Committees <http://www.sos.state.oh.us/sos/reshape/Congressional/Subcommittee.aspx>
  - Notices / Testimony <http://www.sos.state.oh.us/sos/reshape/Congressional/NoticesandTestimony.aspx>
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    - <http://www.sos.state.oh.us/sos/upload/reshape/2011-09-01-Notice.pdf>
    - <http://www.sos.state.oh.us/sos/upload/reshape/testimony/2011-07-20-Jacobsen.pdf>
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    - <http://www.sos.state.oh.us/sos/upload/reshape/testimony/2011-07-20-Henkener.pdf>
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  - Redistricting Principles (PDF) <http://www.sos.state.oh.us/sos/upload/reshape/principles.pdf>
    - Enacted Map
      - <http://www.sos.state.oh.us/sos/upload/reshape/congressional/2011-12-15-statewide.pdf>
      - <http://www.sos.state.oh.us/sos/upload/reshape/congressional/2012CongressionalDistricts.pdf>
      - <http://www.sos.state.oh.us/sos/upload/reshape/congressional/2011-12-15-equivalency.zip>
      - <http://www.sos.state.oh.us/sos/upload/reshape/congressional/shape.zip>
- Helpful Links <http://www.sos.state.oh.us/sos/reshape/links.aspx>

**Voters** <http://www.sos.state.oh.us/sos/elections/Voters.aspx>

- [Voter Toolkit \[Interactive Flash\] http://www.sos.state.oh.us/SOS/Upload/sites/ballotTracking/ballotTracking.aspx?page=20547](http://www.sos.state.oh.us/SOS/Upload/sites/ballotTracking/ballotTracking.aspx?page=20547)
- **Register to Vote / Update Your Voter Information:** <http://www.sos.state.oh.us/SOS/elections/Voters/register.aspx>
- **About This Election:** <http://www.sos.state.oh.us/SOS/elections/Voters/whatsontheballot.aspx>
- **Voting Schedule:** <http://www.sos.state.oh.us/SOS/elections/Voters/votingSchedule.aspx>
- **Frequently Asked Questions About Voting:** <http://www.sos.state.oh.us/SOS/elections/Voters/FAQ.aspx>
  - Provisional Voting <http://www.sos.state.oh.us/sos/elections/Voters/FAQ/provisional.aspx>
  - General Voting / Voter Registration <http://www.sos.state.oh.us/sos/elections/Voters/FAQ/genFAQs.aspx>
  - Eligibility <http://www.sos.state.oh.us/sos/elections/Voters/FAQ/voterEligibility.aspx>
  - Voters with Disabilities <http://www.sos.state.oh.us/SOS/elections/Voters/voterswithdisabilities/ADAFAs.aspx>
  - Absentee Voting <http://www.sos.state.oh.us/sos/elections/Voters/FAQ/AbsenteeFAQs.aspx>
  - Election Day <http://www.sos.state.oh.us/sos/elections/Voters/FAQ/procedures.aspx>
- **Voting Absentee by Mail:** <http://www.sos.state.oh.us/SOS/elections/Voters/votingAbsenteeByMail.aspx>
- **Find my Polling Location:** <http://www.sos.state.oh.us/SOS/Upload/sites/ballotTracking/ballotTracking.aspx?page=20547>
- **ID Requirements:** <http://www.sos.state.oh.us/sos/elections/Voters/FAQ/ID.aspx>

- **UOCAVA:** <http://www.sos.state.oh.us/SOS/elections/overseas.aspx>
  - Requesting / Receiving <http://www.sos.state.oh.us/SOS/elections/overseas/applyUOCAVA.aspx>
  - Deadlines <http://www.sos.state.oh.us/sos/elections/overseas/deadlines.aspx>
  - FAQs <http://www.sos.state.oh.us/sos/elections/overseas/faqUOCAVA.aspx>
  - **Centralized Ballot Tracking System (online application)** [https://usoav.sos.state.oh.us/UOCAVA\\_vr\\_Login.aspx](https://usoav.sos.state.oh.us/UOCAVA_vr_Login.aspx)
- **Voters With Disabilities:** <http://www.sos.state.oh.us/SOS/elections/Voters/voterswithdisabilities.aspx>

## Election Officials

- **County Board Directory:** <http://www.sos.state.oh.us/SOS/elections/electionofficials/boeDirectory.aspx>
  - Get Directions <http://www.sos.state.oh.us/SOS/BOELocation.aspx?page=361>
- **Directives, Advisories, Memos and Tie Votes:** <http://www.sos.state.oh.us/SOS/elections/electionofficials/Rules.aspx>
  - <http://www.sos.state.oh.us/SOS/Upload/elections/directives/2016/Dir2016-03.pdf>
  - <http://www.sos.state.oh.us/SOS/Upload/elections/directives/2016/Dir2016-03-notice.pdf>
  - <http://www.sos.state.oh.us/SOS/Upload/elections/directives/2016/Dir2016-02.pdf>
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  - Directives no longer in effect [this page contains approximately 650 pdf and or excel files](http://www.sos.state.oh.us/SOS/elections/electionofficials/Rules/archive.aspx)
  - Advisories 2015 [this page contains approximately 14 pdf and or excel files](http://www.sos.state.oh.us/SOS/elections/electionofficials/Rules/2015Advisories.aspx)
  - Advisories 2014 [this page contains approximately 5 pdf and or excel files](http://www.sos.state.oh.us/SOS/elections/electionofficials/Rules/2014Advisories.aspx)
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  - Advisories 2008 [this page contains approximately 35 pdf and or excel files](http://www.sos.state.oh.us/SOS/elections/electionofficials/Rules/2008Advisories.aspx)
  - Advisories 2007 [this page contains approximately 18 pdf and or excel files](http://www.sos.state.oh.us/SOS/elections/electionofficials/Rules/2007Advisories.aspx)
  - Advisories 2006 [this page contains approximately 10 pdf and or excel files](http://www.sos.state.oh.us/SOS/elections/electionofficials/Rules/2006Advisories.aspx)









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- [http://www.sos.state.oh.us/sos/upload/elections/forms/12-H\\_Bilingual.pdf](http://www.sos.state.oh.us/sos/upload/elections/forms/12-H_Bilingual.pdf)
- **Elections Officials Resources:** <http://www.sos.state.oh.us/SOS/elections/electionofficials/electOffPubs.aspx>
  - ADA Resources <http://www.sos.state.oh.us/SOS/elections/electionofficials/electOffPubs/adaResources.aspx>
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  - General Handbooks, Manuals, Guides & Instructions <http://www.sos.state.oh.us/SOS/elections/electionofficials/electOffPubs/general.aspx>
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- [http://www.sos.state.oh.us/SOS/Upload/elections/trainEd/SumConf/2011SChandouts/6F\\_ProvisionalCanaryEnvelopeEnvelope10x15\\_BOEr2.pdf](http://www.sos.state.oh.us/SOS/Upload/elections/trainEd/SumConf/2011SChandouts/6F_ProvisionalCanaryEnvelopeEnvelope10x15_BOEr2.pdf)
- [http://www.sos.state.oh.us/SOS/Upload/elections/trainEd/SumConf/2011SChandouts/7\\_CF\\_2011SummerConference.pdf](http://www.sos.state.oh.us/SOS/Upload/elections/trainEd/SumConf/2011SChandouts/7_CF_2011SummerConference.pdf)
- [http://www.sos.state.oh.us/SOS/Upload/elections/trainEd/SumConf/2011SChandouts/9\\_OMAonly6-13-11.pdf](http://www.sos.state.oh.us/SOS/Upload/elections/trainEd/SumConf/2011SChandouts/9_OMAonly6-13-11.pdf)
- [http://www.sos.state.oh.us/SOS/Upload/elections/trainEd/SumConf/2011SChandouts/10A\\_RoleofBOEandSOSfinal6-06.pdf](http://www.sos.state.oh.us/SOS/Upload/elections/trainEd/SumConf/2011SChandouts/10A_RoleofBOEandSOSfinal6-06.pdf)
- [http://www.sos.state.oh.us/SOS/Upload/elections/trainEd/SumConf/2011SChandouts/11A\\_UOCAVA\\_mvmm.pdf](http://www.sos.state.oh.us/SOS/Upload/elections/trainEd/SumConf/2011SChandouts/11A_UOCAVA_mvmm.pdf)
- [http://www.sos.state.oh.us/SOS/Upload/elections/trainEd/SumConf/2011SChandouts/11B\\_FVAP.pdf](http://www.sos.state.oh.us/SOS/Upload/elections/trainEd/SumConf/2011SChandouts/11B_FVAP.pdf)
- [http://www.sos.state.oh.us/SOS/Upload/elections/trainEd/SumConf/2011SChandouts/12A\\_ELEC\\_ADMINPLAN2.pdf](http://www.sos.state.oh.us/SOS/Upload/elections/trainEd/SumConf/2011SChandouts/12A_ELEC_ADMINPLAN2.pdf)
- [http://www.sos.state.oh.us/SOS/Upload/elections/trainEd/SumConf/2011SChandouts/13b\\_Dir2011-19RequiredUpgradetoAssure12.pdf](http://www.sos.state.oh.us/SOS/Upload/elections/trainEd/SumConf/2011SChandouts/13b_Dir2011-19RequiredUpgradetoAssure12.pdf)
- [http://www.sos.state.oh.us/SOS/Upload/elections/trainEd/SumConf/2011SChandouts/14\\_2011SummerConferenceCreditForm.pdf](http://www.sos.state.oh.us/SOS/Upload/elections/trainEd/SumConf/2011SChandouts/14_2011SummerConferenceCreditForm.pdf)
- [http://www.sos.state.oh.us/SOS/Upload/elections/trainEd/SumConf/2011SChandouts/15\\_2011OhioElectionConferenceEvaluation.pdf](http://www.sos.state.oh.us/SOS/Upload/elections/trainEd/SumConf/2011SChandouts/15_2011OhioElectionConferenceEvaluation.pdf)
- [http://www.sos.state.oh.us/SOS/Upload/elections/trainEd/SumConf/2011SChandouts/15\\_2011OhioElectionConferenceEvaluation.pdf](http://www.sos.state.oh.us/SOS/Upload/elections/trainEd/SumConf/2011SChandouts/15_2011OhioElectionConferenceEvaluation.pdf)
- [http://www.sos.state.oh.us/SOS/Upload/elections/trainEd/SumConf/2011SChandouts/16\\_Elections2008\\_UsingData.pdf](http://www.sos.state.oh.us/SOS/Upload/elections/trainEd/SumConf/2011SChandouts/16_Elections2008_UsingData.pdf)
- [http://www.sos.state.oh.us/SOS/Upload/elections/trainEd/SumConf/2011SChandouts/17\\_HowtoBudgetforElections.pdf](http://www.sos.state.oh.us/SOS/Upload/elections/trainEd/SumConf/2011SChandouts/17_HowtoBudgetforElections.pdf)
- OAE0 Winter Conference (this page contains approximately \_\_ pdf and or excel files)  
<http://www.sos.state.oh.us/SOS/elections/electionofficials/training/winter.aspx>
  - <http://www.sos.state.oh.us/sos/upload/elections/trainEd/WinterConference/2012-01-26-Provisional-ballot-presentation.pdf>
  - <http://www.sos.state.oh.us/sos/upload/elections/trainEd/WinterConference/2012-01-26-Presidential.pdf>
  - <http://www.sos.state.oh.us/sos/upload/elections/trainEd/WinterConference/2012-credit-form.pdf>
- SWVRD (this page contains approximately \_\_ pdf and or excel files)  
<http://www.sos.state.oh.us/SOS/elections/electionofficials/training/SWVRD.aspx>
  - <http://www.sos.state.oh.us/SOS/Upload/elections/trainEd/SWVRD/BPResolvingAuditIssues2010.pdf>
  - <http://www.sos.state.oh.us/SOS/Upload/elections/trainEd/SWVRD/SWVRDErrorMessageManual2010.pdf>

- Train the Trainer (this page contains approximately \_ pdf and or excel files)
  - http://www.sos.state.oh.us/SOS/elections/electionofficials/training/trainTrainer.aspx
    - <http://www.sos.state.oh.us/SOS/Upload/elections/trainEd/TtT/TTTAgenda2009.pdf>
    - <http://www.sos.state.oh.us/SOS/Upload/elections/trainEd/TtT/TTTOutline2009.pdf>
    - <http://www.sos.state.oh.us/SOS/Upload/elections/trainEd/TtT/TTTPresentation2009.pdf>
    - <http://www.sos.state.oh.us/SOS/Upload/elections/trainEd/TtT/TTTtoc2009.pdf>
    - <http://www.sos.state.oh.us/SOS/Upload/elections/trainEd/TtT/TTTReference2009.pdf>
    - <http://www.sos.state.oh.us/SOS/Upload/elections/trainEd/TtT/TTTWritingObjectivesDefined2009.pdf>
    - <http://www.sos.state.oh.us/SOS/Upload/elections/trainEd/TtT/TTTWritingObjectivesVerbs2009.pdf>
    - <http://www.sos.state.oh.us/SOS/Upload/elections/trainEd/TtT/OPWTAssessmentQuestions.pdf>
    - <http://www.sos.state.oh.us/SOS/Upload/elections/trainEd/TtT/enhancements2010.pdf>
    - <http://www.sos.state.oh.us/SOS/Upload/elections/trainEd/TtT/PWPerfStandards.pdf>
    - <http://www.sos.state.oh.us/SOS/Upload/elections/trainEd/TtT/PWPerfStandardsToolB.xls>
    - <http://www.sos.state.oh.us/SOS/Upload/elections/trainEd/TtT/FAQsPWPerfStandards.pdf>
  - Director & Deputy Director Training requirements
    - http://www.sos.state.oh.us/SOS/Upload/elections/trainEd/DirectorAndDeputyTrainingRequirements.pdf
  - Board member training requirements
    - http://www.sos.state.oh.us/SOS/Upload/elections/trainEd/BoardMemberTrainingRequirements.pdf
- **Board Vacancies** (this page contains approximately 2 pdf and or excel files)
  - http://www.sos.state.oh.us/SOS/elections/electionofficials/Vacancies.aspx
- **County Voting Equipment:** <http://www.sos.state.oh.us/SOS/elections/electionofficials/CountyVotingEquipment.aspx>
- **Helpful Links:** <http://www.sos.state.oh.us/SOS/elections/electionofficials/Links.aspx>

## Precinct Election Officials (PEOs)

- **Be a PEO:** <http://www.sos.state.oh.us/SOS/elections/PEO/beapollworker.aspx>
  - [Sign up \(online application\) http://www.sos.state.oh.us/sos/elections/PEO/beapollworker.aspx](http://www.sos.state.oh.us/sos/elections/PEO/beapollworker.aspx)
- **Online Training (online application):** <http://www.ohioelectionstraining.sos.state.oh.us/>
- **Training Materials** <http://www.sos.state.oh.us/SOS/elections/PEO/materials.aspx>
  - <http://www.sos.state.oh.us/SOS/Upload/elections/EOresources/peoTraining/PEOManual-2016Primary.pdf>
  - <http://www.sos.state.oh.us/SOS/Upload/elections/EOresources/peoTraining/PEOManual-2016Primary.docx>
  - <http://www.sos.state.oh.us/SOS/Upload/elections/EOresources/peoTraining/PEOFlipchart-2016Primary.pdf>
  - <http://www.sos.state.oh.us/SOS/Upload/elections/EOresources/peoTraining/PEOFlipchart-2016Primary.docx>
  - <http://www.sos.state.oh.us/SOS/Upload/elections/EOresources/peoTraining/PEOSupplement-2016Primary.pdf>
  - <http://www.sos.state.oh.us/SOS/Upload/elections/EOresources/peoTraining/PEOSupplement-2016Primary.docx>
  - <http://www.sos.state.oh.us/SOS/Upload/elections/EOresources/peoTraining/PEOSupplement8th-2016Primary.pdf>
  - <http://www.sos.state.oh.us/sos/upload/elections/PollWorker/training/video/whaitmeans.wmv>
  - <http://www.sos.state.oh.us/sos/upload/elections/PollWorker/training/video/neutralzone.wmv>
  - <http://www.sos.state.oh.us/sos/upload/elections/PollWorker/training/video/electioneering.wmv>
  - <http://www.sos.state.oh.us/SOS/Upload/elections/EOresources/peoTraining/DisabilityEtiquette.pdf>
  - <http://www.sos.state.oh.us/SOS/Upload/elections/EOresources/peoTraining/referringToPeople.pdf>
  - <http://www.sos.state.oh.us/SOS/Upload/elections/EOresources/peoTraining/WhatShouldI SAYDo.pdf>
  - <http://www.sos.state.oh.us/SOS/Upload/elections/EOresources/peoTraining/TenCommandments.pdf>
  - <http://www.sos.state.oh.us/SOS/Upload/elections/EOresources/peoTraining/TipsforHearingImpaired.pdf>
  - [http://www.sos.state.oh.us/SOS/Upload/publications/election/ada/01-I\\_VOTE.wmv](http://www.sos.state.oh.us/SOS/Upload/publications/election/ada/01-I_VOTE.wmv)
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  - [http://www.sos.state.oh.us/SOS/Upload/publications/election/ada/03-CurbSide\\_Voting.wmv](http://www.sos.state.oh.us/SOS/Upload/publications/election/ada/03-CurbSide_Voting.wmv)
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- **PEO Newsletter** <http://www.sos.state.oh.us/SOS/elections/PEO/peoNewsletter.aspx>
  - [http://www.sos.state.oh.us/SOS/Upload/elections/newsletter/PEO\\_Newsletter\\_10-30-15.pdf](http://www.sos.state.oh.us/SOS/Upload/elections/newsletter/PEO_Newsletter_10-30-15.pdf)
  - [http://www.sos.state.oh.us/SOS/Upload/elections/newsletter/PEO\\_Newsletter\\_4\\_15.pdf](http://www.sos.state.oh.us/SOS/Upload/elections/newsletter/PEO_Newsletter_4_15.pdf)
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  - [http://www.sos.state.oh.us/SOS/Upload/elections/newsletter/Issue%202\\_October.pdf](http://www.sos.state.oh.us/SOS/Upload/elections/newsletter/Issue%202_October.pdf)
  - [http://www.sos.state.oh.us/SOS/Upload/elections/newsletter/Issue%201\\_July.pdf](http://www.sos.state.oh.us/SOS/Upload/elections/newsletter/Issue%201_July.pdf)
- **Recruitment Toolkit** <http://www.sos.state.oh.us/SOS/elections/PEO/PEOToolkit.aspx>
  - <http://www.sos.state.oh.us/SOS/elections/PEO/PEOToolkit/tools.aspx>
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- [http://www.sos.state.oh.us/sos/upload/publications/election/PEO/poster\\_11x17.pdf](http://www.sos.state.oh.us/sos/upload/publications/election/PEO/poster_11x17.pdf)
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  - <http://www.sos.state.oh.us/SOS/elections/PEO/PEOToolkit/college.aspx>
    - [http://www.sos.state.oh.us/sos/upload/publications/election/PEO/College\\_EmailTemplateWEB.doc](http://www.sos.state.oh.us/sos/upload/publications/election/PEO/College_EmailTemplateWEB.doc)
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    - [http://www.sos.state.oh.us/sos/upload/publications/election/PEO/Public%20Univ\\_CC%20Contact.xlsx](http://www.sos.state.oh.us/sos/upload/publications/election/PEO/Public%20Univ_CC%20Contact.xlsx)
  - <http://www.sos.state.oh.us/SOS/elections/PEO/PEOToolkit/vets.aspx>
    - [http://www.sos.state.oh.us/sos/upload/publications/election/PEO/Veteran\\_LetterTemplateWEB.doc](http://www.sos.state.oh.us/sos/upload/publications/election/PEO/Veteran_LetterTemplateWEB.doc)
    - <http://www.sos.state.oh.us/sos/upload/publications/election/PEO/Military%20Veteran%20Contacts.xlsx>
  - <http://www.sos.state.oh.us/SOS/elections/PEO/PEOToolkit/business.aspx>
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    - [http://www.sos.state.oh.us/sos/upload/publications/election/PEO/Business\\_LetterTemplateWEB.doc](http://www.sos.state.oh.us/sos/upload/publications/election/PEO/Business_LetterTemplateWEB.doc)
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## Candidates

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- **County Voter File Download (online application):** <http://www2.sos.state.oh.us/pls/voter/?p=111:1>
- **Helpful Links:** <http://www.sos.state.oh.us/sos/elections/candidates/links.aspx>

## Election Results & Data

- **Official Results** [this page contains approximately . pdf and or excel files](http://www.sos.state.oh.us/SOS/elections/Research/electResultsMain.aspx)  
<http://www.sos.state.oh.us/SOS/elections/Research/electResultsMain.aspx>
- **Historical Comparisons:** <http://www.sos.state.oh.us/SOS/elections/Research/electResultsMain/HistoricalElectionComparisons.aspx>
- **Governor's Percentage Chart:**  
<http://www.sos.state.oh.us/SOS/elections/Research/electResultsMain/HistoricalElectionComparisons/percentage.aspx>

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## Campaign Finance

- **Search Candidates & Committees:** <http://www.sos.state.oh.us/SOS/CampaignFinance/Search.aspx>
  - **Simple Search (online application)** <http://www6.sos.state.oh.us/ords/?p=119:1>
  - **Advanced Search (online application)** <http://www6.sos.state.oh.us/ords/?p=119:35>
  - **FTP download reports (online application)** <http://www6.sos.state.oh.us/ords/?p=119:9>
- **Search Federal Candidate Filings:** <http://www.sos.state.oh.us/SOS/CampaignFinance/Search/federacandidatefilings.aspx>
- **File Electronically** <http://www.sos.state.oh.us/SOS/CampaignFinance/Filing.aspx>
  - <http://www.sos.state.oh.us/sos/upload/candidates/CFguide/CFofSUserManual.pdf>
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  - <http://www.sos.state.oh.us/sos/upload/candidates/TEMPLATE.XLS>
  - <http://www.sos.state.oh.us/SOS/CampaignFinance/Filing/fileformat.aspx>

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  - <http://www.sos.state.oh.us/sos/Upload/candidates/submitSpread.pdf>
  - <http://www.sos.state.oh.us/sos/Upload/candidates/amendments.pdf>
- **Filing System (online application)** <http://www6.sos.state.oh.us/ords/?p=138>
- **Statutes:** <http://www.sos.state.oh.us/SOS/CampaignFinance/cfGuide/Statutes.aspx>
- **Administrative Rules:** <http://www.sos.state.oh.us/SOS/CampaignFinance/cfGuide/Rules.aspx>
- **Filing Forms (this page contains approximately 105 pdf and or excel files)**  
<http://www.sos.state.oh.us/SOS/CampaignFinance/Filing/CFForms.aspx>
- **Personal Financial Disclosure:** <http://www.sos.state.oh.us/SOS/CampaignFinance/pfdisclosure.aspx>
- **Handbook** <http://www.sos.state.oh.us/sos/CampaignFinance/cfGuide/Chapters.aspx>
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  - <http://www.sos.state.oh.us/SOS/Upload/candidates/CFGuide/chapters/Chapter13.pdf>
  - <http://www.sos.state.oh.us/SOS/Upload/candidates/CFGuide/chapters/Chapter14.pdf>
  - <http://www.sos.state.oh.us/SOS/Upload/candidates/CFGuide/chapters/Chapter15.pdf>
  - <http://www.sos.state.oh.us/SOS/Upload/candidates/CFGuide/chapters/Chapter16.pdf>
  - <http://www.sos.state.oh.us/SOS/Upload/candidates/CFGuide/chapters/Chapter17.pdf>
- **Webinars (this page contains approximately 1 pdf and or excel files)** <http://www.sos.state.oh.us/SOS/CampaignFinance/webinars.aspx>  
<http://www.sos.state.oh.us/SOS/CampaignFinance/webinars/webinarreference.aspx>

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#### Legislation & Ballot Issues

- **Putting an Issue on the Ballot:** <http://www.sos.state.oh.us/SOS/LegnAndBallotIssues/issues.aspx>
  - Initiated statute <http://www.sos.state.oh.us/sos/LegnAndBallotIssues/issues/InitiatedStatute.aspx>
  - Constitutional Amendment <http://www.sos.state.oh.us/sos/LegnAndBallotIssues/issues/initiatedamendment.aspx>
  - Constitutional Amendment – General Assembly Initiated  
<http://www.sos.state.oh.us/sos/LegnAndBallotIssues/issues/GAinitiative.aspx>
  - Statewide Referendum <http://www.sos.state.oh.us/sos/LegnAndBallotIssues/issues/StateReferendum.aspx>
- **Ballot Board (this page contains approximately 100 pdf and or excel files)**  
<http://www.sos.state.oh.us/SOS/LegnAndBallotIssues/BallotBoard.aspx>
  - 2014 Ballot Board Information <http://www.sos.state.oh.us/SOS/LegnAndBallotIssues/BallotBoard/BallotBoard2014.aspx>
  - 2013 Ballot Board Information <http://www.sos.state.oh.us/SOS/LegnAndBallotIssues/BallotBoard/BallotBoard2013.aspx>
  - 2012 Ballot Board Information <http://www.sos.state.oh.us/SOS/LegnAndBallotIssues/BallotBoard/BallotBoard2012.aspx>
  - 2011 Ballot Board Information <http://www.sos.state.oh.us/SOS/LegnAndBallotIssues/BallotBoard/BallotBoard2011.aspx>
  - 2010 Ballot Board Information <http://www.sos.state.oh.us/SOS/LegnAndBallotIssues/BallotBoard/bboard2010.aspx>
  - 2009 Ballot Board Information <http://www.sos.state.oh.us/SOS/LegnAndBallotIssues/BallotBoard/bboard2009.aspx>
  - 2008 Ballot Board Information <http://www.sos.state.oh.us/SOS/LegnAndBallotIssues/BallotBoard/bboard2008.aspx>
  - 2007 Ballot Board Information <http://www.sos.state.oh.us/SOS/LegnAndBallotIssues/BallotBoard/BallotBoard2007.aspx>
- **Bill Effective Dates (this page contains approximately 4 pdf and or excel files)**  
<http://www.sos.state.oh.us/SOS/historicaldocuments/LawsOfOhio/historical.aspx>
  - 131 GA <http://www.sos.state.oh.us/SOS/historicaldocuments/LawsOfOhio/Current.aspx>
  - 131 GA <http://www.sos.state.oh.us/SOS/historicaldocuments/LawsOfOhio/historical/130th.aspx>

- 131 GA (this page contains approximately 300 pdf and or excel files)  
http://www.sos.state.oh.us/SOS/historicaldocuments/LawsOfOhio/historical/129th.aspx
- 131 GA (this page contains approximately 125 pdf and or excel files)  
http://www.sos.state.oh.us/SOS/historicaldocuments/LawsOfOhio/historical/128th.aspx
- 131 GA (this page contains approximately 350 pdf and or excel files)  
http://www.sos.state.oh.us/SOS/historicaldocuments/LawsOfOhio/historical/127th.aspx
- **Administrative Rule Hearings** http://www.sos.state.oh.us/SOS/LegnAndBallotIssues/rulehearings.aspx
  - http://www.sos.state.oh.us/sos/upload/records/rules/2010-11-23-transcript.pdf
  - http://www.sos.state.oh.us/sos/upload/records/rules/2010-10-19-transcript.pdf
  - http://www.sos.state.oh.us/sos/upload/records/rules/2010-10-19-krebs.pdf
  - http://www.sos.state.oh.us/sos/upload/records/rules/2010-10-19-schneider.pdf

### Corporation Services

- **Name Search (online application):** http://www5.sos.state.oh.us/ords/?p=100
- **Guide to Name Availability:** http://www.sos.state.oh.us/SOS/Businesses/businessServices/NamingConflicts.aspx
- **Search Tips:** http://www.sos.state.oh.us/SOS/Businesses/businessServices/SearchTips.aspx
- **Forms & Fees (interactive):** http://www.sos.state.oh.us/SOS/Upload/business/filingformsfeeschedule.aspx?page=251
- **File Online with Ohio Business Central (online application):** https://bsportal.sos.state.oh.us/default.aspx

### Uniform Commercial Code

- **General Information:** http://www.sos.state.oh.us/SOS/Businesses/UCC.aspx
- **File Online with Ohio Business Central (online application):** http://www.sos.state.oh.us/SOS/Businesses/UCC/FileOnline.aspx
- **Search Filings (online application):** http://www5.sos.state.oh.us/ords/?p=100:5
- **Forms & Fees (this page contains approximately 5 pdf and or excel files)**  
http://www.sos.state.oh.us/SOS/Businesses/UCC/UCCforms.aspx

### Additional Services

- **Business Identity Theft:** http://www.sos.state.oh.us/SOS/Businesses/BusinessInformation/BusinessIdentityTheft.aspx
- **Filing Notification (online application):** https://bsportal.sos.state.oh.us/OBCFiling/bs\_email/EmailNotification.aspx
- **Certificate of Good Standing:** http://www.sos.state.oh.us/SOS/Businesses/BusinessInformation/cogs.aspx
  - Obtain (online application) https://cogs.sos.state.oh.us/index.aspx
  - Validate (online application) https://cogs.sos.state.oh.us/filecheck.aspx
- **Prepayment Accounts (list of pdfs and excel files):**  
http://www.sos.state.oh.us/SOS/Businesses/BusinessInformation/PrepaymentAccounts.aspx
  - Access Account (online application) http://www5.sos.state.oh.us/ords/?p=100:17
  - Setting up account http://www.sos.state.oh.us/sos/Businesses/BusinessInformation/PrepaymentAccounts/prepaysetup.aspx
    - http://www.sos.state.oh.us/sos/Businesses/BusinessInformation/PrepaymentAccounts/prepaysetup.aspx
    - http://www.sos.state.oh.us/sos/upload/business/ppayApp.pdf
    - http://www.sos.state.oh.us/sos/upload/business/ppayContract.pdf
    - http://www.sos.state.oh.us/sos/upload/business/ppayUseForm.pdf
    - http://www.sos.state.oh.us/sos/upload/business/ppayfaxUseForm.pdf
    - http://www.sos.state.oh.us/sos/upload/business/ppayDepForm.pdf
- **Download a Business Report:** http://www.sos.state.oh.us/SOS/Businesses/BusinessInformation/businessReports.aspx
  - Download (online application) http://www5.sos.state.oh.us/ords/?p=100:8
- **Ohio Business Forward Newsletter:** http://www.sos.state.oh.us/SOS/ohiobusinessforward.aspx

### Information

- **Starting a Business:** http://www.sos.state.oh.us/SOS/Businesses/BusinessInformation/starting.aspx
- **Expedite Your Filing:** http://www.sos.state.oh.us/SOS/Businesses/BusinessInformation/Expedite.aspx
- **Frequently Asked Questions:** http://www.sos.state.oh.us/SOS/Businesses/BusinessInformation/BusinessServices\_FAQs.aspx
- **Dissolved / Cancelled Entities (interactive):** http://www.sos.state.oh.us/hb48/
- **Service of Process:** http://www.sos.state.oh.us/SOS/Businesses/BusinessInformation/ServiceofProcess.aspx
- **Glossary of Business Entities:** http://www.sos.state.oh.us/SOS/Businesses/BusinessInformation/glossary.aspx
- **Helpful Links:** http://www.sos.state.oh.us/SOS/Businesses/BusinessInformation/HelpfulLinks.aspx

### Notary Commission

- **General Information:** <http://www.sos.state.oh.us/SOS/recordsIndexes/Notary.aspx>
- **Amending Notary Information:** <http://www.sos.state.oh.us/SOS/recordsIndexes/Notary/info.aspx>
  - <http://www.sos.state.oh.us/sos/upload/records/forms/1402.pdf>
- **Search Notaries:** <http://www.sos.state.oh.us/SOS/recordsIndexes/Notary/Search.aspx>
  - **Search (online application)** <http://www1.sos.state.oh.us/ords/?p=246:1>
- **New Commissions:** <http://www.sos.state.oh.us/SOS/recordsIndexes/Notary/new.aspx>
- **Commission Renewals:** <http://www.sos.state.oh.us/SOS/recordsIndexes/Notary/renewals.aspx>
  - <http://www.sos.state.oh.us/sos/recordsIndexes/Notary/new/CountyContacts.aspx>
- **Resources:** <http://www.sos.state.oh.us/SOS/recordsIndexes/Notary/DosDonts.aspx>
  - <http://www.sos.state.oh.us/sos/upload/records/Notary/General.pdf>
  - <http://www.sos.state.oh.us/sos/upload/records/Notary/new.pdf>
- **Frequently Asked Questions:** <http://www.sos.state.oh.us/SOS/recordsIndexes/Notary/NotaryFAQs.aspx>
- **Forms & Fees** **(this page contains approximately 8 pdf and or excel files)**  
<http://www.sos.state.oh.us/SOS/recordsIndexes/FormsFees.aspx>

### Apostilles & Certifications

- **General Information:** <http://www.sos.state.oh.us/SOS/recordsIndexes/authentication.aspx>
- **Types of Documents:** <http://www.sos.state.oh.us/SOS/recordsIndexes/authentication/Types.aspx>
- **Submission Information:** <http://www.sos.state.oh.us/SOS/recordsIndexes/authentication/info.aspx>
- **Frequently Asked Questions:** [http://www.sos.state.oh.us/SOS/recordsIndexes/authentication/Apostilles\\_FAQs.aspx](http://www.sos.state.oh.us/SOS/recordsIndexes/authentication/Apostilles_FAQs.aspx)

### Minister License

- **General Information:** <http://www.sos.state.oh.us/SOS/recordsIndexes/MinisterLicense.aspx>
- **Licensing Procedure:** <http://www.sos.state.oh.us/SOS/recordsIndexes/MinisterLicense/licensing.aspx>
- **Search Ministers (online application):** <http://www1.sos.state.oh.us/ords/?p=241:1>
- **Frequently Asked Questions:** <http://www.sos.state.oh.us/SOS/recordsIndexes/MinisterLicense/faq.aspx>

### Other Records

- **Special Police Officers:** <http://www.sos.state.oh.us/SOS/recordsIndexes/special.aspx>
- **Non-Resident Alien Land:** <http://www.sos.state.oh.us/SOS/recordsIndexes/Non-ResidentAlienLand.aspx>
- **Annexation and Boundary Adjustments:** <http://www.sos.state.oh.us/SOS/recordsIndexes/Annexation.aspx>
- **Debarred Contractors:** <http://www.sos.state.oh.us/SOS/recordsIndexes/debarredcontractors.aspx>  
<http://www.sos.state.oh.us/sos/upload/records/contractors.pdf>

### Press Releases

- **2016** **(this page contains an additional 25 release pages and approximately 5 pdf and or excel files from those pages)**  
<http://www.sos.state.oh.us/SOS/mediaCenter/2016.aspx>
- **2015** **(this page contains an additional 202 release pages and approximately 52 pdf and or excel files from those pages)**  
<http://www.sos.state.oh.us/SOS/mediaCenter/2015.aspx>
- **2014** **(this page contains an additional 154 release pages and approximately 26 pdf and or excel files from those pages)**  
<http://www.sos.state.oh.us/SOS/mediaCenter/2014.aspx>
- **2013** **(this page contains an additional 126 release pages and approximately 19 pdf and or excel files from those pages)**  
<http://www.sos.state.oh.us/SOS/mediaCenter/2013.aspx>
- **2012** **(this page contains an additional 136 release pages and approximately 22 pdf and or excel files from those pages)**  
<http://www.sos.state.oh.us/SOS/mediaCenter/2012.aspx>

- **2011** (this page contains an additional 93 release pages and approximately 7 pdf and or excel files from those pages)  
<http://www.sos.state.oh.us/SOS/mediaCenter/2011.aspx>

## Resources

- **Guest Columns:** <http://www.sos.state.oh.us/SOS/mediaCenter/GuestColumns.aspx>
  - <http://www.sos.state.oh.us/sos/mediaCenter/GuestColumns/2015-05-01.aspx>
  - <http://www.sos.state.oh.us/sos/mediaCenter/GuestColumns/2014-12-11.aspx>
  - <http://www.sos.state.oh.us/sos/mediaCenter/GuestColumns/2014-03-12.aspx>
  - <http://www.sos.state.oh.us/sos/mediaCenter/GuestColumns/2014-02-11.aspx>
- **Photo Gallery:** <http://www.sos.state.oh.us/SOS/mediaCenter/Photos.aspx>
  - <http://www.sos.state.oh.us/SOS/mediaCenter/Photos/2016/2016-01-21.aspx>
  - <http://www.sos.state.oh.us/mediaCenter/Photos/2016/2016-01-13.aspx>
  - 2015 Archive <http://www.sos.state.oh.us/SOS/mediaCenter/Photos/2015.aspx>
    - <http://www.sos.state.oh.us/SOS/mediaCenter/Photos/2015/2015-10-26.aspx>
    - <http://www.sos.state.oh.us/SOS/mediaCenter/Photos/2015/2015-07-06.aspx>
    - <http://www.sos.state.oh.us/SOS/mediaCenter/Photos/2015/2015-06-26.aspx>
    - <http://www.sos.state.oh.us/SOS/mediaCenter/Photos/2015/2015-07-06.aspx>
    - <http://www.sos.state.oh.us/SOS/mediaCenter/Photos/2015/2015-06-26.aspx>
    - <http://www.sos.state.oh.us/SOS/mediaCenter/Photos/2015/2015-05-15.aspx>
    - <http://www.sos.state.oh.us/SOS/mediaCenter/Photos/2015/2015-05-08.aspx>
    - <http://www.sos.state.oh.us/SOS/mediaCenter/Photos/2015/2015-05-06.aspx>
    - <http://www.sos.state.oh.us/SOS/mediaCenter/Photos/2015/2015-04-22.aspx>
    - <http://www.sos.state.oh.us/SOS/mediaCenter/Photos/2015/2015-04-21.aspx>
    - <http://www.sos.state.oh.us/SOS/mediaCenter/Photos/2015/2015-04-20.aspx>
    - <http://www.sos.state.oh.us/SOS/mediaCenter/Photos/2015/2015-03-15.aspx>
    - <http://www.sos.state.oh.us/SOS/mediaCenter/Photos/2015/2015-01-27.aspx>
    - <http://www.sos.state.oh.us/SOS/mediaCenter/Photos/2015/2015-01-16.aspx>
    - <http://www.sos.state.oh.us/SOS/mediaCenter/Photos/2015/2015-01-14.aspx>
    - <http://www.sos.state.oh.us/SOS/mediaCenter/Photos/2015/2015-01-12-a.aspx>
  - 2014 Archive <http://www.sos.state.oh.us/SOS/mediaCenter/Photos/2014.aspx>
    - <http://www.sos.state.oh.us/SOS/mediaCenter/Photos/2014/2014-10-04.aspx>
    - <http://www.sos.state.oh.us/SOS/mediaCenter/Photos/2014/2014-10-04-a.aspx>
    - <http://www.sos.state.oh.us/SOS/mediaCenter/Photos/2014/2014-07-28.aspx>
    - <http://www.sos.state.oh.us/SOS/mediaCenter/Photos/2014/2014-06-23-a.aspx>
    - <http://www.sos.state.oh.us/SOS/mediaCenter/Photos/2014/2014-06-23-a.aspx>
    - <http://www.sos.state.oh.us/SOS/mediaCenter/Photos/2014/2014-06-23.aspx>
    - <http://www.sos.state.oh.us/SOS/mediaCenter/Photos/2014/2014-06-18.aspx>
    - <http://www.sos.state.oh.us/SOS/mediaCenter/Photos/2014/2014-06-17.aspx>
    - <http://www.sos.state.oh.us/SOS/mediaCenter/Photos/2014/2014-06-17-a.aspx>
    - <http://www.sos.state.oh.us/SOS/mediaCenter/Photos/2014/2014-06-16-a.aspx>
    - <http://www.sos.state.oh.us/SOS/mediaCenter/Photos/2014/2014-06-05.aspx>
    - <http://www.sos.state.oh.us/SOS/mediaCenter/Photos/2014/2014-06-05.aspx>
    - <http://www.sos.state.oh.us/SOS/mediaCenter/Photos/2014/2014-06-04.aspx>
    - <http://www.sos.state.oh.us/SOS/mediaCenter/Photos/2014/2014-05-13.aspx>
    - <http://www.sos.state.oh.us/SOS/mediaCenter/Photos/2014/2014-05-19.aspx>
    - <http://www.sos.state.oh.us/SOS/mediaCenter/Photos/2014/2014-05-19-a.aspx>
    - <http://www.sos.state.oh.us/SOS/mediaCenter/Photos/2014/2014-05-13.aspx>
    - <http://www.sos.state.oh.us/SOS/mediaCenter/Photos/2014/2014-05-08.aspx>
    - <http://www.sos.state.oh.us/SOS/mediaCenter/Photos/2014/2014-04-28.aspx>
    - <http://www.sos.state.oh.us/SOS/mediaCenter/Photos/2014/2014-04-22.aspx>
    - <http://www.sos.state.oh.us/SOS/mediaCenter/Photos/2014/2014-04-15.aspx>
    - <http://www.sos.state.oh.us/SOS/mediaCenter/Photos/2014/2014-04-14.aspx>
    - <http://www.sos.state.oh.us/SOS/mediaCenter/Photos/2014/2014-04-01.aspx>
    - <http://www.sos.state.oh.us/SOS/mediaCenter/Photos/2014/2014-03-26.aspx>
    - <http://www.sos.state.oh.us/SOS/mediaCenter/Photos/2014/2014-03-20.aspx>
    - <http://www.sos.state.oh.us/SOS/mediaCenter/Photos/2014/2014-03-15.aspx>
    - <http://www.sos.state.oh.us/SOS/mediaCenter/Photos/2014/2014-02-20.aspx>
    - <http://www.sos.state.oh.us/SOS/mediaCenter/Photos/2014/2014-01-24.aspx>
    - <http://www.sos.state.oh.us/SOS/mediaCenter/Photos/2014/2014-01-17.aspx>
    - <http://www.sos.state.oh.us/SOS/mediaCenter/Photos/2014/2014-01-15.aspx>
  - 2013 Archive <http://www.sos.state.oh.us/SOS/mediaCenter/Photos/2013.aspx>
    - <http://www.sos.state.oh.us/SOS/mediaCenter/Photos/2013/2013-08-30.aspx>
    - <http://www.sos.state.oh.us/SOS/mediaCenter/Photos/2013/2013-08-21.aspx>
    - <http://www.sos.state.oh.us/SOS/mediaCenter/Photos/2013/2013-08-08.aspx>
    - <http://www.sos.state.oh.us/SOS/mediaCenter/Photos/2013/2013-07-26.aspx>



- <http://www.sos.state.oh.us/sos/mediaCenter/Photos/2011PhotoGallery/2011-07-20.aspx>
- <http://www.sos.state.oh.us/sos/mediaCenter/Photos/2011PhotoGallery/2011-07-18.aspx>
- <http://www.sos.state.oh.us/SOS/mediaCenter/Photos/2011PhotoGallery/2011-06-23.aspx>
- <http://www.sos.state.oh.us/SOS/mediaCenter/Photos/2011PhotoGallery/2011-05-26.aspx>
- <http://www.sos.state.oh.us/SOS/mediaCenter/Photos/2011PhotoGallery/2011-05-25.aspx>
- <http://www.sos.state.oh.us/sos/mediaCenter/Photos/2011PhotoGallery/2011-05-24.aspx>
- <http://www.sos.state.oh.us/sos/mediaCenter/Photos/2011PhotoGallery/2055-05-20-b.aspx>
- <http://www.sos.state.oh.us/sos/mediaCenter/Photos/2011PhotoGallery/2011-05-20.aspx>
- <http://www.sos.state.oh.us/sos/mediaCenter/Photos/2011PhotoGallery/2011-05-19-a.aspx>
- <http://www.sos.state.oh.us/sos/mediaCenter/Photos/2011PhotoGallery/2011-05-19.aspx>
- <http://www.sos.state.oh.us/sos/mediaCenter/Photos/2011PhotoGallery/2011-05-18.aspx>
- <http://www.sos.state.oh.us/sos/mediaCenter/Photos/2011PhotoGallery/2011-05-17-a.aspx>
- <http://www.sos.state.oh.us/sos/mediaCenter/Photos/2011PhotoGallery/2011-05-17.aspx>
- <http://www.sos.state.oh.us/sos/mediaCenter/Photos/2011PhotoGallery/2011-05-13-a.aspx>
- <http://www.sos.state.oh.us/sos/mediaCenter/Photos/2011PhotoGallery/2011-05-13.aspx>
- <http://www.sos.state.oh.us/sos/mediaCenter/Photos/2011PhotoGallery/2011-05-09-c.aspx>
- <http://www.sos.state.oh.us/sos/mediaCenter/Photos/2011PhotoGallery/2011-05-09-a.aspx>
- <http://www.sos.state.oh.us/sos/mediaCenter/Photos/2011PhotoGallery/2011-05-09.aspx>
- <http://www.sos.state.oh.us/sos/mediaCenter/Photos/2011PhotoGallery/2011-05-09-b.aspx>
- <http://www.sos.state.oh.us/sos/mediaCenter/Photos/2011PhotoGallery/2011-05-06.aspx>
- <http://www.sos.state.oh.us/sos/mediaCenter/Photos/2011PhotoGallery/2011-05-05.aspx>
- <http://www.sos.state.oh.us/sos/mediaCenter/Photos/2011PhotoGallery/2011-04-29.aspx>
- <http://www.sos.state.oh.us/sos/mediaCenter/Photos/2011PhotoGallery/2011-04-26.aspx>
- <http://www.sos.state.oh.us/sos/mediaCenter/Photos/2011PhotoGallery/2011-04-14.aspx>
- <http://www.sos.state.oh.us/sos/mediaCenter/Photos/2011PhotoGallery/2011-04-08.aspx>
- <http://www.sos.state.oh.us/sos/mediaCenter/Photos/2011PhotoGallery/2011-04-07-a.aspx>
- <http://www.sos.state.oh.us/sos/mediaCenter/Photos/2011PhotoGallery/2011-04-07.aspx>
- <http://www.sos.state.oh.us/sos/mediaCenter/Photos/2011PhotoGallery/2011-03-28.aspx>
- <http://www.sos.state.oh.us/sos/mediaCenter/Photos/2011PhotoGallery/2011-03-23.aspx>
- <http://www.sos.state.oh.us/sos/mediaCenter/Photos/2011PhotoGallery/2011-03-14.aspx>
- <http://www.sos.state.oh.us/sos/mediaCenter/Photos/2011PhotoGallery/2011-02-28.aspx>
- <http://www.sos.state.oh.us/sos/mediaCenter/Photos/2011PhotoGallery/2011-01-20.aspx>
- **Audio & Video Gallery** ([this page contains 32 videos](http://www.sos.state.oh.us/SOS/Upload/news/video.asp?page=21681)) <http://www.sos.state.oh.us/SOS/Upload/news/video.asp?page=21681>
- **Press Tools:** <http://www.sos.state.oh.us/SOS/mediaCenter/PressTools.aspx>
- **Contact Press Secretary:** <http://www.sos.state.oh.us/SOS/mediaCenter/PressTools/PressroomContact.aspx>

## Publications

- <http://www.sos.state.oh.us/SOS/publications.aspx>
  - <http://www.sos.state.oh.us/sos/upload/publications/agency/hustedbio.pdf>
  - <http://www.sos.state.oh.us/SOS/upload/about/15AnnualReport.pdf>
  - <http://www.sos.state.oh.us/SOS/upload/about/14AnnualReport.pdf>
  - <http://www.sos.state.oh.us/SOS/upload/about/13AnnualReport.pdf>
  - <http://www.sos.state.oh.us/SOS/ProfileOhio.aspx>
  - [http://www.sos.state.oh.us/SOS/publications/agency/order\\_ProfileOhio.aspx](http://www.sos.state.oh.us/SOS/publications/agency/order_ProfileOhio.aspx)
  - <http://www.sos.state.oh.us/sos/upload/publications/agency/RuleMakingProcessForSOS.pdf>
  - <http://www.sos.state.oh.us/sos/upload/publications/election/my3.pdf>
  - [http://www.sos.state.oh.us/SOS/publications/agency/order\\_remindercard.aspx](http://www.sos.state.oh.us/SOS/publications/agency/order_remindercard.aspx)
  - <http://www.sos.state.oh.us/sos/upload/publications/busserv/OBPcard.pdf>
  - <http://www.sos.state.oh.us/sos/upload/publications/election/ShieldingOurProtectors.pdf>
  - <http://www.sos.state.oh.us/sos/upload/publications/election/MRV.pdf>
  - [http://www.sos.state.oh.us/sos/upload/publications/election/MRV\\_11X17.pdf](http://www.sos.state.oh.us/sos/upload/publications/election/MRV_11X17.pdf)
  - [http://www.sos.state.oh.us/sos/upload/publications/election/MRV\\_8\\_5X11.pdf](http://www.sos.state.oh.us/sos/upload/publications/election/MRV_8_5X11.pdf)
  - [http://www.sos.state.oh.us/sos/publications/agency/order\\_MRV.aspx](http://www.sos.state.oh.us/sos/publications/agency/order_MRV.aspx)
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  - <http://www.sos.state.oh.us/sos/ProfileOhio/numbers.aspx>

- <http://www.sos.state.oh.us/sos/ProfileOhio/The%20Civil%20War%20in%20Ohio.aspx>
- <http://www.sos.state.oh.us/sos/ProfileOhio/military.aspx>
- [Quiz \(interactive Captivate file\) http://www.sos.state.oh.us/sos/upload/quiz/quiz.aspx?page=12904](http://www.sos.state.oh.us/sos/upload/quiz/quiz.aspx?page=12904)

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# Supplement 1

## Supplement: Security and Privacy

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Security and Privacy Requirements

State IT Computing Policy Requirements

State Data Handling Requirements

## Overview and Scope

This Supplement shall apply to any and all Work, Services, Locations and Computing Elements that the Contractor will perform, provide, occupy or utilize in conjunction with the delivery of work to the State and any access of State resources in conjunction with delivery of work.

This scope shall specifically apply to:

- Major and Minor Projects, Upgrades, Updates, Fixes, Patches and other Software and Systems inclusive of all State elements or elements under the Contractor's responsibility utilized by the State;
- Any systems development, integration, operations and maintenance activities performed by the Contractor;
- Any authorized Change Orders, Change Requests, Statements of Work, extensions or Amendments to this agreement;
- Contractor locations, equipment and personnel that access State systems, networks or data directly or indirectly; and
- Any Contractor personnel or Subcontracted personnel that have access to State confidential, personal, financial, infrastructure details or sensitive data.

The terms in this Supplement are additive to the Standard State Terms and Conditions contained elsewhere in this agreement. In the event of a conflict for whatever reason, the highest standard contained in this agreement shall prevail.

### 1. General State Security and Information Privacy Standards and Requirements

The Contractor will be responsible for maintaining information security in environments under the Contractor's management and in accordance with State IT Security Policies. The Contractor will implement an information security policy and security capability as set forth in this agreement.

The Contractor's responsibilities with respect to Security Services will include the following:

- Provide vulnerability management Services for the Contractor's internal secure network connection, including supporting remediation for identified vulnerabilities as agreed.
- Support the implementation and compliance monitoring for State IT Security Policies.
- Develop, maintain, update, and implement security procedures, with State review and approval, including physical access strategies and standards, ID approval procedures and a breach of security action plan.
- Develop, implement, and maintain a set of automated and manual processes to ensure that data access rules are not compromised.
- Perform physical security functions (e.g., identification badge controls, alarm responses) at the facilities under the Contractor's control.
- Support intrusion detection and prevention and vulnerability scanning pursuant to State IT Security Policies;

#### 1.1. State Provided Elements: Contractor Responsibility Considerations

The State is responsible for Network Layer (meaning the internet Protocol suite and the open systems interconnection model of computer networking protocols and methods to process communications across the IP network) system services and functions that build upon State infrastructure environment elements, the Contractor shall not be responsible for the implementation of Security Services of these systems as these shall be retained by the State.

To the extent that Contractor's access or utilize State provided networks, the Contractor is responsible for adhering to State policies and use procedures and do so in a manner as to not diminish established State capabilities and standards.

The Contractor will be responsible for maintaining the security of information in environment elements that it accesses, utilizes, develops or manages in accordance with the State Security Policy. The Contractor will implement information security policies and capabilities, upon review and agreement by the State, based on the Contractors standard service center security processes that satisfy the State's requirements contained herein.

The Contractor's responsibilities with respect to security services must also include the following:

- Provide vulnerability management services including supporting remediation for identified vulnerabilities as agreed.

## **1.2. Annual Security Plan: State and Contractor Obligations**

The Contractor will develop, implement and thereafter maintain annually a Security Plan for review, comment and approval by the State Information Security and Privacy Officer, that a minimum must include and implement processes for the following items related to the system and services:

- Security policies;
  - Application security and data sensitivity classification,
  - PHI and PII data elements,
  - Encryption,
  - State-wide active directory services for authentication,
  - Interface security,
  - Security test procedures,
  - Secure communications over the Internet.

The Security Plan must detail how security will be controlled during the implementation of the System and Services and contain the following:

- Security risks and concerns;
- Application security and industry best practices for the projects; and
- Vulnerability and threat management plan (cyber security).

## **1.3. State Information Technology Policies**

The Contractor is responsible for maintaining the security of information in environment elements under direct management and in accordance with State Security policies and standards. The Contractor will implement information security policies and capabilities as set forth in Statements of Work and, upon review and agreement by the State, based on the offeror's standard service center security processes that satisfy the State's requirements contained herein. The offeror's responsibilities with respect to security services include the following:

- The State shall be responsible for conducting periodic security and privacy audits and generally utilizes members of the OIT Chief Information Security Officer and Privacy teams, the OBM Office of Internal Audit and the Auditor of State, depending on the focus area of an audit. Should an audit issue be discovered the following resolution path shall apply:
  - If over the course of delivering services to the State under this Statement of Work for in-scope environments the Contractor becomes aware of an issue, or a potential issue that was not detected by security and privacy teams the Contractor is to notify the State within two (2) hours. This notification shall not minimize the more stringent Service Level Agreements pertaining to security scans and breaches contained herein, which due to the nature of an active breach shall take precedence over this notification. Dependent on the nature of the issue the State may elect to contract with the Contractor under mutually agreeable terms for those specific resolution services at that time or elect to address the issue independent of the Contractor.

## 2. State and Federal Data Privacy Requirements

Because the privacy of individuals’ personally identifiable information (PII) and State Sensitive Information, generally information that is not subject to disclosures under Ohio Public Records law, (SSI) is a key element to maintaining the public’s trust in working with the State, all systems and services shall be designed and shall function according to the following fair information practices principles. To the extent that personally identifiable information in the system is “protected health information” under the HIPAA Privacy Rule, these principles shall be implemented in alignment with the HIPAA Privacy Rule. To the extent that there is PII in the system that is not “protected health information” under HIPAA, these principles shall still be implemented and, when applicable, aligned to other law or regulation.

All parties to this agreement specifically agree to comply with state and federal confidentiality and information disclosure laws, rules and regulations applicable to work associated with this SOW including but not limited to:

- United States Code 42 USC 1320d through 1320d-8 (HIPAA);
- Code of Federal Regulations, 42 CFR 431.300, 431.302, 431.305, 431.306, 435.945,45 CFR164.502 (e) and 164.504 (e);
- Ohio Revised Code, ORC 173.20, 173.22, 1347.01 through 1347.99, 2305.24, 2305.251, 3701.243, 3701.028, 4123.27, 5101.26, 5101.27, 5101.572, 5112.21, and 5111.61;
- Corresponding Ohio Administrative Code Rules and Updates; and
- Systems and Services must support and comply with the State’s security operational support model which is aligned to NIST 800-53 Revision 4.

### 2.1. Protection of State Data

**Protection of State Data.** To protect State Data as described in this agreement, in addition to its other duties regarding State Data, Contractor will:

- Maintain in confidence any personally identifiable information (“PII”) and State Sensitive Information (“SSI”) it may obtain, maintain, process, or otherwise receive from or through the State in the course of the Agreement;
- Use and permit its employees, officers, agents, and independent contractors to use any PII/SSI received from the State solely for those purposes expressly contemplated by the Agreement;
- Not sell, rent, lease or disclose, or permit its employees, officers, agents, and independent contractors to sell, rent, lease, or disclose, any such PII/SSI to any third party, except as permitted under this Agreement or required by applicable law, regulation, or court order;

- Take all commercially reasonable steps to (a) protect the confidentiality of PII/SSI received from the State and (b) establish and maintain physical, technical and administrative safeguards to prevent unauthorized access by third parties to PII/SSI received by Contractor from the State;
- Give access to PII/SSI of the State only to those individual employees, officers, agents, and independent contractors who reasonably require access to such information in connection with the performance of Contractor's obligations under this Agreement;
- Upon request by the State, promptly destroy or return to the State in a format designated by the State all PII/SSI received from the State;
- Cooperate with any attempt by the State to monitor Contractor's compliance with the foregoing obligations as reasonably requested by the State from time to time. The State shall be responsible for all costs incurred by Contractor for compliance with this provision of this subsection; and
- Establish and maintain data security policies and procedures designed to ensure the following:
  - a) Security and confidentiality of PII/SSI;
  - b) Protection against anticipated threats or hazards to the security or integrity of PII/SSI; and
  - c) Protection against the unauthorized access or use of PII/SSI.

### 2.1.1. Disclosure

**Disclosure to Third Parties.** This Agreement shall not be deemed to prohibit disclosures in the following cases:

- Required by applicable law, regulation, court order or subpoena; provided that, if the Contractor or any of its representatives are ordered or requested to disclose any information provided by the State, whether PII/SSI or otherwise, pursuant to court or administrative order, subpoena, summons, or other legal process, Contractor will promptly notify the State (unless prohibited from doing so by law, rule, regulation or court order) in order that the State may have the opportunity to seek a protective order or take other appropriate action. Contractor will also cooperate in the State's efforts to obtain a protective order or other reasonable assurance that confidential treatment will be accorded the information provided by the State. If, in the absence of a protective order, Contractor is compelled as a matter of law to disclose the information provided by the State, Contractor may disclose to the party compelling disclosure only the part of such information as is required by law to be disclosed (in which case, prior to such disclosure, Contractor will advise and consult with the State and its counsel as to such disclosure and the nature of wording of such disclosure) and Contractor will use commercially reasonable efforts to obtain confidential treatment therefore;
- To State auditors or regulators;
- To service providers and agents of either party as permitted by law, provided that such service providers and agents are subject to binding confidentiality obligations.

### 2.2. Handling the State's Data

The Contractor must use due diligence to ensure computer and telecommunications systems and services involved in storing, using, or transmitting State Data are secure and to protect that data from unauthorized disclosure, modification, or destruction. "State Data" includes all data and information created by, created for, or related to the activities of the State and any information from, to, or related to all persons that conduct business or personal activities with the State. To accomplish this, the Contractor must adhere to the following principles:

- Apply appropriate risk management techniques to balance the need for security measures against the sensitivity of the State Data.
- Ensure that its internal security policies, plans, and procedures address the basic security elements of confidentiality, integrity, and availability.
- Maintain plans and policies that include methods to protect against security and integrity threats and vulnerabilities, as well as detect and respond to those threats and vulnerabilities.
- Maintain appropriate identification and authentication processes for information systems and services associated with State Data.
- Maintain appropriate access control and authorization policies, plans, and procedures to protect system assets and other information resources associated with State Data.
- Implement and manage security audit logging on information systems, including computers and network devices.

### **2.3. Contractor Access to State Networks Systems and Data**

The Contractor must maintain a robust boundary security capacity that incorporates generally recognized system hardening techniques. This includes determining which ports and services are required to support access to systems that hold State Data, limiting access to only these points, and disable all others.

To do this, the Contractor must:

- Use assets and techniques such as properly configured firewalls, a demilitarized zone for handling public traffic, host-to-host management, Internet protocol specification for source and destination, strong authentication, encryption, packet filtering, activity logging, and implementation of system security fixes and patches as they become available.
- Use two-factor authentication to limit access to systems that contain particularly sensitive State Data, such as personally identifiable data.
- Assume all State Data and information is both confidential and critical for State operations, and the Contractor's security policies, plans, and procedure for the handling, storage, backup, access, and, if appropriate, destruction of that data must be commensurate to this level of sensitivity unless the State instructs the Contractor otherwise in writing.
- Employ appropriate intrusion and attack prevention and detection capabilities. Those capabilities must track unauthorized access and attempts to access the State's Data, as well as attacks on the Contractor's infrastructure associated with the State's data. Further, the Contractor must monitor and appropriately address information from its system tools used to prevent and detect unauthorized access to and attacks on the infrastructure associated with the State's Data.
- Use appropriate measures to ensure that State Data is secure before transferring control of any systems or media on which State Data is stored. The method of securing the State Data must be appropriate to the situation and may include erasure, destruction, or encryption of the State Data before transfer of control. The transfer of any such system or media must be reasonably necessary for the performance of the Contractor's obligations under this Contract.
- Have a business continuity plan in place that the Contractor tests and updates at least annually. The plan must address procedures for response to emergencies and other business interruptions. Part of the plan must address backing up and storing data at a location sufficiently remote from the facilities at which the Contractor maintains the State's Data in case of loss of that data at the primary site. The plan also must address the rapid restoration, relocation, or replacement of resources associated with the State's Data in the case of a disaster or other business interruption. The Contractor's business continuity plan must address short- and long-term restoration, relocation, or replacement of resources that will ensure the smooth continuation of operations related to the State's Data. Such resources may include, among others, communications, supplies, transportation, space, power and environmental controls,

documentation, people, data, software, and hardware. The Contractor also must provide for reviewing, testing, and adjusting the plan on an annual basis.

- Not allow the State's Data to be loaded onto portable computing devices or portable storage components or media unless necessary to perform its obligations under this Contract properly. Even then, the Contractor may permit such only if adequate security measures are in place to ensure the integrity and security of the State Data. Those measures must include a policy on physical security for such devices to minimize the risks of theft and unauthorized access that includes a prohibition against viewing sensitive or confidential data in public or common areas.
- Ensure that portable computing devices must have anti-virus software, personal firewalls, and system password protection. In addition, the State's Data must be encrypted when stored on any portable computing or storage device or media or when transmitted from them across any data network.
- Maintain an accurate inventory of all such devices and the individuals to whom they are assigned.

## **2.4. Portable Devices, Data Transfer and Media**

Any encryption requirement identified in this Supplement means encryption that complies with National Institute of Standards Federal Information Processing Standard 140-2 as demonstrated by a valid FIPS certificate number. Any sensitive State Data transmitted over a network, or taken off site via removable media must be encrypted pursuant to the State's Data encryption standard ITS-SEC-01 Data Encryption and Cryptography.

The Contractor must have reporting requirements for lost or stolen portable computing devices authorized for use with State Data and must report any loss or theft of such to the State in writing as quickly as reasonably possible. The Contractor also must maintain an incident response capability for all security breaches involving State Data whether involving mobile devices or media or not. The Contractor must detail this capability in a written policy that defines procedures for how the Contractor will detect, evaluate, and respond to adverse events that may indicate a breach or attempt to attack or access State Data or the infrastructure associated with State Data.

To the extent the State requires the Contractor to adhere to specific processes or procedures in addition to those set forth above in order for the Contractor to comply with the managed services principles enumerated herein, those processes or procedures are set forth in this agreement.

## **2.5. Limited Use; Survival of Obligations.**

Contractor may use PII/SSI only as necessary for Contractor's performance under or pursuant to rights granted in this Agreement and for no other purpose. Contractor's limited right to use PII/SSI expires upon conclusion, non-renewal or termination of this Agreement for any reason. Contractor's obligations of confidentiality and non-disclosure survive termination or expiration for any reason of this Agreement.

## **2.6. Disposal of PII/SSI.**

Upon expiration of Contractor's limited right to use PII/SSI, Contractor must return all physical embodiments to the State or, with the State's permission; Contractor may destroy PII/SSI. Upon the State's request, Contractor shall provide written certification to the State that Contractor has returned, or destroyed, all such PII/SSI in Contractor's possession.

## **2.7. Remedies**

If Contractor or any of its representatives or agents breaches the covenants set forth in these provisions, irreparable injury may result to the State or third parties entrusting PII/SSI to the State. Therefore, the State's remedies at law may be inadequate and the State shall be entitled to seek an

injunction to restrain any continuing breach. Notwithstanding any limitation on Contractor's liability, the State shall further be entitled to any other rights or remedies that it may have in law or in equity.

## **2.8. Prohibition on Off-Shore and Unapproved Access**

The Contractor shall comply in all respects with U.S. statutes, regulations, and administrative requirements regarding its relationships with non-U.S. governmental and quasi-governmental entities including, but not limited to the export control regulations of the International Traffic in Arms Regulations ("ITAR") and the Export Administration Act ("EAA"); the anti-boycott and embargo regulations and guidelines issued under the EAA, and the regulations of the U.S. Department of the Treasury, Office of Foreign Assets Control, HIPPA Privacy Rules and other conventions as described and required in this Supplement.

The Contractor will provide resources for the work described herein with natural persons who are lawful permanent residents as defined in 8 U.S.C. 1101 (a)(20) or who are protected individuals as defined by 8 U.S.C. 1324b(a)(3). It also means any corporation, business association, partnership, society, trust, or any other entity, organization or group that is incorporated to do business in the U.S. It also includes any governmental (federal, state, local), entity.

The State specifically excludes sending, taking or making available remotely (directly or indirectly), any State information including data, software, code, intellectual property, designs and specifications, system logs, system data, personal or identifying information and related materials out of the United States in any manner, except by mere travel outside of the U.S. by a person whose personal knowledge includes technical data; or transferring registration, control, or ownership to a foreign person, whether in the U.S. or abroad, or disclosing (including oral or visual disclosure) or transferring in the United States any State article to an embassy, any agency or subdivision of a foreign government (e.g., diplomatic missions); or disclosing (including oral or visual disclosure) or transferring data to a foreign person, whether in the U.S. or abroad.

It is the responsibility of all individuals working at the State to understand and comply with the policy set forth in this document as it pertains to end-use export controls regarding State restricted information.

Where the Contractor is handling confidential employee or citizen data associated with Human Resources data, the Contractor will comply with data handling privacy requirements associated with HIPAA and as further defined by The United States Department of Health and Human Services Privacy Requirements and outlined in <http://www.hhs.gov/ocr/privacysummary.pdf>.

It is the responsibility of all Contractor individuals working at the State to understand and comply with the policy set forth in this document as it pertains to end-use export controls regarding State restricted information.

Where the Contractor is handling confidential or sensitive State, employee, citizen or Ohio Business data associated with State data, the Contractor will comply with data handling privacy requirements associated with the data HIPAA and as further defined by The United States Department of Health and Human Services Privacy Requirements and outlined in <http://www.hhs.gov/ocr/privacysummary.pdf>.

## **2.9. Background Check of Contractor Personnel**

Contractor agrees that (1) it will conduct 3<sup>rd</sup> party criminal background checks on Contractor personnel who will perform Sensitive Services (as defined below), and (2) no Ineligible Personnel will perform Sensitive Services under this Agreement. "Ineligible Personnel" means any person

who (a) has been convicted at any time of any criminal offense involving dishonesty, a breach of trust, or money laundering, or who has entered into a pre-trial diversion or similar program in connection with a prosecution for such offense, (b) is named by the Office of Foreign Asset Control (OFAC) as a Specially Designated National, or (b) has been convicted of a felony.

“Sensitive Services” means those services that (i) require access to Customer/Consumer Information, (ii) relate to the State’s computer networks, information systems, databases or secure facilities under circumstances that would permit modifications to such systems, or (iii) involve unsupervised access to secure facilities (“Sensitive Services”).

Upon request, Contractor will provide written evidence that all of Contractor’s personnel providing Sensitive Services have undergone a criminal background check and are eligible to provide Sensitive Services. In the event that Contractor does not comply with the terms of this section, the State may, in its sole and absolute discretion, terminate this Contract immediately without further liability.

### **3. Contractor Responsibilities Related to Reporting of Concerns, Issues and Security/Privacy Issues**

#### **3.1. General**

If over the course of the agreement a security or privacy issue arises, whether detected by the State, a State auditor or the Contractor, that was not existing within an in-scope environment or service prior to the commencement of any Contracted service associated with this agreement, the Contractor must:

- Notify the State of the issue or acknowledge receipt of the issue within two (2) hours;
- Within forty-eight (48) hours from the initial detection or communication of the issue from the State, present an potential exposure or issue assessment document to the State Account Representative and the State Chief Information Security Officer with a high level assessment as to resolution actions and a plan;
- Within four (4) calendar days, and upon direction from the State, implement to the extent commercially reasonable measures to minimize the State’s exposure to security or privacy until such time as the issue is resolved; and
- Upon approval from the State implement a permanent repair to the identified issue at the Contractor’s cost.

#### **3.2. Actual or Attempted Access or Disclosure**

If the Contractor determines that there is any actual, attempted or suspected theft of, accidental disclosure of, loss of, or inability to account for any PII/SSI by Contractor or any of its subcontractors (collectively “Disclosure”) and/or any unauthorized intrusions into Contractor’s or any of its subcontractor’s facilities or secure systems (collectively “Intrusion”), Contractor must immediately:

- Notify the State within two (2) hours of the Contractor becoming aware of the unauthorized Disclosure or Intrusion;
- Investigate and determine if an Intrusion and/or Disclosure has occurred;
- Fully cooperate with the State in estimating the effect of the Disclosure or Intrusion’s effect on the State and fully cooperate to mitigate the consequences of the Disclosure or Intrusion;
- Specify corrective action to be taken; and
- Take corrective action to prevent further Disclosure and/or Intrusion.

### **3.3. Unapproved Disclosures and Intrusions: Contractor Responsibilities**

Contractor must, as soon as is reasonably practicable, make a report to the State including details of the Disclosure and/or Intrusion and the corrective action Contractor has taken to prevent further Disclosure and/or Intrusion. Contractor must, in the case of a Disclosure cooperate fully with the State to notify the effected persons as to the fact of and the circumstances of the Disclosure of the PII/SSI. Additionally, Contractor must cooperate fully with all government regulatory agencies and/or law enforcement agencies having jurisdiction to investigate a Disclosure and/or any known or suspected criminal activity.

- Where the Contractor identifies a potential issue in maintaining an “as provided” State infrastructure element with the more stringent of an Agency level security policy (which may be federally mandated or otherwise required by law), identifying to Agencies the nature of the issue, and if possible, potential remedies for consideration by the State agency.
- If over the course of delivering services to the State under this Statement of Work for in-scope environments the Contractor becomes aware of an issue, or a potential issue that was not detected by security and privacy teams the Contractor is to notify the State within two (2) hour. This notification shall not minimize the more stringent Service Level Agreements pertaining to security scans and breaches contained herein, which due to the nature of an active breach shall take precedence over this notification. Dependent on the nature of the issue the State may elect to contract with the Contractor under mutually agreeable terms for those specific resolution services at that time or elect to address the issue independent of the Contractor.

### **3.4. Security Breach Reporting and Indemnification Requirements**

- In case of an actual security breach that may have compromised State Data, the Contractor must notify the State in writing of the breach within two (2) hours of the Contractor becoming aware of the breach and fully cooperate with the State to mitigate the consequences of such a breach. This includes any use or disclosure of the State data that is inconsistent with the terms of this Contract and of which the Contractor becomes aware, including but not limited to, any discovery of a use or disclosure that is not consistent with this Contract by an employee, agent, or subcontractor of the Contractor.
- The Contractor must give the State full access to the details of the breach and assist the State in making any notifications to potentially affected people and organizations that the State deems are necessary or appropriate. The Contractor must document all such incidents, including its response to them, and make that documentation available to the State on request.
- In addition to any other liability under this Contract related to the Contractor’s improper disclosure of State data, and regardless of any limitation on liability of any kind in this Contract, the Contractor will be responsible for acquiring one year’s identity theft protection service on behalf of any individual or entity whose personally identifiable information is compromised while it is in the Contractor’s possession. Such identity theft protection must provide coverage from all three major credit reporting agencies and provide immediate notice through phone or email of attempts to access the individuals’ credit history through those services.

## **4. Security Review Services**

As part of a regular Security Review process, the Contractor will include the following reporting and services to the State:

### **4.1. Application Software Security**

The Contractor will:

- Perform configuration review of operating system, application and database settings; and

- Ensure software development personnel receive training in writing secure code.