



Los Angeles County Registrar-Recorder/County Clerk

DEAN C. LOGAN  
Registrar-Recorder/County Clerk

**ADDENDUM NUMBER TWO  
REQUEST FOR PROPOSALS (RFP) #21-006 SOLICITATION  
FOR ELECTION MANAGEMENT SYSTEM  
IMPLEMENTATION AND SERVICES**

Dear Prospective Proposer:

Addendum Number Two is released pursuant to RFP #21-006 Election Management System Implementation and Services on September 7, 2021 by the Department of Registrar-Recorder/County Clerk.

All questions that were received in writing by August 31, 2021 5:00 PST have been answered and are attached to this addendum.

The proposal submission deadline is Friday, September 24, 2021 at 5:00 P.M. PST. Please note It is the sole responsibility of each proposer to periodically check <https://camisvr.co.la.ca.us/lacobids/> for changes and/or additions to the solicitation.

Sincerely,

ALBERT NAVAS  
Assistant Registrar-Recorder/County Clerk, Administration

AN:NH  
VW:jw

**ADDENDUM NUMBER TWO  
REQUEST FOR PROPOSALS (RFP) #21-006  
ELECTION MANAGEMENT SYSTEM IMPLEMENTATION AND SERVICES**

**QUESTIONS AND ANSWERS**

1.	<b>Question:</b>	Does Los Angeles County expect to own and sign all vendor contracts (hosting, software provider, etc.)? Will contracts for subcontractors be made directly with the prime contractor or will portions such as maintenance, hosting, help desk, etc. be contracted directly with Los Angeles County?			
	<b>Reference:</b>	Page:	3	Section:	RFP Main, 1.1.1 Description of Work. Table 1 In-Scope Components for the EMS.  RFP Main, 4.5.3 Subcontractor.
	<b>Language:</b>	<i>No language which prompted the question was included.</i>			
	<b>Answer:</b>	Please see RFP Main, Section 1.1 Introduction. "This Request for Proposals #21-006 (RFP) is issued by the Los Angeles County (County) Department of Registrar-Recorder/County Clerk (Department or RR/CC) to potential Prime Contractors".			

2.	<b>Question:</b>	Does Los Angeles County have preferred hosting service providers? What are the security requirements?			
	<b>Reference:</b>	Pages:	2-3	Section:	RFP Main, 1.1.1 Description of Work. Table 1 In-Scope Components for the EMS.
	<b>Language:</b>	<i>No language which prompted the question was included.</i>			
	<b>Answer:</b>	No, Los Angeles County does not have preference to any hosting service. Security requirements have been addressed in Appendix C (Sample Contract and Exhibits), Exhibit J (Information Security and Privacy Requirements Exhibit) in the solicitation.			

3.	<b>Question:</b>	What legal, compliance, and security audit and review resources (internal or third party) will be provided by Los Angeles County during execution of the contract?			
	<b>Reference:</b>	Pages:	2-3	Section:	RFP Main, 1.1.1 Description of Work. Table 1 In-Scope Components for the EMS.
	<b>Language:</b>	<i>No language which prompted the question was included.</i>			
	<b>Answer:</b>	The selected vendor is ultimately responsible for obtaining its own legal, compliance, security audit and review advice and counsel during contract execution. County legal and security professionals will be available during contract execution to provide clarification, if necessary, on County specific policies.			

4.	<b>Question:</b>	What role will Los Angeles County Information Technology (IT) resources (IT Bureau or other) play in the software development lifecycle (e.g. team-managed deployments)?			
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<b>Reference:</b>	Pages:	2-3		Section:	RFP Main, 1.1.1 Description of Work. Table 1 In-Scope Components for the EMS.
<b>Language:</b>	<i>No language which prompted the question was included.</i>				
<b>Answer:</b>	The selected vendor will be responsible for project management and implementation, with RR/CC ITB resources working in conjunction with the vendor's project team. The architecture and design have to be approved by RRCC IT team and any integrations etc., will be worked on collaboratively between the selected vendor team and RR/CC IT team. There will be a dedicated project manager from RR/CC IT team assigned to this project, who will interface with the vendor's project manager.				

5.

<b>Question:</b>	Is Los Angeles County considering development of a new, custom EMS (or custom functional areas) vs implementation and integration of an existing EMS?				
<b>Reference:</b>	Pages:	2-3		Section:	RFP Main, 1.1.1 Description of Work. Table 1 In-Scope Components for the EMS.
<b>Language:</b>	<i>No language which prompted the question was included.</i>				
<b>Answer:</b>	The County is not seeking to develop a new, custom EMS. The County is seeking a product-based solution that best meets its requirements, which may require configuration or customization. Due to the scope of the solicitation, the County acknowledges that some requirements may not exist in current "off-the-shelf" systems and are willing to partner to ensure these features are developed, tested, implemented, and trained.				

6.

<b>Question:</b>	Can Los Angeles County provide an overview or high-level profile of historical or projected malicious behavior or attacks that have targeted the EMS?				
<b>Reference:</b>	Pages:	2-3		Section:	RFP Main, 1.1.1 Description of Work. Table 1 In-Scope Components for the EMS.
<b>Language:</b>	<i>No language which prompted the question was included.</i>				
<b>Answer:</b>	To our knowledge, we are not aware of such event having occurred as it relates to the EMS system.				

7.

<b>Question:</b>	Can Los Angeles County provide an overview of any tools, resources, or methodologies whose use will be mandated for implementation and/or maintenance?				
<b>Reference:</b>	Pages:	2-3		Section:	RFP Main, 1.1.1 Description of Work. Table 1 In-Scope Components for the EMS.
<b>Language:</b>	<i>No language which prompted the question was included.</i>				
<b>Answer:</b>	The County is familiar with Atlassian Jira® as an agile project management tool and has an enterprise account that may be used for the EMS Project. Vendors can select an alternative application if it is mutually agreed upon by the County and Vendor. See Section 3.3 Develop the Product Backlog. The County expects vendors to follow an				

	agile process that emphasizes short iterations with frequent feedback loops. See Section 5.0 Development and Configuration in Template J.2 Implementation Statement of Work. The County does not have any other further preferences.
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8.	<b>Question:</b>	Will the Prime Contractor need to seek the necessary certifications, or will the Prime Contractor need to partner with Los Angeles County on this?				
	<b>Reference:</b>	Page:	2	Section:	RFP Main, 1.1.1 Description of Work. Table 2 In-Scope Components for the EMS.  RFP Main, 7.0 Proposer’s Requirements and Certifications.	
	<b>Language:</b>	<i>No language which prompted the question was included.</i>				
	<b>Answer:</b>	It is expected that the selected vendor is responsible to obtain any necessary certifications and will work with the appropriate certifying bodies (CA SOS). Los Angeles county will partner up (as dictated by the certification process) with the selected vendor, however, the vendor is responsible for driving certification efforts.				

9.	<b>Question:</b>	Is the Prime contractor expected to handle the printing of election ballots or is it just expected for the Prime Contractor to send the data and set up the necessary tracking? What are the requirements for tracking ballots if Los Angeles County is choosing the ballot print vendor?				
	<b>Reference:</b>	Pages:	4-12	Section:	RFP Main, 1.1.1 Description of Work. Table 2 In-Scope Components for the EMS.	
	<b>Language:</b>	<i>No language which prompted the question was included.</i>				
	<b>Answer:</b>	Prime contractor is not expected to handle the printing of election ballots. The County VSAP VBL system generates the VBM ballot layout artwork and once proofed and approved those pdfs are sent directly the print vendor. The EMS system must be able to either collect or receive this information and store and present it to system users and processes.				

10.	<b>Question:</b>	What is the current system used to track election worker assignment, attendance, communication, payroll, recruitment, and management or is it a customized part of the Data Information Management System (DIMS)? Is there a current portal in the DIMS?				
	<b>Reference:</b>	Pages:	4-19	Section:	RFP Main, 1.1.1 Description of Work. Table 2 In-Scope Components for the EMS.	
	<b>Language:</b>	<i>No language which prompted the question was included.</i>				
	<b>Answer:</b>	For this functionality, RR/CC uses a system called PollChief, which is a web-based system. The system currently manages the logistics of Election Workers and Election Locations. It manages the applications, worker assignment, attendance, communication, training and payroll. The current vendor (of this system) provides programming, hosting and technical support.				

11.

**Question:**

Can you provide additional information regarding envelope scanning and imaging requirements?

- Maximum expected volume:
  - For any given election? **Up to six million (6,000,000) envelopes per election.**
  - On any given day? **Up to two hundred fifty thousand (250,000) envelopes daily.**
- SLA/ capacity requirements for completion of the envelope imaging process received on any given day? **Up to two hundred fifty thousand (250,000) envelopes daily.**
- Are there any requirements or preferences related to printing of information on the return envelopes (e.g., time and date stamp) on envelopes during inbound scanning process? **Yes. Time, date and method of return (e.g, USPS, Drop Box, Vote Center, etc) must be printed on the envelope at processing center.**
- Are there any requirements or preferences related to the physical segmentation/sortation of envelopes to support further downstream processes?
  - After initial scanning (e.g. specific tray groupings, separation of invalid pieces, etc.) **The system must be able to sort envelopes based on valid vs invalid signatures and challenge code.**
  - After the intake/signature verification process has been completed (e.g., separation of valids/challenges/precincts, specific tray quantity groupings, etc.) **The system must be able to sort envelopes based on valid vs invalid signatures and challenge code.**
- Do you require Manual Signature Verification (MSV) for signature comparable disposition? **Yes. This is required for signatures that are flagged as invalid by the automated system. It is also required for damaged ballots or other ballots with irregularities.**
- Do you require inline Automatic Signature Verification (ASV)? **Yes.**
- Do you require an inline selective envelope opener as part of your scan and sort solution? **Yes.**
- Do you require the outbound function for postal induction with its pertaining paperwork? Or future flexibility for the outbound function? **No.**
- Do you have any specific uptime or service response requirements related to the envelope scanning system? **Service response should be immediate during the election period, for the VBM process that begins 40 days prior to Election Day and ends 30 days after Election Day. Service response should be within 24 hours outside of election period.**
- Do you require on-site service availability during elections, and having local presence? **Yes. On site presence is needed during the election period.**

	<ul style="list-style-type: none"> <li>Do you require a vote by mail scanning solution within California as a reference site? <b>No.</b></li> </ul>				
<b>Reference:</b>	Pages:	2, 16-17		Section:	RFP Main, 1.1.1 Description of Work. Table 2 In-Scope Components for the EMS. RFP Main, 2.3 Future State Vision. Table 4. EMS Goals and Objectives.
<b>Language:</b>	<i>No language which prompted the question was included.</i>				
<b>Answer:</b>	See answers to each question above.				

12.	<b>Question:</b>	Is the 1% manual audit the performance criteria for automated ballot validation or a random draw of ballots for quality assurance by auditors?			
<b>Reference:</b>	Page:	5		Section:	RFP Main, 1.1.1 Description of Work. Table 2 In-Scope Components for the EMS RFP. Elections. Canvas and Audit.
<b>Language:</b>	<i>“Track and manage remade provisional, write-in, spoiled, and damaged ballots. Perform 1% manual audit to validate that votes have been tabulated correctly. Record certification of the election by the Board of Supervisors”.</i>				
<b>Answer:</b>	The 1% manual tally is completed as per California Elections Code section 336.5 and 15360.				

13.	<b>Question:</b>	<p>Can you provide clarification regarding the ability to “track outbound VBM envelopes through all the steps in the United States Postal Service mailing process (from postal facility to voter)” for both outbound VBM?</p> <ul style="list-style-type: none"> <li>Can you confirm that County expects the proposed solution to: <ul style="list-style-type: none"> <li>Assign and append all necessary, unique, Intelligent Mail Barcodes required for postal tracking through the USPS Informed Visibility Program? <b>No.</b></li> <li>Include these unique IMB’s in the file sent to mail vendor so they can apply to appropriate outbound VBM envelope? <b>No. The print/mail vendor will generate and apply those. The EMS system must be able to receive this information and present it to system users and processes.</b></li> <li>Provide the mechanism or portal to allow Los Angeles County staff to search and/or obtain United States Postal Service delivery information on pieces sent through any files sent to mail vendor? <b>Yes.</b></li> </ul> </li> <li>Is there a preference or requirement for the proposed solution to provide this same capability for VBM ballots mailed out through methods other than via mail vendor (internally mailed)? <b>It is a preference for the system to track ballots sent out via methods other than mail, such as personal hand delivery.</b></li> </ul>			
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	<ul style="list-style-type: none"> <li>Is there any preference or requirement for tracking of United States Postal Service delivery status of VBM ballots during their return to the Los Angeles County from the voter? <b>Yes, it is a requirement to track ballots being returned to the County.</b></li> <li>Are there any preferred or required reporting associated with this detailed United States Postal Service delivery tracking? <b>For outgoing ballots, need to be able to see when the ballots are received by USPS, what mail processing facility accepted it and when it is delivered to voter. For incoming ballots, need to be able to see when the ballots are received by USPS, what mail processing facility accepted it and when it is delivered to the County.</b></li> </ul>
<b>Reference:</b>	Page: 6-7 Section: RFP Main, 1.1.1 Description of Work. Table 2 In-Scope Components for the EMS RFP.
<b>Language:</b>	<i>“Track and manage remade provisional, write-in, spoiled, and damaged ballots. Perform 1% manual audit to validate that votes have been tabulated correctly. Record certification of the election by the Board of Supervisors”.</i>
<b>Answer:</b>	The EMS system must be able to either collect or receive this information and store and present it to system users. See answers to each question above.

14.

<b>Question:</b>	Can the "Data Quality" definition be expanded as understood in the Los Angeles County context? Perhaps a rationale of the requirement would help to understanding it better.
<b>Reference:</b>	Page: 9 Section: RFP Main, 1.1.1 Description of Work. Table 2 In-Scope Components for the EMS RFP.
<b>Language:</b>	<i>No language which prompted the question was included.</i>
<b>Answer:</b>	Data Quality is used as understood by standard IT definitions. Data Quality management processes will have overlap with voter file maintenance and Quality Assurance activities and will include input validation, identification and remediation of data and ensuring that data moving in/out/between systems maintains integrity and completeness. Specific examples would be: 1.) VBM mailing extracts must contain all the eligible voters according to business rules and be able to demonstrate this. 2.) Voter record data must be complete, and any deficiencies should be remediated.

15.

<b>Question:</b>	What are Los Angeles County’s expectations regarding data security?
<b>Reference:</b>	Page: 9 Section: RFP Main, 1.1.1 Description of Work. Table 2 In-Scope Components for the EMS RFP. Administration.
<b>Language:</b>	<i>No language which prompted the question was included.</i>
<b>Answer:</b>	See to Appendix C (Sample Contract and Exhibits), Exhibit J (Information Security and Privacy Requirements Exhibit) in the solicitation.

16.	<b>Question:</b>	Is the vendor demonstration on-site, remote, or hybrid? If it is on site, what resources should the vendor bring to make the presentation (or will Los Angeles County provide the resources)?			
	<b>Reference:</b>	Page:	11	Section:	RFP Main, 1.4 RFP Timetable. Table 3. EMS RFP Schedule.
	<b>Language:</b>	<i>"No. 8. Vendor Finalist Presentations. December 6, 2021-January 28, 2022".</i>			
	<b>Answer:</b>	See RFP Main 5.1 Selection Process. "The details and format for Phase 3 Finalist Presentations will be disclosed to invited Proposers two (2) weeks prior to their scheduled presentation date. Each Proposer shall be allotted five (5) sequential business days to complete all required elements of the Finalist Presentation".			

17.	<b>Question:</b>	The timetable for presentations spans eight (8) weeks. Are there any weeks where no presentations are made due to holidays?			
	<b>Reference:</b>	Page:	11	Section:	RFP Main, 1.4 RFP Timetable. Table 3. EMS RFP Schedule.
	<b>Language:</b>	<i>"No. 8. Vendor Finalist Presentations. December 6, 2021-January 28, 2022".</i>			
	<b>Answer:</b>	See RFP Main 5.1 Selection Process. "The details and format for Phase 3 Finalist Presentations will be disclosed to invited Proposers two (2) weeks prior to their scheduled presentation date. Each Proposer shall be allotted five (5) sequential business days to complete all required elements of the Finalist Presentation".			

18.	<b>Question:</b>	What is the expected total number of users attending the vendor presentations who would need access to the Sandbox environment?			
	<b>Reference:</b>	Page:	11	Section:	RFP Main, 1.4 RFP Timetable. Table 3. EMS RFP Schedule.
	<b>Language:</b>	<i>"No. 8. Vendor Finalist Presentations. December 6, 2021-January 28, 2022".</i>			
	<b>Answer:</b>	See RFP Main 5.1 Selection Process. "The details and format for Phase 3 Finalist Presentations will be disclosed to invited Proposers two (2) weeks prior to their scheduled presentation date. Each Proposer shall be allotted five (5) sequential business days to complete all required elements of the Finalist Presentation".			

19.	<b>Question:</b>	Can Los Angeles County provide a high-fidelity version of the EMS Ecosystem image for easier viewing?			
	<b>Reference:</b>	Page:	15	Section:	RFP Main, 2.3 Future State Vision. Figure 1. EMS Ecosystem.
	<b>Language:</b>	<i>"The County's vision for the future state EMS is built around a product-based solution with a high degree of alignment to functional needs and use of modern technology. The EMS is part of a larger ecosystem to manage and operate elections".</i>			
	<b>Answer:</b>	See the Procurement Library under Exhibits/References >> 1. Technical Diagrams >> EMS Future State v15 for a hi-res version.			



20.	<b>Question:</b>	Will all questions submitted, and their answers be made public?			
	<b>Reference:</b>	Page:	20	Section:	RFP Main, 4.4 Proposers' Questions.
	<b>Language:</b>	<i>"No language which prompted the question was included."</i>			
	<b>Answer:</b>	See RFP Main, Section 4.4 Proposers' Questions: <i>"All questions, without identifying the submitting company, will be compiled with the appropriate answers, and issued as an addendum to this RFP."</i>			

21.	<b>Question:</b>	What is the maximum expected volume for envelope scanning and image requirements for any election and on any given day?			
	<b>Reference:</b>	Pages:	6-7	Section:	RFP Main, 1.1.1 Description of Work. Table 2 In-Scope Components for the EMS RFP. Elections. VBM Management and Signature Recognition.
	<b>Language:</b>	<i>No language which prompted the question was included.</i>			
	<b>Answer:</b>	Up to six million (6,000,000) envelopes per election and up to two hundred fifty thousand (250,000) envelopes daily.			

22.	<b>Question:</b>	Are there any requirements or preferences related to printing of information on the return envelopes (e.g., time and date stamp) on envelopes during the inbound scanning process?			
	<b>Reference:</b>	Pages:	6-7	Section:	RFP Main, 1.1.1 Description of Work. Table 2 In-Scope Components for the EMS RFP. Elections. VBM Management and Signature Recognition.
	<b>Language:</b>	<i>No language which prompted the question was included.</i>			
	<b>Answer:</b>	Yes. Time, date and method of return (e.g, USPS, Drop Box, Vote Center, etc.) must be printed on the ballot at processing center.			

23.	<b>Question:</b>	Are there any requirements or preferences related to (1) the physical segmentation/sortation of envelopes to support further downstream processes; (2) after initial scanning (e.g. specific tray groupings, separation of invalid pieces); (3) after the intake/signature verification process has been completed (e.g. separation of valids/challenges, specific tray quantity groupings)?			
	<b>Reference:</b>	Pages:	6-7	Section:	RFP Main, 1.1.1 Description of Work. Table 2 In-Scope Components for the EMS RFP. Elections. VBM Management and Signature Recognition.
	<b>Language:</b>	<i>No language which prompted the question was included.</i>			

<b>Answer:</b>	The system must be able to sort envelopes based on valid vs invalid signature and challenge code.
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24.	<b>Question:</b>	Are there specific uptime or service response requirements related to the envelope imaging system?				
	<b>Reference:</b>	Pages:	6-7		Section:	RFP Main, 1.1.1 Description of Work. Table 2 In-Scope Components for the EMS RFP. Elections. VBM Management and Signature Recognition.
	<b>Language:</b>	<i>No language which prompted the question was included.</i>				
	<b>Answer:</b>	Service response should be immediate during the election period, for the VBM process that begins forty (40) days prior to Election Day and ends thirty (30) days after Election Day. Service response should be within twenty-four (24) hours outside of election period.				

25.	<b>Question:</b>	Please provide clarification regarding the ability to “track outbound VBM envelopes through all the steps in the United States Postal Service mailing process (from postal facility to voter)” for both outbound VBM.				
	<b>Reference:</b>	Pages:	6-7		Section:	RFP Main, 1.1.1 Description of Work. Table 2 In-Scope Components for the EMS RFP. Elections. VBM Management and Signature Recognition.
	<b>Language:</b>	<i>No language which prompted the question was included.</i>				
	<b>Answer:</b>	The EMS system must be able to either collect or receive this information and store and present it to system users and processes.				

26.	<b>Question:</b>	<p>Can you confirm that Los Angeles County expects the proposed solution to:</p> <ul style="list-style-type: none"> <li>Assign and append all necessary, unique, Intelligent Mail Barcodes (IMBs) required for postal tracking through the USPS Informed Visibility Program? <b>No.</b></li> <li>Include these unique IMBs in the file sent to mail vendor so they can apply to appropriate outbound VBM envelope? <b>No. The print/mail vendor will generate and apply those. The EMS system must be able to either collect or receive this information and store and present it to system users and processes.</b></li> <li>Provide the mechanism or portal to allow Los Angeles County staff to search and/or obtain United States Postal Service delivery information on pieces sent through any files sent to mail vendor? <b>Yes.</b></li> </ul>				
	<b>Reference:</b>	Pages:	6-7		Section:	RFP Main, 1.1.1 Description of Work. Table 2 In-Scope Components for the EMS RFP. Elections. VBM Management and Signature Recognition.
	<b>Language:</b>	<i>No language which prompted the question was included.</i>				

<b>Answer:</b>	The EMS system must be able to either collect or receive this information and store and present it to system users and processes. See answers to questions above.
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27.	<b>Question:</b>	Is there a preference or requirement for the proposed solution to provide this same capability for VBM ballots mailed out through methods other than via mail vendor (internally mailed)?			
	<b>Reference:</b>	Pages:	6-7	Section:	RFP Main, 1.1.1 Description of Work. Table 2 In-Scope Components for the EMS RFP. Elections. VBM Management and Signature Recognition.
	<b>Language:</b>	<i>No language which prompted the question was included.</i>			
	<b>Answer:</b>	It is a preference for the system to track ballots sent out via methods other than mail, such as personal hand delivery.			

28.	<b>Question:</b>	Is there a preference or requirement for tracking of United States Postal Service delivery status of VBM ballots during their return to Los Angeles County from the voter?			
	<b>Reference:</b>	Pages:	6-7	Section:	RFP Main, 1.1.1 Description of Work. Table 2 In-Scope Components for the EMS RFP. Elections. VBM Management and Signature Recognition.
	<b>Language:</b>	<i>No language which prompted the question was included.</i>			
	<b>Answer:</b>	Yes, it is a requirement to track ballots being returned to the County.			

29.	<b>Question:</b>	Several questions reference importing files (e.g. Use Case #UC-VR009-01). What file format are these files expected to be in? Would this format be used to import new voters?			
	<b>Reference:</b>	Page:	N/A	Section:	RRCC_EMS RFP Technical Proposal Response Template H.1 Fnctnl Rqrmnts Matrix vFINAL. Voters Tab.
	<b>Language:</b>	<i>No language which prompted the question was included.</i>			
	<b>Answer:</b>	Importing records may be of the following files formats but not limited to tab delimited, or comma delimited text files, CSV or any format common in the Information Technology industry that is suitable and agreeable to the County to conduct business in the most effective and efficient manner. The County prefers APIs and transfers from data tables over file transfer methods. It is not expected as typical that new voters would come into the EMS via a file import process.			

30.	<b>Question:</b>	Which fields can be auto corrected? Should the system prompt the user before correcting?			
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<b>Reference:</b>	Page:	N/A		Section:	RRCC_EMS RFP Technical Proposal Response Template H.1 Fnctnl Rqrmnts Matrix vFINAL. Voters Tab.
<b>Language:</b>	<i>"UC-VR002-13. The System shall validate changes to a voter record against election law and auto correct."</i>				
<b>Answer:</b>	Data fields expected for auto correction are those identified in the requirements document and designed in mutual consent between the County and vendor. The system can prompt the user with specific feedback and suggested corrections and/or use a lookup table or other processes.				

31.	<b>Question:</b>	Are the sample ballots, and the sample ballot booklets designed, created, updated inside of the EMS? If so, which module/component is responsible for this?			
	<b>Reference:</b>	Page:	N/A	Section:	RRCC_EMS RFP Technical Proposal Response Template H.1 Fnctnl Rqrmnts Matrix vFINAL. Elections Tab.
	<b>Language:</b>	<i>"UC-CAN019. Proofreading election materials"</i>			
	<b>Answer:</b>	Sample ballot books are made up of different types of pages. Title pages, optional pages, and informational pages are hand created pdf files. The vote pages in the SBB are created from the VBM pages from VBL. These pages are cropped, some areas redacted (QR Codes, precinct info, etc.), and headers and footers are added. The enclosures are entered into a web UI and converted to pdfs. ECBMS creates the assembly of these books by the file and order of the pages defined by the Election Bureau.			

32.	<b>Question:</b>	What is the Sample Ballot format (PDF, docx, HTML)?			
	<b>Reference:</b>	Page:	N/A	Section:	RRCC_EMS RFP Technical Proposal Response Template H.1 Fnctnl Rqrmnts Matrix vFINAL. Elections Tab.
	<b>Language:</b>	<i>"UC-CAN019. Proofreading election materials"</i>			
	<b>Answer:</b>	PDF.			

33.	<b>Question:</b>	Does the current signature recognition Software provide a network service/API to connect with or is it a desktop-based application/service without network communication?			
	<b>Reference:</b>	Page:	N/A	Section:	RRCC_EMS RFP Technical Proposal Response Template H.1 Fnctnl Rqrmnts Matrix vFINAL. Voter Management and Signature Recognition Tab.
	<b>Language:</b>	<i>"UC-VBM020. Receive ballot"</i>			

<b>Answer:</b>	The current system signature recognition is network based. All signatures for that election are exported from the election management system and feed into the automatic signature verification server. The signature verification server is linked to various signature verification machines by network. The returned VBM envelope is scanned for the voters' signature and barcoded voter information. The ASR determines if the ballot is accepted for the voter or needs further review. The system uses an EMS API to post back the results to the EMS for reporting and to modify the ballot record as received or challenged, and/or for manual review and verification of the ballot record and images.
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34.	<b>Question:</b>	There are no specific questions in relation to Election Results reporting. Is the Los Angeles County looking for an ENR solution as part of this proposal?			
	<b>Reference:</b>	Page:	N/A	Section:	RRCC_EMS RFP Technical Proposal Response Template H.1 Fnctnl Rqrmnts Matrix vFINAL. Election Results Tab.
	<b>Language:</b>	<i>No language which prompted the question was included.</i>			
	<b>Answer:</b>	The selected vendor should define the intended Election results functionality as part of the design sessions. Currently ECBMS produces the election results, statement of votes, other operational reporting, and has integrations with SOS reporting as well as a public-facing web-based front-end. The vendors should present what options do they have when it comes to election results reporting. Please notice that VSAP Tally system is air-gapped, and the department has procedures and controls in-place to get the results form Tally into ECBMS.			

35.	<b>Question:</b>	What does CIC reference? Would a separate election help desk/troubleshooter tracking/ticket tracking module be of interest to Los Angeles County to meet requirements such as this one?			
	<b>Reference:</b>	Page:	N/A	Section:	RRCC_EMS RFP Technical Proposal Response Template H.1 Fnctnl Rqrmnts Matrix vFINAL. Election Workers Tab.
	<b>Language:</b>	<i>"UC-PW005-01. The System shall provide a screen to view the following information grouped by Troubleshooters including, but not limited to: *Date and time when CIC within Troubleshooters jurisdiction is closed *Status (Open/Close) of CIC within Troubleshooters jurisdictions".</i>			
	<b>Answer:</b>	Check-In-Center is a type of election location used as centralized sites where ballots and other election materials are submitted every night after the closing of the Vote Centers. Each Vote Center Location is assigned a designated Check-In Center to submit election materials and ballots every night. We might be interested to see a help desk/troubleshooter tracking module if available, especially if system is built within module within EMS.			

36.	<b>Question:</b>	What is Los Angeles County referring to as an affidavit? How do they fit into Los Angeles County workflows?			
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<b>Reference:</b>	Page:	N/A		Section:	RRCC_EMS RFP Technical Proposal Response Template H.1 Fnctnl Rqrmnts Matrix vFINAL. Administrative and Content Management Tab.
<b>Language:</b>	<i>"Affidavit Accounting Folder".</i>				
<b>Answer:</b>	An affidavit is a document signed by a voter used for voter registration and is identified by unique number on a voter registration card (VRC), provisional or CVR envelope. Affidavit Accounting is the management of the affidavit/affidavit numbers issued to public or internally prior to it being attached to a voter record. When the affidavit is returned completed a voter record may be created or updated with the information provided on the card. The affidavit would be scanned and linked back to the voter record.				

37.

<b>Question:</b>	What are the other affidavit accounting options in addition to searching?				
<b>Reference:</b>	Page:	N/A		Section:	RRCC_EMS RFP Technical Proposal Response Template H.1 Fnctnl Rqrmnts Matrix vFINAL. Administrative and Content Management Tab.
<b>Language:</b>	<i>"UC-AFF002-01. The System shall display affidavit accounting options including, but not limited to searching for an account holder or searching for an account group".</i>				
<b>Answer:</b>	The affidavit accounting system is an inventory system that allows staff to conduct search of account holders that have been issued affidavits. The system provides the option to enter account holder information such as organization name, address, contact phone #. The system allows staff to issue affidavits to an account holder (inventory). The system allows staff to track inventory and identify affidavits assigned to account holders. Other system options include reporting, auditing, quality assurance and a future system should provide alerts on low inventory.				

38.

<b>Question:</b>	Is there more definition around the format and desired details for the canned reports?				
<b>Reference:</b>	Page:	N/A		Section:	RRCC_EMS RFP Technical Proposal Response Template H.1 Fnctnl Rqrmnts Matrix vFINAL. Administrative and Content Management Tab.
<b>Language:</b>	<i>"UC-ADM006 -11. The System shall provide multiple "canned" reports for the user to select, generate or modify prior to generating".</i>				
<b>Answer:</b>	Common reports are required in the formats including, but not limited to pdf and excel/csv format. County can provide samples of critical and generic reports that can be used as base reports to design required reports, as part of design sessions during the implementation project.				

39.

<b>Question:</b>	What is the overlap between the Ballot Layout section in the RFP and VSAP Ballot Layout? It is supposed to be a separate system with overlapping functionality?				
<b>Reference:</b>	Page:	N/A		Section:	RRCC_EMS RFP Technical Proposal Response Template H.1 Fnctnl Rqrmnts Matrix vFINAL. Administrative and Content Management Tab.
<b>Language:</b>	<i>"UC-ADM013. Ballot Layout".</i>				

<b>Answer:</b>	There should be no overlapping. In the EMS-future-state-v15 diagram the ballot definition will be imported into the VSAP VBL System. This contains all the data required by VBL to layout the ballot and generate files for the BMG, BMD, ISB and Tally. This file is signed using County keys as defined by the certified VSAP system.

40.	<b>Question:</b>	What parts of ECBMS will continue to exist after the implementation of the new EMS?				
	<b>Reference:</b>	Page:	N/A		Section:	RRCC_EMS RFP Technical Proposal Response Template H.1 Fcntrl Rqrmnts Matrix vFINAL. Administrative and Content Management Tab.
	<b>Language:</b>	"UC-ADM013-15. The System shall interface with Registrar Recorder County Clerk ECBMS system".				
	<b>Answer:</b>	After full implementation ECBMS should no longer need to exist. The new EMS will need to support ECBMS until that happens.				

41.	<b>Question:</b>	Can you provide more information about the Content Management's audio script and translation requirement stated as: "The system shall support the creation and validation of audio files to be used in the ballot marking device."? Does this include BMD audio files for Election, System Instructions, or both?				
	<b>Reference:</b>	Page:	N/A		Section:	RRCC_EMS RFP Technical Proposal Response Template H.1 Fcntrl Rqrmnts Matrix vFINAL. Administrative and Content Management Tab.
	<b>Language:</b>	"UC-ADM013-16. The System shall support the creation and validation of audio files to be used in the ballot marking device".				
	<b>Answer:</b>	<p>The audio script is a file used by the audio creation team to create audio files. These audio files support the Ballot Marking Device. The naming structure and expected files will be provided as part of the design sessions.</p> <p>Example of an English name would be can_9_0_name_EN.mp3. Can is a "Type", candidate ID 9, sub candidate id 0 (default), type (name or occupation), Language code.</p> <p>Current ECBMS creates a spreadsheet so the audio team know how to name the name of the file for each audio file that needs to be created. The proposed solution would have a UI where the audio team can create or import required audio files. The system audio files is not part of this system. System audio files are imported directly into the BMG (BMD manager).</p>				

42.	<b>Question:</b>	From <i>third-party identity provider (iDP)</i> , MS Active Directory, LDAP, is one, two, or all of them required to be supported? For example, would it be sufficient to integrate only with one, example: OKTA?				
	<b>Reference:</b>	Page:	N/A		Section:	RRCC_EMS RFP Technical Proposal Response Template I.1 Technical Requirements Matrix vFINAL. Security Rqrmnts Tab.

<b>Language:</b>	“TECH4-15. The System shall use MS Active Directory for authentication. TECH4-17. The System shall integrate with a third-party identity provider (iDP) for authentication with known protocols and has the capability of notifying the end user of account password expiration date as well as the ability to reset the password through the Solution’s user interface. Examples include Lightweight Directory Protocol (LDAP), Security Assertion Markup Language (SAML) or the Open Authorization framework (OAuth). INT-4. Okta (Single-Sign-On, Multifactor Authentication)”.
<b>Answer:</b>	See Appendix C (Sample Contract and Exhibits), Exhibit J (Information Security and Privacy Requirements Exhibit) in the solicitation in addition to voter system requirements to preferred methods.

43.	<b>Question:</b>	Can Los Angeles County provide additional clarification on what is expected here?			
	<b>Reference:</b>	Page:	N/A	Section:	RRCC_EMS RFP Technical Proposal Response Template I.1 Technical Requirements Matrix vFINAL. Infrastructure Rqrmnts Tab.
	<b>Language:</b>	“TECH5-3. The System shall include a means for automated testing to ensure that deployment of changes is successful”.			
	<b>Answer:</b>	The expected solution is an automated testing suite that runs regression tests on the developed, approved, existing code. The suite must permit updated code to run the automated tests significantly or completely eliminating staff intervention in the testing process. The deployment process will include automated smoke testing of the deployed components. Smoke testing validates that a deployment of changes into an environment is successful, prior to making the environment available to users.			

44.	<b>Question:</b>	What are details of the "County standards" related to this point?			
	<b>Reference:</b>	Page:	N/A	Section:	RRCC_EMS RFP Technical Proposal Response Template I.1 Technical Requirements Matrix vFINAL. Infrastructure Rqrmnts Tab.
	<b>Language:</b>	“TECH5-4. The network infrastructure shall be consistent with County standards”.			
	<b>Answer:</b>	Appropriate policies will be provided to the vendor during the project Implementation.			

45.	<b>Question:</b>	Are the Use Cases provided by Los Angeles County samples of the “as-is” states or “to be” states?			
	<b>Reference:</b>	Page:	N/A	Section:	<a href="https://lavote.net/request-for-proposals">https://lavote.net/request-for-proposals</a> . Procurement Library. Sub-Folders-Use Cases.
	<b>Language:</b>	N/A.			
	<b>Answer:</b>	The Use Cases provided by County are a combination of “as-is” and “to-be” states, abstracted samples of the “as-is” state of the current EMS. Some use cases are “to be” state with associated processes, expected outcomes and system functionality.			



46.	<b>Question:</b>	Use Case UC-VR009-Deficiency refers to a CalVoter deficiency. Does Los Angeles County continue to use CalVoter file transfer in some form or another? Please provide details.			
	<b>Reference:</b>	Page:	N/A	Section:	<a href="https://lavote.net/request-for-proposals">https://lavote.net/request-for-proposals</a> . Procurement Library. Sub-Folders-Use Cases. No. 18. Voters. UC-VR009-Deficiency.
	<b>Language:</b>	<i>“Periodically, staff will upload full or transactional data loads to the SOS. If there is a problem such as precinct number, street spelling, street type, or some other issue that does not match the standards required by the state, the state will reject them as either Fatal or Deficient. Fatal means that the state did not accept the record and this much be resolved to get the voter established on the state database. Deficient means that they were able to accept the record, but need the data corrected”.</i>			
	<b>Answer:</b>	The County’s expectation is for the system to prevent the occurrence of deficient records and have the capacity to transfer records transactions to VoteCal meeting the SOS requirements in the transmission.			

47.	<b>Question:</b>	What are the SLA/capacity requirements for completion of the envelope imaging process received on any given day?			
	<b>Reference:</b>	Page:	N/A	Section:	N/A
	<b>Language:</b>	N/A.			
	<b>Answer:</b>	Up to six million (6,000,000) per election and up to two hundred fifty thousand (250,000) daily.			

48.	<b>Question:</b>	Will the County seek State of California certification for the new EMS or will it continue to be excluded from California test efforts?			
	<b>Reference:</b>	Page:	N/A	Section:	N/A
	<b>Language:</b>	N/A.			
	<b>Answer:</b>	See RRCC_EMS RFP_Technical Proposal Response Template J.2 Implementation SOW_vFINAL, Section 6.0 Integration for more information.			

49.	<b>Question:</b>	Does Los Angeles County expect the new EMS to be compliant with California Voting System Standards? If so, the currently published version or one in alignment with VVSG 2.0?			
	<b>Reference:</b>	Page:	N/A	Section:	N/A
	<b>Language:</b>	N/A.			
	<b>Answer:</b>	The selected vendor is responsible for obtaining EMS certification in compliance with the California Elections Code and Code of Regulations, including any applicable California Voting System Standards in effect during the Term.			

50.	<b>Question:</b>	How large is the current data in Gigabytes?				
	<b>Reference:</b>	Page:	N/A		Section:	N/A
	<b>Language:</b>	N/A.				
	<b>Answer:</b>	The current size of the EMS databases and direct files are ~ nine thousand (9000) GB which includes two thousand (2000) GB of affidavit and VBM images. This does not include Sample Ballot or audio recordings.				

51.	<b>Question:</b>	Has there been any work on UI/UX design of the new EMS? Should it have a consistent style guide with the existing VSAP system?				
	<b>Reference:</b>	Page:	N/A		Section:	N/A
	<b>Language:</b>	N/A.				
	<b>Answer:</b>	No, there has been no work done on the UI/UX of the new EMS system. The vendors are expected to adhere to the industry standard UI/UX best-practices and usability guidelines. VSAP is a public voting system that was designed from the ground-up and is a separate system. If, for improved usability, a vendor wishes to take guiding principles of VSAP (for Ui/UX), RR/CC is agnostic to it.				

52.	<b>Question:</b>	Is the expectation that there are internal Los Angeles County staff and external users?				
	<b>Reference:</b>	Page:	N/A		Section:	N/A
	<b>Language:</b>	N/A.				
	<b>Answer:</b>	Yes. The system will be used by internal staff and some parts may be used by external users.				

53.	<b>Question:</b>	What parts of the EMS (if any) need to be air gapped?				
	<b>Reference:</b>	Page:	N/A		Section:	N/A
	<b>Language:</b>	N/A.				
	<b>Answer:</b>	It is anticipated that EMS system will not be air gapped. If a vendor wishes to implement some modules in an air gapped environment, the vendor should specify the reasons as part of their response.				

54.	<b>Question:</b>	Does Los Angeles County hope to include all the ballot layout functions into a single application (from the perspective of users)? Do parts of this system need to be air gapped or isolated?				
	<b>Reference:</b>	Page:	N/A		Section:	N/A
	<b>Language:</b>	N/A.				

<b>Answer:</b>	The ballot layout is (and will be) done in VSAP Ballot Layout (VBL) application, which is not part of the EMS system. See the diagram on Page 15 of the solicitation. VSAP Ballot Layout application is depicted there, and all layout functions will continue to occur in VBL.
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