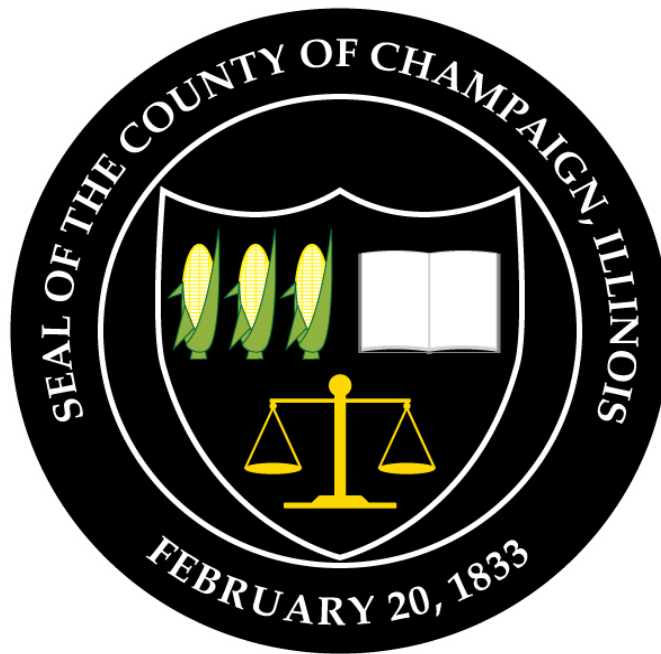# Request for Proposal

Champaign County Clerk Voter Registration and Pollbook Software and Vendor Support

RFP 2024-5

Issue Date: October 15, 2024

REQUEST FOR PROPOSAL (RFP 2024-5)
Champaign County Clerk Voter Registration and Pollbook Software and Vendor Support

October 16, 2024

The County of Champaign invites you to submit proposals in accordance with the requirements documented within this Request for Proposal ("RFP"). You must carefully read the attached documents and follow the procedures as outlined to be considered for evaluation and selection. Please refer to section II for complete instructions for submissions.

The proposal shall include the entire response to this Request for Proposal document and any amendments which may subsequently be issued. Proposals received after the deadline stated in this RFP will be considered late and will be disqualified from further consideration.

Thank you for your interest in this Request for Proposal.

Sincerely,

Aaron Ammons

Aaron Ammons

Champaign County Clerk

I. INTRODUCTION AND GENERAL INFORMATION

Champaign County, Illinois (the "County") is requesting proposals for Voter Registration and Pollbook Software and Vendor Support.

The County has a population of 205,865 according to the 2020 U.S. Census. Urbana is the county seat. In the last presidential election 96,185 people voted, on average there are 130,000 registered voters in Champaign County, and 67 polling locations.

II. INSTRUCTIONS TO PROPOSERS

1. All proposals will be submitted in hard copy and .pdf format to:

Angie Patton
Chief Deputy Clerk, Champaign County Clerk's Office
1776 East Washington
Urbana, IL 61802
apatton@champaigncountyil.gov

2. Six hard copy responses to this RFP must be delivered in a sealed envelope clearly labeled "RFP 2024-5– Voter Registration and Pollbook Software and Vendor Support." In addition, one digital/ electronic copy of your response to this RFP must be submitted to the email address listed in paragraph 1. All proposals must be received by 2:00 pm Central time on Tuesday, November 26, 2024. Proposals arriving after the deadline will not be accepted.

3. Proposals should provide a concise and accurate description of Proposer's capabilities to satisfy the requirements of the RFP. Emphasis should be on completeness and clarity of content.

4. An authorized representative of the Proposer must complete and sign the proposal.

5. Failure to comply with any part of the RFP may result in rejection of the proposal as non-responsive.

6. In submitting information, it is understood by the undersigned that the right is reserved by the County to accept any submissions, to reject any and all submissions, and to waive any irregularities or informalities which are in the best interest of the County.

7. Addendum to the RFP and any additional information will be posted at
http://www.co.champaign.il.us/bids

III. GENERAL REQUIREMENTS AND SCOPE OF SERVICES

Insurance

(1) GENERAL The successful bidder shall maintain for the duration of the contract and any extensions thereof, at bidder's expense, insurance that includes "Occurrence" basis wording and is issued by a company or companies qualified to do business in the State of Illinois that are acceptable to the County, which generally requires that the company(ies) be assigned a Best's Rating of A or higher with a Best's financial size category of Class A-/VII or higher, in the following types and amounts:

(a) Commercial General Liability in a broad form, to include, but not limited to, coverage for the following where exposure exists: Bodily Injury and Property Damage, Premises/Operations, Independent contractors, Products/Completed Operations, Personal Injury and Contractual Liability; limits of liability not less than: $1,000,000 per occurrence and $2,000,000 in the aggregate, and inclusion of a waiver of subrogation in favor of Champaign County;

(b) Business Auto Liability to include, but not be limited to, coverage for the following where exposure exists: Owned Vehicles, Hired and Non-Owned Vehicles and Employee Non-Ownership; limits of liability not less than: $1,000,000 per occurrence, combined single limit for: Bodily Injury Liability and Property Damage Liability;

(c) Workers' Compensation Insurance to cover all employees and meet statutory limits in compliance with applicable state and federal laws. The coverage must also include Employer's Liability with minimum limits of $500,000 for each incident, $500,000 for each disease and $500,000 aggregate, and a waiver of subrogation in favor of Champaign County.

(2) EVIDENCE OF INSURANCE The successful bidder agrees that with respect to the above required insurance that:

(a) The County of Champaign shall be provided with Certificates of Insurance evidencing the above required insurance, prior to commencement of the contract and thereafter with certificates evidencing renewals or replacements of said policies of insurance at least fifteen (15) days prior to the expiration or cancellation of any such policies;

(b) The contractual liability arising out of the contract shall be acknowledged on the Certificate of Insurance by the insurance company;

(c) The County of Champaign shall be provided with thirty (30) days prior notice, in writing, of Notice of Cancellation or material change and said notification requirement shall be stated on the Certificate of Insurance;

(d) Subcontractors, if any, shall execute the Subcontractor Agreement provided by Champaign County, and comply with the same insurance requirements as contractors.

(e) In addition to being named as an additional insured on the Certificate of Insurance, each liability policy shall contain an endorsement naming the County of Champaign as an additional insured. A copy of the endorsement shall be provided to Champaign County along with the Certificate of Insurance; and,

(f) Champaign County must be named as an additional insured, on a primary and noncontributory basis, and the address for certificate holder must read exactly as: County of Champaign, a body politic 1776 East Washington Street, Urbana, IL 61802

(g) Insurance Notices and Certificates of Insurance shall be provided to: Champaign County, Insurance Specialist, Administrative Services Department, 1776 East Washington Street, Urbana, IL 61802

Requirements

In a separate document identify the status of your product on each of these points. If your program has them provide a brief description and if not, what state of development is the item for your program.

System Features and Functionality

- Conform to the State of Illinois implementation and integration of the Illinois Voter Registration System (IVRS), Automatic Voter Registration requirements, the Help America Vote Act of 2002(HAVA), the National Voter Registration Act of 1993 (NVRA) and all current Voter Registration mandates of the State of Illinois.
- Provide procedures for standard, mail, online, and paperless voter registration application processing, record maintenance for active and inactive voters, identify duplicate records, print voter registration cards, post voter history and provide an audit trail of all changes.
- Provide functionality or supporting module to allow for processing vote by mail and early voting ballots, poll worker scheduling and payroll tracking, polling place management, reporting and street address validation.
- Provide listing of units of government and elected officials tied to voter record including ballot style definition.
- Provide detection of duplicate voter entry using data fields required under IVRS, HAVA, NVRA, ERIC and Illinois State mandates, including user alerts for cancelled, inactive, and suspended registrations.
- Provide capabilities to handle ALL vote by mail elections and in-person voting and tracking.
- Provide capabilities for web interface for voters to track their ballot by mail.
- Provide capabilities to accept and track all candidate filings, offices, objections and electoral board hearings.
- Provide capabilities to capture voter records, candidate, and referenda data as it relates to current and past elections.
- Provide secure method for search of voter records by public for objection filing.
- Provide data field verification including, suffix, gender, date of birth (must be 18 by the next general election), citizenship code and township number. The legal address must be verified as being in Champaign County as linked to PIN and USPS proper addressing.
- Provide for bar coding of all forms, mailings, and correspondence.
- Provide smart search capabilities.
- Provide the capability to create reports and correspondence on an ad hoc basis.
- Provide for statistical reports and demographics of precinct, townships, and all municipalities.
- Provide a method to report daily transaction statistics by operator.
- Provide details and procedures for high volume printing such as voter applications, vote by mail applications and envelopes, and voter registration ID cards.
- Provide methods to execute queries on the databases including creating various reports of voting rolls by data elements.
- Maintain Deputy Registrar information including affiliate organization, location, hours of operation and commission date.
- Provide access to various query methods for record location, verification and retrieval.
- Provide procedures for standard imaging, indexing and retrieval of all voter registration documents. Software should allow for multiple documents to be attached, updated and viewed from a voter record.
- Provide procedures for interface with ePollbook upload of voter records, voter history, and statistical data.

- Provide an intuitive, user friendly, interface that is [can be] customized to meet the specific needs of the Champaign County Clerk's Office.
- Provide a scalable and modular architecture to allow the Champaign County Clerk's office to implement specific functionality, but also enhance and build on the system for future Election Administration needs.
- Software should handle vote-by-mail "programs" to allow for date–limited enrollment and unlimited enrollment, including intelligent barcode tracking of mailed ballots.
- Provide for archive of imaged documents including backup procedures and hardware.
- Include the hardware necessary to support the operation of the system to include the file server, scanner(s), and any upgrade to the workstations that may be necessary. Include specifications for database server and file server hardware components, as well as database software that is specific to the solution.
- Provide for software maintenance, training, installation, and configuration of solution.
- Provide various levels of security allowing for limited access by assigned staff and unlimited access for supervisors.
- Platform must exist on open architecture database format.
- Provide the capability to utilize electronic data transfer and to receive data electronically.
- Provide the conversion of data in the existing system to the proposed system. Provide the associated costs for the conversion of approximately 250,000 records.
- Provide the policy and plan associated with the conversion of the data for Champaign County's existing data that requires conversion to the proposed software application.
- Comply with all State of Illinois and Federal regulations. The proposer's ability to constantly be aware of, and the software being modified in a timely manner, as required to comply with all State and Federal regulations as they occur.
- Provide a written manual and written updates to the manual as changes are made to the program.

CYBERSERCURITY REQUIREMENTS

- System Features and Functionality
- Disclose all countries in which your organization operates.
- Describe the corporate structure and ownership (e.g., publicly traded corporation, privately held partnership, nonprofit). Disclose all board members or any entity with more than 10% ownership in the organization.
- Also, disclose any ownership in your company by non-U.S. persons or entities, regardless of ownership percentage.
- Describe your processes for identifying specific cybersecurity risks and mitigating them in the election environment and how the implementation of the mitigation processes will increase the likelihood of success on the current proposal. Be specific and provide specific examples of how this process has been successful in both confirming proper implementation and identifying needed changes. Include lab testing and third-party testing you regularly employ.
- Describe how you monitor ongoing security threat changes and respond to evolving threats, including monitoring common vulnerabilities and exposures (CVEs) and any ability to receive and share real-time threat information.

- Indicate participation in information sharing networks, including the Sector Coordinating Council of the Election Infrastructure Subsector (EIS-SCC), the Information Technology Information Sharing & Analysis Center (IT-ISAC), the Election Infrastructure ISAC (EI-ISAC), and others.
- Describe the specific security controls that you will implement. These may be international information security standards such as ISO 27000 or common sets of controls specific to elections, such as the CIS Elections Best Practices.
- Define specific levels of service for key work activities including performance standards for each service. These should include, but not be limited to:
- Expected outcomes for normal security activities and, separately, around the time of elections.
- Include your policies for response time, types of support (e.g., in-person, phone) provided.
- Approach to ensuring continuity of mission critical services (e.g., failure restoral, patching and updates, and other relevant service component failures).
- Clearly describe trigger points for deploying updates and the approvals needed on both the vendor and government sides. This response should address vulnerability detection and remediation, patching speeds, and incident response and escalation procedures.
- For those products that cannot be readily updated, describe controls and monitoring that will be used to identify suspicious access or activity
- Detail your approach to supply chain management, including the selection process for suppliers. Provide specific information including, but not limited to:
- How do you handle content originating from non-U.S. sources?
- How do you review suppliers and their products to ensure that they do not contain security vulnerabilities or malicious content and are free from unexpected or unwanted procedures?
- Which processes are used to monitor compliance of suppliers to requirements of the contract?
- Describe any process for auditing suppliers' ability to maintain security in their development process.

IV. EVALUATION PROCEDURE

The Champaign County Clerk's Office shall review the proposals submitted. After each proposal has been evaluated on the basis of the Vendor's approach to meeting Champaign County needs, the field of candidates will be narrowed to the two or more best qualified firms. Champaign County expects to ask for references related to quality of service and ability to deliver, after choosing the top contenders. Each of these firms may then be invited to an interview at which time each firm will be given an opportunity to answer questions of the evaluation committee.

1. All proposals must include at least five (5) references, complete with contact name, address, telephone number, e-mail address and connection to the Proposer. The County reserves the right to contact additional individuals associated with the Proposer.

2. All Proposers should demonstrate to the County that the Proposer has the capability, experience and resources to perform the requirements of this request, and that it has the integrity, experience and reliability to ensure good faith performance in meeting the expectations of this request for proposal, should the Proposer's offer be accepted.

3. All proposals should include an implementation plan including system design and hardware specifications.

4. The County reserves the right, at its sole discretion, to terminate this process at any time, or reject any and all proposals without penalty. Priority for the final selection will be given to those proposals that best meet the requirements set forth in the RFP and are in the best interest of the County.

5. All proposals must include all-inclusive costs including software licensing, annual support, third party software licensing that may apply, implementation and training.

6. The County reserves the right to request clarification of information submitted and to request additional information of one or more applicants.

7. The County shall not be responsible for any costs incurred by the Proposer in preparing, submitting, or presenting its response to the request for qualifications.

8. All proposals submitted to the County are subject to the Illinois Compiled Statutes Chapter 5, Section 140 (5 ILCS 140/Freedom of Information Act). Any information submitted in a proposal which the Respondent considers to be proprietary or otherwise exempt from disclosure, the Respondent must invoke, in writing, the exemption(s) to disclosure provided by 5 ILCS 140/Freedom of Information Act in its proposal by providing the specific statutory authority for claimed exemptions, identifying the data or other materials to be protected, and stating the reasons why such exclusion from public disclosure is necessary. Furthermore, to designate portions of the bid as confidential, the Respondent must:

Mark the cover page as follows: "This proposal includes trade secrets or other proprietary data."

Mark each sheet or data to be restricted with the following legend: "Confidential: Use of disclosure of data contained on this sheet is subject to the restriction on the title page of this proposal."

Provide an electronic, redacted copy of the entire bid or submission in .pdf format for posting on the County's website for public inspection. Respondent is responsible for properly and adequately redacting any proprietary information or data which Respondent desires remain confidential. If entire pages or sections are removed, they must be represented by a page indicating that the page or section has been redacted. Failure to provide an electronic version of a redacted copy may result in the posting of an un-redacted copy.

Indiscriminate labeling of material as "Confidential" may be grounds for deeming a bid as non-responsive.

Champaign County will make the final determination as to whether information, even if marked "confidential," will be disclosed pursuant to a request under the Freedom of Information Act or valid subpoena. Respondent agrees not to pursue any cause of action against Champaign County or its agents for its determination in this regard and disclosure of information. At some point after proposal opening, all opened proposals will be made available for public inspection consistent with 5 ILCS 140/Freedom of Information Act. If a contract is awarded through this RFP, the awarded contract will also become a public record consistent with 5 ILCS 140/Freedom of Information Act. The County has the right to use any or all information/material submitted. Champaign County reserves the right to make an award to the Respondent offering a proposal in the best interests of the County and meeting all the requirements of this RFP.

IV. PROPOSAL FORMAT

The proposal must be presented in the order as requested. To be considered substantive, the proposal must respond to all requirements of this part of the RFP. Any other information thought to be relevant, but not applicable to the enumerated categories, should be provided as an appendix to the proposal.

V. TIMELINE

Publication of RFP in local newspaper	10/28/24, 11/4/24, 11/11/24
Questions Due	11/12/24
Addendum or Addenda Issued	11/13/24
Proposals Due – Bid Deadline	11/26/24
Interviews and Demos (if necessary)	12/3/24-12/4/24
Select Qualified Respondent and	12/9/24
make recommendation to County Board	
County Board Approval	12/19/24