

Statewide Voter Registration System
RFP – EB-SVRS1
Vendor Questions 2

5/20/04

1. Can you tell me where I can find the Wisconsin multi-language standards referenced in the VR RFP document?
Currently there are no formal Wisconsin multi-language standards. Appendix B Question 37 has been changed to read “If the system has web enabled functions, does the system have multi-lingual capabilities? (If yes, please list which languages in the vendor comments.)”

2. In section 1.1 (Page #6) of the SEB-SVRS RFP it states: "The SEB is seeking a vendor with experience in statewide or large county (over 1 million population) voter registration systems. Therefore, as specified in §7.2, vendors must provide three (3) references, at least one of which must be a state or large county in which a voter registration system has been implemented and is in production. Will a vendor who has implemented a voter registration system for the country of England (population 50 million plus) but has not done any voter registration systems in the USA be disqualified based on the requirement in the SEB-SVRS statement above?
A vendor with a voter registration system of this size will not be disqualified from proposing.

3. With any project like SVRS there is significant change required by the distributed users of the system. This change needs to be managed through communication, expectation setting, training, and support. The RFP addresses the training and support topic, but only addresses the transition (change management) issues at a high level. What level of change management services should the vendor assume are their responsibility relative to costing the proposal?
The SEB intends to execute many aspects of the communication plan. However, the SEB expects the vendor to use their experience to provide the SEB with best practices in this area including identifying activities and resources required. The vendor’s driver-based work plan should make an initial assumption on the communication plan.

4. Are the RFP specifications based upon a vendor's offering? If so, which vendor?
No. As stated in the RFP §1.1, “The SEB recognizes that any proposed SVRS software will require some degree of customization in order to meet the business and technical requirements of Wisconsin. In general, however, an existing SVRS that meets HAVA requirements and that also meets substantially all or most of Wisconsin’s business and technical requirements is the preferred choice. A fully customized SVRS, while not ruled out, is less preferable.”
The RFP specifications are not intended to favor any specific vendor’s product, and in fact, there was an effort to make the specifications as generic as possible. If a vendor feels that any specification is proprietary, they should notify the SEB immediately.

5. Are the RFP specifications based on a pre-existing system/application or a system/application to be developed?
As stated in the RFP §1.1, “The SEB recognizes that any proposed SVRS software will require some degree of customization in order to meet the business and technical requirements of Wisconsin. In general, however, an existing SVRS that meets HAVA requirements and that also meets substantially all or most of Wisconsin’s business and technical requirements is the preferred choice. A fully customized SVRS, while not ruled out, is less preferable.”
The RFP specifications are not intended to favor any specific vendor’s product, and in fact, there was an effort to make the specifications as generic as possible. If a vendor feels that any specification is proprietary, they should notify the SEB immediately.

6. What is the budget allocation for the described RFP application?

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The SEB expects a workplan and fixed price that reflects the effort required to implement this system.

The SEB budget expectation for the 70-month cost of the SVRS including the vendor's proposal, SEB implementation costs, DET hosting and DIA integration is \$20 million. The SEB has HAVA requirements for voting equipment, voter education and election official training that will consume the remainder of the federal funds.

7. Is there a preference for a vendor to develop a system or an application specifically for the RFP system or offer an alternative program application for this application?
As stated in the RFP §1.1, "The SEB recognizes that any proposed SVRS software will require some degree of customization in order to meet the business and technical requirements of Wisconsin. In general, however, an existing SVRS that meets HAVA requirements and that also meets substantially all or most of Wisconsin's business and technical requirements is the preferred choice. A fully customized SVRS, while not ruled out, is less preferable." Ultimately, the SVRS must meet the requirements in the RFP.
8. Who wrote the specifications for the RFP?
As stated in the RFP §3.2, the RFP was developed by the SEB with the assistance of its project consultant.
9. Was the assistance of an outside vendor used to develop the RFP?
As stated in the RFP §3.2, the RFP was developed by the SEB with the assistance of its project consultant. The project consultant is precluded from responding to the RFP.
10. Will the RFP due date, the application demo date, and/or the application implementation date be extended?
The RFP due date has been extended to Tuesday, June 8, 2004 at 3:00 pm, Central Time. The application demo and application implementation dates have not changed.
11. Has the desired and specific application already been developed?
As stated in the RFP §1.1, "The SEB recognizes that any proposed SVRS software will require some degree of customization in order to meet the business and technical requirements of Wisconsin. In general, however, an existing SVRS that meets HAVA requirements and that also meets substantially all or most of Wisconsin's business and technical requirements is the preferred choice. A fully customized SVRS, while not ruled out, is less preferable."
12. This RFP specifically excludes system and networking hardware and software from its scope. How does the SEB intend to factor the cost of these items into its overall evaluation in the event that some vendor solutions require the state to spend more on support infrastructure than others? For example, solutions requiring CITRIX servers for web/internet presentation may drive cost to the state that is not required in other solutions. Does the SEB have a plan for factoring these potential "hidden infrastructure" costs into the evaluation process?
The process of evaluating proposals is presented in the RFP, §6.0. The language in §6.0 is changed to include "Hardware and Infrastructure Material List." However, vendors are instructed to not provide these costs. The SEB will use costs from DET to fairly evaluate the vendor response.
13. Can the SEB detail or describe the process by which optional products and services will be evaluated in the context of the RFP scoring?
Section 6.1 has been changed to include the statement "Optional products and services will not be included as part of the scoring." However, during contract discussions, the SEB may choose to

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purchase some, all, or none of the optional products and services as stated in the RFP §2.2. See Appendix C Cost Proposals.

14. RFP section 7.2 indicates that three (3) references are required for each sub contractor on a vendor's team, but Appendix E stipulates four (4) references as required. Should we provide three (3) references per sub contractor?
The vendor must provide at least three references. Additional spaces were provided in Appendix E to allow a vendor to list more than three references.

Questions on Appendix A

15. Page A-23 - Level 1 Support is listed as being provided by the Vendor. Does that mean that there currently is no help desk support for the municipalities and counties in place now? If there is a current help desk, we think it would make sense to have a single help desk for all county and municipality user issues which then is routed to the related application or infrastructure support help desks. Can the SEB please clarify?
Each municipality or county may or may not have a level 1 support desk within their municipality or county. There is no statewide help desk for local governments. As there is no statewide voter registration system or process in place now, there is no statewide help desk for municipalities and counties.
16. A2.1 #2 - Does the term "web-enabled" refer to a full end to end, web based architecture?
Yes, our use of the term "web enabled" does refer to a full end to end web based architecture. However, a system that can be deployed over the Internet and is not web-enabled will be considered.
17. A2.1 #4 - What does the SEB mean by, "Web functionality"? Can you please expand and clarify?
Any process that can be performed by users (e.g., municipal clerks or public) over the Internet.
18. A2.1 #5 - For, "connectivity (i.e., speed) requirements," should vendors provide just the minimum bandwidth required?
Vendors should provide both minimum and desired.
19. A2.1 #12a and #12c - What is the difference between the recommended disk capacity (found in #12a) and recommended storage capacity (found in #12c)?
Disk capacity refers to the size of an individual disk (e.g., 1Gb) storage. Total storage capacity would be the total number of individual disks needed to support the system (e.g., 20 1GB disks).
20. A2.4 #25 - Does this requirement apply to the user environment only? In other words, is the SEB requiring that both the user environment and the server environment use Windows?
The user environment.
21. A2.4 #38 – Can the SEB please provide the standard we are to follow for use of PDF? Is there a specific version we are to use? Are there any PDF features we are to use or avoid?
The system should utilize the most recent current version of the free PDF reader. There are no features that should be avoided.
22. A2.4 #39 - Can the SEB clarify what it means by "content management"? CM can mean web content management, which includes the tools to design, modify and deploy a web site. CM can also mean tools and servers to manage and distribute digitized information. Does the SEB or DET have a preferred, or standard, product(s) for a content management tool?

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Content Management is a general term used to indicate the process of logging and tracking contact with the user community.

23. If there is no standard product for content management, please provide any standards or requirements vendors are to follow.
We expect the vendor to use their experience to provide the SEB with best practices in this area.
24. A2.4 #40 - Does the SEB or DET have a preferred, or standard, product(s) for log analysis? If there is no standard product for log analysis, please provide any standards or requirements vendors are to follow.
The SEB and DET have no preferred product(s). We expect the vendor to use their experience to provide the SEB with best practices in this area.
25. A2.4 #48 - Is the SEB asking if the application has exit points that will allow SEB to attach routines in order to perform customized processing and that those exit points will remain available in future releases? Or, is the SEB asking for something else?
Exit points refer to places, or events, within the software that will allow the SEB to integrate with external routines in order to perform processes not supported by the SVRS.
26. A3.0 4th bullet – Regarding “SVRS Software Customization”, and the statement, “The vendor is responsible for providing to SEB a testing plan, tools, and test scripts”, does the SEB or DET have any preferred product(s) or standards for test tools?
No. The vendor may propose their preferred products and tools.
27. A3.2 #54 - The RFP states "Replacement staff shall be on-site at least two (2) weeks prior to the departure date of the person being replaced. The Contractor shall provide the SEB with reasonable access to any staff diverted by the Contractor." Does the SEB expect all work to be performed onsite at SEB/DET?
All work does not need to be performed onsite. However, when the Contractor replaces staff, the provisions for the replacement of key personnel (as stated in §8.2.28) apply, regardless of the work location of the individual.
28. A3.3 Page A-19 – Does the Access Database listed on this page have voter names and addresses or just the names and addresses of the municipalities and counties?
The Access database contains only municipal and county clerk data. It does not contain any voter name and address data.
29. A3.3 #64 – Can the SEB please provide information, similar to that provided for the Voter Registration data, for the geographic data to be included in the SVRS? For the required jurisdictions:
- Are street centerlines defined? – ***Varies from municipality to municipality***
 - Are addresses defined? – ***Yes.***
 - Number of counties/municipalities that have electronic geographic data in a GIS format?
– ***Unknown at this time***
 - What GIS formats exist? Are any of them still in paper formats? – ***Unknown at this time***
 - What systems are currently used to maintain these data? – ***Unknown at this time***
 - How many records will need to be converted? – ***Unknown at this time***
30. Is creation of a combined statewide geographic data set for these features within the scope of the implementation of the SVRS?
The vendor is expected to provide an SVRS capable of meeting Wisconsin’s business requirements relating to addressing and jurisdiction management. The SEB is not prescriptive in mandating the means by which this is accomplished.

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31. A5.0 Page A-23 - Level 1 Support is listed as being provided by the Vendor. Does that mean that there currently is no help desk support for the municipalities and counties in place now? If there is a current help desk, we think it would make sense to have a single help desk for all county and municipality user issues which then is routed to the related application or infrastructure support help desks. Can the SEB please clarify?

See answer to Question 15 above.

Questions on Appendix B

32. B3.5 #29-C – Can the SEB please clarify the meaning of the question. Can the SEB elaborate on what internal file types it desires real time access from external applications?
Please describe how your system reads and displays information from newly defined files/tables that are not part of the original configuration.
33. B4.0 #37 – Can the SEB please provide a copy of the Wisconsin Multi-lingual standards referenced in this requirement?
See answer to Question 1 above.
34. B4.0 #44 – This addresses customization of the on-line help. Can the SEB elaborate on the types of customization you envision being necessary.
Because this is a priority 4 item, no customization is regarded as necessary. However, the question relates to whether a user could, in any way, customize the help system (e.g., through the use of favorites, or municipality or county specific help) that would address their frequently asked questions.
35. B4.0 #45 – This addresses spell check functionality. Can the SEB list the fields in the system that would require spell checks (in addition to field appropriate edits, such as populating voter street name directly from the street index?)
The vendor should define which fields and options would be most relevant for spell check functionality.
36. B4.0 #'s 47-51 – Does the SEB know what data/information would need to be imported/exported from Access, Excel and Word? Is this part of the initial data conversion?
This requirement does not relate to initial data conversion.
The SEB needs to know whether your SVRS has the capability to import and/or export data to and/or from those applications.

Example 1 – Remote Voter Registration. Because smaller municipalities are partnering with larger municipalities and counties to perform data entry, a small municipality could create an Access, Excel or Word file (using the vendor's specifications) that would be delivered to its technology partner for importing/updating to the SVRS.

Example 2 – Create Poll List. When a candidate requests a copy of a poll list, they might ask for it in Access, Excel or Word format.
37. B4.0 #56 – Can the SEB please describe the data entry fields and tables that the system administrator would need to populate?
The system administrator(s) should be able to populate all standard tables (e.g., reason codes for pending status) that would be used to validate data entry.

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38. B4.0 #86 – This requirement asks if the system prevents and/or detects the removal of voters in error. Please describe all scenarios under which a voter might be erroneously removed from the list and the fields and values that the system would validate in order to determine that this has occurred.
We anticipate the vendor to propose a best-practices methodology for addressing this requirement. The SEB needs to know whether your SVRS has the capability to detect or prevent the removal of a voter.
39. B4.0 #103 – Can the SEB please clarify what is meant by ‘pre-existing reports’ requiring modification?
A “pre-existing report” is one from the vendor’s standard report suite or base system functionality.
40. B5.0 page B-21 – For the Voter Access to Voter Information: Will the SEB allow access to other people’s information as long as the record is not marked as a confidential record or will a unique identifier have to be established which is not public knowledge? If a unique identifier, does the SEB have a unique identifier for your population which we can use? If not, has the SEB considered how to allow its citizens to obtain a unique identifier for this voter access?
Public information must be accessible to anyone. However, there are elements of the voter registration record which are not public.
41. B5.1 #'s 178 & 179 - Can the SEB explain why confidential voters need a confidential voter identification number in addition to the unique, system assigned voter identification number already assigned to them?
State law mandates the assignment of a confidential voter identification number. This confidential ID must be different from the SVRS assigned voter number (assigned to all voters) because the SVRS assigned voter number (assigned to all voters) is public record information and therefore does not protect confidentiality.
42. B5.1 #'s 180-191 - Can all election districts be produced by an aggregation of wards or other smaller jurisdictions? Is this the entire list of election districts to be included in the SVRS?
The entire list of election districts must be included in the SVRS. School districts (as one example) do not always follow ward boundaries.
43. B5.1 #220 – Can the SEB please describe what it means by ‘complete voter demographic information’ and ‘the nature of the changes’?
Complete voter demographic information refers to name, address, and birth date. The nature of the changes is what information was changed.
44. B5.1 #222 - Which specific voter record changes or change types would be created from the audit report extraction requirement?
The SEB is asking the vendor to indicate the types of changes that are tracked by the vendor’s SVRS, and if it is possible to generate a report for one, some, or all of the change types.
45. B5.1 #'s 229-231 – Can the SEB please describe what is meant by ‘electronically’?
“Electronically” means a computer data file that is created and accessed using a computer-based utility like an application, report writer, or text editor.
46. B6.1 #262 – Can the SEB please describe the ‘renewal card’ form and process?
A renewal card is a postcard that the elector returns to maintain their status as a permanent absentee voter.
47. B7.0 pg 45 – Can the SEB please define the length of the HIND#?
Five numeric characters.

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48. B7.1 #286 – Can the SEB describe what is meant by the "Minimum of 10" specification?
At least ten municipalities or counties for whom the municipality will perform data entry.
49. B7.1 #312 – Can the SEB describe what is meant by the "Minimum of 20" specification?
At least twenty municipalities or counties for whom the county will perform data entry.
50. B8.1 # 363 – Can the SEB please explain the function of the voter ‘serial number’ for the poll list referenced in this requirement?
The voter serial number is the order in which a voter shows up to vote.
51. B11.1 #466 – Can the SEB please define the “WSEB ID #” referenced in this requirement?
Every registrant is assigned a six-digit unique identifier.
52. B11.1 #472 – Can the SEB define whether the registration status for filing campaign finance reports resides in the voter registration system or the campaign finance module?
The “status” is in the election administration function of the voter registration system.
53. B11.1 #487 – This requirement appears to be an exact duplicate of B11.1 #484. Was #487 supposed to contain different verbiage?
#487 was a duplicate and should be ignored.
54. B11.1 #'s 502 & 503 – Can the SEB describe the difference between ‘Candidates Registered’ (Req. 502) and ‘All Active Registrants’ (Req. 503)? Does the latter include incomplete registrations?
A registered candidate is a candidate who has registered. An active candidate is one who is running for office in the next election.
55. B11.1 #505 – In the phrase “Listing of ‘Specified’ Registrants”, what categories does ‘specified’ include?
Specified by the user.
56. B11.1 #508 – How does this question differ from the Voter Access to Voter Information listed on page B-21?
Question 508 refers to candidate information. Question 21 refers to voter information.
57. B11.2 #536 - Can the SEB please define the “Nomination Paper Tracking with Supplemental Signatures” report?
Candidates may submit nomination papers in batches. When a report regarding nomination paper sufficiency is generated, subsequent batches of signatures are referred to as “supplemental”.
58. B11.2 #'s 540 & 541 – Can the SEB please describe the creation of the Certificate of Nomination and Corrected Certificate of Nomination reports referenced in these requirements?
The Certificate of Nomination is a report that the system would generate, that the Executive Director of the Elections Board would sign to show the individual candidate that they have satisfied all of the requirements for nomination. The “Corrected” report would be a Certificate of Nomination that needed to be recreated because of some error (e.g., incorrect spelling of name).
59. B11.3 # 549 – Can the SEB describe what ‘scattering votes’ are?
Scattering votes are those votes cast for write-in candidates.
60. B11.3 #'s 551-565, 567 - Is the SEB interested in providing Web-enabled, read-only maps illustrating these reports through the SVRS?
The vendor may propose these if they believe that is the best approach.

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61. 1.3 #'s 560 & 561 – These requirements are unclear to us. Can the SEB please explain their meaning?
These reports assist the SEB in tracking the progress of processing canvass results. As there are sometimes 250,000 lines of data to be entered, it is necessary at this time, to have reports that allow the SEB to manage the data entry process.
62. Section 2.0 SVRS Project Scope – Will the Wisconsin State Elections Board be utilizing an independent verification and validation provider (QA Monitor) for this project? If so, should providers of this service respond to this RFP or will another solicitation be posted?
As stated in the RFP §1.1, “This RFP is for the purpose of soliciting proposals for the SEB’s Statewide Voter Registration System (SVRS) as required by the Help America Vote Act of 2002. This includes software, customizations to meet Wisconsin’s business and technical requirements, implementation services, data population strategy and conversion, training, service desk, and maintenance and support. The SEB is seeking to identify a vendor who solely, or through the use of clearly defined and managed sub-contractors, can provide an SVRS that best addresses the SEB’s centralized voter registration needs (see §2.0 for discussion of project scope). The vendor is responsible for the successful delivery of a fully functional SVRS.”

Independent verification and validation services are not a part of this RFP.