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REQUEST FOR INFORMATION

Office of the Chief Electoral Officer File No.:

ECRS-RFI-16-0167

Title:

Voter List and Electronic
Poll Book Management

Date:

August 11, 2016

Closing Date and Time:

August 25, 2016 – 2:00 p.m. (Gatineau time)

Enquiries – address enquiries to:

Office of the Chief Electoral Officer of Canada
30 Victoria Street
Gatineau QC K1A 0M6
Canada

supplier@elections.ca

Attention:

Ron Shaheen
Senior Advisor
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Tel No.:

819-939-1489

SUBMIT RESPONSE VIA EMAIL TO:

supplier@elections.ca

This Request for Information (“RFI”) contains the following information:

Part 1 – Background and Purpose

Part 2 – Nature of Request for Information

Part 3 – Nature and Format of Responses Requested

Part 4 – Response Costs

Part 5 – Treatment of Responses

Part 6 – Official Languages

Part 7 – Information Requested by Elections Canada

Part 8 – Volumetric Data

Part 9 – Format of Responses

Part 10 – Enquiries

Part 11 – Submission of Responses

Part 12 – Business Vision

Part 13 – RFI Questions

Annex A – Supplier Response Template

REQUEST FOR INFORMATION

Voter List and Electronic Poll Book Management

Part 1. Background and Purpose

1.1. Background Information

The 42nd general election was successfully delivered in much the same manner as elections for the past century. Embracing the spirit of continuous improvement and innovation, Elections Canada seeks opportunities to improve service to Canadian electors. To this end, Elections Canada has created the Voting Services Modernization (VSM) project to improve voting services. The scope of this project includes making recommendations for legislated changes, streamlining processes and leveraging technology that could be employed when an elector seeks to cast their vote.

VSM is comprised of three distinct streams:

- (a) The “In-Person” voting experience at Polling Stations
- (b) The voting experience under Special Voting Rules (SVR) legislation
- (c) Future voting technologies

The “In-Person” voting experience, stream (a), is exploring the design and development of new Polling Place business processes and supporting technology solutions at polling places that:

- Integrates electronic voters’ lists;
- Replaces paper-based records and controls; and
- Supports an efficient and effective voting process.

VSM is an appropriate response to a changing world. With technology changing our daily lives and expectations, there is an opportunity to improve the election experience for all stakeholders.

1.2. Purpose

Elections Canada is seeking feedback from suppliers on Elections Canada’s requirement for a solution to support automation of the List of Electors and poll book at Polling Places for Elections Canada.

Elections Canada is issuing this RFI to:

- A. Provide an equal opportunity for suppliers that may be interested in supplier engagement with Elections Canada;
- B. Validate solution concepts that could assist Elections Canada in further defining requirements;
- C. Determine whether to proceed with requirements/strategy, and if approved, develop planning, and solicitation documents;
- D. Refine the procurement strategy, project structure, timelines, requirements definition, and other aspects of the requirement; and
- E. Become a more "informed buyer" with an enhanced understanding of supplier goods and service offerings.

1.3 Elections Canada Mandate

Elections Canada, headed by the Chief Electoral Officer (CEO), an agent of Parliament, is an independent, non-partisan agency with unique organizational features that reports directly to Parliament. Elections Canada exercises general direction and supervision over the conduct of elections and referendums at the federal level. Its mandate is to:

- a) be prepared to conduct a federal general election, by-election or referendum;
- b) administer the political financing provisions of the *Canada Elections Act*;
- c) monitor compliance with electoral legislation;
- d) conduct public information campaigns on voter registration, voting and becoming a candidate;
- e) conduct education programs for students on the electoral process;
- f) provide support to the independent commissions in charge of adjusting the boundaries of federal electoral districts following each decennial census;
- g) carry out studies on alternative voting methods and, with the approval of parliamentarians, test alternative voting processes for future use during electoral events; and
- h) provide assistance and cooperation in electoral matters to electoral agencies in other countries or to international organizations.

1.4 42nd General Election

The 42nd general election held on October 19th, 2015 was a historic 78-day election. The next fixed Election Day for the 43rd general election is October 21st, 2019. However, with little or no notice, the Governor General, with advice from the Prime Minister, may initiate an Electoral Event at an earlier date. Once the Electoral Event is launched, Elections Canada and an appointed Returning Officer (RO)

in each of the country's 338 federal Electoral Districts mobilize thousands of temporary workers and set the machinery of an electoral process in motion.

1.5 Electoral Event Numbers

The following volumetric data may be associated with a general election:

- (a) a minimum electoral calendar of 36 days from the call of the general election to Election Day;
- (b) 338 Electoral Districts;
- (c) 485 local offices including satellite offices in the north;
- (d) over 15,000 polling sites;
- (e) 70,850 Polling Stations composed of
 - i. 64,328 Ordinary Polls;
 - ii. 1,762 Mobile Polling Stations; and
 - iii. 4,760 Advance Polling Stations;
- (f) over 25 million electors; and
- (g) over 1,500 candidates.

Part 2. Nature of Request for Information

This is not a solicitation. This RFI may not result in the award of any contract and no source list may be created. As a result, potential suppliers of any goods or services described in this RFI should not reserve stock or facilities, nor allocate resources, as a result of any information contained in this RFI. Therefore, whether or not any potential supplier responds to this RFI, it will not preclude that supplier from participating in any future procurement. Also, the decision to whether or not launch a procurement process for any goods or services described in this RFI is entirely at the sole discretion of Elections Canada. This RFI is simply intended to solicit feedback from industry with respect to the matters described herein and should not be considered as an authorization to undertake any work that would result in costs being charged to Elections Canada. Elections Canada reserves the right to accept or reject any or all comments received. Further respondent engagement may be conducted by Elections Canada which may include supplier engagement days, one-on-one meetings, product demonstrations, requesting additional information from respondents, etc.

Part 3. Nature and Format of Responses Requested

Respondents are requested to provide their comments, concerns and, where applicable, alternative recommendations regarding how the requirements or objectives described in this RFI could be satisfied. Respondents are also invited to provide comments regarding the content, format and/or organization of any draft documents included in this RFI. Respondents should explain any assumptions they make in their responses.

Part 4. Response Costs

Elections Canada will not reimburse any respondent for any overhead costs or expenses incurred in responding to this RFI.

Part 5. Treatment of Responses

5.1 Use of Responses

Responses will not be formally evaluated. However, the responses received may be used by Elections Canada to develop or modify procurement strategies or any draft documents contained in this RFI. Elections Canada will review all responses received by the RFI closing date. Elections Canada may, in its sole discretion, review responses received after the RFI closing date.

5.2 Review Team

A review team composed of representatives from Elections Canada will review the responses. Elections Canada reserves the right to hire any independent consultant, or use any government resources that it considers necessary to review any response. Not all members of the review team will necessarily review all responses.

5.3 Confidentiality

Respondents are solely responsible for marking any portions of their response that they consider proprietary or confidential. Elections Canada will handle the responses in accordance with the Access to Information Act.

5.4 Follow-up Activity and One-on-One Meetings

Elections Canada may, in its discretion, contact any respondents to follow up with additional questions or for clarification of any aspect of a response or for one-on-one meetings.

Part 6. Official Languages

Responses to this RFI may be submitted in either of the official languages of Canada, English or French.

Part 7. Information Requested by Elections Canada

7.1 Responses to Questions to Suppliers

This RFI includes an attached Annex A that consists of specific criteria and questions which respondents can respond to.

Additional or supporting documents may be sent by email to supplier@elections.ca by the closing date and time identified on the cover page of this document.

These documents are currently at a preliminary stage and respondents should not assume that new clauses or requirements will not be added to any solicitation that may ultimately be published by Elections Canada. Nor should respondents assume that none of the clauses or requirements will be deleted or revised.

Part 8. Volumetric Data

The data is being provided to respondents purely for information purposes and may not form part of any contract resulting from any procurement process related to this RFI, as the case may be. Although it represents the best information currently available, Elections Canada does not guarantee that the data is complete or free from error. Respondents may decide in their sole discretion whether or not to take this information into consideration in preparation for their responses. Respondents may also decide in their sole discretion how to interpret and use this information during their response preparation.

Part 9. Format of Responses

Respondents are invited to complete any or all sections of Annex A of the RFI with details of products and services that could be of interest. For additional or supporting documents sent by email, please respond as follows:

9.1 Cover Page

If the response includes multiple volumes, respondents are invited to indicate on the front cover page of the response the title of the response, the RFI number, the number of volumes and the full legal name of the respondent.

9.2 Title Page

The first page of each volume of the response should be the title page, which should contain:

- a) the title of the respondent's response and the volume number;
- b) the name and address of the respondent;
- c) the name, address, telephone number and email address of the respondent's contact;
- d) the date; and
- e) the RFI number.

9.3 Numbering System

Respondents are invited to prepare their response using a numbering system corresponding to the one in this RFI. All references to descriptive material, technical manuals and brochures included as part of the response should be referenced accordingly.

Part 10. Enquiries

This is not a solicitation, therefore Elections Canada may not necessarily respond to enquiries. However, respondents with questions regarding this RFI may direct their enquiries to the Contracting Authority via the email address identified on the cover page of this document.

Part 11. Submission of Responses

11.1 Time and Place for Submission of Responses

Respondents interested in providing a response should complete any or all sections of Annex A with details of products and services that could be of interest and submit any additional or supporting documents to the Contracting Authority via the email address and by the closing date and time identified on the cover page of this document.

11.2 Responsibility for Timely Delivery

Each respondent is solely responsible for ensuring its response is delivered on time to the correct location, and to the correct email address (if applicable).

11.3 Identification of Response

Each respondent should ensure that its name, contact address and email address, the RFI number and the closing date of this RFI are included in their response.

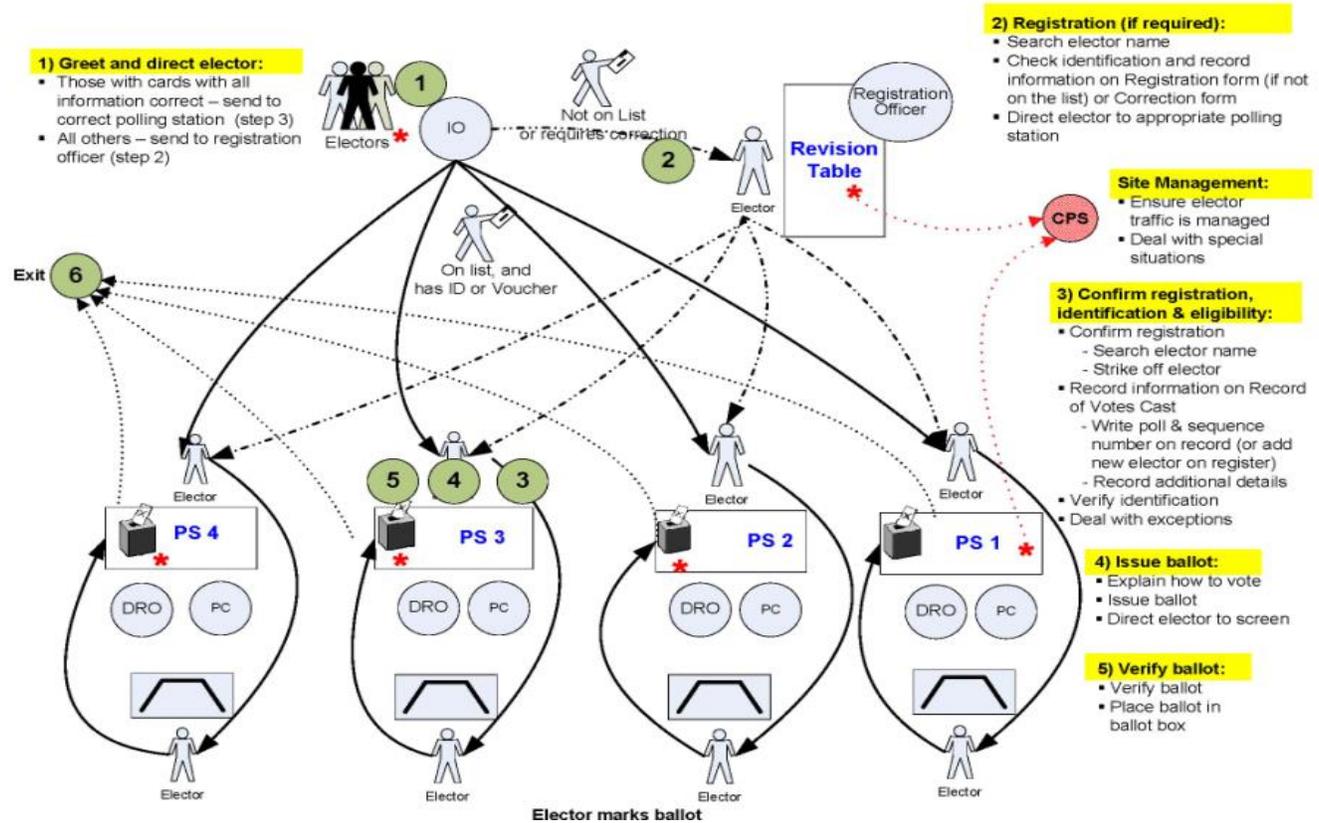
Part 12. Business Vision

The solution will deliver a foundational component of a new voting model by modernizing and supporting the voting process at various types of Polling Places across Canada. The solution consists of three major components:

1. A application that provides the relevant List of Electors at each Polling Place and will provide the ability to:
 - a. manage the List of Electors (search for and strike the names of electors as having voted, register electors and correct elector information);
 - b. record exceptional voting processes (e.g. attestations of residence, oaths, transfers, declarations, etc.);

- c. track the issuance and return of ballots; and
 - d. provide management reports for monitoring of the activities at the poll.
2. The deployment and decommissioning of the requisite infrastructure in each Polling Place to support the solution; and
 3. Training and ongoing support for the solution.

12.1. Current Voting Model



12.2 Key Considerations

Elections Canada requires a solution which is capable to operate within the Canadian federal electoral framework:

1. The voting model for future electoral events has not yet been determined, and will possibly be influenced by electoral reform initiatives currently underway. As such, the solution must be flexible to accommodate a range of possible voting models.
2. Returning Officers must be able to deploy and support the tools, technology and process in every part of Canada, often hundreds of kilometers from the returning office, within a very short period of time.

3. Polling Places are temporary. Most are rented just for Election Day and are not confirmed until after the call of the electoral event. Polling Places in some areas of the country are difficult to obtain and are not always favourable to technology.
4. After limited training, election workers must be able to reliably conduct voting operations with minimal support.

12.3 Terminology and Definitions

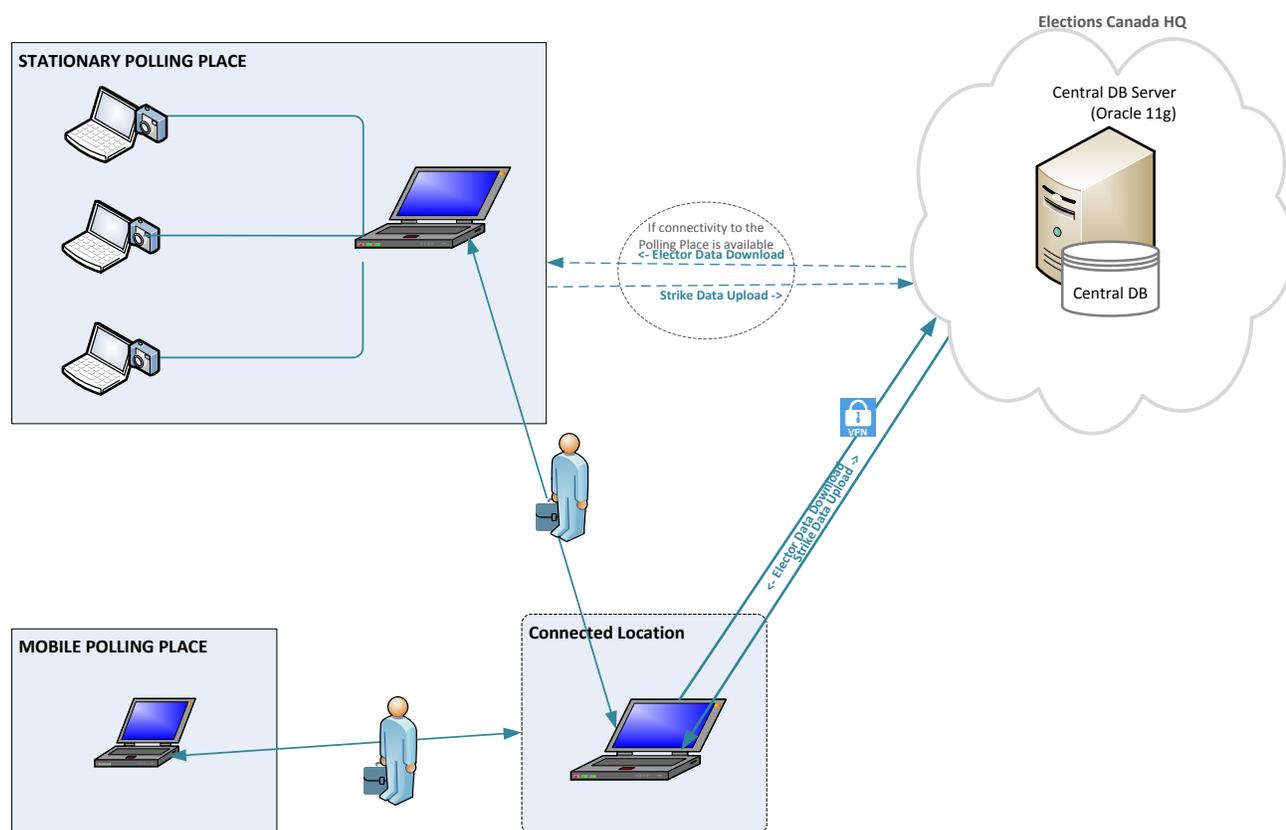
Term	Definition
Advance Polling Station	Advance Polling Stations are opened on the 10 th , 9 th , 8 th , and 7 th days before Election Day for those who choose to vote early. Advance Polling Stations typically serve many more electors (with up to 15 regular Polling Divisions assigned to each advance poll). In some urban areas, multiple advance Polling Stations are held in the same advance Polling Place. In the 42 nd general election there were nearly 5000 advance Polling Stations located at more than 3400 advance Polling Places.
Election Day	The day most people go to vote. Also known as polling day. Election Day must be a Monday, and at least 36 days after the writs are issued. If that Monday happens to be a holiday, Election Day is the following Tuesday.
Electoral District	Each federal Electoral District is a geographical area represented by a member of parliament elected to the House of Commons; often called a riding or constituency. Electoral districts are based upon several attributes, including: <ul style="list-style-type: none"> • Population size • Communities of interest • Geographic area
Electoral Event	A generic term used to describe a general election, by-election or referendum.
Electronic Signature	Symbols or other data in digital form attached to an electronically transmitted document as verification of the sender's intent to sign the document.
List of Electors	The list of names and addresses of all registered electors that is used at a polling station when people vote. Also known as the <i>voters list</i> .
Mobile Polling	A Mobile Polling Station transports the ballot box during voting days to locations such as long term care residents, to serve seniors or persons with

Station	disabilities.
National Register of Electors	A computerized database of Canadian citizens who have the right to vote. It is used to produce preliminary lists of electors for federal elections, by-elections and referendums. Data from the Register can also be shared with provincial, territorial and municipal electoral agencies to produce lists of electors. Canadians may choose whether to have their names listed in the Register. It is updated with information from federal, provincial and territorial administrative databases and voters lists between elections, and by electors themselves during elections.
Poll Book	The <i>Poll Book</i> is the record of the proceedings throughout Polling Day including oaths, notable events at the polling station, records of electors on the list who require an oath, electors not on the list voting by Certificate, and objections to ballots.
Polling Division	Polling divisions are geographic areas which make up a federal Electoral District. They allow the management of electoral events based on the number of electors per Polling Division.
Polling Place	A Polling Place is a place where electors cast their vote. Each Polling Station is assigned to a Polling Place. A Polling Place will generally serve multiple Polling Stations. A Polling Station may also be referred to as a stationary Polling Station to differentiate it from a Mobile Polling Station. In the 42 nd general election there were over 65,000 Polling Stations located at over 15,500 Polling Places.
Polling Station	Each elector eligible to vote in Canada is assigned to a Polling Station. A Polling Station represents a segment of the List of Electors within an Electoral District. Polling stations are typically configured to service approximately 400 electors to ensure that the distribution of electors is fairly even, assuring efficient service and integrity in the voting system.
Voter Information Card	A card that Elections Canada sends during an election campaign to every elector whose name appears on the preliminary lists of electors. It tells electors when and where they can cast their ballots on Election Day or at the advance polls. A card is also sent to every elector who is added to the list of electors during the revision period.

12.4 Overview of Solution

The following diagram provides an initial conceptual view of the solution:

Voter List/E-Poll Book Management Solution - Conceptual Design



The solution is envisioned as an occasionally connected application that must be able to operate disconnected from the Elections Canada centralized repository, and relies on its local List of Electors until such time as it can effectively exchange data with the central database. The solution may be deployed to over 15,500 Polling Places across Canada. Historically, reliable internet connectivity has not been consistently available in Elections Canada offices and therefore a solution is required that can effectively operate disconnected at each Polling Place, with the ability to synchronize with the central database at regular intervals when sufficient connectivity is established. It is recognized that this may require transport of equipment from the Polling Place to an alternate location with connectivity in order to effectively transmit data.

Elections Canada is proposing a voting model in which an elector may vote anywhere within a Polling Place, regardless of the Polling Station to which they are assigned. In this new voting model, information as to which electors have voted must be shared across all service desks where an elector may vote, so that the elector may not vote twice. All election workers at the Polling Place would have concurrent access to a complete List of Electors for all Polling Stations served by the Polling Place, and the List of Electors would be updated as electors vote to ensure that no elector may vote twice. This can be achieved by establishing connectivity between workers within each Polling Place, without relying on internet connectivity to communicate with other Polling Places or central HQ.

databases. Implementation of this new voting model requires legislative amendments which the CEO will be recommending to Parliament. It is envisioned that the necessary legislative amendments will be enacted to allow for this.

In the future, a model could be implemented in which an elector may vote anywhere within their Electoral District, all election workers at all Polling Places must have access to a complete List of Electors within the Electoral District, and the List of Electors must be updated as electors vote to ensure that no elector may vote twice.

Ultimately, in a model in which electors may vote anywhere in the country, election workers at all Polling Places must have access to a single national List of Electors, updated with which electors have voted as voting occurs.

Part 13. RFI Questions

Respondents are invited to provide information by populating sections in the table in Annex A where they wish to provide a response to. Respondents are not obligated to completing all sections in the table; only those they choose to respond to. The numbering sequence in Annex A references sections,

13. 1.ii., 13.1.iii., 13.1. iv., 13.1.v., 13.1.vi., 13.3 and 13.4.

13.1 Application Requirements

13.1.i. Electronic List

Between general elections, the CEO is mandated by legislation to maintain a National Register of Electors. The structure of this register is a database which is used at the call of an electoral event to create the List of Electors used at the polls. Throughout the electoral event, Returning Officers are responsible to amend the List of Electors to add, correct and remove electors as necessary for the electoral event in their Electoral District. In the 42nd general election, the List of Electors were printed for use at the polls. A primary objective for the 43rd general election is to provide the information electronically rather than working from a paper copy.

An electronic list provides the ability for election officers to electronically manage an elector's registration information at advance and ordinary Polling Places. The primary functions include:

- The ability for an election officer to determine whether an elector is registered to vote.
- The ability for an election officer to manage an elector's information, including corrections, new registrations, oaths, attestations, and soft transfers of voters from one Polling Place to another.
- The ability to capture an elector's signature when required.

- The ability to record that an elector has received a ballot and has returned it (voted).
- The ability to produce administrative reports.

13.1.ii. Questions

Using the stated criteria below, please indicate how your solution is able to address the capabilities Elections Canada requires. If you feel certain criteria are not achievable as stated, please explain.

	Criteria
1	In order to verify that an elector is eligible to vote, an election worker must locate the elector on the List of Electors. The solution shall provide the ability to locate an elector record with the use of a barcode scanner that can link a barcode on the Voter Information Card to a specific elector, or through the use of traditional search methods such as name, date of birth, or address.
2	If an elector is not on the List of Electors and the election worker determines that they are eligible to vote, the solution shall provide the ability to register the elector. This requires the capture of the following information: <ul style="list-style-type: none"> • name, gender, date of birth, email, phone number • residential address • mailing address • electronic signature, and • option to not have their name appear on the National Register of Electors (opt out)
3	The solution shall provide the ability to strike the name of an elector that has been deemed to have voted.
4	The solution shall capture the method by which the elector has voted – advance poll, ordinary poll, or by special ballot. The solution shall apply intelligence in determining the default method based on the current date and polling date, for example an elector may only vote at an advance poll on the 10th, 9th, 8th, & 7th days before Election Day.
5	The solution shall require an election worker to record for each elector that the elector has provided proof of their identity and address.
6	Circumstances may arise that require an elector to take an oath before being able to vote. The solution shall capture the relevant information when an elector or a supporting person must take an oath. The relevant information consists of: <ol style="list-style-type: none"> a) the type of oath b) the acceptance or rejection of the oath taker

	Criteria
	c) an electronic signature of the oath taker
7	The solution shall provide the ability for each elector to digitally sign, when required under legislation to do so, prior to being permitted to vote.
8	Wherever an elector electronic signature is collected, the solution shall permit the text of an oath or attestation to be displayed at the same time as any information referred to by the oath or attestation and on the same screen that the electronic signature is collected.
9	The solution shall have the ability to determine an elector's Electoral District, Polling Place and Polling Station based on their residential address. If the elector is not at their assigned Polling Place the solution shall provide a warning before allowing the election worker to proceed with the registration. Elections Canada maintains data and a geocoding service that could be incorporated in a solution to facilitate this.
10	<p>An elector may be authorized to vote at a Polling Place where they are not normally entitled to vote if they have been provided with the use of a transfer certificate. In this situation, the elector will be struck on the List of Electors where they are normally permitted to vote, and may vote at the Polling Place indicated on their transfer certificate. Alternatively, a transfer certificate may be recorded at the Polling Place on Election Day for an elector who has been incorrectly directed to the wrong Polling Place.</p> <p>The following details of the certificate may be recorded at the poll where they vote:</p> <ul style="list-style-type: none"> • The transfer certificate number • The elector's information (name, address, date of birth) • The elector's normal Polling Division (from the transfer certificate).
11	<p>On an elector-by-electors basis, the solution shall provide the ability for an election worker to record exceptional information regarding an elector's voting process. This information is provided in an unstructured format:</p> <ol style="list-style-type: none"> a) The decision in response to a candidate objection to an elector's qualifications. b) The decision in response to a candidate objection to an elector's entitlement to vote at the poll (residence). c) An elector has taken an oath to provide assistance to another elector to mark their ballot. d) An elector whose name is already struck votes after taking an oath as not having voted. e) A poll worker provides assistance to an elector to mark their ballot. f) An elector refuses to take an oath when asked to do so.

Criteria	
12	<p>The solution shall support a free form text field which permits a worker to make a record of exceptional events at the poll not pertaining to any specific elector (e.g. a fire alarm during operation of the poll, or events after close of the poll), such as:</p> <ul style="list-style-type: none"> a) Events that affect the normal operation of the poll. b) The decision to accept or reject a ballot in response to a candidate objection to interpretation of a ballot.

The chain of custody of the ballots and records of voted electors is currently provided using the information on the List of Electors (crossed off voters and checkmarks in the “voted” checkbox), ballot boxes, envelopes, signed seals, poll books, and, at advance and ordinary polls, dual custody (Deputy Returning Officer [DRO] and poll clerk) and is observed by candidates or their representatives. As the voting model evolves and technology is introduced at Polling Places, additional or alternative measures may be required to preserve the integrity of the voting process.

The following criteria are suggested to ensure the integrity of the voting process:

13	The solution shall require a worker to confirm, for each elector, that the elector has been provided with a ballot.
14	The solution shall require a worker to confirm, for each elector, that the elector has returned the same ballot provided to the elector.
15	The solution shall permit a worker to record the return of a spoiled ballot by an elector, and re-issue of a second ballot. The spoiled ballot is not recorded against the elector, only contributes to the sum of ballots used. This operation may only be performed once for an elector.

13.1.iii. Ballot Counting

The number of ballots provided to a Polling Station, the number of unused ballots, the number of ballots spoiled or rejected, as well as the valid ballots included in the count are recorded at the Polling Station level. This information is necessary to permit a full accounting for all ballots used in an election. This accounting is called ballot reconciliation.

Criteria	
16	<p>The solution shall allow an election worker to record:</p> <ul style="list-style-type: none"> • The number of ballots received at the Polling Station at the opening of the poll • The number of additional ballots received throughout the day, if any • The number of valid ballots counted

	Criteria
17	The solution shall issue a warning, and display the composite ballot total below, if the total number of ballots at the opening of the poll does not equal the sum of: spoiled ballots, unused ballots, and ballots in the ballot box.
18	The solution shall issue a warning, and display the composite ballot totals below, if the total number of ballots in the ballot box is not equal to the sum of the total number of electors who have been recorded as having voted between the opening and closing of the poll: electors struck, transfer certificates, oaths of having been marked voted in error
19	The solution shall provide information to the election worker that assists in the balancing of ballots throughout the day. This information will consist of the total number of ballots used (the sum of electors recorded as voted, transfers, and spoiled ballots), subtracted from the total ballots available at the opening of the poll.

13.1.iv. Administrative Functions

The following requirements do not provide core capabilities required of an electronic list but have been identified to ensure successful operation of the solution.

	Criteria
20	An important control in the current voting process is the requirement for election workers to work in pairs, which ensures oversight of all poll operations. To preserve this control the solution must have the ability to detect the number of workers using the solution and ensure that an adequate number of users (likely > 1) are working. If this condition is not met the solution will not operate. The number of users must be a configurable item that may be adjusted by an authorized user.
21	The first time the "open poll" function is activated, the solution shall support a configurable checklist which requires the poll worker to complete the checklist by affirming each item of the checklist independently. Elections Canada requires the ability to define any number of items on the checklist and set the text for the checklist item. Examples of the sort of items comprising the checklist: the ballot box has been sealed, the voting screens are in place, ballots have been initialled, etc.
22	When the 'close poll' function is activated, the solution shall support a configurable checklist which requires the poll worker to complete the checklist by affirming each item on the checklist has been completed. Elections Canada requires the ability to define any number of items on the checklist and set the text for the checklist item.
23	The solution shall support an "open of poll" function that will enable access to the set of functions that support poll operations.
24	The solution shall support a "close of poll" function that will disable poll operation functions and provide access to the set of capabilities that support closing of the poll.

13.1.v. Integration

The solution may be deployed at over 15,500 Polling Places across Canada on Election Day. Each Polling Place is required to operate independently from the others with the ability to exchange information with a central repository on a regular basis to ensure that the List of Electors remains current.

	Criteria
25	Prior to the opening of a Polling Place the solution must be initialized with the List of Electors and all supporting data. The solution shall provide the ability to import data exported from Elections Canada's Central Information Repository (CIR) in an agreed-upon format. There will be a very limited amount of time (1 day) to complete this and therefore an efficient solution is required. The situation for an average Electoral District will require initializing approximately 200 devices for use at 50 Polling Places.
26	The solution shall provide the ability to export data for transmission to Elections Canada's Central Information Repository (CIR) in an agreed upon format.
27	The solution shall provide the ability to securely transmit data to and from Elections Canada from an internet enabled location.

13.1.vi. Reporting

	Criteria
28	The solution shall provide the ability to develop and customize reports on the information that has been collected by the solution. This includes information such as: <ul style="list-style-type: none"> a) The total number of votes cast, by Polling Division b) The number of electors who required a correction certificate because their name was already struck; c) The number of electors who required a correction certificate because their information on the List of Electors required minor changes (e.g. name misspelt); d) The number of electors who voted with a transfer certificate; e) The number of electors who completed a registration certificate; f) The number of spoiled ballots; g) Counts by transaction types by Polling Place, and by user; h) Active user/system information; i) Ballot reconciliation reports ; and j) Statement of the Vote

13.1.vii. Non Functional

#	Requirement
29	The solution shall ensure that only authorized users may access the solution and its data.
30	The solution shall record all transactions that occur, including the date, time, and identity of the user and system that created the transaction.
31	The average user wait time for a visible interaction with the system must be below 1 second.
32	No single visible interaction time between a user and the system shall require the user to wait for a response for more than 3 secs.
33	The solution must support a minimum of 40 concurrent users performing poll operation functions at each Polling Place.
34	The solution must support a minimum of 2 transactions/minute/user.
35	The solution shall adhere to all privacy guidelines regarding the treatment of electors' personal information and data. It must provide rigorous mechanisms to ensure election documents (e.g. List of Electors) are protected at all times.
36	The mean time between failure (MTBF) for the solution shall exceed 10,000 hours (this means that when operating 90,000 units, each for 13 hours, there should be an average of 117 or less units failing).
37	The solution shall encrypt all information at rest and in transit.
38	The solution shall enable a "data cleansing" function which purges all protected information on each component which contains protected data when the device is decommissioned. (Purging means that the data cannot be accessed except through extraordinary forensic methods).
39	The solution shall provide the ability to remotely cleanse data from lost or misappropriated devices.
40	The solution shall be designed and constructed such that the user is guided through the process, and that mandatory information is completed before the user can proceed to the next step.
41	The solution shall be provided in both official languages (English and French) at a minimum.
42	The solution shall provide a highly accessible user interface, with the ability to adjust the interface in ways such as zooming to increase/decrease text size.

13.2. Infrastructure

Deployment of equipment to over 15,500 Polling Places on Election Day and over 3,400 Polling Places for advance voting is an enormous undertaking. Access to the Polling Place is not provided until the morning of Election Day, and therefore all equipment must be installed and decommissioned on the same day. Elections Canada is seeking innovative solutions to address this requirement. If your firm has the capability and capacity to deliver a solution for this requirement please elaborate on your capabilities and proposed approach or previous experience with a trusted partner, and perceived

risks and challenges.

Please consider the following items:

	Item
43	Due to the short deployment timeframe, the equipment must be operable (deployed, operated and decommissioned) by a mobile, literate person with a maximum of two hours of training.
44	Each poll component must be lightweight so that it can be easily transported by the vast majority of election workers – the profile of election workers is very similar to the general public.
45	The components of the solution must be operable using one 15A 100-120V power outlet, or less. Ideally, the solution will operate on battery power to reduce cabling – is this feasible?
46	The poll components of the solution must be packaged in a container designed to be portable by a single person, who also carries the ballot box and ballots.
47	The poll components container must provide the necessary protection to ship the package by ground or air without damage under normal handling conditions.
48	The poll components of the solution must be packaged in a manner that enables initial deployment and configuration in less than 60 minutes.
49	Asset management would be facilitated by the use of electronic tracking technology. Please comment on your ability to provide this.

13.3. Training and Support

	Criteria
50	Describe any built-in support your solution provides, for example online help, tool tips, etc.
51	Describe your training capability, experience, and approach. This may include an online training system, in-class training for both users of the solution and solution support staff.
52	Describe your ability and capacity to support this solution during an electoral event.

13.4. Other

	Questions
53	Is there any business requirement crucial to supporting the introduction of the associated technologies with your solution in Polling Places that we have not

Questions	
	considered?
54	Is it feasible to consider that Elections Canada can deploy these technologies in more than 15,500 Election Day locations within the timeframes described in section 12.2.
55	For planning purposes, how much lead time is required for production and provision of the solution for testing and training?
56	How much lead time is required for production and provision of goods for a general election?
57	<p>Would you be interested to come to Elections Canada to show your products and talk about your services and capacities? To engage with Elections Canada on this initiative please visit the following link and select “Voter List and Electronic Poll Book Management” when you submit your form.</p> <p>http://www.elections.ca/content.aspx?section=emp&dir=pro&document=index&lang=e</p>
58	<p>Please provide any additional information that may be relevant to this RFI, such as:</p> <ul style="list-style-type: none"> • Lessons learned from previous engagements • Challenges and risks • Recommendations

Annex A Response Template

Using the criteria below, please indicate how your solution is able to address the capabilities Elections Canada requires of an electronic list solution. If you feel certain criteria are not achievable as stated, please explain.

NO.	Response to Criteria
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Ballot Counting

The number of ballots provided to a polling station, the number of unused ballots, the number of ballots spoiled or rejected, as well as the valid ballots included in the count are recorded at the polling station level. This information is necessary to permit a full accounting for all ballots used in an election. This accounting is called ballot reconciliation.

NO.	Response to Criteria
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Administrative Functions

The following requirements do not provide core capabilities required of an electronic list but have

been identified to ensure successful operation of the solution.

	Response to Criteria
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Integration

The electronic list solution may be deployed at over 15,500 polling day locations across Canada. Each location is required to operate independently from the others with the ability to exchange information with a central repository on a regular basis to ensure that the List of Electors remains current.

	Response to Criteria
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Reporting

	Response to Criteria
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Non Functional

	Response to Criteria
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	Response to Criteria
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Infrastructure

Deployment of equipment to over 15,500 Polling Places on Election Day and over 3,400 Polling Places for advance voting is an enormous undertaking. Access to the Polling Place is not provided until the morning of Election Day, and therefore all equipment must be installed and decommissioned on the same day. Elections Canada is seeking innovative solutions to address this requirement. If your firm has the capability and capacity to deliver a solution for this requirement please elaborate on your capabilities and proposed approach or previous experience with a trusted partner, and perceived risks and challenges.

	Response to Criteria
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Training & Support

	Response to Criteria
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Other

	Response to Questions
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	Response to Questions
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