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Registrar-Recorder/County Clerk

LOS ANGELES COUNTY REGISTRAR-RECORDER/COUNTY CLERK



August 12, 2025

ADDENDUM NUMBER FOURTEEN

REQUEST FOR STATEMENT OF QUALIFICATIONS (RFSQ) #21-004 FOR VOTING SOLUTIONS FOR ALL PEOPLE (VSAP) ENHANCEMENTS AND SUPPORT SERVICES

Dear Vendor:

Addendum Number Fourteen is released pursuant to RFSQ #21-004 for the VSAP Enhancements and Support Services solicitation released on November 8, 2021, by the Department of Registrar-Recorder/County Clerk (RR/CC). This Addendum revises the RFSQ as follows:

- Appendix B (VESSMA Service Categories) is hereby deleted in its entirety and replaced with a new Appendix B (VESSMA Service Categories). **See Attachment.**

Sincerely,

JEROME JORDAN
Chief Deputy, Registrar-Recorder/County Clerk

JJ:JS:DL
CA:mh

VESSMA SERVICE CATEGORIES

VESSMA Service Categories	Location to provide services
CATEGORY 1: Vote Center Deployment Services	Must be in LA County
CATEGORY 2: Election Operations Management and Planning Services	Anywhere in the US
A. Election Operations Management and Planning (General) services.	Anywhere in the US
B. Voting Location Accessibility Support Services	Anywhere in the US
CATEGORY 3: Vote Center Network Support (NOC)	Anywhere in the US
CATEGORY 4: Election Cybersecurity Services (SOC)	Anywhere in the United States of America. International only upon the prior express written approval of the County.
CATEGORY 5: VSAP Tally (Tally) AND VSAP Ballot Layout (VBL) Enhancements	Anywhere in the US
CATEGORY 6: Election Support Services	
A. Election Contact Center and Field Support Technician (FST) services.	Must be in LA County
B. Election Service Management Platform Support services	Anywhere in the US
C. Election Worker Management Platform Support services	Anywhere in the US
D. Election Cloud-Based Contact Center Support services	Anywhere in the US
E. VSAP Open-Source management services	Anywhere in the US
F. GIS and Mapping Services	Anywhere in the US
G. Ballot on Demand Services	Anywhere in the US
H. Automated Signature Recognition (ASR) Support	Must be in LA County
I. Transportation Services	Must be in LA County
CATEGORY 7: BMD/BMG Enhancement & Maintenance	Anywhere in the US
CATEGORY 8: Infrastructure Support Services	Anywhere in the US
CATEGORY 9: Voter Education and Outreach Communication Campaign Services	Anywhere in the US
CATEGORY 10: Learning Management System Services	Anywhere in the US
CATEGORY 11: Voter Communication Services	Anywhere in the US

The Voting Solutions for All People (VSAP) Election Services and Support Master Agreement (VESSMA) is designed to be a master agreement utilizing a work order structure to engage vendor or contractor to provide critical election support services in the areas of operations management, network support, load testing, cybersecurity, tally and VBL enhancements, education and outreach, and other election support services.

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It is the vendor or contractor's responsibility to carefully review the entire set of work order documents to provide a responsive and responsible bid.

The eleven (11) Service Categories (as listed above) are an initial set of categories available for the Los Angeles County Registrar-Recorder/County Clerk (RR/CC) to utilize. The Request for Statement of Qualifications (RFSQ) that will result in the issuance of individual Master Agreements to each Qualified Contractor will be "Open-Continuously" throughout the life of the VESSMA, allowing the RR/CC to augment the existing categories and/or to develop new categories as new technologies become relevant or as County departmental needs arise. This will also allow vendor and contractors to submit Statements of Qualifications (SOQs) for new and existing Service Categories at any time during the effective period of the VESSMA.

For definitions of terms, please refer to the Definitions section in Appendix B, Attachment A.

For any of the eleven (11) categories described herein, the following Los Angeles County Code restriction applies:

Note that vendors that perform or have performed requirements analysis and assist or have assisted County departments in preparing an RFP, Statement of Requirements, or Statement of Work pursuant to a Work Order will be precluded from bidding or submitting proposals or responding to the resultant solicitation.

Board Policy 5.090 Consultant Independence Link:

https://library.municode.com/ca/la_county__bos/codes/board_policy?nodeId=CH5COPU_5.090COIN

CATEGORY 1: VOTE CENTER DEPLOYMENT SERVICES

This service category includes coordination of the entire transportation and deployment of materials and equipment to the specified number of indoor and outdoor Vote Centers (VCs) and Election Worker training sites for a given election cycle.

Activities include, but not limited to:

- a. Coordination with RR/CC and vendors.
- b. Materials and equipment, staging, and logistics planning in the RR/CC facilities.
- c. Creation of Vote Center and Election Worker training site distribution process and schedule.
- d. Facilitation, tracking, and completion of setup and breakdown activities for all Vote Centers and Election Worker training sites prior to the start of the scheduled election.
- e. Coordination and completion of equipment device swaps as determined by County-established thresholds throughout the election voting period.

MINIMUM QUALIFICATIONS FOR CATEGORY 1

To qualify for the Service Category, interested Vendors shall submit a Vendor Qualifications SOQ Form 2, provided in Appendix A (Required Statement of Qualifications (SOQ) Forms) describing:

- i. Overall qualifications and experience in performing the services described in this Service Category;
- ii. A minimum of one (1) reference engagement within the most recent three (3) years. The referenced engagement shall demonstrate experience and qualifications in election equipment deployment logistics planning, transportation, and setup for a county, state, or federal U.S. election that established 500 or more voting locations during a single election.
- iii. For each referenced engagement or project, Vendor shall:
 - Describe the election size (number of Vote Centers and amount of equipment), type of supplies and equipment deployed, number of days allowed for set/up and breakdown, and jurisdiction for the county, state, and/or federal government.
 - Describe the logistics planning, deployment, and setup approach.
 - Describe how the vendor's services adhere to federal and state code compliance as applicable.
- iv. Location to provide services: Must be in Los Angeles County.

CATEGORY 2: ELECTION OPERATIONS MANAGEMENT AND PLANNING SERVICES

This service category includes services for IT support operations management, elections operations management, change management, quality assurance, independent validation and verification, training, accessibility, and risk management as it relates to election support operations. Vendors shall individually qualify for each subcategory. The operational focus areas under Category 2 are given below:

- a. ***Election Operations Management and Planning (General) services*** include IT support operations management, elections operations management, change management, quality assurance, independent validation and verification, training, and risk management as it relates to election support operations. These services should be based on industry practice standards, including the Project Management Institute (PMI) and any applicable legal requirements under state and federal law including the California Elections Code and, to:
 - Develop and manage election support project plans.
 - Manage resources required to execute project plans and complete tasks and deliverables.
 - Review and track completion of defined tasks and deliverables.
 - Develop and implement operations support programs.
 - Develop and implement governance, quality assurance, independent validation and verification, and risk management plans for election projects.
 - Manage and track resolution of project issues and risks.
- b. ***Voting Location Accessibility Support Services*** include consulting and evaluating the accessibility reviews of potential Vote Center or Vote by Mail Drop Box locations in each election to provide the necessary data to RR/CC to aid in the selection of suitable locations. This includes:
 - Reviewing site surveys or conducting site inspections.
 - Making recommendations for temporary modifications to voting location plans to enhance accessibility options.
 - Reporting on compliance with accessibility plans such as mitigation plans, signage plans, or vote center layouts.

MINIMUM QUALIFICATIONS FOR CATEGORY 2

To qualify for the Service Category, interested Vendors shall submit a Vendor Qualifications, SOQ Form 2, provided in Appendix A (Required Statement of Qualifications (SOQ) Forms) describing:

- i. Overall qualifications and experience in performing the services described in this Service Category; and

To meet the minimum qualification for ***Subcategory A – Election Operations Management and Planning Services***, the vendor must meet all the following requirements:

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- ii. A minimum of one (1) reference engagement with a combined total time of two (2) years' experience within the most recent three (3) years. The referenced engagement(s) shall demonstrate experience and qualifications in project management in an election environment for a county, state, or federal government; and
- iii. As applicable, a minimum of five (5) years' experience in project management for a large complex IT solution in technology implementation, network design, contact center solutions, service management, cybersecurity, or a similar concentration that exceeded \$250,000.
- iv. For each referenced engagement or project, Vendor shall:
 - Describe the number of voting locations, geographical span of the jurisdiction supported, and jurisdiction for the county, state, and/or federal government.
 - Describe the scope and magnitude of the project.
 - Describe the project management methodology used to manage the project(s).
- v. Location to provide services: Anywhere in the United States of America

To meet the minimum qualification for ***Subcategory B – Voting Location Accessibility Support Services***, the vendor must meet all the following requirements:

- ii. A minimum of one (1) reference engagement with a combined total time of one (1) year's experience. The referenced engagement(s) shall demonstrate experience and qualifications in an election environment or similar short-term program for a city, local jurisdiction, county, state, or federal government; and
- iii. A minimum of five (5) years' experience working in an accessibility program, or a similar concentration that exceeded \$250,000 in total.
- iv. For each referenced engagement or project, Vendor shall:
 - Describe the number of locations, geographical span of the jurisdiction supported, and jurisdiction for the city, local jurisdiction, county, state, and/or federal government.
 - Describe the scope and magnitude of the project.
 - Describe the project management methodology used to manage the project(s).
- v. Location to provide services: Anywhere in the United States of America

CATEGORY 3: VOTE CENTER NETWORK SUPPORT (NOC)

This service category includes Vote Center suitability assessment; the preparation of the routers for an election through kitting, staging, and subsequent setup at the designated Vote Centers; and Vote Center Network Monitoring and Troubleshooting services during an election cycle. Vendors must meet all minimum qualifications in order to qualify for this category.

The operational focus areas are given below:

- a. ***Cellular and Hardwired Network and Power Capacity Assessment Services*** include power and electrical assessment for each potential Vote Center in each election to provide the necessary data to RR/CC to aid in the selection of viable Vote Centers. This includes:
 - Testing of facilities to determine bandwidth availability for both cellular and wired connections, available electrical power and latency of connections.
 - Assessment of the electrical infrastructure to ensure continual operation of voting equipment.
 - Testing of multiple telecommunication cellular carriers to determine the top carriers able to support the site.
 - Assessment of the maximum number of election devices (BMDs, ePollbooks, and routers) can be supported by a potential Vote Center existing electrical infrastructure.
 - Create diagrams of each tested location, showing all power layouts.
- b. ***Vote Center Network Kitting, Staging, and Deployment Services*** include:
 - Router configuration scripting.
 - Router pairing and configuration.
 - Performance testing and validation.
 - Preparing SIMs for each router based on network load testing results.
 - Implementing security solutions prior to deployment, including Mobile Device Management (MDM), Network Access Control (NAC), anti-virus/malware, Intrusion Detection Systems/Intrusion Prevention Systems (IPS/IDS), and Universal Serial Bus (USB) locks.
 - Deploying, setting up, securing, testing, and validating configured equipment at Vote Centers prior to the beginning of the voting period
- c. ***Vote Center Network Operations Center (NOC) Monitoring and Troubleshooting Services*** include:
 - Proactive performance monitoring, threshold reporting, and notifying the RR/CC of bandwidth, protocol, and utilization errors.
 - Monitoring all network event types in the Vote Center data network, including routers and Layer four to seven (4-7) devices.
 - Monitoring router health.
 - Providing trend and historical monitoring of devices.
 - Providing configuration management and backup of configurations of routers, firewalls, and any switches.
 - Interfacing syslog and trap processing.
 - Event filtering and categorization based on requirements from the RR/CC.
 - Event correlation and response selection.
 - Integrated alerting, trouble ticketing, event review, and closure.
 - Providing incident management support during operating hours.
 - Alerting and contacting RR/CC network command center for any interruptions or events.

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- Coordinating with the County, Telco, and broadband contractors to resolve internet and WAN outages.
- Dispatching network support staff to any Vote Center location in the event any network troubleshooting is needed.

MINIMUM QUALIFICATIONS FOR CATEGORY 3

To qualify for the Service Category, interested Vendors shall submit a Vendor Qualifications SOQ Form 2, provided in Appendix A (Required Statement of Qualifications (SOQ) Forms) describing:

- i. Overall qualifications and experience in performing the services described in this Service Category; and
- ii. A minimum of one (1) reference engagement with a combined total time of two (2) years' experience within the most recent three (3) years. The referenced engagement(s) shall demonstrate experience and qualifications in network and power assessment, network architecture, implementation, validation, network management, in addition to Network Operations Center (NOC) implementation, monitoring, and management, in an event-based environment (major events, elections, concerts etc.) for a county, state, federal government, or similar organization; and
- iii. A minimum of five (5) years' experience in network architecture, design, implementation, validation, and management for a large, flexible, and complex IT solution in network design and architecture that exceeds \$250,000.
- iv. For each referenced engagement or project, Vendor shall:
 - Describe the number of voting or event locations, geographical span and jurisdiction for the county, state, federal government, or a similar organization.
 - Describe the scope and magnitude of the IT project.
 - Describe the project management methodology used to manage the project(s).
- v. Location to provide services: Anywhere in the United States of America

CATEGORY 4: ELECTION CYBERSECURITY SERVICES (SOC)

This service category includes Election Security Monitoring and Implementation, Election Security Risk Assessments, and Regulatory Compliance services described in the following subcategories. These services must adhere, at a minimum, to the security standards as set forth by the California Elections Code, California Code of Regulations, California Voting System Standards, U.S. Election Assistance Commission Best Practices, as described in the Handbook for Election Infrastructure Security, the National Institute of Standards and Technology (NIST) Cybersecurity Framework; Governance, Risk, and Compliance (GRC), and the PCI Security Standards Council. Vendors shall qualify for both subcategories:

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- a. ***Election Security Monitoring and Implementation Services*** include configuration, implementation, and management of Intrusion Detection System and Intrusion Prevention System (IDS/IPS) for secure election networks and election applications; planning, designing, and implementing secure architecture; and active security incident response related to election devices (e.g., Ballot Marking Device, electronic Pollbook (ePollbook), and CradlePoint routers), designated election computers, election applications, and election related networks. Incident responses related to election security incidents include analysis, forensics, threat response, remediation, and collaboration with external State and federal agencies (e.g., Department of Homeland Security (DHS), Multi-State Information Sharing and Analysis Center (MSISAC), Federal Bureau of Investigation (FBI), California Secretary of State (SOS), and other election cybersecurity entities).
- b. ***Election Security Risk Assessments and Elections Code Compliance Services*** provide a means to conduct penetration testing on election networks and election devices; to identify and assess risks and vulnerabilities through vulnerability assessments, utilizing an election cybersecurity industry standard framework/methodology; to develop and formulate a security strategy derived from the risk and vulnerability assessments; to assess election security program maturity; and to determine compliance with federal and State election legislation and/or regulations as well as County/departmental policies, standards, and procedures.

MINIMUM QUALIFICATIONS FOR CATEGORY 4

To qualify for the Service Category, interested Vendors shall submit a Vendor Qualifications SOQ Form 2, provided in Appendix A (Required Statement of Qualifications (SOQ) Forms) describing:

- i. Overall qualifications and experience in performing the services described in this Service Category and Subcategories; and
- ii. A minimum of one (1) reference engagement with a total of two (2) years within the most recent three (3) years. The referenced engagement shall demonstrate the experience and qualifications in conducting vulnerability assessments; planning and designing of security architecture; identifying and resolving cyberattacks such as phishing, social engineering, and the attack surface system; and demonstrating competence in various operating systems in an election environment for a county, state, or federal government; and
- iii. A minimum of five (5) years in the last seven (7) years conducting vulnerability assessments; planning and designing of security architecture; identifying and resolving cyberattacks such as phishing, social engineering, and the attack surface system; and demonstrating competence in various operating systems at an enterprise level.
- iv. For each referenced engagement or project in each Subcategory, Vendor shall:
 - Describe the Election Security Monitoring Services.

- Describe the Election Security Risk Assessments and Election Code Compliance Services.

- v. Location to provide services: Anywhere in the United States of America. International only upon the prior express written approval of the County.

CATEGORY 5: VSAP TALLY (TALLY) AND VSAP BALLOT LAYOUT (VBL) SUPPORT ENHANCEMENTS

This service category includes necessary new features and enhancements to the VSAP Tally and the VSAP Ballot Layout (VBL) application that are responsible for ballot layouts and tabulation. These applications are required to meet California Elections Code and California Voting System Standards and are tested and certified by the California Secretary of State. Services in this category include:

- a. Development of required enhancements and features of the Tally and VBL environment that meet applicable federal, state, and local election laws and regulations.
- b. End-to-end system security to address cyber, software or physical security threats.
- c. Tally and VBL system enhancements to meet FIPS 140-2 compliance.
- d. VBL enhancements to the VSAP integration data files, audio files and full-face vote by mail ballot PDFs. Integration files generated by VBL support BMDs, Tally, ISB and the EMS. These files are the Ballot Definition File (BDF), Tally Layout Definition File (BLDF), District Mapping File (DMF), Election Audio Package (EAP), and Auxiliary Ballot Definition File (ABDF).
- e. VBL enhancements and features to vote by mail (VBM) full-face ballot layout. VBM full-face ballots generated are print ready and enhancements include, but are not limited to layout, size, style, fonts, content, and images on the ballot.
- f. Continued development of technical documentation and user guides required for California Secretary of State certification based on the California Voting System Standards (CVSS) adopted in October 2014 or later; and
- g. Development or necessary enhancements to accommodate required language additions or removal in Tally and VBL environments. Language requirements are defined in federal and State law and RR/CC policies.

MINIMUM QUALIFICATIONS FOR CATEGORY 5

To qualify for the Service Category, interested Vendors shall submit a Vendor Qualifications SOQ Form 2, provided in Appendix A (Required Statement of Qualifications (SOQ) Forms) describing:

- i. Overall qualifications and experience in performing the services described in this Service Categories; and
- ii. A minimum of two (2) reference engagements with a combined total time of two (2) years within the most recent three (3) years. The referenced engagements shall demonstrate experience and

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qualifications in Election software development that complies with State and federal law, regulations and guidance; and

- iii. A minimum of five (5) years' experience in project management for a large complex IT solution. Tally and VBL are designed and built following an Agile Methodology. Vendor must demonstrate their Agile Methodology process including producing examples of artifacts, and tools; and
- iv. A minimum of five (5) years' experience of in-depth information technology software development experience. Required expertise includes development in a CentOS environment using Apache Kafka, RabbitMQ, Apache Cassandra, Apache ZooKeeper, Kubernetes, Go Programming Language, Docker, Zbar, OpenCV and Open SSL.
- v. For each referenced engagement or project, Vendor shall:
 - Describe the Election services, development, testing and implementation.
 - Describe the development, test, and production environments and security surrounding these systems.
 - Describe how the vendor's election services comply with State and Federal law, regulations and guidance.
- vi. Location to provide services: Anywhere in the United States of America

CATEGORY 6: ELECTION SUPPORT SERVICES

This service category includes election support services in election call centers, at Vote Centers, and election systems enhancements and support. These services and enhancements are required to meet applicable local, state, or federal requirements including those related to the California Elections Code and related regulations.

Vendors shall individually qualify for each subcategory.

- a. ***Election Contact Center and Field Support Technician (FST) services*** include contact center operations, roaming and onsite Vote Center technical support services including election support route planning, FST deployment, and FST and call center agent management to meet department service standards.

The service includes: Contact center logistics planning, including staffing acquisition; training coordination and tracking; schedule planning; contact center oversight and management for an election contact center.

FST logistics planning including staffing acquisition, and management; FST oversight and management throughout the voting period; training coordination and tracking; and FST deployment and placement logistics for Vote Center stationed and roaming FST.

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- b. ***Election Service Management Platform Support services*** include election support and enhancement/development services as needed on election support modules in the Information Technology Service Management (ITSM) Chain of Custody, Vote Center Asset Assignment, and Election Incident Management solution in support of changing election requirements. This subcategory also includes voting period system support as needed for the election voting period.
- c. ***Election Worker Management Platform Support services*** include election support and enhancement/development services as needed on the Election Worker and Location Management Modules in the PollChief System, support for all changing election requirements, support in reporting and dashboard development. This subcategory also includes voting period system support as needed for the election voting period.
- d. ***Election Cloud-Based Contact Center Support services*** include enhancement/development services as needed on the AWS/Symbee Connect election contact center solution, including changes to existing architecture to accommodate the addition or removal of election contact centers and changes to features available based on requirements, and in compliance with all County and IT policies. This subcategory also includes voting period system support as needed for the election voting period.
- e. ***VSAP Open-Source management services*** include setting up procedures and infrastructure to make the VSAP source-code as open-source, including planning, coordination and execution of VSAP open-source plan. This subcategory also includes updating of VSAP open-source plan and associated documentation.
- f. ***GIS and mapping services*** include election support and enhancement/development services as needed on the County's GIS custom applications and modules using Esri's latest technologies. This subcategory includes creating elections in GIS, maintaining addresses and street segments in addition to various analytical and editing tasks, creating maps in different formats and creating apps on the cloud and/or County servers.
- g. ***Ballot on Demand (BOD) Services*** include the support and equipment to print Vote by Mail (VBM) ballots tailored to match voter's precinct, ballot style and language. This requires a system with a printer capable of producing tabulatable paper ballots and a device that controls the printer containing all the necessary data for printing a ballot. This category includes preparing, supporting and testing of the BOD ballot prints prior to the start of early voting for each election.
- h. ***Automated Signature Recognition (ASR) support*** which includes election support and operational services for Vote By Mail (VBM) ballot processing. These services include but are not limited to:
- Operating ASR Machines
 - Monitoring operations to ensure scheduled tasks start and process without error.
 - Detecting and reporting to the County any errors of abnormal conditions or alarms.
 - Logging of issues, errors or failures, and corresponding corrective actions.

- Restarting operations as required.
- Ensuring proper connection to County's Election Management System (EMS).
- Adding and removing operations jobs.
- Conducting weekly calls as needed with County Team.
- Providing reports of service activities.
- Providing on site operational support during an election period.
- Training County staff.
- Resolving equipment, technical, and software issues
- Completing preventative maintenance and testing of the ASR machines prior to the start of each election.
- Obtaining and maintaining annual licensing to complete automated signature verification.
- Ensuring data is extracted appropriately and stored per County needs and requirements.

- i. **Transportation Services** include providing transportation and logistics support services including for staff performing election related operations to and from the Ballot Processing Center (BPC) or designated RR/CC location(s).

MINIMUM QUALIFICATIONS FOR CATEGORY 6

To qualify for the service category, interested Vendors shall submit a Vendor Qualifications SOQ Form 2, provided in Appendix A (Required Statement of Qualifications (SOQ) Forms) describing:

- i. Overall qualifications and experience in performing the services described in these Service Categories.
- ii. To meet the minimum qualification for ***Subcategory A – Election Contact Center and FST Services***, the vendor must meet all the following requirements:
- A minimum of one (1) reference engagement with a combined total time of one (1) year within the most recent three (3) years. The referenced engagements shall demonstrate experience and qualifications in planning and managing an election support services for a contact center and field support with at least 500 FST in an event-based environment (such as elections)
 - A minimum of ten (10) years in the past fifteen (15) years showing responsibility for contact center management for a contact center that was responsible for receiving 15,000 or more calls within a two (2) week period.
 - A minimum of five (5) years in the past seven (7) years establishing and managing temporary contact centers staffed with temporary contact center agents.
 - Location to provide services: Must be in Los Angeles County.

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- iii. To meet the minimum qualification for ***Subcategory B - Election Service Management Platform Support services***, the vendor must meet all the following requirements:
- Vendor must have five (5) years' experience, within the last seven (7) years, providing ITSM development services for the platform/system identified by Los Angeles County.
 - Vendor must be authorized to provide ITSM development services as a recognized ITSM delivery partner or its equivalent.
 - Vendor must have implemented at least one (1) asset management, chain of custody or, incident management solution as an enterprise, unified ITSM solution for a county, state, or federal government entity, or in a similar large enterprise environment, within the last three (3) years.
 - Vendor must have integrated a single sign-on solution (SSO) with an ITSM enterprise platform for the use of managing user credentials within the last three (3) years.
 - Location to provide services: Anywhere in the United States of America
- iv. To meet the minimum qualification for ***Subcategory C - Election Worker Management Platform Support services***, the vendor must meet all the following requirements:
- Vendor must have three (3) years' experience, within the last five (5) years, providing PollChief development services.
 - Vendor must be authorized to provide PollChief development services as a recognized delivery partner or its equivalent.
 - Vendor must have implemented at least one (1) Election Worker/Location Recruitment Management Solution as an enterprise, unified solution for a county or state government entity, specifically in an election focused environment, within the last three (3) years.
 - Location to provide services: Anywhere in the United States of America
- v. To meet the minimum qualification for ***Subcategory D – Election Cloud-Based Contact Center Support Services***, the vendor must meet all the following requirements:
- Vendor must identify five (5) engagements for Cloud Contact Center services that the vendor designed and implemented that can support more than 20,000 callers at a time. Any two (2) of these five (5) engagements must be with a county, state, or federal government entity.
 - Vendor must identify at least one (1) of the five (5) engagements was cloud contact center design and implementation for an election related contact center environment.
 - Vendor must have three (3) years' experience in the last five (5) years designing and implementing contact center solutions with the AWS Connect platform.
 - Vendor must have integrated Symbee with the AWS Connect platform within the last three (3) years for one (1) of the referenced five (5) engagements.
 - Location to provide services: Anywhere in the United States of America
- vi. To meet the minimum qualification of ***Subcategory E – VSAP Open-source management services***, the vendor must meet all the following requirements:

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- Vendor must have resources with demonstrated experience in establishing an open-source program for software components.
- Vendor must have resources with experience in documenting the procedures of ongoing open-source code management.
- Vendor must have resources experienced with instituting the infrastructure needed to host open-source codebase; including version control and testing mechanism.
- Location to provide services: Anywhere in the United States of America

vii. To meet the minimum qualification of **Subcategory F – GIS and mapping services**, interested vendors must meet all the following requirements:

- Overall qualifications and experience in performing the services described in this Service Category and Subcategories; and
- Vendor must have five (5) years' experience within the last seven (7) years, providing GIS development services using Esri solutions.
- Vendor must provide a list of completed GIS projects within the last 2 years, with a brief description of each project, its size and timeline.
- Vendor's team must be authorized to work in the United States of America.
- Location to provide services: Anywhere in the United States of America.
- Location of vendor's server infrastructure: Anywhere in the United States of America.

viii. To meet the minimum qualification of **Subcategory G – Ballot on Demand Services**, interested vendors must meet all the following requirements:

- BOD system must be submitted for examination and reviewed and certified by the Secretary of State.
- Offer cloud-based hosting for the transfer of ballot files.
- Location to provide services: Anywhere in the United States of America.

ix. To meet the minimum qualification for **Subcategory H – Automated Signature Recognition (ASR) support**, the vendor must meet all the following requirements:

- A minimum of one (1) reference engagement with a combined total time of two (2) years' experience within the most recent three (3) years. The referenced engagement(s) shall demonstrate experience and qualifications in project management in an election environment for a county, state, or federal government; and
- Knowledge and experience in operating the Vantage Sorter and Relia-Vote software.
- Location to provide services: Los Angeles County, City of Industry.

x. To meet the minimum qualification for **Subcategory I – Transportation Services**, the vendor must meet all the following requirements:

- Vendor must have a minimum of two years' experience providing Transportation Services.
- Vendor must have ability to transport at least 75 staff to and from the Ballot Processing Center (BPC) or designated RR/CC location(s).
- Location to provide services: Los Angeles County

- xi. To meet the minimum qualification for each Subcategory (A – I) Vendor must provide the following:
- Describe the engagements in detail and specify how the engagement meets the required experience.
 - Describe the design and implementation methods used on the identified engagements.
 - Provide references for the clients that were provided the described services.

CATEGORY 7: BMD/BMG ENHANCEMENT & MAINTENANCE

This service category includes enhancements, development, and maintenance necessary to sustain the BMG environment (Ballot Marking Device Management System) and the Ballot Marking Devices (BMDs). This must include knowledge of local, state and federal laws, regulations, and guidelines that are related to BMD/BMG maintenance including, Voluntary Voting System Guidelines, California Voting System Standards, Federal Information Processing Standards (FIPS) and State-Approved Testing Agencies (S-ATA) processes to qualify for this category. The focus areas in this category are given below.

- a. **BMD Enhancements services** include:
- Hardware improvements to address commonly reported issues or documented design issues.
 - Software improvements to address commonly reported issues or documented design issues.
 - Audit/Activity Log compliance and support that requires log extraction, translator, and interpretation.
 - Development and support of application and patching of BMD OS with the offline components from the source code.
 - FormatOS enhancements using applications which include TFTP, MySQL, NTP, and Windows Server.
- b. **BMG Network and Infrastructure Enhancements** include:
- Kafka usability changes, and enhancements required because of changes to the VSAP certification or federal, state, or local laws and regulations.
 - Hardware improvements and enhancements to address commonly reported issues or documented design issues.
 - Configuration changes, automations, and enhancements to the BMG infrastructure to improve the usability.
- c. **BMD Maintenance** includes:
- Troubleshoot and repair a broad range of BMD hardware and software issues.
 - Perform Tri-annual replacement of internal CMOS battery on all BMDs and support annual Preventative Maintenance of all BMDs.
 - Hardware improvements and enhancements to address commonly reported issues or documented design issues
- d. **BMG Maintenance** includes:
- Cleaning as required as part of Preventative Maintenance, including cleaning, and dusting servers, checking the BMG network cables, and providing cooling system maintenance.

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- Patching of third-party applications including Ansible, CPPM, NetApp, Infoblox, vCenter, ESXI, SCAP, Carbon Black, Snare, servers, and network switches.
- Monitor network, audit/activity log aggregation, and server towers.
- Hardware repairs related to the BMG and its components as needed. Including BMG Zone, Core, Row, cart switches and biscuits.
- Troubleshooting issues related to BMG and its components as needed.

MINIMUM QUALIFICATIONS FOR CATEGORY 7

To qualify for the service category, interested Vendors shall submit a Vendor Qualifications SOQ Form 2, provided in Appendix A (Required Statement of Qualifications (SOQ) Forms) describing:

- i. Overall qualifications and experience in performing the services described in this Service Category; and a minimum of one (1) reference engagements with a combined total time of two (2) years within the most recent three (3) years. The referenced engagements shall demonstrate the experience and qualifications related to:
 - Designing, implementing, upgrading, and troubleshooting Air-Gap Ballot Marking Device Management System network environments.
 - Managing election systems infrastructure and networks.
 - Administering, configuring, and managing multiple flavors of Linux operating systems solution.
 - Configuring and managing and election systems infrastructure.
 - Network administration supporting layer-2/layer-3 switched in a distributed complex enterprise deployment such as multi-tiered architecture, virtualization technologies, air gapped and multi-tenant infrastructure.
 - Designing and creating network diagrams detailing of all applications, database, network segments, and equipment connections.
 - Possessing knowledge/use of APM servers, APM load balancers, MySQL, Kafka servers, Nginx servers, Infoblox server, and elastic search.
 - Possessing knowledge/use of automation using BDD Framework, Selenium, Java.
 - Administering ClearPass server and custom software performing business logic.
- ii. Location to provide services: Anywhere in the United States of America

CATEGORY 8: INFRASTRUCTURE SUPPORT SERVICES

This service category includes hosting, enhancements, development, and maintenance necessary to sustain existing infrastructure for election critical systems. These services and applications are required to meet any applicable local, state, or federal statutes, regulations, and/or requirements issued by the Fair Political Practices Commission (FPPC), California Secretary of State (SOS), and any other local, state, or federal authority, including, without limitation, Los Angeles County Code sections 2.190.010 et seq. (Proposition B). Vendors shall individually qualify for each subcategory.

a. Campaign Finance System Infrastructure Support Services includes:

- Software enhancements, development, and maintenance necessary to sustain a web-based electronic filing solution which manages potential candidates, candidates, candidate-controlled committees, treasurers, primarily formed committees, major donors, and independent expenditure committees to file their campaign finance disclosure statements, County forms, and FPPC forms as prescribed by the RR/CC and the California Secretary of State (SOS).
- Development of required enhancements and features of the candidate finance environment to comply with changing federal, state, and local election laws and regulations.
- Enhancements and upgrades to public facing website that provides campaign finance public records in an accessible and transparent in which any member of the public has a right to access and review.
- Candidate and committee customers shall have the ability to update their transactions through a SOS CAL-Access File or directly through a web form. CAL-Access File is a data file that contains financial information supplied by state candidates, donors, lobbyists, and others.
- Offering of cloud-based hosting, record retention, and storage for candidate filing records.
- Development and maintenance of technical documentation, online user guides, and video tutorials for electronic filers.
- Dedicated technical support that is focused on the needs of the operation and filers covering critical problems that might arise and their respective solutions.
- Online Filing of Form 700: Statement of Economic Interests for Candidates. FPPC code requires individuals holding specified elected positions to periodically disclose certain personal economic interests as determined by the code.

MINIMUM QUALIFICATIONS FOR CATEGORY 8

To qualify for the service category, interested Vendors shall submit a Vendor Qualifications (SOQ Form 2 (provided in Appendix A (Required Statement of Qualifications (SOQ) Forms) describing:

- i. Overall qualifications and experience in performing the services described in this Service Category.
- ii. A minimum of one (1) reference engagement with a combined total time of three (3) years within the most recent five (5) years. The referenced engagement shall demonstrate experience and qualifications in hosting a campaign finance system that supports electronic online filing, CAL-

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Access File updates, a digital signature solution, candidate filing support services, and online filing of Form 700.

- iii. A minimum of five (5) years' experience in providing candidate filing development and maintenance support services to local, state, or federal government agencies with engagement amounts exceeding \$175,000.
- iv. For each referenced engagement or project, Vendor must:
 - Describe the number of filers and geographical span of the jurisdiction supported.
 - Describe the project management method(s) utilized during referenced engagements and how those methods contributed to the overall success of the project.
 - Describe the scope, timeline for implementation, and magnitude of the project.
 - Describe the key performance indicators and results or outcome of the project.
- v. Location to provide services: Anywhere in the United States of America

CATEGORY 9: VOTER EDUCATION AND OUTREACH COMMUNICATION CAMPAIGN SERVICES

This category includes services for developing, purchasing, executing, tracking, and reporting for/on voter education and outreach campaigns in a large multicultural jurisdiction.

The services include, but are not limited to: development of campaign strategies and timelines; development and production of campaign messages and creative assets (in English and a number of other languages); reservation and purchase of advertisement inventory (including but not limited to social media, digital media, print, radio, television, and out-of-home in English and a number of other languages); identifying and providing in-person or online outreach services; tracking and monitoring campaign performance; and delivering a final report which includes campaign performance and results.

Additionally, the services in this category may also provide consultation services and crisis communication services. These services include, but are not limited to: the development of responsive messages and/or communications; identifying and providing a list of public stakeholders and news media (in English and a number of other languages) for public communication and collaboration; coordinating and administering press conferences and/or media round tables (in English and a number of other languages); tracking and monitoring social and digital media platforms; providing 24/7 availability both in-person and online; and providing crisis communications services for sensitive issues.

MINIMUM QUALIFICATIONS FOR CATEGORY 9

To qualify for the Service Category, interested Vendors shall submit a Vendor Qualifications SOQ Form 2, provided in Appendix A (Required Statement of Qualifications (SOQ) Forms) describing:

- i. Overall qualifications and experience in performing the services described in this Service Category.
- ii. A minimum of one (1) reference engagement with a combined total time of two (2) years' experience within the most recent three (3) years. The referenced engagement(s) shall demonstrate experience and qualifications in public education and outreach campaigns.
- iii. A minimum of five (5) years' experience in developing, executing or reporting large public education and outreach campaigns on sensitive topics exceeding \$500,000.
- iv. For each referenced engagement or project, Vendor shall:
 - Describe the campaign scope, cost, and jurisdiction.
 - Describe the scope and magnitude of the project.
 - Describe the key performance indicators and results or outcome of the project.
- v. Location to provide services: Anywhere in the United States of America

CATEGORY 10: LEARNING MANAGEMENT SYSTEM (LMS) SERVICES

This service category includes hosting, maintenance, support, configuration, and customization of the existing LMS platform, Scytl, to continually maintain and enhance current training materials per election and create new training materials as needed.

Activities include:

- a. Offer of cloud-based hosting for existing LMS platform, Scytl.
- b. Update the existing LMS content in the system repository per election, based on direction from the RR/CC.
- c. Provide requested reports per election within the system such as training metrics, number of registered workers, training completion status, etc.
- d. Creation of interactive e-learning trainings, quizzes, surveys, scripts, and videos within the Scytl system to refresh existing trainings or create new trainings based on materials provided by the RR/CC.
- e. Provide system support for Scytl for end users during specified election periods to be provided by RR/CC.
- f. Creation and maintenance of a bi-directional API to worker information between the Scytl system and the Election Management System (EMS).

- g. Implementation and maintenance of a Single Sign On (SSO) solution to utilize the new EMS credentials to authenticate within the LMS.

MINIMUM QUALIFICATIONS FOR CATEGORY 10

To qualify for the Service Category, interested Vendors shall submit a Vendor Qualifications SOQ Form 2, provided in Appendix A (Required Statement of Qualifications (SOQ) Forms) describing:

- i. Overall qualifications and experience in performing the services described in this Service Category; and
- ii. A minimum of one (1) reference engagement with a combined total time of three (3) years' experience within the most recent five (5) years. The referenced engagement(s) shall demonstrate experience working in a ScytI Learning Management System providing content creation, maintenance, support, and reporting in an event-based environment (major events, elections, concerts etc.) for a county, state, federal government, or similar organization; and
- iii. A minimum of three (3) years' experience creating interactive e-learning training content in an event-based environment (major events, elections, concerts etc.) for a county, state, federal government, or similar organization; and
- iv. For each referenced engagement or project, Vendor shall:
 - Describe a successful ScytI implementation that included content creation for the county, state, federal government, or a similar organization.
 - Describe the innovative solutions implemented as part of the referenced engagement.
 - Describe the scope and magnitude of the project.
 - Describe the project management methodology used to manage the project(s).

CATEGORY 11: VOTER COMMUNICATION SERVICES

This category includes services for communicating with voters through electronic means. These services allow voters to use their personal mobile devices to submit requests, election-required information, forms, and signatures to the Department. The data to be transferred may include confidential Personal Identifiable Information (PII) and voter information such as voter name, address, date of birth, signature, and party affiliation.

Types of forms to be transferred through the service may include:

- Signed signature verification statements
- Replacement Vote by Mail ballot requests
- Multilingual election material requests
- No party preference voter political party ballot requests
- Potential fraud or election incident reports

MINIMUM QUALIFICATIONS FOR CATEGORY 11

To qualify for the Service Category, interested Vendors shall submit a Vendor Qualifications SOQ Form 2, provided in Appendix A (Required Statement of Qualifications (SOQ) Forms) describing:

- i. Overall qualifications and experience in performing the services described in this Service Category.
- ii. A minimum of two (2) reference engagements with a combined total time of two (2) years' experience within the last three (3) years. The referenced engagements shall demonstrate experience and qualifications in the transferring of sensitive data (including, but not limited to, PII) between customers and public entities/agencies at the federal, state, or local level, and/or between customers and entities in highly regulated industries such as the medical industry or financial sector, etc.
- iii. A minimum of two (2) years' experience in implementing and executing sensitive data transfer(s) between customers and highly regulated agencies exceeding \$50,000.
- iv. For each referenced engagement, Vendor shall:
 - Describe the campaign scope, cost, and jurisdiction.
 - Describe the scope and magnitude of the engagement.
 - Describe the key performance indicators and results or outcome of the engagement.
- v. Location to provide services: Anywhere in the United States of America

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DEFINITIONS

DEFINITIONS

The headings herein contained are for convenience and reference only and are not intended to define the scope of any provision thereof. The following words as used herein shall be construed to have the following meaning, unless otherwise apparent from the context in which they are used.

Agile Methodology: A proven methodology for ensuring that the County, as the Product Owner, iteratively build a solution that meets its requirements while adapting quickly to changes in priorities and technical understandings.

Automated Signature Recognition (ASR): A machine that scans images of Vote by Mail (VBM) envelopes and processes signatures using automated signature verification software. It has the capability to sort and detect ballot drop-off methods and locations, as well as to separate invalid or exception pieces. Additionally, it provides status updates to the Election Management System.

Auxiliary Ballot Definition File (ABDF): Data files generated by the VBL Application that contains street segment and enclosure information for the Interactive Sample Ballot (ISB).

Ballot Definition File (BDF): Data files generated by the VBL Application that contains precinct, contest, candidate, and ballot information.

Ballot Layout Definition File (BLDF): Data files generated by the VBL Application that contains physical ballot layout information.

Ballot Marking Device Manager (BMG): System that allows for data to be pushed to and pulled from the BMDs.

Ballot Marking Devices (BMD): The Ballot Marking Device (BMD) is a key equipment component to the VSAP election system. The BMD allows voters to mark their ballots.

Ballot on Demand (BOD) Services: The process of printing a Vote By Mail (VBM) paper ballot tailored to match a voter's specific precinct, ballot style, and language upon request.

Board of Supervisors (BoS): The Board of Supervisors of the County of Los Angeles acting as the governing body.

Border Gateway Protocol (BGP) Peering: Two routers that have established connection for exchanging BGP information.

Chain of Custody (CoC): The order and manner in which assets are tracked and recorded as they move to different locations or assignments.

Contractor Project Manager: The individual designated by the Contractor to administer the Master Agreement operations after the Master Agreement award.

County Data: Any County information, data, records, and information to which a Qualified Contractor has access or possession or that have otherwise been provided to a Qualified Contractor, whether or not intended under or for the purposes of the Master Agreement, and includes any information that identifies, relates to, describes, is capable of being associated with, or could reasonably be linked, directly or indirectly, with a particular individual or household including name, address, e-mail address, passwords, account numbers, social security numbers, credit card information, personal financial or healthcare information, personal preferences, demographic data, geographic location, marketing data, credit data, or any other identification data.

For the avoidance of doubt, County Data shall include (a) all “nonpublic information,” as defined by the Gramm-Leach-Bliley Act (15 USC § 6801 et seq.), (b) personal information as defined by California Civil Code §§ 1798.29, 1798.8082, and 1798.140 (California Consumer Privacy Act of 2018, effective January 1, 2020) as amended and supplemented by the California Privacy Rights Act of 2020 (effective December 16, 2020; operative January 1, 2023), (c) protected health information or individually identifiable health information as defined by the Health Insurance Portability and Accountability Act of 1996 (HIPAA) and the Health Information Technology for Economic and Clinical Health (HiTECH) Act or as defined by the Code of Federal Regulations (45 CFR § 160.103), (d) personal data as defined by the EU General Data Protection Regulation (Regulation (EU) 2016/679), and/or (e) affidavits of voter registration, voter registration information, and voter registration records as set forth in California Government Code section 6254.4 and California Code of Regulations (CCR) section 19001.

For the further avoidance of doubt, County Data is not limited to proprietary or confidential information, and need not constitute trade secret information.

County IP: All Intellectual Property owned, or sufficiently licensed to, the County, including any deliverables developed by a Qualified Contractor for County and so designated in a Work Order.

County Project Manager: Person designated as chief contact person with respect to the day-to-day administration of the Master Agreement.

Day(s): Calendar day(s) unless otherwise specified.

District Mapping File (DMF): Data files generated by the VBL Application that contains precinct to district information for reporting.

Election Audio Package (EAP): Data files generated by the VBL Application that contains a collection of audio files and metadata for the BMD.

Election Management System (EMS): A system used to manage the election information, voter registration, and other election related functions.

ePollbooks: Electronic pollbook also known as ePollbook is a tabular device that provides voter's name and prints the corresponding ballot through an attached thermal printer. It that contains and updates the digital roster that Vote Center staff use to check in a voter at a Vote Center. ePollbooks replaced traditional paper rosters as the method for determining voter eligibility, identifying the appropriate ballot for the voter, crediting voter participation, and capturing voter signatures. Vote Center staff can access the voter record database via laptop or tablet and the database can be hosted locally or accessed over a network.

Election Worker: Staff assigned to work at the Vote Centers.

Federal Information Processing Standards FIPS (140-2): An information technology security accreditation program for validating that the cryptographic modules meet well-defined security standards.

Field Support Technician (FST): Technical staff that is dedicated to supporting Vote Centers through onsite and roaming technical support.

Fiscal Year: The twelve (12) month period beginning July 1st and ending the following June 30th.

Governance Risk Compliance (GRC): A set of processes and procedures to help organizations achieve business objectives, address uncertainty, and act with integrity.

Help America Vote Act (HAVA): Federal law passed to provide federal funding to the states to implement a statewide voter registration system, replace punch card voting machines, improve voter education and poll worker training, permit voters to cast provisional ballots, and require at least one voting machine per polling place to allow voters with disabilities to vote privately and independently.

Information Technology Service Management (ITSM): IT Service Management (ITSM) is a strategic approach to designing, delivering, managing, and improving IT services to meet the needs of a business. It focuses on aligning IT services with business objectives, ensuring efficiency and value. ITSM includes key processes such as incident management, change management, and asset management.

Interactive Sample Ballot (ISB): An optional tool that allows voters to access, review and mark their selections prior to going to a Vote Center.

Intrusion Protection/Intrusion Detection (IPS/IDS): A device or software application that monitors a network or systems for malicious activity or policy violations.

Master Agreement: County's standard agreement executed between County and individual Contractors. It sets forth the terms and conditions for the issuance and performance of, and otherwise governs, subsequent Work Orders.

Mobile Device Management (MDM): Security software used to monitor, manage, and secure mobile devices.

Network Access Control (NAC): Security solution that enforces policy on devices that access networks to increase network visibility and reduce risk.

Network Operations Center (NOC): Centralized location where network monitoring and control, or network management is exercised over a telecommunication or satellite network.

NIST Cybersecurity Framework: A policy framework of computer security guidance for how organizations can assess and improve their ability to prevent, detect and respond to cyber-attacks.

PollChief: The current software system used to recruit and manage election workers and voting locations (including Vote Centers, drop boxes and check-in centers).

PCI Credit Card Security Standards: A set of security standards designed to ensure that all companies that accept, process, store or transmit credit card information maintain a secure environment.

Service Level Agreements (SLA): A Contract between a service provider and the end user that defines the level of service expected from the service provider.

Statement of Work: A written description of tasks and/or deliverables desired by County for a specific Work Order.

Tally Layout Definition File (TLDF): Data files generated by the VBL Application that contains QR codes, registration, and VBM vote position coordinates.

Tally System: A system of hardware and software that reads and captures the vote selections on ballots, applies required business rules and adjunctions, tabulates the total of votes, ballots cast and other metrics, and publishes the results of the election. The Tally System also support transparent auditing processes to ensure the accuracy and integrity of the election tally results.

Vote By Mail (VBM): A method of voting in which registered voters receive a printed ballot by mail, allowing them to complete and return the ballot without having to vote in person at a Vote Center.

Vote Centers (VC): Physical polling locations located throughout Los Angeles County where a voter casts an election ballot.

Voter's Choice Act (VCA): Voter's Choice Act (2016 CA Senate Bill 450), as codified by California Elections Code § 3017, 4005, 4006, 4007, 4008, and 15320, modernizes elections in California by allowing counties to conduct elections under a vote center model which provides greater flexibility and convenience for voters. The VCA allows voters to choose how, when, and where to cast their ballots. Under the VCA, voters can return their

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vote-by-mail ballot by mail, by dropping the vote-by-mail ballot in a secure county ballot drop box, or by visiting any vote center in the county where they are registered to vote. The VCA expands voting options by (i) mailing every voter a vote-by-mail ballot, (ii) expanding in-person early voting, and (iii) offering increased vote-by-mail ballot drop-off locations. For more information, visit: <https://www.sos.ca.gov/elections/voters-choice-act>.

Voting Period: A period lasting up to 30 consecutive days per election, in which the residents of Los Angeles County can vote.

Voting Solutions for All People (VSAP): Acronym for the RR/CC's new election voting system, Voting Solutions for All People (VSAP).

Voting Solution for All People (VSAP) Ballot Layout Application (VBL): This application will take ballot content from the Election Management System (EMS) in a standard data interchange format and lay it out in the Vote by Mail (VBM) and Ballot Marking Device (BMD) ballot print formats and generate the data files necessary to support processing of those ballots and the integration of the VSAO solution components, as required by VSAP specifications.

Work Order: A subordinate agreement executed wholly within and subject to the provisions of this Master Agreement, for the performance of tasks and/or provision of deliverables as described in a specification or a Statement of Work. Each Work Order shall result from bids, solicited by, and tendered to County, by Qualified Contractors. Unless otherwise specified in the Work Order Availability Notice, County shall select the lowest cost, qualified bid responding to the requirements of the proposed Work Order. No work shall be performed by Contractors except in accordance with validly bid and executed Work Orders.