SVRS Project Newsletter

Office of Secretary of State Todd Rokita

Correction

The email addresses for IED's Co-Directors, Brad King and Kristi Roberston, were incorrectly listed in the "Key Project Team Members" section of the county PIPPs.

The correct email addresses are bking@iec.in.gov and krobertson@iec.in.gov

Welcome

Welcome to the fourth edition of the "SVRS Project Newsletter." A lot has happened since we issued our previous newsletter. Most importantly, I would like to inform all of you that SOS/IED has completed the vendor selection process and has commenced contract negotiations with Quest Information Systems to develop Indiana's Statewide Voter Registration System. The selection of Quest is the culmination of more than 15 months of work by the Vote Indiana Team, SVRS Project Team, SVRS Steering Committee, and the participation of local county clerks and voter registration officials. I would like to extend my sincere appreciation to all individuals who have participated in this effort to date. I look forward to continuing to work with all of you and Quest over the next several years as we implement this important election reform.

Secondly, I would like to thank all 92 Indiana counties for your participation in the County Pre-Implementation Planning sessions. The face-to-face sessions that were conducted during March and April helped us to understand the impact of the SVRS project on each individual county. I would like to personally thank each of the 295 county employees who set aside time to meet with members of the SVRS project team and discuss their unique issues and concerns.

Lastly, I would like to thank the SVRS Steering Committee for their oversight in the vendor selection process. I extend my gratitude to the county and state Steering Committee members who participated in forty-eight hours of vendor demonstrations. Your questions and feedback helped us to evaluate each vendor and refine the SVRS system requirements for the final round of vendor bids. I remain confident that our vendor selection process has selected the highest quality vendor for implementation of the Indiana Statewide Voter Registration System.

Todd Rokita, Indiana Secretary of State

SVRS Vendor Selection

As a result of the Request for Proposal (RFP) that was published earlier this year, seven prime respondents proposed an SVRS solution. After each proposed solution was evaluated against a pre-determined set of criteria, a subset of vendors was invited to demonstrate their proposed software solution in Indianapolis. Forty-eight hours of vendor demonstrations were conducted from March 31 thru April 7. All members of the SVRS Steering Committee were invited to attend. We sincerely thank all those who committed their time to attending these demonstrations.

On April 23, each vendor who demonstrated its software solution was asked to submit a best and final offer (BAFO). BAFO responses were received on April 30, and evaluators revised their original RFP scores based upon both vendor demonstrations and BAFO responses. A single vendor was recommended to the Indiana Department of Administration on May 14. The vendor, Quest Information Systems, was approved on May 19.

County Pre-Implementation Planning Update

As many of you know, ALL 92 counties participated in the County Pre-Implementation Planning sessions conducted during March and April. County Clerks, VR Deputies, Election Officials, IT resources, vendors, and common council members were among the 295 participants that met with 11 facilitators from the SVRS team. The purpose of these sessions was to (1) provide an update to counties regarding the vendor selection process, (2) gather additional data needed for the Best and Final Offer (BAFO) vendor bidding process, and (3) develop a Pre-Implementation Preparation Plan (i.e. PIPP) for each of the 92 counties.

During the planning sessions, each county was given the opportunity to discuss concerns related to the implementation of the new SVRS system. Key county concerns include the following:
- The impact on 2005 county budgets
- The ability for counties to provide adequate staff to support the implementation and data conversion efforts
- The level of security needed to properly manage data access
- The coordination of related system upgrades for Jury Selection, GIS, JTAC, etc
- The amount and type of end-user training that will be provided for the new SVRS system
- The amount of system support and maintenance agreements that will be provided beyond the initial vendor contract timeline

As a result of the planning sessions, a Pre-Implementation Preparation Plan has been developed and delivered to all 92 counties. We ask that each county manage the completion of the assigned activities. If you need assistance, please contact Joe McLain at (317) 234-VOTE.

During the planning the sessions, the focus group session facilitation team assembled a list of Frequently Asked Questions (FAQ's). These FAQ's, along with the State's response, can be found at the end of this newsletter.

SVRS Project Website

Be sure to visit the SVRS Project Team website to stay informed about your SVRS project and Indiana's election reform efforts. This site provides up-to-date information on the design, development, and implementation of the SVRS solution and other Indiana election initiatives. The site's feedback button can be used to ask questions or submit feedback. The website is http://www.in.gov/sos/elections/hava/

Key Dates

The table below indicates key dates for the SVRS Project:

ID	Milestone	Scheduled Completion Date
1	Distribute RFP	January 16, 2004*
2	RFP Pre-Bid Conference	January 30, 2004*
3	RFP Responses Due	February 20, 2004*
4	Vendor Demonstrations, Discussions, and BAFO	April 30, 2004*
5	Recommend Selected Vendor to IDOA	May 14, 2004*
6	Receipt of State Approval to Begin Contract Negotiations	May 19, 2004*
7	Next Project Phase begins – Implementation Planning and Initiation	June - July 2004

*Completed activities as of publication date.

FAQ's from County Planning Effort

What is the driving force behind Indiana's selection of a new state-wide voter registration system (SVRS)?
On October 29, 2002, President Bush signed the *Help America Vote Act of 2002 (HAVA)*. HAVA establishes certain election requirements for all states regarding the conduct of federal elections. One of the requirements mandates that each state must fully implement a computerized statewide voter registration list no later than January 1, 2006.

Will the State be purchasing a package or custom SVRS solution?
The State has considered both package and custom developed SVRS solutions.   Quest proposed a base package and design that will be configured and further developed around Indiana's SVRS requirements.

How will the State select a vendor?
The State employed multiple procurement and vendor evaluation vehicles (e.g. Request for Proposal, vendor demonstrations, implementation planning discussions, best and final offer, etc) to select an SVRS vendor. During each stage within the process, vendors were evaluated against criteria such as the following:
- Financial Stability
- SVRS implementation Experience
- Completeness of the Proposed Solution
- Proposed Workplan
- Proposed Organizational Structure
- Proposed Change Enablement Approach
- Proposed Data Conversion Strategy
- Project Management Approach
- Total Cost of the Project
- Minority Business Participation Plan

Many state system projects are going on concurrently, some with integration relationships with SVRS. How are these project teams handling the moving target of deadlines and requirements?

The SVRS Steering Committee and Project Team are aware of the other State projects (e.g. JTAC, ISETS) and have been exploring areas where the team can leverage the infrastructure of these projects to support the SVRS application. However, in order to receive federal funding for SVRS, SOS/IED must have SVRS fully implemented and operational across all 92 counties by January 1, 2006. Therefore, SOS/IED must consider the potential project risks and implementation timeline delays associated with relying on other State projects to implement the new SVRS application.

The State has had several other attempts at state-wide initiatives in the past and struggled. How is this one any different?

Although some state agencies have produced "state-wide" systems, this is the first project initiated by the Secretary of State's Office. Additionally, this project has the direct attention of the elected officeholder.

SOS/IED has taken countless steps to ensure the success of the SVRS, which contracting the services and experience of Virchow Krause to help the SOS/IED define the SVRS requirements, develop an SVRS RFP, select an SVRS vendor, and serve as the State's Quality Assurance Project Manager during SVRS design, development, and implementation.

1. SOS/IED has been continually encouraging county involvement and input during the definition and design of the SVRS application. For example, SOS/IED has either invited or engaged IN counties to participate in the following activities:
   - 2 Specialized Focus Group Sessions
   - Personal visits to the counties by the Secretary of State
   - 2003 Election Administrator's Conference
   - IVRA Meetings
   - Vote Indiana Team and SVRS Steering Committee Meetings
   - Ad-hoc and on-going communication through SVRS Project Newsletters, Fax Blasts, SVRS Website, e-mails, IVRA communication, etc.
2. SOS/IED has involved other State agencies in the project through the following channels:
   - Requested and received other State agency representation on SVRS Steering Committee
   - Maintained ongoing Communication: SVRS Project Newsletters, SVRS Website, e-mails
   - Held multiple meetings/discussions with BMV, DOC, DOH, DOIT, and DOA
3. The State has contacted other States to compare notes and understand project risks, best practices, etc.
4. All Vote Indiana Team and SVRS Steering Committee meetings have been opened to the public and potential SVRS vendors

What role will the counties play in the SVRS project?

Counties will have multiple roles in the SVRS project. These roles may include the following:
- County Liaison to State/Vendor
- Data Conversion
- Deployment Support (e.g. Training)
- Technical Support

It should be noted that the level of involvement by each county will vary widely depending on the County's current voter registration system, the quality of a County's voter registration

data, and whether the County serves as a pilot county during the initial roll-out of the application.

Why was the RFP process designed the way it was?
The RFP process was designed by the Secretary of State's Office, Indiana Election Division, SVRS Steering Committee, Vote Indiana Team, Virchow Krause, and the Department of Administration Procurement Division. The HAVA implementation deadline of January 1, 2006 also played an enormous role in defining the aggressive RFP process timeline.

Can we get a copy of the RFP?
To receive a copy of the SVRS RFP, please contact Joe McLain, the HAVA Administrator, at (317) 234-VOTE or havaadministrator@sos.state.in.us.

When will the SVRS vendor finally be selected?
The vendor has been selected; SOS/IED is expecting to finalize a contract in June/July 2004.

What role will the counties play in maintaining the data within the new SVRS system?
HAVA requires that the State of Indiana maintain a centralized list of registered voters at the state level. Counties will continue to maintain and own the records of the voters registered within each respective county. One of the primary benefits of maintaining the information in a central repository is that redundancy (duplicate) records will be significantly reduced.

Is the SVRS system real-time or will the data be batch updated?
The voter registration data will be updated on a real-time basis.

How will the privacy/security of registered voter information be maintained?
The State has identified privacy/security of the Indiana's voter registration information to be a high priority and major requirement of the new SVRS application. Ultimately, the actual security features and functionality implemented within the SVRS will largely be defined during the design phase of the project.

The jury selection system that we use is part of our existing voter registration system. If SVRS replaces the voter registration functionality, will jury selection be replaced as well?
The State will be working with Quest to design the SVRS' jury selection module and functionality. While the new SVRS application will definitely have some level jury selection functionality, each county will ultimately have to decide whether that functionality is sufficient to replace their existing jury selection system.

We have already begun implementing a GIS system in our county, will the State require all counties to migrate to a single GIS system?
The initial requirements did not include a GIS package within the scope of the SVRS application. However, the requirements did require the new SVRS application to provide data extracts of voter registration information in the necessary file format to be loaded into a county's GIS application.

Who will pay for the new SVRS and all of the required components?
The State intends to pay for the majority of costs associated with the new application, including the following:
- Implementation services associated with the planning, design, configuration, development, conversion, testing, training, deployment, acceptance and post

implementation maintenance
- Support for the SVRS software application, networking/connectivity solutions and technical hardware and infrastructure
- Training and change enablement support associated with the migration from current county systems to the standardized SVRS software application (initial and on-going)
- Networking and connectivity of Indiana's 92 county voter registration offices to the statewide system
- Software licenses
- Application hosting services
- Technical hardware, infrastructure and security required to support the SVRS application at both the state and county levels

In certain instances, a county may have to pay for certain SVRS features, hardware, or services if the county chooses to purchase additional features for its own use which are not included in the state system.

Will there be licensing fees or maintenance fees at the county level?
The State's initial contract with the vendor will include application licensing/maintenance for a five-year period. While the State will have to re-evaluate whether it can continue paying the SVRS user licenses and maintenance costs after the initial five-year period, the State hopes to continue paying these fees.

How will the vendor be maintaining the hardware and software, especially where county specific integration and reports are involved?
It is the State's intention to have a single help desk providing maintenance and support of the system and hardware as part of the contract. In very few instances (e.g. integration with county-specific systems), the County may have to pay for vendor services.

Has the State standardized on a hardware / platform standard across all projects (child welfare, SVRS, etc)?
There are currently only a handful of SVRS implementation vendors available in the market. If the SOS/IED would have required an SVRS vendor's hardware/platform standard to align with other State projects, the State would have potentially eliminated a large majority of the reputable and qualified vendors in the market.

What is the process for maintaining hardware / software, in terms of updating, maintaining, insuring, retaining after 3-5 years, etc.?
This process will be defined during contract negotiations with Quest.

When will the State select the SVRS pilot counties?
Fifty-six counties have expressed interest in serving as an SVRS pilot county. Once the contract processes are finalized (targeted for late June or early July), the State and Quest will work together to identify the SVRS pilot counties. This decision will most likely be made some time in the early fall.