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## 3.1 Letter of Submittal

Janelle Stewart  
OSOS RFP Coordinator  
PO Box 40224  
Olympia, WA 98504

Telephone #: (360) 704-5263  
Email: [contracts@sos.wa.gov](mailto:contracts@sos.wa.gov)

RE: RFP # 18-04

Dear Janelle Stewart,

On behalf of BPro Inc., we thank you for the opportunity to provide your office with information about our company and software. BPro built its first election system for the State of South Dakota in 2007. In the past decade, our TotalVote system has been implemented statewide in nine states, has been nominated for numerous state and national awards and has helped countless state and local elections officials develop better processes for registering voters and maintaining accurate, secure voter registration rolls. To date, the TotalVote Voter Registration module has been implemented in four states and a fifth (Arizona) is currently in the production phase and scheduled to go live in 2019.

Part of our success in Washington will be partnering with leading companies to expand the services provided to the EMP. Washington's election administrators will see increased efficiencies using Runbeck's superior petition management and signature verification technology and Washington voters will benefit from Democracy Live's suite of accessible balloting technologies. Together, our three companies unrivaled experience will ensure the EMP deployment is successful and the system meets the needs of voters and election officials.

Should you require additional information or clarification, please do not hesitate to contact BPro at the contact information included with this proposal.

Sincerely,



Brandon Campea, President

BPro Inc

BPro Contracts – 2012-2018

Elections	Other Contracts
Arizona OSOS	Delta Dental
Hawaii Office of Elections	ND Dept. of Health
Iowa OSOS	ND Information Technology Dept.
Mahoning County, Ohio	ND Insurance Dept.
Mohave County, Arizona	Pierre Educational Foundation
Montana OSOS	Performance Data Center
North Dakota OSOS	School Administrators of SD
Nebraska OSOS	SD Dept. of Environment and Natural Resources
New Mexico OSOS	SD Dept. of Agriculture
Oregon OSOS	SD Dept. of Education
Sacramento County, California	SD Dept. of Health
South Dakota OSOS	SD Dept. of Labor
Virginia BOE	SD Dept. of Revenue and Regulation
Vermont OSOS	SD Dept. of Game, Fish and Parks
Seachange Printing & Marketing Services (ES&S reseller) – using BPro’s Election Night Reporting system in 10 Minnesota Counties	SD Community Foundation SD Dental Association

### 3.2 Bidder Profile

<b>Company Information</b>	
<b>Legal company name and address</b>  BPro Inc 124 West Dakota Avenue Pierre, SD 57501	<b>Indicate entity type (LLC, Inc, Corp., etc.):</b>  S-Corporation
<b>Indicate state of registration/incorporation:</b>	South Dakota
<b>RFP Point of Contact</b>	Name: George Munro Address: (same as above) Email: george@bpro.com Phone: 425.922.9110
<b>Wash. Dept. of Revenue Registration No.</b>	602-440-400
<b>Federal Tax ID No. (TIN)</b> If TIN is a Social Security number, provide only the last four digits.	46-0446113
<b>Is your firm certified as a minority or woman owned business with OMWBE? Is your firm a certified small business?</b>	No
<b>Is your firm certified as veteran-owned with the Washington State Department of Veteran Affairs?</b>	No
<b>Number of current employees:</b>	25 - 15 FTEs and 10 Contract Employees
<b>Number of employees who have experience implementing the proposed solution:</b>	All BPro employees have experience implementing TotalVote
<b>Number of years in business:</b>	33
<b>Headquarters in the USA?</b>	Yes
<b>Number of years providing the proposed solution – including the current release and any prior releases of the same product. Bidder must be able to articulate experience in terms of impacted voters, relevance to the</b>	11 years. Experience is fully articulated in 4.0 Implementation Approach

<p><b>Washington project, complexity of conversion activities, and similar timelines.</b></p>	
<p><b>Quantity and type of customers (e.g. public sector) currently using the proposed solution:</b></p>	<p>BPro currently provides the systems described in this proposal in 11 states around the country.</p> <p>BPro's TotalVote modules currently used around the United States:  Voter Registration – AZ, HI, NM, ND and SD  Election Management – AZ, HI, MT, NE, NM, ND and SD  Election Night Reporting – 11 states and over 350 counties</p>
<p><b>How long have you provided services to your longest tenured client?</b></p>	<p>11 years. BPro began building its first election software for South Dakota in 2007 and we continue to provide election technologies for both the state and all 66 South Dakota counties.</p>
<p><b>If the Bidder or any subcontractor contracted with the state of Washington (or any county in the state) during the past 24 months, indicate the name of the county/agency, the contract number and project description and/or other information available to identify the contract.</b></p>	<p>Runbeck currently works with Benton, Clark, King, Pierce, Thurston and Whatcom counties.</p>
<p><b>If the Bidder's staff or subcontractor's staff was an employee of the state of Washington during the past 24 months, or is currently a Washington state employee, identify the individual by name, job title or position held and separation date.</b></p>	<p>No staff on this response are currently or have been an employee with the State of Washington during the past 24 months.</p>
<p><b>Has there been any material litigation against the Bidder within last five (5) years that the Bidder should reasonably believe could adversely affect its ability to meet requirements pursuant to this RFP or have a material adverse effect on the Bidder's financial condition? If YES, list each litigation separately and explain the relevant details.</b></p>	<p>There has been no material litigation against BPro within last five (5) years.</p>
<p><b>Provide a statement and any relevant details addressing whether the Bidder:</b></p>	<p>None of these statements apply to BPro.</p>

a) is presently debarred, suspended or proposed for debarment by any federal or state department or agency.  
 b) has within the past three (3) years been convicted of (or had a civil judgement rendered against Bidder) for fraud, theft, forgery or falsification.  
 c) has within a three (3) year period preceding the RFP had one or more public transactions (federal, state, or local) terminated for cause or default.

Bidder will provide financial information to validate Bidder’s financial stability and financial viability. At a minimum, the Bidder will provide:

- Audited financial statements (including auditor’s opinion and footnotes) for the most recent two fiscal years.
- Unaudited, interim financial statements to bring financial information current within 6 months of submission of the bid.

At a later stage of the bid review process, the Bidder may be asked to provide additional financial data about the bidder, subcontractors (if any), related entities and investors/financial backers. Examples include:

- Financial Statements (audited or unaudited)
- IRS filings
- Regulatory filings

Please provide financial statements as an appendix to this Bidder Profile using naming convention BIDDERTNAME\_FINANCIAL\_18-04

BPro is submitting 4 years of Balance Sheets and Profit and Loss Reports (2014-2017) and 3 years of Tax Returns (2014-2016).

BPro’s financial statements are included in the file BPRO\_FINANCIAL\_18-04

## 3.3 References

### North Dakota Secretary of State's Office

**Contact Name:** Jim Silrum

**Contact Phone:** (701) 328-3660

**Contact Email:** [jsilrum@nd.gov](mailto:jsilrum@nd.gov)

**Dates of Work:** 2009-present

**Project Description:** In 2009, BPro began building a customized version of TotalVote for North Dakota, which eventually became known as ND VOICES. Today, ND VOICES provides state and county election administrators with a seamless system that encompasses election management, central voter file (ND does not have voter registration but BPro provides the system that determines which ND residents are eligible to vote), candidate filing, online candidate filing, canvassing, election night reporting, petition management, online ballot delivery, the voter information portal and campaign finance reporting. ND VOICES currently has approximately 10 users at the North Dakota Secretary of State's office and over 100 county-level administrators.

**Products installed/implemented:** TotalVote election management, central voter file, candidate filing, online candidate filing, canvassing, election night reporting, petition management, online ballot delivery, the voter information portal and campaign finance reporting

**Services provided:** System development, project management, training and support

**Project outcomes:** North Dakota election officials, voters, candidate, PACs and political parties have a one stop shop to find information about elections and voting; filing, fundraising and running for public office; and election results.

**Challenges encountered and how addressed:** North Dakota is the only state without voter registration. BPro had to configure TotalVote to provide a way to verify North Dakota's eligible voters without a system in place to verify voters. To accomplish this goal, BPro built interfaces with ND-DOL to verify eligible North Dakotans and provide a way for county election administrators to provide eligible voters with the proper ballot style. The TotalVote system meets all of North Dakota's requirements and the state has continued to expand and enhance ND Voices over the past eight years of partnering with BPro. Also in the past eight years (2012, 2014, 2016), North Dakota has ranked first in the Pew Charitable Trust's Elections Performance Index (EPI).

### New Mexico Secretary of State's Office

**Contact Name:** Kari Fresquez

**Contact Phone:** (505) 827-3600

**Contact Email:** [Kari.Fresquez@state.nm.us](mailto:Kari.Fresquez@state.nm.us)

**Dates of Work:** 2014-present

**Project Description:** The State of New Mexico initially contracted BPro to build an Election Management system and an Election Night Results website. The system was well received and in 2016, New Mexico decided to enhance the system to include voter registration. These requests came from both New Mexico counties and the state's Elections Division and the new VR system went live in December 2017.

**Products installed/implemented:** BPro implemented election management and election night reporting in 2014. After receiving funding from the legislature, BPro began implementing voter registration in 2016 and the new system was launched in December 2017.

**Services provided:** Project management, training and support

**Project outcomes:** Currently, New Mexico counties use TotalVote VR to provide an effective and efficient web-based system way to register voters, TotalVote EMS to build elections on a single system and TotalVote ENR to seamlessly provide results on Election Night.

**Challenges encountered and how addressed:** The project started with the client's providing hundreds of requirements in the form of Excel spreadsheets and Word documents. These requirements had been gathered years prior and were in need of further analysis and refinement. Updating, locating and sharing the requirements, artifacts soon became unmanageable in those formats. To solve this issue, BPro incorporated a requirements management tool that allowed NM to work with BPro's existing JIRA environment. The whole team could easily look up a requirement to see the specifications, and we were able to save hours of work not having to share spreadsheets and search and update individual Excel spreadsheets.



## Hawaii Office of Elections

**Contact Name:** Aaron Schulaner

**Contact Phone:** (808) 453-VOTE (8683)

**Contact Email:** [aaron.h.schulaner@hawaii.gov](mailto:aaron.h.schulaner@hawaii.gov)

**Dates of Work:** 2014-present

**Project Description:** BPro began providing Hawaii's Online Voter Registration system in 2015 and the state's full Voter Registration System (VR) launched in July 2017. Originally, the VR system was scheduled to launch prior to the 2016 election, but county election administrators decided they would rather not launch a new system right before a presidential election. BPro's flexibility allowed for the rescheduling of the launch and assured that the key stakeholders were all confident in the success of the project.

**Products installed/implemented:** BPro implemented online voter registration in 2015. With registrations expected to spike before the 2016 presidential election, Hawaii chose to delay the TotalVote VR deployment and BPro was able to work with the state to delay the launch of the system. The system was successfully launched in July 2017.

**Services provided:** Project management, training and support

**Project outcomes:** Hawaii's previous system could only run one election at a time and had many other stop-gaps in place to fulfill their current needs on a system that was built over 30 years ago. TotalVote has provided solutions to these problems and has been well received by state and county officials in the first four months of deployment.

**Challenges encountered and how addressed:** Prior to implementing TotalVote, Hawaii used a system that was built in-house in 1983 and maintained by the City and County of Honolulu. This created some intense loyalties to the incumbent system and the process for registering voters. BPro worked closely with county and state election officials to demonstrate the TotalVote system and collect feedback on features election officials wanted in the future system. This collaboration created buy-in from county officials and helped develop relationships that led to a robust system and a smooth deployment and transition.

### 3.4 Subcontractors

Subcontractor Name	TIN	Certification Status (Minority, Woman, Veteran, other)	Services to be provided by subcontractor
Runbeck Election Services, Inc.	20-2681027	N/A	<ul style="list-style-type: none"> <li>• Petitions Management Application implementation, installation, training, and support.</li> <li>• Scanner solution for mid-tier counties receiving ballots.</li> </ul>
Democracy Live, Inc.	45-4826119	N/A	<ul style="list-style-type: none"> <li>• Accessible, electronic ballots</li> <li>• Accessible online sample ballots</li> <li>• Accessible online voter guide</li> </ul>

### 3.5 Partner/Subcontractor Profile

Company Information		
Legal company name and address  <b>Democracy Live, Inc.</b> 2900 NE Blakeley Street Seattle, WA 98105	Indicate entity type (LLC, Inc, Corp., etc.):	C Corp
	Indicate state of registration/incorporation:	Delaware
RFP Point of Contact	Name: <u>Bryan</u> Finney Address: <i>same as above</i> Email: <u>bryan@democracylive.com</u> Phone: <u>206-465-5636</u>	
Wash. Dept. of Revenue Registration No.	603552417	
Federal Tax ID No. (TIN) If TIN is a Social Security number, provide only the last four digits.	45-4826119	
Is your firm certified as a minority or woman owned business with OMWBE? Is your firm a certified small business?	Yes    No <input checked="" type="checkbox"/> If yes, provide OMWBE/other certification no.	
Is your firm certified as veteran-owned with the Washington State Department of Veterans Affairs?	Yes    No <input checked="" type="checkbox"/> If yes, provide WSDVA certification no.	
Number of current employees:	15	
Number of employees who have experience implementing the proposed solution:	9	
Number of years in business:	11	
Headquarters in the USA?	Yes <input checked="" type="checkbox"/> No Seattle, WA	
Number of years providing the proposed solution – including the current release and any prior releases of the same product. Bidder must be able to articulate experience in terms	Democracy Live launched the first fully accessible, online voter guide in Washington State in 2009. With over nine years of experience deploying accessible balloting technologies in over 1,000 elections in over 400 localities, Democracy Live has unique product and project implementation experience.	

<b>Company Information</b>	
of impacted voters, relevance to the Washington project, complexity of conversion activities, and similar timelines.	The Democracy Live "OmniBallot Online" offers a fully accessible, WCAG 2.0 compliant suite of online balloting services, including the accessible sample ballot, voters guide and EAC-lab certified accessible vote by mail solution. Democracy Live has nearly ten years of experience working with a wide array of unique data sets, including VIP, all major EMS systems, BPro and other unique data sets to import balloting and mapping data directly into OmniBallot Online.
Please highlight any experience where the bidder and sub-contractor have worked together:	BPro and Democracy Live are currently working on a UOCAVA/ADA ballot delivery project with the State of North Dakota.
Quantity and type of customers (e.g. public sector) currently using the proposed solution:	Democracy Live has deployed accessible balloting solutions for a wide array of state and local public sector jurisdictions, across the U.S. From smaller jurisdictions such as Pacific County, WA to statewide deployments such as Missouri, Democracy Live has unique experience deploying to every type of locality with unique requirements and data.
How long have you provided services to your longest tenured client?	Kitsap County, WA helped launch the accessible voter guide in 2009. Kitsap County received the Election Center's "Independence Award" for accessibility
If the Bidder or any subcontractor contracted with the state of Washington (or any county in the state) during the past 24 months, indicate the name of the county/agency, the contract number and project description and/or other information available to identify the contract.	Democracy Live provides UOCAVA and accessible voter guide services to Benton, Columbia, Garfield, Kitsap, Kittitas, Pacific and Walla Walla counties.
If the Bidder's staff or subcontractor's staff was an employee of the state of Washington during the past 24 months, or is currently a Washington state employee, identify the individual by name, job title or position held and separation date.	No Democracy Live staff currently work for or have worked for the State of Washington in the past 24 months.

<p>Has there been any material litigation against the Bidder within last five (5) years that the Bidder should reasonably believe could adversely affect its ability to meet requirements pursuant to this RFP or have a material adverse effect on the Bidder’s financial condition? If YES, list each litigation separately and explain the relevant details.</p>	<p>Democracy Live has not been part of any litigation within the past (5) years.</p>
<p>Provide a statement and any relevant details addressing whether the Bidder:</p> <ul style="list-style-type: none"> <li>d) is presently debarred, suspended or proposed for debarment by any federal or state department or agency.</li> <li>e) has within the past three (3) years been convicted of (or had a civil judgement rendered against Bidder) for fraud, theft, forgery or falsification.</li> <li>f) has within a three (3) year period preceding the RFP had one or more public transactions (federal, state, or local) terminated for cause or default.</li> </ul>	<ul style="list-style-type: none"> <li>d) Democracy Live is not debarred, suspended or proposed for debarment by any federal or state department or agency.</li> <li>e) Democracy Live has not been convicted of any fraud, theft, forgery or falsification.</li> <li>f) Democracy Live has not had any transactions terminated for cause or default.</li> </ul>
<p>Bidder will provide financial information to validate Bidder’s financial stability and financial viability. At a minimum, the Bidder will provide:</p> <ul style="list-style-type: none"> <li>• Audited financial statements (including auditor’s opinion and footnotes) for the most recent two fiscal years.</li> <li>• Unaudited, interim financial statements to bring financial information current within 6 months of submission of the bid.</li> </ul> <p>At a later stage of the bid review process, the Bidder may be asked to provide additional financial data about the bidder, subcontractors (if any), related entities and investors/financial backers. Examples include:</p> <ul style="list-style-type: none"> <li>• Financial Statements (audited or unaudited)</li> <li>• IRS filings</li> <li>• Regulatory filings</li> </ul> <p>Please provide financial statements as an appendix to this Bidder Profile using naming convention BIDDERNAME_SUBNAME_FINANCIAL_RFP18-04.</p>	<p>Please see document: <i>BPRO_DEMOCRACYLIVE_FINANCIAL_18-04.pdf</i></p>

Company Information		
<b>Legal company name and address</b>  Runbeck Election Services, Inc. 2404 W 14th Street #110 Tempe, AZ 85281	Indicate entity type (LLC, Inc, Corp., etc.):	Corp.
	Indicate state of registration/incorporation:	AZ
<b>RFP Point of Contact</b>	Name: James R. Suver Address: (same as above) Email: jsuver@runbeck.net Phone: (602) 230.0510	
<b>Wash. Dept. of Revenue Registration No.</b>	602-939-653	
<b>Federal Tax ID No. (TIN)</b> If TIN is a Social Security number, provide only the last four digits.	20-2681027	
<b>Is your firm certified as a minority or woman owned business with OMWBE?</b> <b>Is your firm a certified small business?</b>	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> If yes, provide OMWBE/other certification no.	
<b>Is your firm certified as veteran-owned with the Washington State Department of Veterans Affairs?</b>	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> If yes, provide WSDVA certification no.	
<b>Number of current employees:</b>	62	
<b>Number of employees who have experience implementing the proposed solution:</b>	7	
<b>Number of years in business:</b>	46	
<b>Headquarters in the USA?</b>	Yes <input checked="" type="checkbox"/> <input type="checkbox"/> No	

<p><b>Number of years providing the proposed solution – including the current release and any prior releases of the same product. Bidder must be able to articulate experience in terms of impacted voters, relevance to the Washington project, complexity of conversion activities, and similar timelines.</b></p>	<p>Runbeck has been providing the Petition Management Software for approximately 2 years since its public inception.</p> <ul style="list-style-type: none"> <li>• Spring of 2016, the Arizona Secretary of State (AZSOS) Elections Division; with over 3.6 registered voters in 15 counties, embraced the opportunity to use Runbeck’s Petition Management Software as the perfect solution to streamline their current petition process.             <ul style="list-style-type: none"> <li>○ Development for Arizona Petitions Management began in the Spring 2016.</li> <li>○ Runbeck was able to develop Petitions v1.0 on a very short timeline. This allowed the AZSOS to pilot the software. Runbeck’s Petition Management Software processed three initiatives composed of 86,000 pages within two months of starting to code; over 1 million petition line signatures were processed using only 11 AZSOS temporary staff in four weeks. Previously the State’s verification process required staff to perform tedious and manual work for approximately the same four weeks, utilizing ten temporary employees for <u>one</u> initiative.</li> <li>○ AZSOS commissioned Runbeck to upgrade the system for 2017 – that was delivered July 2017 and used to process one referendum.</li> <li>○ The second AZSOS implementation, v3.0, employed one scanner to speed processing and up to 30 processors were reviewing scanned images to complete the job.</li> <li>○ Runbeck conducted training for one AZSOS employee in one 8-hour training session; This “Train the Trainer” environment successfully enabled the newly established AZSOS Trainer to successfully train 35 AZSOS temporary employees.</li> <li>○ Additionally, the Petition Management Software allowed the AZSOS the capability to print indicia (Bates) numbering on the original petition, which proved to be extremely helpful and necessary for auditing and tracking purposes. The State digitally imaged pages upon scanning, saving time allotted for producing digital records for FOIA (Freedom of Information Act) requests.</li> </ul> </li> <li>• March of 2017, the Colorado Secretary of State</li> </ul>
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(COSOS); with over 3.7 million registered voters in 64 counties, embraced the opportunity to use Runbeck's Petition Management Software to process and certify petition circulations for the State of Colorado.

- Runbeck has designed standard forms for the COSOS for use in improving their processing efficiencies.
- Barcodes are utilized on all forms to allow identification of petitions automatically during scanning and a unique serial number is assigned to each document.
- The Petition Management Software interfaces with multiple high-speed scanners to drive processing efficiency.
- The Petition Management Software directly accesses the State's voter registration data to match petition signatures.
- The COSOS utilizes processors whom view circular signer data side-by-side with matched voter registration data to improve processing and matching rates.
- The software's server and client stations are maintained at a third-party facility; a secure connection is provided from the COSOS office for monitoring and reporting of results.
- Full audit trail for all petition documents is maintained in the system and can be archived for permanent storage.
- The system allows processors to record acceptance or rejection of signers with rejection codes at the page and line level.
- The COSOS can issue reports, letters, and certificates from the system for each petition and record certification status.
- Data integrity and security are maintained in complete compliance with all State IT protocols and policies.
- Data updates are managed using established and documented procedures with SOS oversight and Runbeck staff support in cooperation with the third party-service provider.



<p>Please highlight any experience where the bidder and sub-contractor have worked together:</p>	<p><b>State of Arizona</b>                  BPro was chosen to be the Statewide Voting System solution in Arizona, our Runbeck's home state.</p> <p>Runbeck has worked with BPro on both the State and County level integrating election related solutions. These solutions include Runbeck's:</p> <ul style="list-style-type: none"> <li>- Proprietary Sentio Ballot Printing on Demand Solution.                         <ul style="list-style-type: none"> <li>o Provides election officials with the ability to produce accurate ballots on-site and on-demand in varying quantities - from individual early voting or counter ballots to large batches of absentee ballots.</li> </ul> </li> <li>- Simulo UOCAVA Ballot Duplication Software.                         <ul style="list-style-type: none"> <li>o Allows election officials to print tabulation-ready paper ballots that match the voters' electronic selections. This easily configurable software can be coupled with Runbeck's Sentio Ballot Printing On-Demand System to print UOCAVA ballots in minutes.</li> </ul> </li> </ul> <p><b>State of Hawaii &amp; City and County of Honolulu</b>                  BPro was chosen to be the Statewide Voting System solution in Hawaii. Runbeck works with BPro on both the State and County levels integrating election related solutions such as our Sentio Ballot Printing on Demand Solution and Simulo UOCAVA Ballot Duplication Software.</p>
<p>Quantity and type of customers (e.g. public sector) currently using the proposed solution:</p>	<p>2 Statewide-Government Implementations.</p>
<p>How long have you provided services to your longest tenured client?</p>	<p>Runbeck's longest standing client is Pima County of Arizona.</p> <p>Since 1986 Runbeck has been providing multi-facet services including:</p> <ul style="list-style-type: none"> <li>- Ballot Printing</li> <li>- Sample Printing &amp; Mailing</li> <li>- Publicity Pamphlet Printing &amp; Mailing</li> <li>- Outbound Absentee Ballot Printing, Inserting &amp; Mailing</li> </ul>
<p>If the Bidder or any subcontractor contracted with the state of Washington (or any county in the state) during the past 24 months, indicate the name of the county/agency, the contract number and project description and/or other information available to identify the contract.</p>	<p><i>Please see end of document.</i></p>

<p>If the Bidder’s staff or subcontractor’s staff was an employee of the state of Washington during the past 24 months, or is currently a Washington state employee, identify the individual by name, job title or position held and separation date.</p>	<p>-N/A-</p>
<p>Has there been any material litigation against the Bidder within last five (5) years that the Bidder should reasonably believe could adversely affect its ability to meet requirements pursuant to this RFP or have a material adverse effect on the Bidder’s financial condition? If YES, list each litigation separately and explain the relevant details.</p>	<p>-N/A-</p>
<p>Provide a statement and any relevant details addressing whether the Bidder:</p> <ul style="list-style-type: none"> <li>d) is presently debarred, suspended or proposed for debarment by any federal or state department or agency.</li> <li>e) has within the past three (3) years been convicted of (or had a civil judgement rendered against Bidder) for fraud, theft, forgery or falsification.</li> </ul>	<p>-N/A-</p>

Company Information	
f) has within a three (3) year period preceding the RFP had one or more public transactions (federal, state, or local) terminated for cause or default.	-N/A-
<p>Bidder will provide financial information to validate Bidder’s financial stability and financial viability. At a minimum, the Bidder will provide:</p> <ul style="list-style-type: none"> <li>• Audited financial statements (including auditor’s opinion and footnotes) for the most recent two fiscal years.</li> <li>• Unaudited, interim financial statements to bring financial information current within 6 months of submission of the bid.</li> </ul> <p>At a later stage of the bid review process, the Bidder may be asked to provide additional financial data about the bidder, subcontractors (if any), related entities and investors/financial backers. Examples include:</p> <ul style="list-style-type: none"> <li>• Financial Statements (audited or unaudited)</li> <li>• IRS filings</li> <li>• Regulatory filings</li> </ul> <p>Please provide financial statements as an appendix to this Bidder Profile using naming convention                      BIDDERNAME_SUBNAME_FINANCIAL_RFP18-04.</p>	<p>Please see document:  <i>BPRO_RUNBECK_FINANCIAL_18-04.pdf</i></p> <p>This document is password protected, for proper credentials please contact James R. Suver, Vice President of Business Development at jsuver@runbeck.net or 602.230.0510.</p>

### 3.6 Partner/Subcontractor References

Provide a minimum of **three (3) state, county, or local government elections domain references** for which the Partner/Subcontractor has delivered goods and/or services **similar in scope, size or type** to those described in this RFP. OSOS/Counties will be contacting these references and by providing this contact information Bidder grants permission to OSOS/Counties to contact them. Do not include current OSOS staff as references. References will be contacted for the top scoring Proposals only.

OSOS/Counties will make two attempts to reach these references to complete a brief survey. OSOS may, at its discretion, contact other clients of Bidder not listed as references.

Please provide the following in the “Project Description” field for each of the references submitted:

- Dates of engagement (start & end)
- Project description and scope
- Products installed/implemented
- Impacted voters
- Timeline and duration of project
- Services provided
- Project outcomes
- Challenges encountered and how addressed

Democracy Live, Inc.	
Reference 1	Project Description
Entity Name: Kitsap County, WA Contact Name: Dolores Gilmore Contact Phone: 360-337-7128 Contact Email: auditor@co.kitsap.wa.us	<ul style="list-style-type: none"> <li>• 166,501 registered voters</li> <li>• 2013- Present</li> <li>• Move ACT Compliant Ballot Delivery System, Ballot Replacement, and Video Voter Guide.</li> </ul>
Reference 2	Project Description
Entity Name: San Mateo County, CA Contact Name: Jim Irizarry Contact Phone: 650-363-1808 Contact Email: jirizarry@smcare.org	<ul style="list-style-type: none"> <li>• 397,244 registered voters</li> <li>• 2015-Present</li> <li>• Move Act Compliant Ballot Delivery System, Accessible Sample Ballot and Voter Guide. 2017-Present Remote Accessible Vote By Mail Solution, Secure Select.</li> </ul>
Reference 3	Project Description
Entity Name: State of Missouri Contact Name: Chrissy Peters Contact Phone: (573) 526-3986 Contact Email: chrissy.peters@sos.mo.gov	<ul style="list-style-type: none"> <li>• 3,812,576 registered voters</li> <li>• 2014- Present</li> <li>• Statewide Move ACT Compliant Ballot Delivery System for 111 counties</li> </ul>

Runbeck Election Services, Inc.	
Reference 1	Project Description
<p><b>Entity Name:</b> <i>Arizona Secretary of State's Office</i></p> <p><b>Contact Name:</b> <i>Eric Spencer, Director of Election Services</i></p> <p><b>Contact Phone:</b> <i>602.542.8683</i></p> <p><b>Contact Email:</b> <i>espencer@azsos.gov</i></p>	<p><b>Dates of Work:</b> 2016 – Current</p> <p><b>Project Description:</b> With over 3.6 registered voters in 15 counties, in 2016 the Arizona Secretary of State (AZSOS) Elections Division embraced the opportunity to use Runbeck's Petition Management Software as the perfect solution to streamline their current petition process.</p> <p><b>Products installed/implemented:</b> Petitions Management Software development and implementation for AZSOS Elections Division.</p> <p><b>Services provided:</b> Project management, training and support.</p> <p><b>Project outcomes:</b> Initially three initiatives were processed, composed of 86,000 pages within two months of starting to code; over 1 million petition line signatures were processed using only 11 AZSOS temporary staff in four weeks. Previously the State's verification process required staff to perform tedious and manual work for approximately the same four weeks, utilizing ten temporary employees for one initiative. AZSOS commissioned Runbeck to upgrade the system for 2017 – that was delivered July 2017 and used to process one referendum.</p> <p>The second AZSOS implementation, employed one scanner to speed processing and up to 30 processors were reviewing scanned images to complete the job. The Petition Management Software allowed the AZSOS the capability to print indicia (Bates) numbering on the original petition, proving to be extremely helpful and necessary for auditing and tracking purposes. The State digitally imaged pages upon scanning, saving time allotted for producing digital records for FOIA (Freedom of Information Act) requests.</p> <p><b>Challenges encountered and how addressed:</b> During the AZSOS Petition install several environmental issues were encountered regarding issues that were clocking the install and usage of the system. We identified network firewall configurations that were interfering with communication between the workstations and the server. We worked closely with the State's IT department to trace and help reconfigure both their firewall settings and our</p>

	<p>application setting to ensure an environment that they felt met their security policies but allowed the system to function properly.</p> <p>Also, during the AZ Petitions project, the state identified several improvements they felt would greatly improve their process and review of petitions. Runbeck worked closely with key stakeholders to prioritize these changes and tackled the ones that provided the greatest benefit with the least risk. Since this was the first time use of this program for both the State and Runbeck, Runbeck placed staff onsite during much of the first three weeks of usage to address usage questions and training needs.</p>
<b>Reference 2</b>	<b>Project Description</b>
<p><b>Entity Name:</b> <i>Colorado Secretary of State's Office</i></p> <p><b>Contact Name:</b> <i>Ben Schler</i></p> <p><b>Contact Phone:</b> <i>303-894-2200 x6342</i></p> <p><b>Contact Email:</b> <i>benjamin.schler@SOS.STATE.CO.US</i></p>	<p><b>Dates of Work:</b> June 28, 2017 - Current</p> <p><b>Project Description:</b> With over 3.7 registered voters in 64 counties, in 2017 the Colorado Secretary of State (COSOS) embraced the opportunity to use Runbeck's Petition Management Software as the perfect solution to streamline their current petition process.</p> <p><b>Products installed/implemented:</b> The Petitions Management implementation for COSOS, as well as a statewide implementation for Sentio Ballot Printing On-Demand Systems performed in (year).</p> <p><b>Services provided:</b> Runbeck designed standard forms for the COSOS to use in order to improve processing efficiencies. Barcodes were utilized on all forms to allow identification of Petitions automatically at scanning, and a unique serial number is assigned to each document.</p> <p>The Petition Management Software interfaces with multiple high-speed scanners to drive processing efficiency. The software directly accesses the State's voter registration data to match petition signatures.</p> <p>The COSOS utilizes processors whom view circular signer data side-by-side with matched voter registration data to improve processing and matching rates. The software's server and client stations are maintained at a third-party facility; a secure connection is provided from the COSOS office for monitoring and reporting of results. Full audit trail for all petition documents is</p>

	<p>maintained in the system and can be archived for permanent storage.</p> <p>The system allows processors to record acceptance or rejection of signers with rejection codes at the page and line level. The COSOS can issue reports, letters, and certificates from the system for each petition and record certification status.</p> <p>Data integrity and security are maintained in complete compliance with all State IT protocols and policies. Data updates are managed using established and documented procedures with SOS oversight and RES staff support in cooperation with the third party-service provider.</p> <p><b>Project outcomes:</b> Specified and built server and installed at a third-party processing facility (IDS) to support CO SOS petitions processing. Integrated client work stations to interface with Petitions server at IDS to facilitate petitions processing.</p> <p>Runbeck delivered Petitions Management Software features to match CO SOS petition processes and installed onto server at IDS. Training COSOS staff and the staff at the IDS support facility.</p> <p>Completed integration with high speed scanner software job configurations for rapid processing of petition scanning. Runbeck performed troubleshooting, resolution of bugs/errors for project completion.</p> <p>Finalized UAT for COSOS acceptance 2/1/2018. Contracted for further customization of PMA and built added features.</p> <p><b>Challenges encountered and how addressed:</b> Scanner integration proved problematic as the architecture had to be reconfigured to accommodate the scanner server utilization/design already in place at IDS; RES software was shifted to the Petitions Server to maintain the integrity of the current design.</p> <p>Remote connectivity had to be resolved within the security protocols of COOIT; a VPN connection was established that allowed support and maintenance functions to be completed by Runbeck staff when working on the Petitions Server at IDS.</p>
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	<p>Internal connectivity challenges; in order to establish stable connections between client/server, firewalls and routers had to be configured to open ports, provide access and continue to maintain the access protocols mandated by CO OIT policies</p> <p>Signature reference image files presented challenges; some files had inferior DPI, some were compressed, some files were of the wrong format; the issue was resolved by converting files to a workable format for the software to use</p>
<p><b>Reference 3</b></p>	<p><b>Project Description</b></p>
<p><b>Entity Name:</b> <i>Maricopa County, AZ</i></p> <p><b>Contact Name:</b> <i>Reynaldo Valenzuela, Elections Director</i></p> <p><b>Contact Phone:</b> <i>602-506-3535</i></p> <p><b>Contact Email:</b> <i>rvalenzuela@risc.maricopa.gov</i></p>	<p><b>Dates of Work:</b> Maricopa county has been a customer since 1992. Runbeck Performs an array of services including:</p> <ul style="list-style-type: none"> <li>- Ballot Printing</li> <li>- Sample Ballot Design</li> <li>- Printing, Inserting &amp; Mailing</li> <li>- Publicity Pamphlet Printing &amp; Mailing</li> <li>- Register &amp; Rosters</li> <li>- Outbound Early Voting Ballot Mailing</li> <li>- Inbound Early Voting Processing</li> </ul> <p>The newest project; initiated in the beginning of 2017 when, Runbeck and Maricopa County teamed up to provide a new envelope and ballot printing on demand solution to satisfy their 'All-Mail-Elections'.</p> <p><b>Project Description:</b> 80% of the county's voters already utilize vote-by-mail; in comparison o 68-70% of voters who are registered to vote in person. The County decided embracing 'All-Mail-Elections' would provide larger voter turnouts and streamline their current election processes by handling all ballots as vote-by-mail. The County has approximately 4,000 ballot styles, with some precincts having several different ballots styles, this bottleneck can lead to unnecessary confusion at precincts. Additionally, the County was using an excessive amount of paper, as precincts must have preprinted ballots on hand; requiring them to absorb costs to print, store and destroy unused ballots. To satisfy this dilemma, the County has implemented a new system, which will give the County the capacity to print a unique individual ballot and an affidavit envelope.</p>



**Products installed/implemented:** The county now utilizes Runbeck's Sentio Ballot & Envelope (Affidavit) Printing On-Demand System.

**Services provided:** Software and Hardware Implementation, Training & Election Support.

**Project outcomes:** Previously, the County's process had precinct ballots tabulated on-site and then re-tabulated in the County's tabulation room for quality assurance. The new process will allow the County to verify the voter's signature at their headquarters, where the ballot and envelope are separated, and the voter's ballot will only need to be tabulated once. This new transition will allow the County to handle mailed in vote-by-mail packets and precinct ballots the same; streamlining their entire tabulation process.

The new system provided two significant benefits for the County:

1. Voters can attend any universal polling location and receive their unique custom printed ballot.
2. The County can reduce the use of two different processes to conduct an election to just one; instead of utilizing both precinct-based election and vote-by-mail procedures, the County will only need to handle all their ballots as a vote-by-mail election.

**Challenges encountered and how addressed:** A challenge with this project was initiating a new development of a whole new product line. It was necessary for Runbeck to construct custom built software which coincidentally utilized the current Sentio software to print an affidavit envelope while simultaneously printing a ballot. With help with the County's patience, Runbeck's was determined to collaborate and work with the County and provide them a custom fit solution; ultimately leading the County to one of many successful elections.

### Runbeck Customers in Washington

The following contracts for the state of Washington pertain to Runbeck's Sentio Ballot Printing On-Demand System:

#### King County

919 SW Grady Way  
Renton, WA 98057

Customer since September 2011

(4) Sentio Ballot Printing On-Demand Systems, (2) Simulo UOCAVA Software Seats  
Contract # 5495991

Julie Wise, Elections Director  
(206) 296 - 8683  
julie.wise@kingcounty.gov

#### Thurston County

2000 Lakeridge Dr. SW  
Olympia, WA 98502

Customer since December 2013

(1) Sentio Ballot Printing On-Demand System, (1) Simulo UOCAVA Software Seat

Mary Hall, County Auditor  
(360) 786 - 5401  
hallm@co.thurston.wa.us

#### Whatcom County

311 Grand Ave. Suite 103  
Bellingham, WA 98225

Customer since August 2014

(1) Sentio Ballot Printing On-Demand System, (1) Simulo UOCAVA Software Seat  
PO# 8274100 OP

Debbie Adelstein, County Auditor  
360.778.5700  
dadelste@co.whatcom.wa.us

Matt Shepherd  
(360) 961-0597  
mshepher@co.whatcom.wa.us

**Benton County**

620 Market Street  
Prosser WA, 99350

Customer since March 2015  
(1) Sentio Ballot Printing On-Demand System, (1) Simulo UOCAVA Software Seat  
PO# 20150324-T1

Brenda Chilton  
(509) 736 - 3085  
brenda.chilton@co.benton.wa.us

**Clark County**

PO Box 8815  
1408 Franklin St.  
Vancouver, WA 98666

Customer since January 2014  
(1) Sentio Ballot Printing On-Demand System, (1) Simulo UOCAVA Software Seat

Cathie Garber  
(360) 397 – 2345 x5179  
cathie.garber@clark.wa.gov