State of Georgia
State Entity: Secretary of State
Electronic Request for Information ("eRFI")
Event Name: New Voting System
eRFI (Event) Number: 47800-SOS0000035

ROBIS ELECTIONS RESPONSE
8/24/2018

Robis Elections, Inc.
1721 S Naperville Rd, Suite 104
Wheaton, IL 60189
Phone: 630-752-0220
Website: GoAskED.com

Contact: Jon Krier
Email: jkrier@Robis.net

We are pleased to submit our response to the State of Georgia for the RFI request 47800-SOS0000035, "New Voting System". Our submittal is specific to electronic pollbooks. Below are our answers to the RFI questions. We are also available to provide additional information or demonstrations as required. We look forward to the opportunity to be of long term service to the State. Here is a little information about us.

A Chicago based organization since 1991, headquartered in Wheaton, IL with office and warehouse facilities in Albuquerque, NM.
- 100% U.S. owned and all products are developed 100% in the U.S.
- Serving election officials in states coast to coast, representing over 14 million registered voters
- Offering a suite of products and services designed to efficiently and affordably manage the polling place.

Robis is the developer of the AskED line of election products that range from our electronic pollbooks to logistical support apps that assist with call center/issue, time and material management.

One key thing that sets the AskED ePollbook apart from the rest of the market is our Election Decision Support™ system, also known as the AskED "election logic." In fact, this is where our product name comes from. The "ED" stands for "election decision." Our entire product line has been built with the goal of making it easier for the pollworker to handle each voter consistently and accurately regardless of the pollworker's experience level.

We are committed to bettering the voting process for voters, candidates, and election officials coast to coast by providing easy to use, flexible, accurate, secure, and affordable voting place product management solutions. It is our objective to help provide you with flawless elections.

Our clients deploy a number of voting models which include absentee, precinct based, vote centers and mixed models.

Bettering your experience means we don't merely supply products but we use a consultative approach to bring our years of experience to the table to benefit our clients. As you review our answers, you will discover that we provide the easiest to use, most flexible and most secure electronic pollbook on the market.

3. Requested Information

3.4 Future Methods of In-Person Voting

The State Entity anticipates that Georgia will move to a method of in-person voting utilizing optical scan paper ballots; digital scanners and tabulators; and ballot-marking devices for voters with disabilities. Provisional ballots will still be available as required by law. It is likely that one of the following methods of in-person voting will be utilized once the next voting system is deployed:

- **Method 1:** In-person (early and election day) voting is primarily conducted with optical scan paper ballots marked by hand. Ballot-marking devices are available to be used as needed. Ballots (hand-marked and marked using ballot-marking devices) are scanned by digital scanners and deposited into a secure ballot box.

- **Method 2:** In-person (early and election day) voting is conducted solely with ballot-marking devices. Ballots marked using ballot-marking devices are scanned by digital scanners and deposited into a secure ballot box.

- **Method 3:** Absentee in-person (early) voting is conducted solely with ballot-marking devices. Election day voting is primarily conducted with optical scan paper ballots marked by hand. Ballot-marking devices are available to be used as needed. Ballots (hand-marked and marked using ballot marking devices) are scanned by digital scanners and deposited into a secure ballot box.

3.5 Basic Requirements

An election management system, digital scanners and tabulators, and ballot-marking devices must be certified by the Election Assistance Commission to satisfy – at the minimum – the VVSG 1.0 standard.
- Solution must have been deployed successfully in another state.
- Solution must have functionality to quickly and accurately audit voting records.
- Solution must support overlapping and concurrent elections.
- Solution must have write-in candidate capability.
- Solution must incorporate encryption and digital signatures as security measures.

3.6 Questions

1. Explain how your solution meets our needs for the following voting system components:
   - Election Management System
   - Ballot Marking Devices
   - Digital Scanners & Tabulators
   - High Speed Scanners and Tabulators
   - Statewide Electronic Pollbook System

Robis Response:

Robis is responding to the request for information on an Electronic Pollbook System. The Robis, AskED ePollbook can be implemented statewide and is fully compatible with all major voting systems. The AskED system ensures each voter gets the correct ballot and can even communicate that ballotstyle via an ES&S ExpressPass printer, a TSX memory card, a ballotstyle barcode or even by printing the ballot directly.

The AskED ePollbook is the **most flexible** ePollbook on the market
- ➢ Every screen is data-driven and configured for you. So the system will support your exact laws and procedures today and can be configured to support any changes in the future.
- ➢ You are not locked to a single hardware manufacturer and there are hundreds of peripherals available from COTS vendors.
- ➢ Not locked to a single port. To add ballot on demand, just add a ballot printer. System already supports ballot printing in addition to receipt printing, ballot marking device activation and

more.

The AskED ePollbook is the **most user-friendly** ePollbook on the market
  ➢ Our decision support system guides the pollworker with simple yes/no questions to the correct course of action for each voter given that voter's circumstances.
  ➢ Training pollworkers consists of teaching them to, "Read the screen and do what it says."
  ➢ The interface is designed for the non tech-savvy to work with ease.
  ➢ Our all-in-one-bag allows users to set-up the AskED ePollbook in about 30 seconds. The user just unzips the bag and plugs in the power. No items to remove from the case. No cords to match up or plug in. No Bluetooth to become unpaired or fail. This means faster set up and fewer problems in the field.

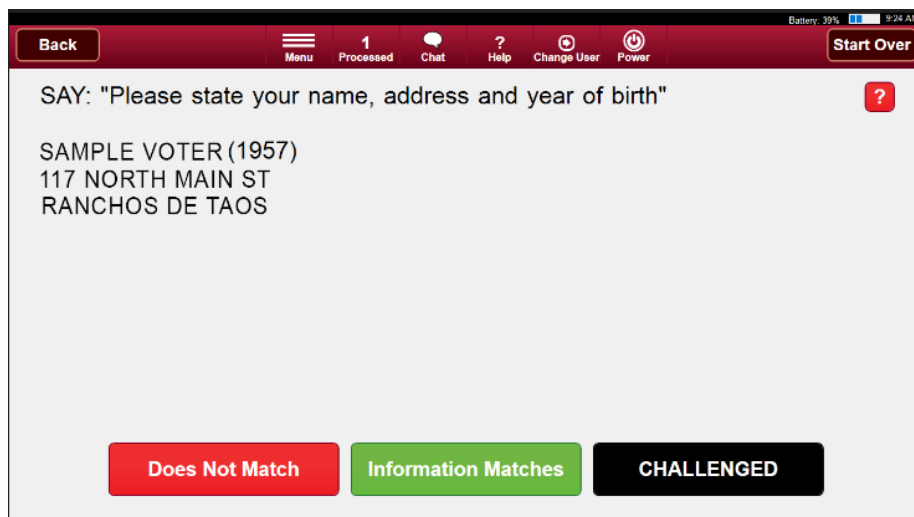The AskED ePollbook is the **most secure** ePollbook on the market.
  ➢ Robis is 100% U.S. Owned and all software is developed here in the U.S.
  ➢ Our recommended Windows hardware is manufactured in the U.S. Many of our competitors use iPad's, which are manufactured in China.
  ➢ We do not use the public cloud for voter data. The public cloud opens the door to other organizations having access to your data and removes the data from your positive control. Our datacenters are dedicated to U.S. elections and do not allow access from outside the U.S.
  ➢ Windows systems are used by all major security agencies including the Pentagon, NSA, CIA, FBI and others. Our systems are hardened against attacks and have been tested by VSTL's and have been tested by red hat teams during certification.
  ➢ All data is encrypted both in-transit and at rest, and we use multi-factor authentication for enhanced security. AES256bit encryption methods are used.
  ➢ You are not locked to using wireless technology, which can be easily disrupted even from outside the polling place. You can use wireless or can hard-wire. You are not limited to a single port as many other ePollbooks are.

For more information on the AskED ePollbook solution, see **Confidential Overview of AskED System** in **Appendix A**.

For more information on security, see **Confidential Security Considerations** in **Appendix C**.

Examples of our Decision Support System
In order to determine the correct ballot style, the Robis Elections' Election Decision Support™ system displays step-by-step instructions on screen to guide the pollworker to the correct course of action for each voter given that voter's specific circumstances. Training consists of telling the pollworker, "read the screen and do what it says." The State can customize each screen so that it perfectly matches your processes and so that voters are handled accurately and consistently regardless of the experience-level of the pollworker.

The AskED ePollbook is configured with your voter eligibility logic, so each voter gets processed correctly.

- Step-by-step instructions direct the pollworker through the check-in process.
- Determines the correct ballot style for each situation.
- All logic paths and content are customizable prior to any election.
- Can print any forms needed during check-in.
- Can even print the correct ballot for each voter during check-in if desired.
- When laws or procedures change, the AskED ePollbook can be easily configured to take the change into account.

2. Describe how your solution would accommodate each of the proposed methods of in-person voting described in Section 3.4. Discuss the pros and cons of each method as it relates to your solution.

Robis Response:

The voter check in process accommodated by the AskED ePollbook will work the same in all three methods since this phase of the voting process requires that the correct ballotstyle be identified for each voter. You can utilize the AskED ePollbook for precinct-based voting, for vote center or early voting and for mixed environments where some rural voters are precinct-based and others are vote-center based.

Our system can also activate a ballot marking device such as the ES&S ExpressVote by encoding ExpressPass ballots or by printing an appropriate activation barcode.

In addition, the AskED ePollbook supports ballot-on-demand with only the addition of a printer. All ballot-on-demand software/capabilities are already included and can just be "turned on" if you decide to utilize that feature.

The AskED system also allows you to print absentee ballots from your central location directly from our Command Center if so desired.

-

During implementation, Robis will work with County staff to determine the best configuration for each election and jurisdiction.

3. Describe the paper stocks associated with your proposed solution. What are its storage requirements in regards to climate and space?

Robis Response:

Forms & Receipts
The AskED ePollbook can print barcodes, receipts, registration forms, provisional and other forms during the voter check-in process. The state can choose between several printing options from receipt and label printers to full laser printers. The storage requirements depend on the printer selected. For example, f a receipt printer is selected, the environmental conditions are: Temperature Operating: 0 ~ 40℃ (32 ~ 104℉) Storage: -20 ~ 60℃ (-4 ~ 140℉) Humidity Operating: 10 ~ 80% RH Storage: 10 ~ 90% RH

Ballots
The AskED system is certified for ballot-on-demand for several voting systems. For ballots, the determination of optimal paper stock is determined by the voting machine manufacturer. And the stock and storage requirements should be set and followed from that vendor.

4. Please provide a number of scanners and ballot-marking devices that Georgia would need for each proposed method of in-person voting described in Section 3.4, keeping in mind that currently voters are allowed to vote at any early voting location in the county during absentee in-person voting.
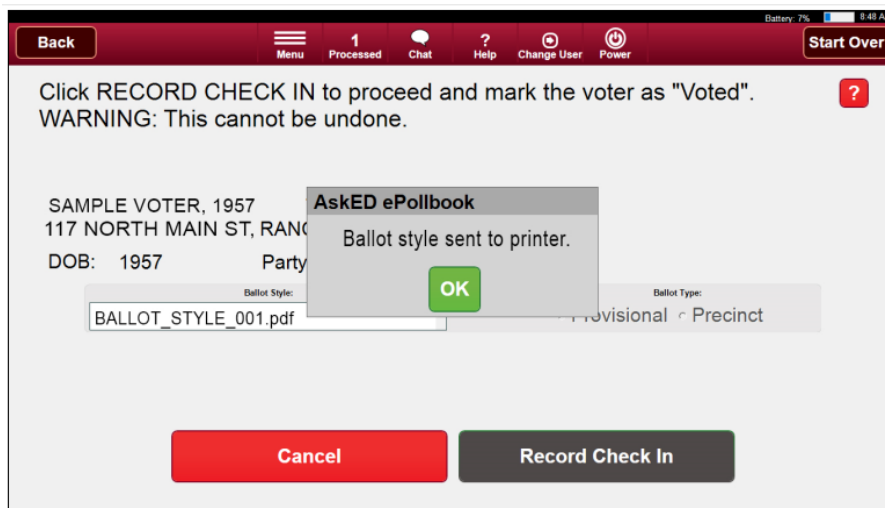
Robis Response:

Robis is not bidding on ballot scanners or ballot-marking devices, but we can recommend the number of electronic pollbooks needed. We would recommend one unit for each 500 voters per day expected at each site with a minimum of two units per site for redundancy. Robis can assist you with projections. We also recommend that you have additional contingency units that can be deployed should voters choose any particular site in greater numbers than projected. Additional AskED units can be deployed very quickly. All peripherals remain in the bag, so it literally takes less than a minute to deploy an additional unit.

5. Depending on the method of in-person voting described in Section 3.4 that Georgia adopts, it may have a need for ballot-on-demand printing capability. Please describe your solution to our potential need for ballot-on-demand printing.

Robis Response:

The AskED ePollbook provides the easiest implementation of ballot-on-demand in the polling place. No additional hardware or software is needed other than a ballot printer and there is no additional work by the pollworker. The AskED ePollbook software can be configured to print each voter's ballot as the voter is checked in. We utilize Okidata printers that are designed specifically for ballot printing and provide the accuracy needed for modern tabulators. We are certified by several voting machine manufacturers to print their ballots and our system has been tested by Pro V&V and SLI VSTL testing labs.

6. Explain how your solution meets each of the basic requirements in Section 3.5.

3.5 Basic Requirements

An election management system, digital scanners and tabulators, and ballot-marking devices must be certified by the Election Assistance Commission to satisfy – at the minimum – the VVSG 1.0 standard.
- Solution must have been deployed successfully in another state.

- Solution must have functionality to quickly and accurately audit voting records.
- Solution must support overlapping and concurrent elections.
- Solution must have write-in candidate capability.
- Solution must incorporate encryption and digital signatures as security measures.

Robis Response:

Robis is proposing an electronic pollbook solution. The VVSG standards do not apply to electronic pollbooks at this time. However, the AskED ePollbook has been tested by VSTL testing labs including Pro V&V and SLI. In addition, the AskED ePollbook has gone through certification in numerous states including NM, IN, VA, ID and more recently PA and CA.

- Solution must have been deployed successfully in another state.
  - The AskED suite of products is in use in 10 states including the largest jurisdiction in the country. The AskED ePollbook in similar configuration to what is being proposed here is currently in use in 5 states. New Mexico in particular would be a good example for the State of Georgia since the AskED ePollbooks with Ballot-on-Demand are used to support Vote-by-Mail/Absentee, Early Voting, Election Day Vote Centers and traditional precincts through a statewide contract.
- Solution must have functionality to quickly and accurately audit voting records.
  - While the ePollbook does not record the votes it does provide multiple, secure ways of verifying those who have been checked in to vote.
- Solution must support overlapping and concurrent elections.
  - The AskED system supports any number of elections and election types both overlapping and concurrent.
- Solution must have write-in candidate capability.
  - This requirement does not seems to be applicable to the electronic pollbook other than to confirm that ballots with write-in options can be printed via our ballot-on-demand features.
- Solution must incorporate encryption and digital signatures as security measures.
  - All data used by the AskED ePollbook is encrypted both in motion and at rest using industry best practices of SSL/TLS, private certificates and AES-256bit encryption methods. In addition, we never use the public cloud, so your data is never subject to outside access. In fact, our data center is dedicated to U.S. elections and is not even accessible from outside the United States.

7. Describe how your proposed solution provides unofficial results on Election Night at the polling place.

Robis Response:

The electronic poll book is not involved in the tabulation of ballots and does not relate to results. We do, however, provide check-in statistics and reconciliation that will assist in balancing number of voters each night and will support the activities of canvass.

8. Describe how your proposed solution transfers data collected from Ballot Marking Devices, Digital Scanners, High Speed Scanners, and Tabulators to the Election Management System and vice versa.

Robis Response:

The electronic poll book is not involved in the tabulation of ballots and does not relate to results. We do, however, provide check-in statistics and reconciliation that will assist in balancing number of voters each night and will support the activities of canvass.**.**

a. Include a description of the essential peripherals that are used in the data transfer process (i.e. flash drives, memory cards, and other items that will have to be replaced periodically). Are these items proprietary and are replacements purchased directly from the vendor or are they commercially available?

Robis Response:

Data can be deployed to the AskED ePollbooks either using thumb drives/memory cards or over a LAN or WAN network. When using drives or memory cards, these are commercially-available items. All hardware (except our all-in-one case) are non-proprietary and are available from a variety of hardware sources. You are never locked down to a single source or even a single manufacturer as you are with other ePollbooks on the market.

9. Does your solution include Election Night Reporting capabilities? If so, please describe your Election Night Reporting solution, including security features.

Robis Response:

The electronic poll book is not involved in the tabulation of ballots and does not relate to results. We do, however, provide check-in statistics and reconciliation that will assist in balancing number of voters each night and will support the activities of canvass.

10. Georgia plans to begin using the new voting system by the 2020 Presidential Preference Primary, which was last held in March. Please provide an approximate timeline to implement your proposed solution.

Robis Response:

We encourage jurisdictions to begin implementation as soon as possible to leave plenty of time for configuration and training. However, a typical implementation schedule is approximately 12 weeks before first use of the product.

See Confidential Sample Timeline in Appendix B (at the end of this document)

11. Georgia has a fairly centralized election creation process where the state builds the ballots for the counties. How does your election management system work efficiently in this state-centered model? Describe how your proposed solution transfers election data and ballot information created at a state level to local jurisdictions for execution, including security features.

Robis Response:

Voter, address, location and ballotstyle data is loaded into the AskED Command Center in order to prepare it for use on the AskED ePollbooks. Robis receive data from the State for the entire State and provide each County with its own data via automated dataloaders. This data will be provided by you from your voter registration system. Robis will customize the data loaders to work with your data as needed. When utilizing our hosting services, data can be transferred to our datacenter via sFTP or, if the data is available via web services, our system can download the data as needed. All data would be encrypted both at rest and in transit. IP restrictions, VPN's and private certificates can be used to provide multi-factor authentication.

Note that we never use the public cloud, which would introduce an unknown risk of access by the cloud provider. Our data center is dedicated to U.S. elections and we do not allow access from outside the U.S.

Alternately, you can host the AskED Command Center on a State server. If hosted from within your network, data may be transferred via files, web services or SQL views.

For New Mexico, where we provide our ePollbook across the state for vote centers and ballot-on-demand, the State prepares the election data, which we extract and provide to each of the counties via our secure portal. Each County then has access to their specific data via the AskED Command Center for their specific ePollbooks.

12. Describe the security features of your proposed solution including, but not limited to, cyber security; physical security; and data integrity verification and validation.

Robis Response:

See CONFIDENTIAL Appendix C – Security Considerations

13. Describe the accessibility features of your proposed solution for voters with disabilities.

Robis Response:

The AskED system can support voters with disabilities who are checking in to vote in a variety of ways. For example, if signatures are being captured, our signature pad can be pulled out of the case and provided to a pollworker in a wheelchair, etc. The system also can support curb-side voting if that is allowed in the State. In addition, the AskED Voter Eligibility logic can guide the pollworker in how to service voters who need assistance including any forms that must be filled out, etc.

- The system can also print reports, forms and even ballots in alternate languages if so desired. (Alternate language ballots would have to be provided by the State as part of the election set up process).

14. Have any third party groups vetted the accessibility and/or security features of your proposed solution? If so, please provide their assessments.

Robis Response:

The AskED ePollbook has been tested by Pro V&V and SLI VSTL labs and has gone through certification in numerous states including NM, IN, VA, ID and more recently PA and CA. These certifications are publicly available and can be provided upon request.

15. Does your solution include decommissioning of the existing voting system, including DREs, optical scanners, and electronic pollbooks? If so, please describe your decommissioning process.

Robis Response:

We do not typically get involved in decommissioning customer-owned devices. However, we can provide guidance on the secure destruction of data-holding devices and can provide staff assistance as needed.

16. Provide a recommendation for a training plan that takes into account all stakeholders, which includes – at the minimum – state users, county election officials, voters, and voter advocacy entities.

Robis Response:

See Appendix D – Confidential Training Plan

17. Describe the useable components (e.g., paper and ink) of your voting system solution, including whether or not they are proprietary, have to be replaced by purchasing directly from you, or can be replaced commercially through other vendors?

Robis Response:

With the exception of our all-in-one case, all the hardware components of the AskED ePollbook are COTS (Commercial off the Shelf) items which are readily available from many sources. We do not limit you to a single source or even to a single manufacturer as many of our competitors do. Any consumable components Such as toner, thermal paper rolls and labels are available through standard office supply dealers. Ballot paper is also available commercially and must meet the voting system standards.

18. For budget purposes, please provide an estimated cost of your voting system solution, including hardware, software, any necessary licenses, peripherals, implementation, decommissioning, training, and maintenance.

Robis Response:

See Appendix E – AskED Pricing.

19. For budget purposes, is there an option to lease equipment instead of purchasing equipment under your solution? If so, please provide an estimated cost to lease each component of your proposed solution where leasing is an option and whether the leasing option includes updates to the software.

Robis Response:

The AskED ePollbook software can be "purchased" as a perpetual license or can be "leased" as an annual license. Package system pricing is explained in our pricing section, but just to provide a useful response here for budgeting purposes, a perpetual software license would be around $405 per unit plus annual support and maintenance of around $75 per year. An annual lease would be around $154 per year including annual support and maintenance.

Hardware leasing options are also available through one of our commercial leasing partners such as Dell Leasing. Terms vary based on lease length, quantity and desired outcome at the end of the lease. Terms are flexible, and we can provide a specific quote from a leasing partner once the State has better defined items, peripheral choices and quantities.

20. Describe your proposed solution's technical support system, including, but not limited to, how it will provide ongoing software and system support; conduct regular source code auditing and analysis; escrow source code; share information about source code auditing and reviews; share information about each code release; and offer security enhancements for state and local officials.

Robis Response:

Annual Support and Maintenance
As long as an annual support and maintenance agreement is in place, the State will receive:

- ➤ Access to all software updates during the license period. Typically, prior to each election, Robis will provide a list of available new features/changes and the State will decide if they wish to upgrade for the upcoming election or wait until a future version.

  If the State wishes to upgrade, an installer is provided to the State for testing and acceptance and then a new version and an implementation plan are worked out for upgrading all units. Robis can provide instructions or can actually perform the upgrades depending on State choices. On-site support is provided based on the fees indicated in the Pricing Appendix.

- ➤ As new security options and patches become available, these are first tested by our QA team. Then, prior to each election our security staff will provide any updated security enhancement options for the State to decide which they wish to implement.

- ➤ New versions are kept in Commercial escrow. State is listed as an escrow recipient as long as an annual support and maintenance plan is in place.

21. Describe the physical and power attributes of your Ballot Marking Devices, Digital Scanners & Tabulators, High Speed Scanners and Tabulators, and Statewide Electronic Pollbook System, including but not limited to:
    - Dimensions;
    - Weight;
    - Battery backup system capabilities; and
    - Power needs and ability to daisy chain equipment to a power source.

Robis Response:

The AskED ePollbook is designed for a Windows-based laptop, 2-in-1 tablet or tablet. All of these types of hardware can weigh as little as three pounds. With this proposal, we are proposing a laptop that weighs 3 pounds. However, the County is free to select other Windows hardware. With dozens of hardware choices available you can pick the exact model you want as long as it meets the minimum processing and RAM requirements for the software.

Robis Elections offers a custom all-in-one case for the AskED ePollbook unlike anything on the market. This is a special case custom designed by Robis to hold the laptops or tablets and all items used by the AskED ePollbook. What makes this case special is that all items are already set-up and connected within the case and the **pollworker uses the laptop/tablet right from the case without removing it.** All the pollworker has to do is open the case and plug in the power. No cords to connect. No peripherals to set up. No Bluetooth to worry about. This makes set-up much easier and avoids confusion and training issues around what cords need to be plugged to what parts. The dimensions of the All-in-One Case is 23.5"x13.5"x7". Average weight of a fully equipped All-in-One Case with printer and signature pad is 15 lbs.

In the event of a power outage the system will run on battery for hours. Actual battery hours depends on model selected.

AskED All-in-One Case   AskED ePollbook with Peripherals *

*Peripherals will vary based on your specific requirements

22. Describe any special storage requirements associated with the components of your proposed solution including climate control specifications and stacking restrictions.

Robis Response:

AskED all-in-one cases can be stacked up to 5 high on shelves, pallets or rolling carts. Storage environment: -4°F to 140°F.

23. In what states and jurisdictions therein, has your proposed solution been installed?

Robis Response:

The Robis AskED system is in use by customers in 11 states. In addition, similar implementations to that being proposed are currently in use in these five states:
- New Mexico – Counties of Bernalillo, Sandoval, Dona Ana, San Juan, McKinley and Taos. Over 60% of New Mexico voters are checked-in on the AskED system.
- Arizona – Mohave county
- Illinois – Counties of Lake, McHenry, and Macoupin
- Indiana – White county
- Virginia –Virginia Beach

New Mexico in particular would be a good example for the State of Georgia since the AskED ePollbooks with Ballot-on-Demand are used to support Vote-by-Mail, Early Voting, Election Day Vote Centers and traditional precincts through a statewide contract.