April 1, 2013

Al Davidson, UVS Project Lead
Colorado Department of State
1700 Broadway Street, Suite 200
Denver, CO 80290

Dear Mr. Davidson,

Runbeck Election Services (Runbeck), an Arizona Corporation is excited to respond to the Colorado Department of State Request for Information for a Uniform Voting System for the State of Colorado. We believe our 41 years of elections-only printing, products and services, unmatched assembly of industry professionals and state-of-the-art ballot-on-demand and automated duplication technology make Runbeck an integral partner to help the Department of State achieve its goals and to provide additional alternate solutions we believe can provide efficiencies and security to an overall Uniform Voting System.

Our mission "is to partner with customers and provide the most innovative and trusted election products and services." Runbeck's primary business is elections and each of our customer's projects is high priority and of utmost importance, no matter the size or scope of the project.

During the years, the Runbeck Team has worked very closely with election officials and Secretary of State's offices to provide real and relevant solutions. Our vision is to support democracy by improving how elections are accomplished in America. We are proud of our election history and with the relationships we have built in Colorado, having successfully integrated SCORE with the Runbeck Sentio Ballot Printing System® (BOD) being used at a statewide level and Simulo™ Ballot Duplication Software, currently in use in Denver and El Paso Counties. Other Colorado counties have used Runbeck for ballot printing, inserting and mail services for vote-by-mail, which has resulted in improved ballot tracking and cost efficiencies for those counties, as well.

Runbeck has the personnel trained in vote-by-mail ballot, production, ballot-on-demand production, automated ballot duplication, and mail ballot sorting as it specifically applies to Colorado's voters. Runbeck has been integrating with voter registration systems in five states for many years, including Colorado' SCORE system. This gives Runbeck the background and understanding for the successful partnership required in the many facets of a Uniform Voting System.

Runbeck also brings additional expertise in the following areas that can benefit the DOS:

- **Vote-by-Mail Printing, Inserting, & Mail Processing:** Runbeck specializes in printing, inserting, and processing inbound and outbound mail ballots using our own in-house mail ballot sorting systems. We average over 5 million vote-by-mail ballots per election cycle. This serves our customers with high-integrity inserting and sorting using IMB tracking, end-to-end mail ballot tracking, audit, and real-time mail piece status tracking and customer portal access. We refined our processes and through hands-on experience, have developed and engineered the Agilis® Ballot Sorting System for county's in-house / in-bound mail ballot processing.

- **Ballot Printing & Ballot-on-Demand:** Over the years, Runbeck has produced over 100 million optical scan ballots for ES&S, Sequoia, Optical Scan Ballot (now Dominion Voting), and Hart tabulation systems, accurately and on time. The development of our Sentio Ballot Printing System® offers the efficiency of printing ballots on-demand, which eliminates over printing and the waste associated with it.

- **Automated UOCAVA Ballot Duplication:** For election officials who provide eBallots (electronic ballots) to UOCAVA and MILOS citizens, Runbeck offers Simulo™ Ballot Duplication Software. Simulo™ converts eBallots received by a county into a marked and tabulation-ready paper ballot by using the Sentio Ballot Printing System®. The system is also versatile and can mark and duplicate damaged ballots, eliminating the hand-marking process.

- **Security:** Runbeck provides multi-layered security protocols to protect against unauthorized use and access to files, facilities, and equipment. The security systems at Runbeck are carefully reviewed, monitored, and controlled. A detailed security plan is included in this response.

- **State-of-the-Art-Technology:** The Runbeck team brings together decades of election and process-improvement expertise. Our consultative approach marries time-tested best practices with evolving, state-of-the-art technology. This results in innovative, reliable solutions that are tailored to meet each customer's unique requirements.

- **Proven Record of Success & Financial Stability:** For more than four decades, Runbeck has been a trusted partner to cities, counties, and states that require the highest level of election security, integrity, and accuracy. We are dedicated to building exceptional, long-term customer relationships, and our list of references is evidence of this commitment.

- **Excellence in Customer Service:** Our experienced team understands the election process from start to finish and anticipates our customer's needs. Our knowledge of election procedures and law, printing processes and equipment and our personal investment in caring for the customer, bring election officials and production personnel together as a synchronized team. Customer Service is one of the things we do best.

We understand the importance of this project and appreciate the opportunity to present this proposal to the Colorado Department of State. Should you have any questions, please do not hesitate to call.

Very truly yours,

Kevin J. Bannon
President

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Runbeck Company Overview, Experience, and Qualifications

Runbeck Election Services, Inc. has been providing election-related printing and production for the past 41 years, which includes inserting and mail services.

Runbeck has a long history of very satisfied customers in several states across the Country, including Arizona, Florida, Colorado, California, Illinois, Maryland, Ohio, Oregon, Pennsylvania, Wyoming, and Washington. This includes election operations of all sizes; Maricopa County Arizona, (1.8 million registered voters) and Pima County Arizona (481, 000 registered voters). Maricopa County alone had 5,100 styles with 1,914,000 ballots for the primary and 1,091 styles with 2,708,000 total ballots printed in the General Election.

During the 2012 General Election, Runbeck Election Services provided a broad spectrum of services to our customers across the County; everything from ballot printing to election equipment implementation. Our desire is to provide the State of Colorado's Election Officials with this same broad spectrum of products and services to ensure a complete circle of fulfillment to the requirements and needs set forth in the Uniform Voting System RFI. As you can see by the volumes Runbeck produced during this past General Election, we are certainly ready to be available to produce election printing and mail ballot insertion and processing for the State of Colorado.

Runbeck 2012 General Election Ballot Printing Statistics

- Sentio Ballot Printing System® (BOD) ballots printed – 3.7 million ballots
- Early Voting ballots printed and mailed – 1.8 million ballots
- Absentee ballots printed & mailed – 1.8 million ballots printed & mailed
- Provisional ballots printed – 144,000 ballots
- Precinct ballots printed – 3.3 million ballots
- Duplicate ballots printed – 208,000 ballots printed
- Test / Sample ballots printed – 290,000 ballots printed
- Simulo™ Ballot Duplication Software (BOD) eBallots processed – 70,000 ballots printed

Runbeck believes developing a partnership with a jurisdiction is in the best interest of both parties. Developing a partnership includes understanding the requirements and personnel involved in the project, researching, analyzing and implementing best practices that improve project outcomes, developing trust with the jurisdiction that is strengthened through honest communication, feedback and collaboration.

Runbeck is proud of its long customer relationships; some have existed for as long as 25 years, relationships that are based on trust, mutual respect and honest communication. That is the essence of being a true and trusted partner.

If one examines our company values, you will find that they are not only our company values, but the values we pass along as we work in partnership with others:

Innovation: Adapt to and create change in pursuit of our success

Integrity: Demonstrate honesty, respect for others, accountability and trustworthiness in all we do.

Teamwork: Together we accelerate Runbeck's success through effective communication and personal accountability.

Excellence: Deliver exceptional value and quality in everything we do for every customer.

We adhere to the mission and values of our company, and we take seriously our responsibility in fulfilling those values to our customers.

Key Staff Members

Kevin J. Bannon
Title: President
Project Role: Plant Production & Operations

Kevin Bannon is President of Runbeck Election Services. With a 30-year track record of successfully managing print production and finishing facilities and experience in the election services industry, Kevin is a main driver in the strategic planning, execution and development of products and services at Runbeck. He has overall responsibility for the profitability and revenue growth of the company, including all sales, marketing, and product development, staffing and service delivery.

Kevin has proven capabilities in strategic corporate development combined with extensive management experience in the industry. He has the ability to refine and continuously improve the election products and services Runbeck is so well known for.

Kevin has proven capabilities in manufacturing operations combined with extensive management experience in the industry. He has the ability to sharpen the efficiency and accuracy of election printing operations.

Before joining Runbeck Election Services, Kevin served as President of Ironwood Lithographers in Tempe, Ariz. for 6 years. During that time, he was responsible for the company's lithographic and election printing operations. He worked on several projects with the Runbeck Election Services team in that time. Kevin currently serves on the Board of Directors for both the Printing Industries of AZ and Arizona Business Leadership (ABL).

Bill O'Neill
Title: Vice President of Software Engineering
Project Role: Operations Director

Bill O'Neill is Vice President of Software Engineering where he is responsible for managing the Runbeck Team of programmers and to further development and updates for our current systems and technology.

Bill is a recognized leader in the elections industry having worked with a wide range of customers on numerous elections projects over the years.

Bill, a Certified Project Management Professional, has been a software developer, technology project manager and business consultant for more than 18 years. He has worked with many state and federal agencies over that time, including CalTrans, the California State Teachers' Retirement System and the U.S. Department of Energy among others.

Bill joined Runbeck Elections Services from Shamrock Associates in El Dorado, Calif., where he was president and senior consultant. In that role he managed voting system and vendor selection, contract negotiations, and system integration for fourteen California counties and other government entities. His most significant project at Shamrock Associates involved the management and implementation of a new voting system for California's Sacramento County.

Jim Suver
Title - Vice President of Business Development
Project Role – Customer Relations and Project Success

Jim Suver is a recognized leader in the government and elections industry and brings 12 years of experience in the elections marketplace to Runbeck. During his career, Mr. Suver has repeatedly demonstrated success in securing new business in undeveloped markets.

In addition to elections experience, Jim has a multi-industry background in information technology, financial services, and state and local government. His experience spans international and domestic government procurements and strategic partnerships. For over a decade, Mr. Suver has also been involved in many election associations at the national and state levels including National Association of Secretaries of State (NASS), Election Center, and International Association of Clerks, Recorders, Election Officials and Treasurers (IACREOT). Jim holds a degree in Economics and is overseeing the rollout of the company's new business development and strategic growth initiatives.

Jeff Ellington
Title: Vice President Field Operations
Project Role: Project Director of Development, Customer Implementation, and VR Interface Developer

Jeff Ellington, Vice President of Field Operations focuses primarily on enhancing the customer experience and product development and implementation of the Sentio Ballot Printing System® and Agilis® Ballot Sorting System for BOD and vote-by-mail processes.

Jeff came to Runbeck from Pitney Bowes, where he was product manager for the Reliavote™ Vote-by-Mail product line. He has deep knowledge of mail sorting technology and expertise in vote-by-mail, as well as the Agilis mail sorting solution, all offered by Runbeck Election Services.

Jeff's expertise in mail processing and sorting operations, software and hardware development, project management, and overall product installation planning assist our customers' with product and service integration that is second-to-none.

Jeff has implemented over 30 Vote-by-Mail and he understands the complexities of vote-by-mail sorting solutions as it relates to elections. He has been involved in some of the largest and some of the smallest automation efforts at counties all over the country, including the development of the vote-by-mail interface with the Colorado Secretary of State's voter registration system, SCORE. He brings the ability to adapt best practices to the counties needs and assist in the transition to automating the Vote-by-Mail, eBallot duplication and BOD processes at both the County and State level.

Jeff works to ensure all Runbeck hardware and software is operating efficiently and effectively for the jurisdiction.

Mr. Ellington brings more than 15 years of experience adapting hardware and software solutions to meet the unique needs of customers while providing the highest level of customer satisfaction.

Phillip Johnson
Title: Director of Sales
Project Role: Project Manager

Phillip Johnson has spent the last 10 years as a Project Manager specializing in Workflow Analysis, in the Commercial Print Industry. Phillip's focus is to help counties increase their productivity and to reduce overall costs through technology.

Phillip has a BS in Business Management from the W.P. Carey School of Business at Arizona State University.
As Director of Sales, Phillip is excited and working hard to bring the Runbeck Election Services efficiencies and technology to counties across the United States.

Nate Runbeck
Title: Denver Operations Manager
Project Role: Colorado Customer Accounts Manager

Nate has spent the last 5 years at Runbeck Election Services focusing on product development, manufacturing, service, and managing support for the Sentio® Ballot Printing System and the Agilis® Ballot Sorting System. He has served as Account Manager for three of the largest counties in Florida, Miami-Dade, Palm Beach, and Broward Counties and has processed over 20 county's ballot art (ballot prep) across two major election cycles. Nate currently manages all of the Runbeck Colorado Operations.

Nate is certified as both a Sentio® and OKI Data service technician and has performed advanced part replacement on the OKI C9650HN Printer used by the Sentio® system.

Nate has been directly involved in the software development and enhancements of the Sentio® product since its inception. His experience has given him a vast knowledge and understanding of the Sentio® and for this reason he has been utilized to perform training courses throughout the US for Runbeck Customers and Staff.

Nate resides in the Denver area where he manages the Runbeck Denver Facility.

Barb Deye
Title: Project Manager
Project Role: Dedicated County Project Manager

Barb has been a member of the Runbeck Project Management team for more than 5 years. She has nearly 3 decades of experience in the printing industry and her expertise is in project planning and print management. She will be a dedicated Project Manager and brings a high level of customer service to this project.

Barb will work in conjunction with County staff to obtain project files and process them for appropriate printing and project completion.

Anthony Paiz
Title: Project Manager
Project Role: Dedicated County Project Manager

Anthony has also been a member of the Runbeck Project Management team for more than 5 years and has many years of experience in the finance and government industries and is a key member of the project pre-press, prep, and planning staff at Runbeck. He will join Barb as a dedicated Project Manager for this project.

Features of Our Response to the RFI

As critical as our tactical approach to any Scope of Work, is our commitment to *understanding*. Long before production or equipment installation begins, Runbeck evaluates the complete package of needs of the customer and assesses the capabilities of all available resources in relation to the requirements.

Relative to each of Runbeck's products, services, or equipment lines Runbeck offers, you will find key attributes below that will provide your review team with knowledge of our:

- Transparency
- Scalability
- Integrity
- Multiple Voting Options
- Cost-effective Flexibility
- Equipment Logistics
- Equipment Requirements for Power and Connectivity
- Long-term Cost Efficiency

Transparency, Integrity

Runbeck Election Services, Inc. understands and promotes the transparency, integrity and security required by election officials and their voters during the electoral process. Built into each of the Runbeck processes, hardware, and software, is security and audit checks and balances that are strictly adhered to during the project management of each project or equipment implementation.

Project Management Planning

Runbeck uses Project Management Institute's Project Management methodology to manage each project and project cycle. This can begin with a face-to-face requirements session with the customer, followed by a comprehensive "backward pass" scheduling process which begins with the customer's required delivery dates. Through our custom tracking database, Runbeck manages the work based on the customer's required delivery dates to ensure that each project segment is delivered per the customer's schedule and specifications. Our production schedules will adjust to your needs to ensure that all printing and mailing services are on completed early or on schedule.

Runbeck believes that our high-level of service, in conjunction with our proven project management methodologies, are the foundational elements to our success in managing complex and multi-faceted projects. When our capabilities are joined with our unwavering service model, success is assured. Our staff is trained in USPS requirements and laws as well as the certifications and specifications required for high integrity mail services.

We desire to nurture and further our partnership with the DOS and Colorado Counties staff that is based on trust, respect, and open communication. Our goal is to give our customers the highest level of confidence in our company and allowed them to include us as part of their team for planning and troubleshooting purposes. This model has been developed with the DOS and Colorado Counties during the past several years

1. **Planning and Implementation Stage:** Runbeck will provide a dedicated project manager who will serve as the main point of contact for the County / State. This individual has over 25 years of print and mail experience. Additionally, the Project Manager will also serve as the emergency point of contact.

The Project Manager will work with the County, State, or Regional center staff to complete a project schedule and an outline of the resources necessary to carry out the project plan.

2. **Execution, Monitor and Control Stage:** The project plan is implemented at this phase of the process. All necessary resources will be engaged in the actual project plan as required. Procedural methods will be monitored and quality control will mitigate risks and engage any corrections that are required. Ongoing communication between the County, State, or Regional center and the Project Manager will occur as required.

3. **Current Project Closing Stage:** The Project Manager will take the necessary steps to ensure project completion to the County, State, or Regional center staff as required in the Scope of Work. Reporting and audit information will be made available and the necessary steps for a next project will be implemented if necessary.

- ✓ Runbeck uses secure FTP file transfer methods and security measures to ensure successful data file transfers.
- ✓ Runbeck can accept file transfers as often as the County requires it.
- ✓ Runbeck can provide unique ID barcodes if necessary.
- ✓ Runbeck uses CASS (Coding Accuracy Support System) to process files in order to certify that the list and code of each record with carrier route, zip code plus four, and DPBC (Delivery Point Barcode).
- ✓ Runbeck uses NCOA (National Change of Address) service as provided by the USPS to process data files for accuracy. RES is very experienced in receiving and processing daily files using automated processes. The vast majority of these request files are processed and produced overnight and introduced into the mail stream the next business day.

The Runbeck FTP site is secured with SSL/TLS Encryption on a separate subnet and it is highly monitored and secured. All port traffic is monitored and logs are reviewed daily.

In addition to monitoring the FTP file location for the County, an automated alert will be received by the Project Manager upon any upload, download, or transfer of data to or from this file for immediate action.

Runbeck regularly prints both 2 of 5 and 3 of 9 barcodes. RES can add its own 2 of 5 style ID barcode on the front of the mail piece to be scanned by our Flowmaster or W&D inserters if necessary.

The data file used by the inserter will include unique insert style identification numbers for each sheet required. These identification numbers can be printed as 2 of 5 barcodes on the inserts. Our Flowmaster and W&D inserters have the capability to scan and match up to four insert sheets per packet. If the appropriate barcodes are not seen, a piece will be rejected and the machine will stop. The inserter is also equipped with doubles detect. It will stop running if it detects that more than one insert page has been pulled from a feeder.

Security Protections & Procedures

Runbeck Election Services has never had a security breach in the company's history of more than 40 years of high-integrity printing and production.

The following information is provided to the DOS regarding Runbeck's Security planning and provisions for any on-site ballot or election printing or mail ballot processing.

In addition to these items, built into each of the equipment and software solutions Runbeck provides are provisions for computer, data, software, audit, and reporting security. Detailed information regarding the security of equipment and software is included in the Voting Methods section of this response.

Facility Security

- Sophisticated video surveillance.
- On-site security and alarm systems.
- A secured vault for paper with advanced fire suppression capabilities, and secured production areas.
- Any and all waste material manufactured within our plant is immediately placed inside of locked collection bins and immediately shredded in a secure area.
- ID badge-protected doors secure sensitive product and information in work areas.
- Secure production areas, as well as entrances, loading docks and parking lots, are monitored by video surveillance at all times.
- Criminal background checks, drug screening, and reference checks are performed for each employee prior to hire.
- Runbeck uses the E-Verify program to verify employment eligibility, and a copy of our E-Verify certificate can be provided upon request.
- Our internal network is hardened with the latest technology to ensure all data is inaccessible through network, or other, intrusion. We use a secured FTP site to transfer large files and data to/from our customers.
- Personnel at Runbeck have a defined chain of custody role with specific responsibilities regarding the operation of equipment, processes and procedures. Checklists are mandatory and approval levels are established to ensure proper chain of custody controls are adhered to.

- All visitors entering our facility must sign in upon entry, obtain security badges, and are accompanied by an authorized person at all times into any and all production areas.

- Our facility has on-site postal inspectors who verify the manifests for mail before trucks are loaded.

- The loading dock area is locked by a secure fence. The loading docks are monitored by 24/7 CCTV and video surveillance.

- All printing materials will be received into our highly secure warehouse receiving area by designated and authorized personnel.

- Trucks will be required to check into secure docks and drivers are not allowed into the warehouse area.

- This loading dock is also separated via secure doors from the main production area. All inbound materials are checked in, verified for accurate counts against the receiving documents.

Tempe, AZ Facility

All Runbeck customers feel that our facilities, network security, and product security policies and procedures provide as secure, and in some case a more secure, environment than their own. We accomplish this through the use of:

- Sophisticated video surveillance.

- On-site security and alarm systems.

- A secured vault, and secured production areas.

- Any and all waste material manufactured within our plant is immediately placed inside of locked collection bins and immediately shredded in a secure area.

- ID badge-protected doors secure work areas. These areas, as well as entrances, loading docks and parking lots, are monitored by video surveillance at all times.

- Background and security checks have been performed on all employees. Runbeck uses the E-Verify program, and a copy of our E-Verify certificate can be provided upon request.

- Our internal network is hardened with the latest technology to ensure all data is inaccessible through network, or other, intrusion. We use a secured FTP site to transfer large files and data with our customers.

- Personnel at Runbeck have a defined chain of custody role with specific responsibilities regarding the operation of equipment, processes and procedures. Checklists are mandatory and approval levels are established to ensure proper chain of custody controls are adhered to.

- All visitors entering our facility must sign in upon entry, obtain security badges, and are accompanied by an authorized person into any and all production areas.

- Our facility has on-site postal inspectors who verify the manifests for mail before trucks are loaded.

- All printing materials will be received into our highly secure warehouse receiving area by designated and authorized personnel. Trucks will be required to check into secure docks and drivers are not allowed into the warehouse area. This area is separated via secure doors from the main production area. All inbound materials are checked in, verified for accurate counts against the receiving documents.

Sunrise, FL Facility

The Runbeck facility inside the building of Rex Three Inc. is an approx. 2,000 square foot room that houses the high speed laser printers as well as all the quality control for printed materials. The facility is secured and will only be accessible to Runbeck personnel with restricted access to certain Rex Three personnel. The facility will have a separate Runbeck owned video surveillance system with 3 cameras that are motion activated and backed up on its own computer hard drive. The recorded footage is stored for 3 months and can then be overridden or backed up onto an external hard drive.

Rex Three is equipped with a 23-point, Honeywell Security Camera system. There are a total of 7 exterior cameras and 16 interior cameras strategically placed in key areas throughout our 100,000 square foot facility. The security camera system is managed by the facilities manager, and each camera is checked every morning. Video footage is backed up every 20 days, and video tracking is possible, if necessary.

There is one key card entry located at the side of the building for employees and all visitors are expected to check and sign in with the receptionist at the main lobby. Rex Three has never experienced any security breaches, and their information technology operations are managed by key personnel overseen by the Chief Technology Officer.

FTP Site, File, & Network Security

Out internal network is hardened with the latest technology to ensure all data is inaccessible through network, or other, intrusion. We use a secured FTP site to transfer large files and data with our customers.

File Management and access, like most companies is critical and we maintain highly secure

methods in securing files for both our customers and us. For file storage, all customer data is secured on a separate “V-LAN” isolated and designated for only our production network.

This network is also secured by key-card access for employees and computers with access to that network. Our “V-LAN” has been carefully planned; all data and customer files are completely segmented on a separate “V-LAN” network and subnet.

We utilize two main methods of file sending via FTP & VPN.
We give our customer multiple options for their ease and both options are secure and constantly monitored and enhanced. The VPN access we have available is protected via DES encryption (56-bit), 3DES encryption (168-bit) and AES (256-bit)

FTP is secured with SSL/TLS Encryption on a separate subnet and highly monitored and secured. All port traffic is monitored and logs are reviewed daily.

In addition to monitoring the FTP file location, an automated alert will be received by the Project Manager upon any upload, download, or transfer of data to or from this file for immediate action.

Runbeck uses the following employee security training to protect the integrity of information and document flows to and from our secured files behind the firewall. As with all high-integrity and secure file transfers, employee intelligence is a key component in maintaining all file security, this includes ballot file transfers and those containing personal customer and voter data.

Outlined within each product description is further transparency and security information relative to the software and hardware Runbeck produces.

Scalability & Flexibility

During 2012, Runbeck Election Services implemented the Sentio Ballot Printing System® for use in each county within the State of Colorado. The statewide implementation planning and fulfillment that occurred is evidence of Runbeck's commitment to the State of Colorado and their voting and election needs. The scale of that particular project implementation covered all 64 counties and involved a multi-faceted project plan.

Runbeck is fully aware of the timeline proposed by the DOS within the UVS RFI documents and is committed to ramp up staffing, equipment, file storage, network bandwidth, equipment manufacturing, training, support, service, etc. to accommodate any requirements that result from the State's UVS findings and project plan; those which directly involve Runbeck Election Services.

Staffing Scalability

- ✓ **Print Room** - staffed from 8 to 24 hours per day based upon workload, with a total of 2 to 4 employees per shift.
- ✓ **Finishing Department** - staffed 8 to 24 hours per day based upon workload, with 4 to 6 employees per shift.
- ✓ **Production Department** - can be expanded to 24 hours per day as required.
- ✓ **Administrative Offices** - 8 to 10 hours per day, and if sub-contracted, all sub-contractors are staffed a minimum of 2 shifts per day.

Runbeck maintains full-time, qualified employees to manage and produce all election-related materials regardless of workload. We expand our employee pool based on workload with pre-qualified and trained staff members. We have assembled a group of professionals uniquely qualified to prepare, implement, and support our customers with their ballot printing and processing needs. Our staff understands election laws, rules and procedures, printing processes and equipment, ballot production, and absentee processing from start to finish. This allows us to understand and anticipate our customer's needs in order to most effectively help them achieve their goals.

Runbeck Election Services uses the E-Verify system to meet employment and requirement standards.

Equipment Availability & Flexibility

RES utilizes both internal and external production facilities.

Our Internal Production Facility consists of the following equipment:

- **Printing** – Our Printing equipment includes high-speed Oce' Varioprint 6000 Series and Canon ImagePress cut sheet devices. Each of these machines is maintained during an elections cycle at the operator level in daily, weekly and monthly intervals. All of our operators have received OEM training and are certified on the proper operation and maintenance of each system. In addition to these ongoing maintenance cycles, we perform a thorough preventative maintenance service session by factory trained OEM technicians prior to each elections cycle. These same technicians are contracted 24 hours a day and 7 days a week to perform service on an as needed basis.

  Canon C7010 VPS Digital Cut-Sheet 4-Color Production Printer:
  Model Name: image PRESS C7010VP
  Type: Laser Electrostatic Transfer System
  Scanning Resolution: Up to 1200 x 1200 dpi
  Halftone: 256-Level Grayscale
  Paper Size: 7.2" x 7.2" – 13" x 19.2"
  Letter: 70
  Legal: 37
  12" x 18" :35
  13" x 19":33
  Standard Paper Capacity: 2,000 Sheets (20 lb. Bond)
  Maximum Paper Capacity: 10,000 Sheets (20 lb. Bond)

  OCE Vario Print 6250 Digital Cut-Sheet Monochrome Production Printer:
  Model Name: OCE Vario Print 6250 Digital Cut-Sheet Monochrome Production Printer
  Printer Type: LED, 120 dpi, 180 lpi
  Engine Technology: Oce' Gemini Instant Duplex technology
  Production Environment: Suitable from 600,000 up to 8,000,000 prints per month
  Print Speed: 250 A4/letter prints per minute
  132 A3/ledger prints per minute
  Print speed independent of media type

- **Finishing** – The cutting, perforating, scoring and folding departments in our facilities are equipped with (4) Stahl 26"x40" folders, (1) Stahl 30"x40" folder, (1) Rollem, perforate and score, and (1) MBO 26"x40" folders. This equipment is broken down completely, cleaned and retuned to optimum running condition at the end of each production cycle. Each of our operators has many years' experience in the safe operation of the finishing equipment. We are also covered 24 hours a day and 7 days a week for machine breakdown by factory trained equipment service technicians.

- **Inserting** - A 9-station Pitney Bowes FlowMaster equipped with barcode scanners, selective inserting and camera verification is operated by factory trained staff. All regularly scheduled preventative maintenance and service is performed internally. In addition to our staff we are also covered 24 hours a day and 7 days a week by Pitney Bowes.

  W&D BB 700 Production Inserter – The W&D Inserter processes up to 16,000 envelopes per hour.

Mechanical performance:	16,000 envelopes per hour
Envelope formats:	Minimum 105 x 162 mm / Maximum 250 x 353 mm
Product formats:	Minimum 80 x 105 mm / Maximum 229 x 324 mm
Product width:	Minimum single sheet 80 g/m² / Maximum 15 mm

  Pitney Bowes FlowMaster - The FlowMaster has 9 inserter stations and is equipped with barcode scanners, selective inserting and camera verification is operated by factory trained staff. All regularly scheduled preventative maintenance and service is performed internally. In addition to our staff we are also covered 24 hours a day and 7 days a week by Pitney Bowes.

  Runbeck's inserting equipment is particularly versatile related to the inserting media. With both friction and rotary feeders there are very few limitations on the fold type. Acceptable media is between .003" - .55" in thickness and from 3.14"-9" wide by 4.13" -12.75" long. Each of our inserters is equipped with 9 feeding stations capable of inserting selectively.

- **Sorting** – Our (1) 64 station Olympus II sorter is under contract with Pitney Bowes for 24 hours a day and 7 days a week. In addition we have OEM certified technicians on staff. Our Agilis® Ballot Sorting System is entirely maintained and serviced internally.

All of the systems and processes at RES are audited for 100% completion. Every record is cataloged and time stamped at entry and throughout the cycle. In the event of a need to pull a customer bill we are easily able to quickly and accurately locate and pull the piece prior to mailing.

RES has been receiving and printing pdf files for over 40 years. Our pre-press department also offers print design services in addition to the print management services that are going to be utilized to fulfill this project.

Runbeck' Contingency Plan (Disaster Recovery)

Runbeck has developed a disaster recovery plan (DRP) that addresses multiple possible events from facility to data events.

Our plan encompasses the following major categories:

- Data including early voting request data, in process data, ballot files and all other electronic information necessary for the production of the multiple versions of ballots, the processing of outgoing and incoming mail packets.
- Business continuation including the ability to resume ballot production and mail processing at an alternative location.
- Materials recovery to include having access to the specialize paper and mailing supplies required by the County / State.
- Human Resources to include deployment of key individuals to any back up facilities

❖ Data

Runbeck's DRP for data is multi-tiered and is designed to minimize data loss, allow for rapid continuation of production processes and to know the disposition of each project within the production cycle to guard against duplication or non-fulfillment of any portion of the project.

❖ Servers

Runbeck will have two back up servers for all data and file back up. The second backup server will be at a secure offsite location Runbeck utilizes for the backup of their critical data and files. The connection to this external server is through a dedicated circuit and adheres to the security requirements of the County / State.

❖ Schedule

As a general rule, all data will be backed up every night at a time when it will not interrupt the production processes, typically between the hours of midnight and 4AM. Because of production schedules, it is sometimes necessary for Runbeck to be working 24 hours per day. During those periods, backups will be done in a more staged fashion, coordinating different back up processes with the activities happening in the facility at any given time. If necessary, production will be stopped to allow the backup process to occur.

❖ Data Back-up

Following is the data that Runbeck expects to back up as part of this DRP for the County / State:

- **Actual prepped and approved ballot files** - These are the files that have been approved for printing. These files will be backed up only when there are changes to the already backed upped files.

- **Early Voting request files** - This is the data file Runbeck receives from the County, State, or Regional center for the printing, assembly and processing for voters that request an Early Voting Ballot.

- **Processed outgoing files** - These are the files that have been processed through the print, insertion and sorting equipment. The purpose of backing up this data is to enable Runbeck to accurately determine the status of any project for management at either a backup location or our own location when we resume production.

- **Processed return mail files** - These are the files that represent those EV ballots that have been returned by the voter and are in various stages of processing.

- **Image files** - All outbound and inbound image files that are captured by the sorting system.

- **Internal production documentation** - This is the information that details the requirements of a project. These files are backed up as part of Runbeck' internal corporate back up and will be backed up to our external facility only.

❖ Business Continuation

The DRP allows for Runbeck to resume production and mailing as soon as practical after an event utilizing a number of local and non-local alternatives. The goal of the Business Continuation plan is to minimize the disruption of the production process when considered with the other portions of this plan.

❖ Locations and Facilities

Runbeck would ensure the continued production of the State's projects using a combination of long standing partnerships and our own facilities outside the County, State, or Regional center when necessary. Each of the facilities has many years of ballot print and mail experience. In addition, the combinations of backup partners encompass all types of production equipment and processes needed to produce the products adhering to the strict parameters for quality and schedule required.

Following is a list of the backup facilities to be utilized if needed, including a brief description of their qualifications:

- **Ironwood Lithographers, Tempe, AZ** - Ironwood has been printing and finishing ballots for Runbeck for nearly 25 years. They have offset and digital equipment as

well as personnel that is qualified to meet the exacting standards and critical scheduled required by the County / State.

- **Aero Graphics, Tempe, AZ** - Aero has been printing and finishing ballots for Runbeck for the past 10 years. They are largely an offset facility and have all needed equipment for the successful production of ballots.

- **United Mailing, Phoenix, AZ** - United Print and Mailing is a well-staffed mailing facility that can print and process EV ballots if necessary.

- **Dayton Legal Blank, Dayton, OH** - Dayton Legal Blank is an affiliated company that prints and finishes ballots for many Midwestern and East Coast Counties. They have offset and digital printing equipment as well and mailing equipment. Dayton Legal Blank is also a distributor of Runbeck' Sentio Ballot on Demand Printing System®.

- **Runbeck Election Services, Sunrise, FL** - Runbeck has a completely redundant production facility in Florida. This facility is staffed with qualified Runbeck employees and furnished with equipment similar in capability as Runbeck's Tempe facility.

In the event that Runbeck needs to transition the production and mailing of the County's / State's projects to an offsite location, we would look to our local partners first followed by our eastern options. If necessary we will split up the work to facilitate a completion in the most efficient manner possible.

It is anticipated that coupled with the other elements of this DRP, Runbeck will be able to resume production within 6-72 hours depending of the nature of the disruption.

❖ Materials

The materials required for producing and fulfilling the State's ballots, EV packets and related materials are unique to this type of project and not readily available in the event of the need to implement portions or all of the DRP. In order to ensure we have the proper materials available to resume production as quickly as possible, we will warehouse a portion of all critical items off site. Following is a list of critical materials that are needed for resumption of work and our plan for off-site storage:

- **Paper** - the County, State, or Regional center specifies the exact type paper required for Optical Scan Ballot production. Runbeck inventories a large quantity of that paper based on expectations for a specific period. In order to ensure we have access to paper we split the storage of the paper between our facility and the paper merchant's facility in West Phoenix.

- **Envelopes** - The outgoing and affidavit reply envelopes used by the County, State, or Regional center are customized in both their construction and the image printed on them. Typically the County, State, or Regional center orders large amounts of envelopes to cover multiple elections. In order to ensure we have access to the envelopes if needed, we will split the storage of these similar to how we propose to handle paper.

- **Ancillary printed products** - These are the pieces that we print for the County, State, or Regional center that are used for a variety of purposes, mostly for insertion into the Early Voting / Vote by Mail packets. These items are typically produced on paper that is readily available or can be substituted if necessary. We therefore would not store any of this material offsite, rather secure the materials as needed should we need to execute our DRP.

❖ Human Resources

The last element of or DRP is ensuring that any outside resources we use have access to the knowledge Runbeck possesses relative to the State's requirements and the election business in general. Should we need to execute on our DRP, Runbeck will assign our key employees to those facilities to provide the management and leadership as needed. In addition, we will use our production and project coordinator staff in the same fashion, augmenting the staff at our outside partners and allowing our project management personnel to continue performing their function within a different facility.

Multiple Voting Options, Cost Effective Flexibility, Long-term Cost Efficiency

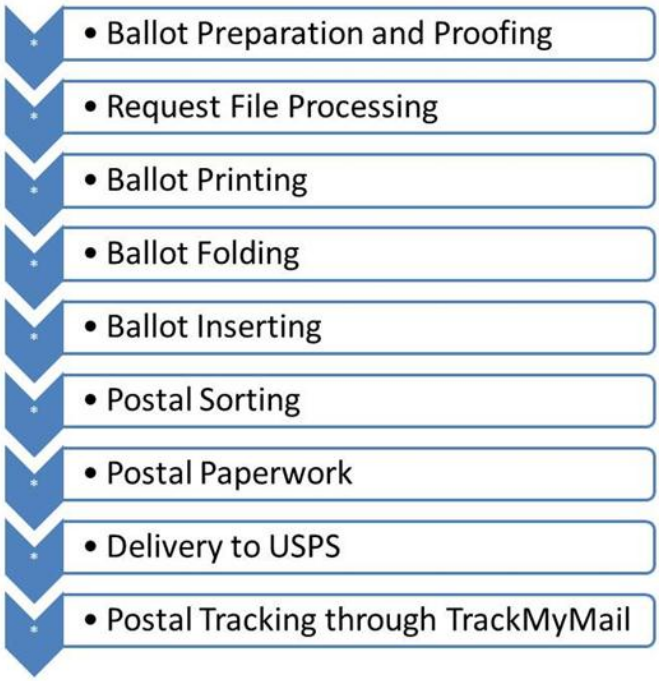
Runbeck's experience support multiple voting options, giving flexibility to election officials based on the laws and regulations surrounding their particular election requirements.

Because we provide Runbeck products, equipment, software, and services based upon a universal platform, the DOS can integrate our proposed items into the overall Uniform Voting System to provide the best and most cost-effective solution to the voters in the State of Colorado.

Election & Ballot Printing, Vote-by-Mail Printing & Inserting, Mail Ballot Sorting & Processing

- ✓ 41 years of experience with the production and mailing of ballot and election-related materials
  - Voter Registration Cards
  - Registers & Rosters
  - Poll Books
  - Authority to Vote Books
  - Publicity Pamphlets
  - Secrecy Sleeves
  - Vote-by-mail Envelopes – outbound and return
  - Vote-by-mail Inserts

Service Offering Flowchart



Agilis® Ballot Sorting System / Vote-by-Mail Processing

Runbeck has the ability to process mail ballots through our internal inbound / outbound mail processing system or through the Agilis Ballot Sorting System® which can be located right in County offices, Regional Vote Centers, or at the State level as a shared resource for inbound mail ballot processing.

The Agilis Ballot Sorting System® is an innovative mail ballot sorting solution that makes inbound ballot processing, quick, easy and affordable and empowers elections officials to manage election mail processing right in their own facility. The Agilis has a small base footprint, processes up to 18,000 mail ballots per hour, and is highly-configurable with full reporting and audit capabilities.

Whether the DOS chooses to have Runbeck process mail ballots in our production facility or place the Agilis® in a central, shared facility or individually at the County offices, our team of vote-by-mail experts will work to configure the Agilis to make the most efficient processing based upon the reporting, sorting, and audit levels required. The Agilis® can be scaled up or down to accommodate both large and smaller volumes of mail ballot processing.

Sentio Ballot Printing System® & Simulo™ Ballot Duplication System

Runbeck is proposing the use of our patent-pending Sentio Ballot Printing System for the State of Colorado and its Counties not only for their current ballot-on-demand and eBallot duplication use, but also for early voting, absentee voting, counter voting, additional precinct ballots in large counties / voter service centers, precinct ballots for small jurisdictions, provisional ballots, duplicate ballots, and an alternative solution for VVPAT. The Sentio® can be used to print daily supplemental or emergency ballots and is a value-added product and service that will complement current election operations throughout the State.

Not only is Runbeck the only vendor with the ability to print and finish every type of ballot, the Sentio Ballot Printing System® is listed as a Certified Ballot on Demand System and has also been approved for use, and successfully integrates with, the networks and voter registrations systems in Arizona, California, Colorado, Florida, Illinois and Pennsylvania. This creates a seamless process from verifying the voter to printing the correct ballot.

The Sentio system will provide the DOS and Counties with the ability to print ballots for daily absentee requests; for small elections without the added time and / or cost of ordering ballots; and to print test, provisional, duplicate, and emergency ballots at the service center/vote center/polling places in a timely manner. In addition, the Sentio and Simulo work in conjunction with eBalloting platforms to automatically duplicate and print tabulation-ready ballots seamlessly. This functionality provides a higher level of security and voter privacy than the most widely used method of hand-marking ballots.

The Sentio Ballot Printing System is a turnkey Ballot on Demand system which includes all components necessary for safe, accurate and secure onsite ballot printing. The Sentio system is

a comprehensive solution that addresses the challenges of ballot management by providing the technology and services to ensure accurate, efficient and secure production of ballots for onsite absentee, early, counter, vote-by-mail, precinct, test, duplicate ballots as needed.

UVS Potential Requirements

The information provided below outlines Runbeck's ability to meet and/or exceed the Potential Requirements as outlined in the DOS RFI document for a Uniform Voting System.

In addition, Runbeck is providing several additional proposed services which have been born out of real election experience and valuable customer feedback. We believe these alternative ideas and approaches will further complete the Uniform Voting System concept and bring great value to the project.

DOS Requirement	Runbeck Election Services Proposal Response
1. Provide for the design, creation, and testing, of ballots to be voted electronically or on paper, and for the importation of the ballots into an electronic voting unit upon or through which an individual voter may cast his or her ballot on all contests for which the voter is eligible.	Not applicable to Runbeck's product and service offerings.
2. Capture the voter's vote electronically and provide for output to a paper ballot for tabulation.	Capturing the voter's vote electronically is not applicable to Runbeck's product and service offerings. However, "providing for output to a paper ballot for tabulation" is applicable to Runbeck's Sentio® / Simulo™ solution. The Runbeck' Sentio Ballot Printing System® and Simulo™ Ballot Duplication Software seamlessly integrate with eBalloting technology to provide a printed paper ballot, that is ready for tabulation. The integration and ballot production using these technologies have proven successful in many jurisdictions. **2a – Transparency** – The tabulation ready paper printed ballot provides the voter the ability to verify their voting positions and a paper audit trail for any audit, recount or canvassing requirements. **2b – Scalability** – The Sentio® / Simulo™ bring scalability to both large and small counties in Colorado through the ability to add additional Sentios® as needed.

DOS Requirement	Runbeck Election Services Proposal Response
	While in some counties one Sentio® is sufficient, in larger counties, multiple Sentios® are needed to accommodate the volumes of the paper ballot needs. **2d – Integrity** - Runbeck Election Services, Inc. has gone to great lengths to ensure the security of the ballot production process, including those produced on the Sentio Ballot Printing System®. The following information outlines our security procedures, protocol, and implementation: • **Secure Log On Requirements** -The Sentio system uses Windows Log on as the first layer of protection. Only authenticated users will be granted access to the Windows desk top, and possible access to the next security access point. • **Secure Application Log On Requirements** - In addition to the Windows logon service, the Sentio Print Software and Sentio Early Voting System software require users to login to the application before access is granted to the ballot production system. Additionally, there are three levels of users available, Administrator (Full Access to configuration and operation); Supervisor (access to operation and reports); and, Operator (access limited to generation and release to printers). Passwords for individual users are assigned by Administrators, and all ballots printed by logged-on users are tracked by the system and reported in the accounting logs. • **User Activity Logs** - All user activities related to ballot printing are reported and quantified by user. • **PDF Encryption** - All ballots stored on the Sentio are password protected and cannot be printed without the proper password configured within the Sentio software applications. This precludes the printing of ballots via any means outside the use of the Sentio software applications, as direct access to the ballot PDF files will fail because the

DOS Requirement	Runbeck Election Services Proposal Response
	ballots have been rendered useless as printable files. **2e – Voting Options** – Because the Sentio® / Simulo™ provides a paper ballot in conjunction with eBalloting technology, the counties are given multiple balloting options to provide voters with options that fit their particular voting needs; i.e. UOCAVA & MILOS, absentee, counter, precinct, vote-by-mail, or provisional ballots can be supplied. **2f – Cost Effective Flexibility** – The Sentio® solution has a proven hardware design to integrate with any tabulation system. As changes are made in election laws, the flexibility in the architecture allows for changes in the software to accommodate the new election laws. Additionally, the ballot-on-demand solution is also a cost effective system as it eliminates the printing of excess paper ballots. **2g – Equipment Logistics** - Runbeck designed the Sentio® to be a mobile solution that is easily transported, setup, stored, and deployed to various locations and environments throughout its term of use. We have successfully deployed nearly 300 units, many of which have been used in excess of 15 elections and moved to different locations each time, across asphalt, concrete, tiled floors, etc. These units are deployed in pickup trucks, U-Hauls, and semi-trucks with little to no issues. The carts come with four 1,000 lb. rated rubber wheels, while the printers are also sitting on rubber mounts. Everything is mounted on solid steel with heavy duty components. These units have been fully deployed and tested for over six years. The Sentio is a fully contained unit allowing for easy mobility and set up. **2h – Power and Connectivity** - The Sentio® (BoD) is almost completely self-contained. The only thing needed to operate the system is an adequate power supply of 110V, 15amps. For additional functionality of the Sentio®, a connection can be made to SCORE that

DOS Requirement	Runbeck Election Services Proposal Response
	allows the immediate update of voter information. It is the option of the State but the connection can be a hard LAN, Cat 5 or 6, a 3G air card of MiFi, or a DSL or cable connection. Connection. **2i – Service and Support** - Runbeck is committed to continue to meet the needs of the State of Colorado. With many Colorado counties currently utilizing Runbeck products and services, we have full time support staff in Colorado ready to work with the DOS and Colorado Counties to implement and provide ongoing support for the Sentio Ballot Printing System® and Simulo Ballot Duplication Software™. Runbeck has made it easy to report trouble tickets by using their 24x7 hotline, email address, or customer portal. Any issues logged by the DOS or Counties will be responded to within one hour and problem resolution will be within four hours. Runbeck will offer remote electronic support to the DOS / Counties which will provide more efficient responses and trouble-ticket resolution, should the DOS / Counties desire the service. Detailed trouble logs can be available to the DOS or Counties upon request.
3. Provide a method for the voter to receive and visually verify that the correct ballot is displayed in the electronic voting unit.	Not applicable to Runbeck's product and service offerings.
4. Allow vote capture by electronic means and provide for a voter verifiable paper audit trail.	Allowing vote capture by electronic means and providing a VVPAT is not applicable to Runbeck's product-offering. An alternative approach of the Sentio® will allow the Runbeck Sentio Ballot Printing System® and Simulo™ Ballot Duplication Software to seamlessly integrate with eBalloting technology to provide a printed paper ballot that is ready for tabulation; this ballot could be used as a verifiable paper audit trail. **4a – Transparency** – The paper printed ballot provides

DOS Requirement	Runbeck Election Services Proposal Response
	the voter the ability to verify their voting positions and a paper audit trail for any canvassing requirements. **4b – Scalability** – The Sentio® / Simulo™ bring scalability to both large and small counties in Colorado through the ability to add additional Sentios® as needed. While in some counties one Sentio® is sufficient, in larger counties, networking or adding Sentios® provides scalability to cover the additional paper ballot needs. **4c – Integrity** – The Runbeck Team knows the intense requirements and scrutiny that surround election systems, processes, and results. The use of the Sentio® to print a paper ballot after a voter has electronically voted can provide an alternate solution to a voter verifiable paper audit trail (VVPAT) by using the tabulation-ready, marked ballot. Using the Sentio® / Simulo™ solution ensures that the voter can verify on paper that their votes were accurately recorded. **4d – Voting Options** – Because the Sentio® / Simulo™ provides a paper ballot in conjunction with eBalloting technology, the counties are given multiple balloting options to provide voters with options to vote that fit their particular voting needs; i.e. UOCAVA & MILOS, absentee, counter, precinct, vote-by-mail, or provisional ballots can be supplied. The Sentio® provides each of these voting methods with an alternative to the traditional VVPAT. **4e – Cost Effective Flexibility** – The Runbeck Team built the Sentio® / Simulo™ technology with flexibility and cost effectiveness in mind. An example of advancing technology would be the printing ability for paper ballots and the on-screen adjudication as discussed in the alternative solution item #31. **4f – Equipment Logistics** - Runbeck designed the Sentio® to be a mobile solution that is easily transported, setup, and stored, and deployed to various locations and environments throughout its term of use. We have successfully deployed nearly 300 units, many of which have been used in excess of 15 elections and moved to

DOS Requirement	Runbeck Election Services Proposal Response
	different locations each time, across asphalt, concrete, tiled floors, etc. These units are deployed in pickup trucks, U-Hauls, and semi-trucks with little to no issues. The carts come with four 1,000 lb. rated rubber wheels that absorb much of the terrain, while the printers are also sitting rubber mounts. Everything is mounted on solid steel with heavy duty components. These units have been fully deployed and tested for over six years. The Sentio is a fully contained unit allowing for easy mobility and set up. **4g – Power and Connectivity** - The Sentio® (BoD) is almost completely self-contained. The only thing needed to operate the system is an adequate power supply of 110V, 15amps. For additional functionality of the Sentio®, a connection can be made to SCORE that allows the immediate update of voter information. It is the option of the State but the connection can be a hard LAN, Cat 5 or 6, a 3G air card of MiFi, or a DSL or cable connection. Connection. **4h – Service and Support** - Runbeck is committed to continue to meet the needs of the State of Colorado. With many Colorado counties currently utilizing Runbeck products and services, we have full time support staff in Colorado ready to work with the DOS and Colorado Counties to implement and provide ongoing support for the Sentio Ballot Printing System® and Simulo Ballot Duplication Software™. Runbeck has made it easy to report trouble tickets by using their 24x7 hotline, email address, or customer portal. Any issues logged by the DOS or Counties will be responded to within one hour and problem resolution will be within four hours. Runbeck will offer remote electronic support to the DOS / Counties which will provide more efficient responses and trouble-ticket resolution, should the DOS / Counties desire the service. Detailed trouble logs can be available to the DOS or

DOS Requirement	Runbeck Election Services Proposal Response
	Counties upon request.
5. Allow vote capture by electronic means and meet accessibility standards, including providing the voter the opportunity to access an audio ballot or other accessible ballot form, and to cast a ballot privately and independently.	While Runbeck's Simulo™ and Sentio® do not capture electronic votes, they do complete the voting process required for ADA and Accessibility compliance by printing a paper tabulation-ready ballot from an eBalloting platform that can assure the voter of their voting choices and act as an alternative to a voter verifiable paper audit trail.
6. Allow the importation of audio ballot content that may have been created externally.	Not applicable to Runbeck's product offerings.
7. Allow the voter to review, change, and confirm choices made while casting votes on the electronic vote capture system.	Not applicable to Runbeck's product offerings.
8. Allow the casting of provisional ballots electronically and the segregation of these ballots from other ballots cast until verification of voter eligibility is complete.	Not applicable to Runbeck's product offerings. An alternative approach to the provisional ballots that are cast as paper ballots from the poll sites can be seen in #29 below as an alternative solution. While he Sentio Ballot Printing System® does not allow the casting of provisional ballots, it is capable of printing ballots for provisional and duplicate ballots. The Sentio can also place any election-specific variable text on the ballot at the time of printing such as precinct number, ballot style number, or category (i.e. provisional, mail-in, duplicate, etc.) Additionally, these ballots can have a sequence number printed on the ballot, whether on the header or stub of the ballot. Runbeck is also able to add any graphics or color tint to the ballot art as requested by the customer. This special overlay data can be used to segregate provisional ballots once printed on the Sentio, making them easy to identify and store for verification and audit.
9. Allow the reporting of	Not applicable to Runbeck's product offerings.

DOS Requirement	Runbeck Election Services Proposal Response
accepted provisional ballots as an individual category along with other categories the State of Colorado may require, including but not limited to, ballots cast during Early Voting, on Election Day, and by mail.	An alternative approach to the reporting of accepting provisional ballots as an individual category can be seen in #30 below as an alternative solution.
10. Provide for accumulation, tabulation, and reporting of all votes cast by electronic means.	Not applicable to Runbeck's product and service offerings.
11. Allow accumulated election results to be audited in a risk limiting audit via a single vote cast record	Not applicable to Runbeck's product and service offerings.
12. Allow printing of a removable paper copy of results at the polling site from each individual electronic voting unit used.	Not applicable to Runbeck's product and service offerings.
13. Provide for the design and development of paper ballots by ballot style and precinct, on two-sided ballot papers, and multiple page ballots.	While not directly applicable to Runbeck's product offerings, an alternative approach to the design and development of paper ballots as it relates to Runbeck's in-house and the Sentios® software capabilities for ballot overlays, multiple-sided ballots, and multiple-page ballots. Runbeck can print, package, insert, mail or deliver all ballots per the specifications and requirements of the State, individual counties, and for each of the major tabulation systems currently on the market. Runbeck regularly prints both 2 of 5 and 3 of 9 barcodes on ballots for insertion integrity. Runbeck can add its own 2 of 5 style ID barcode on the front of the ballot to be scanned by our inserter if necessary. Runbeck can print multiple-page, multiple-side, and multiple-language ballots as required. Runbeck has printed millions of dual language ballots. Runbeck will produce the ballots as designed for a particular election.

DOS Requirement	Runbeck Election Services Proposal Response
	Roll-folds, Z-folds and accordion folds can be accommodated. Our folds do not interfere with tabulation As an experienced and certified ballot printer; we understand that folds cannot be positioned so that they hit a voting position/timing mark. Testing will also verify that the folds are correct not interfering with tabulation. Runbeck requires that its customers proof all ballot styles using hard copy proofs provided by Runbeck. If the County, State, or Regional center / State's procedures require running a test deck before production, Runbeck will provide the needed ballots and will wait for approval before proceeding. Runbeck printed and mailed its first multi-sheet ballot in the 2006 General Election for Maricopa County. It required that barcodes were created to identify the precinct as well as the sheet number. The inserter was required to see both a first and second sheet before making a piece good. Since that time, we have printed multi-card ballots for many counties across the nation in 2010 and 2012. The data file used by the inserter will include unique ballot style identification numbers for each ballot sheet required for a precinct/style. These identification numbers will be printed as 2 of 5 barcodes on the ballot sheets.
14. Provide for the printing of paper ballots on demand for issue via mail, at polling sites, through County Elections Offices, and Service Centers.	Runbeck's Sentio® Ballot Printing System (ballot-on-demand) has been installed in each of the 64 counties in Colorado. Runbeck is proposing the use of the Sentio® for the State of Colorado and its Counties not only for their current ballot-on-demand and eBallot duplication use, but also for early voting, absentee voting, counter voting, additional precinct ballots in large counties / voter service centers, precinct ballots for small jurisdictions, provisional ballots, and duplicate ballots as well. The Sentio® can be used to print daily supplemental or emergency ballots and is a value-added product and

DOS Requirement	Runbeck Election Services Proposal Response
	service that will complement current election operations throughout the State. **14a – Transparency** – In any form, whether mail ballots, polling place ballots, early or absentee ballots, the paper printed ballot provides the voter the ability to verify their voting positions and a paper audit trail for any canvassing requirements. **14b – Scalability** – The Sentio® has been used to print more than 3.7 million on-demand paper ballots during the 2012 General Election alone. These ballots were printed in election offices as absentee or counter ballots, in Runbeck and County facilities as test, sample, mail and precinct ballots, and at poll sites as precinct, duplicate or provisional ballots. Our customers range in size from 3,000 registered voters to several million registered voters and based on the needs within a particular jurisdiction, the Sentios® can easily be adapted to use for any combination of the type of ballots needed. For example, if the jurisdiction has used the Sentio® to print counter ballots and requires additional on-demand printing capabilities at the poll sites on election day, the Sentio® can be easily moved and configured for use at the poll site. In addition, multiple Sentios® can be networked to provide additional on-demand printing capabilities if necessary at a given time. **14c – Integrity** – Runbeck Election Services, Inc. has gone to great lengths to ensure the security of the ballot production process, including those produced on the Sentio Ballot Printing System®. The following information outlines our security procedures, protocol, and implementation: • **Secure Log On Requirements** -The Sentio system uses Windows Log on as the first layer of protection. Only authenticated users will be granted access to the Windows desk top, and possible access to the next security access point.

DOS Requirement	Runbeck Election Services Proposal Response
	• **Secure Application Log On Requirements** - In addition to the Windows logon service, the Sentio Print Software and Sentio Early Voting System software require users to login to the application before access is granted to the ballot production system. Additionally, there are three levels of users available, Administrator (Full Access to configuration and operation); Supervisor (access to operation and reports); and, Operator (access limited to generation and release to printers). Passwords for individual users are assigned by Administrators, and all ballots printed by logged-on users are tracked by the system and reported in the accounting logs. • **User Activity Logs** - All user activities related to ballot printing are reported and quantified by user. • **PDF Encryption** - All ballots stored on the Sentio are password protected and cannot be printed without the proper password configured within the Sentio software applications. This precludes the printing of ballots via any means outside the use of the Sentio software applications, as direct access to the ballot PDF files will fail because the ballots have been rendered useless as printable files. **14d – Voting Options** – The Sentio® offers multiple on-demand balloting options to provide voters with options that fit their particular voting needs; i.e. UOCAVA & MILOS, absentee, counter, precinct, vote-by-mail, duplicate or provisional ballots can be supplied. **14e – Cost Effective Flexibility** – Since the Sentio® can print multiple types of ballots for multiple voting scenarios, it can reduce the need for and the expense of managing multiple vendors. The Sentio® also prints only the ballots required for any of the voting scenarios, reducing waste and eliminating the over printing of ballots.

DOS Requirement	Runbeck Election Services Proposal Response
	The flexibility of the software and portability of the unit potentially eliminate additional hardware and software solutions. **14f – Equipment Logistics** - Runbeck designed the Sentio® to be a mobile solution that is easily transported, setup, and stored, and deployed to various locations and environments throughout its term of use. We have successfully deployed nearly 300 units, many of which have been used in excess of 15 elections and moved to different locations each time, across asphalt, concrete, tiled floors, cobblestone, etc. These units are deployed in pickup trucks, U-Hauls, and semis with little to no issues. The carts come with 4-1,000 lb. rated rubber wheels that absorb much of the terrain, while the printers are also sitting rubber mounts. Everything is mounted on solid steel with heavy duty components. These units have been fully deployed and tested for over 6 years. The Sentio is a fully contained unit allowing for easy mobility and set up for multiple voting scenarios that may be required by a jurisdiction. **14g – Power and Connectivity** - The Sentio® (BoD) is almost completely self-contained. The only things needed to be supplied to operate the system is an adequate power supply of 110V, 15amp dedicated circuit for each set of 4 units (if applicable); and a connection to SCORE with up-to-date voter information. That connection can be a hard LAN, Cat 5 or 6, a 3G air card or MiFi, or a DSL or cable connection. If precinct ballots are required and the Sentio® is moved to a poll site, no special power or network connections are required. **14h – Service and Support** - Runbeck is committed to continue to meet the needs of the State of Colorado. With many Colorado counties currently utilizing Runbeck products and services, we have full time support staff in Colorado ready to work with the DOS and Colorado Counties to implement and provide ongoing support for

DOS Requirement	Runbeck Election Services Proposal Response
	the Sentio Ballot Printing System® and Simulo Ballot Duplication Software™. Runbeck has made it easy to report trouble tickets by using their 24x7 hotline, email address, or customer portal. Any issues logged by the DOS or Counties will be responded to within one hour and problem resolution will be within four hours. Runbeck will offer remote electronic support to the DOS / Counties which will provide more efficient responses and trouble-ticket resolution, should the DOS / Counties desire the service. Detailed trouble logs can be available to the DOS or Counties upon request.
15. Provide for the efficient processing of ballots that require resolution of voter intent.	Not applicable to Runbeck's product offerings. An alternative approach to the efficient processing of ballots that require resolution of voter intent can be seen in #31 below as an alternative solution.
16. Provide for a central count accumulation and reporting of votes cast on paper ballots.	Not applicable to Runbeck's product and service offerings.
17. Allow the centralized accumulation and reporting of all votes cast and the reporting of such votes by method cast including provisional ballots.	Not applicable to Runbeck's product and service offerings.
18. Allow the centralized accumulation and reporting of all votes cast and the reporting of such votes by candidate, "yes or no", and contest within each precinct in the election.	Not applicable to Runbeck's product and service offerings.
19. Allow production of a uniform precinct-level electronic results export.	Not applicable to Runbeck's product and service offerings.
20. Allow secure electronic	The electronic delivery and return of ballots is not

DOS Requirement	Runbeck Election Services Proposal Response
delivery and return of ballots for voters qualifying under the Uniform Overseas Citizens Absentee Voting Act and other voters allowed by federal or Colorado law to receive or cast ballots by secure electronic delivery methods.	applicable to Runbeck's product and service offerings, however, the Runbeck Sentio® / Simulo™ software and equipment provides tabulation-ready printed ballots for UOCAVA and MILOS voters from eBallot platforms.
21. Allow automated verification of voter signatures via comparison with voter registration file signatures and the signatures provided on mail ballot return envelopes. These systems must provide a means to calibrate acceptance criteria.	The Runbeck Agilis® Ballot Sorting System uses cameras to capture the entire front side of the ballot envelope (up to approximately 10" X 12") and extract the signature image verifying that each envelope has been signed by the registered voter and registering its receipt by the county. Each image can be archived for use by county personnel in on-site or offsite signature verification processes. Questioned ballots, such as envelopes with no signature, are identified and separated during the sorting process for manual review. Signature verification can take place via these methods: The Agilis offers seamless integration with third party automated signature verification software to process signatures from SCORE. The signature verification technology being implemented by Runbeck is used in vote-by-mail application in multiple counties in Colorado, California and in the United Kingdom. The same technology is also used in several US and foreign banks for signature verification for fraud detection on checks. Election officials, using ASR, can calibrate and change the sensitivity of the acceptance level for ASR using a sliding calibration bar. This allows for easy changes to be made to the sensitivity of ASR. Additionally, reports are available to see what was matched and what was not matched based on the calibration level. **21a - Transparency** – The Agilis® uses automated signature verification software that captures an image of the voter signature from the mail ballot envelope. The ability to capture the signature image provides an audit

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	trail and aids in the transparency and proof of voter eligibility. **21b – Scalability** – The Agilis® can be configured to provide for few or many out sort bins that can categorize good signature mail ballots vs. those in question. In addition, the mail ballots in question can be sorted down to levels such as "bad signature" or "no signature" by separating the sorted mail ballots into additional bins. Whether large or small, the jurisdiction can work with the Runbeck Team of vote-by-mail experts to build and configure the Agilis® that meets their mail ballot sorting requirements and volumes. **21c – Integrity** – Runbeck Election Services, Inc. has gone to great lengths to ensure the security of the mail ballot verification and processing. Detailed audit reports provide tray number, tray count, piece status (accepted or rejected and reason), ID numbers, precinct numbers, Election ID, Application ID numbers, Sort Value, Sort Field, Date and Time, etc. Reports are broken out by Election Report, Reject Tray Details, Piece Report, and Ready to Sort Trays. Reports can be accessed via a web browser by county personal that have appropriate access and can be customized. The following information outlines our security procedures, protocol, and implementation: • **Secure Log On Requirements** -The Agilis® uses Windows Log on as the first layer of protection. Only authenticated users will be granted access to the Windows desk top, and possible access to the next security access point. • **User Activity Logs** - All user activities related to mail ballot processing are reported and quantified by user. **21d – Voting Options** – Although not a voting option for the voter, the Agilis® offers a feature option of automated signature verification. This option provides

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	greater efficiency to the jurisdiction for the signature verification of vote-by-mail voters. The solution compares signature images from the SCORE system to those captured by the camera on the Agilis®. The automation of this process greatly reduces the hours needed for signature verification and provides for neutrality in signature scrutiny and evaluation. In addition, should future State law or requirements change, Runbeck will produce the necessary software version change to the Agilis® signature verification software to accommodate the new requirements. The Runbeck Team will work closely with the State to meet those objectives. **21e – Cost Effective Flexibility** – The flexibility and configurability of the software and portability of the Agilis® potentially eliminate additional hardware and software solutions for mail ballot processing. The use of automated signature verification saves hours of additional labor required to manually perform voter signature verification. **21f – Equipment Logistics** - The Agilis® transport weighs approximately 700 lbs. and the stacker weighs approximately 400 lbs., making it one of the lightest sorting solutions on the market. There is no need for added floor support or modifications to the building infrastructure in order to accommodate the Agilis. The Agilis comes with rubber wheels and is easily moved into and round building structures. The Agilis was designed and built to be portable and small. It measures 34" wide and fits easily through any standard doorway. The unit comes with rubber wheels and adjustable legs to stabilize and lock in place. This design makes it extremely easy to roll into and out of production or storage areas or standard freight elevators. Engineered for quick set-up and ease-of-use, the Agilis can be rolled out and ready-to-use in less than an hour.

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	The Agilis does not require clearance around the chassis. It is engineered to accommodate the cooling fans without added clearance. The entire machine can be placed against the wall to maximize room space. **21g – Power and Connectivity** – The Agilis® does not require special power or network connectivity. It was built for ease of integration and use. Power Requirements: Transport – 12 Amps / 115 Volts Stacker – 2.5 Amps / 115 Volts The Runbeck team has successfully implemented the API for the Agilis to integrate with SCORE for signature capture and verification. This interface allows the Agilis software to download and upload voter and signature files **21h – Service and Support** - Runbeck is committed to continue to grow and meet the needs of the State of Colorado and has full-time staff and facilities within the State. With many Colorado counties currently utilizing Runbeck products and services, Runbeck is prepared to meet the goals stated within this Documented Request for Quote. We have full time support staff in Colorado ready to work with the DOS and Colorado Counties to implement and provide ongoing support for the Sentio Ballot Printing System® and Simulo Ballot Duplication Software™. Runbeck has made it easy to report trouble tickets by using their 24x7 hotline, email address, or customer portal. Any issues logged by the DOS or Counties will be responded to within one hour and problem resolution will be within four hours. Runbeck will offer remote electronic support to the DOS / Counties which will provide more efficient responses and trouble-ticket resolution, should the DOS / Counties desire the service. Detailed trouble logs can be available to the DOS or

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	Counties upon request. Runbeck provides detailed training and on-site support for the County, State, or Regional center that result in the County, State, or Regional center's ability to become self-supported in the use and operation of the Agilis. To accomplish the goal of self-supported, Runbeck uses a three-tiered training approach, which allows the County, State, or Regional center to pre-determine the staff necessary at each of the three training sessions: 1. The first tier focuses on operational aspects of the Agilis, such as operating the Agilis software, generating reports, identifying and resolving exceptions to vote-by-mail envelopes, resolving orphan envelopes, sweeping and sorting envelopes into precinct-specific trays and importing and exporting voter information to and/from the Agilis. 2. Tier two focuses on maintaining the Agilis hardware, such as cleaning the Agilis and its transport and stacker(s), replacement of belts, sensors and other items on the Agilis, as well as installing and testing the network configuration of the Agilis. 3. Tier three involves troubleshooting the Agilis hardware and software. This includes the identification of any issues related to the camera, sensors and belts, server and workstation, feeder system, resolving jams and other addressing hardware items affecting performance of the Agilis. The software troubleshooting training includes identifying and resolving any software-related issues. By adopting a tiered training approach, Runbeck believes the County, State, or Regional center will achieve a comprehensive understanding of the system and competency on the Agilis®. Runbeck will provide the County, State, or Regional center with the ability to receive refresher training as requested by the County, State, or Regional center.

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	Upon initial training, Runbeck will assess the County, State, or Regional center's additional training needs for becoming self-sufficient in operating and maintaining the equipment, and will work with the County, State, or Regional center to identify and schedule additional detailed training on the Agilis. We work with the County, State, or Regional center to define their unique process and assist with integrating that process into the sorter process to create an environment that allows for easy integration and adaptation by county staff. Runbeck will provide the County, State, or Regional center with an operations and service manual for the Agilis both electronic and printed forms. Both manuals will provide the user with system, operation, hardware and software and troubleshooting information.
22. Provide automated sorting of mail ballot envelopes to various jurisdictional or precinct level divisions.	The Agilis® is equipped to be configured prior to every election to allow the County, State, or Regional center to establish the quantity as well as the batch or group criteria for the election. The configuration includes the ability to separate by precinct, district, jurisdictional or other sort scheme required. The configuration can be completed by county employees. **22a - Transparency** – The Agilis®' ability to sort mail ballot envelopes down to very specific levels allows election officials easy access to retrieve ballots for verification. The reporting features of the Agilis® also provides transparency for audit purposes and can be used to review mail ballot return rates, categories, and to locate or isolate specific categories. **22b – Scalability** – The Agilis® is equipped to be configured prior to every election to allow the State, County or Regional center the ability to establish the quantity as well as the batch or group criteria for the election. The configuration includes the ability to separate by precinct, district or other sort scheme the County desires. The configuration can be completed by county employees. **21c – Integrity** – Runbeck Election Services, Inc. has gone to great lengths to ensure the security of the mail

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	ballot verification and processing. Detailed audit reports provide tray number, tray count, piece status (accepted or rejected and reason), ID numbers, precinct numbers, Election ID, Application ID numbers, Sort Value, Sort Field, Date and Time, etc. Reports are broken out by Election Report, Reject Tray Details, Piece Report, and Ready to Sort Trays. Reports can be accessed via a web browser by county personal that have appropriate access and can be customized. The following information outlines our security procedures, protocol, and implementation: • **Secure Log On Requirements** -The Agilis® uses Windows Log on as the first layer of protection. Only authenticated users will be granted access to the Windows desk top, and possible access to the next security access point. • **User Activity Logs** - All user activities related to mail ballot processing are reported and quantified by user. **22d – Voting Options** – The Agilis® offers a feature option of automated signature verification. This option provides greater efficiency to the jurisdiction for the signature verification of vote-by-mail voters. The solution compares signature images from the SCORE system to those captured by the camera on the Agilis®. The automation of this process greatly reduces the hours needed for signature verification and provides for neutrality in signature scrutiny and evaluation. In addition, should future State law or requirements change, Runbeck will produce the necessary software version change to the Agilis® signature verification software to accommodate the new requirements. The Runbeck Team will work closely with the State to meet those objectives. **22e – Cost Effective Flexibility** – The flexibility and configurability of the software and portability of the

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	Agilis® potentially eliminate additional hardware and software solutions for mail ballot processing. The use of automated signature verification saves hours of additional labor required to manually perform voter signature verification. **22f – Equipment Logistics** - The Agilis® transport weighs approximately 700 lbs. and the stacker weighs approximately 400 lbs., making it one of the lightest sorting solutions on the market. There is no need for added floor support or modifications to the building infrastructure in order to accommodate the Agilis. The Agilis comes with rubber wheels and is easily moved into and round building structures. The Agilis was designed and built to be portable and small. It measures 34" wide and fits easily through any standard doorway. The unit comes with rubber wheels and adjustable legs to stabilize and lock in place. This design makes it extremely easy to roll into and out of production or storage areas or standard freight elevators. Engineered for quick set-up and ease-of-use, the Agilis can be rolled out and ready-to-use in less than an hour. The Agilis does not require clearance around the chassis. It is engineered to accommodate the cooling fans without added clearance. The entire machine can be placed against the wall to maximize room space. **22g – Power and Connectivity** – The Agilis® does not require special power or network connectivity. It was built for ease of integration and use. Power Requirements: Transport – 12 Amps / 115 Volts Stacker – 2.5 Amps / 115 Volts The Runbeck team has successfully implemented the API for the Agilis to integrate with SCORE for signature capture and verification. This interface allows the Agilis software to download and upload voter and signature

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	files **22h – Service and Support** - Runbeck is committed to continue to grow and meet the needs of the State of Colorado and has full-time staff and facilities within the State. With many Colorado counties currently utilizing Runbeck products and services, Runbeck is prepared to meet the goals stated within this Documented Request for Quote. We have full time support staff in Colorado ready to work with the DOS and Colorado Counties to implement and provide ongoing support for the Sentio Ballot Printing System® and Simulo Ballot Duplication Software™. Runbeck has made it easy to report trouble tickets by using their 24x7 hotline, email address, or customer portal. Any issues logged by the DOS or Counties will be responded to within one hour and problem resolution will be within four hours. Runbeck will offer remote electronic support to the DOS / Counties which will provide more efficient responses and trouble-ticket resolution, should the DOS / Counties desire the service. Detailed trouble logs can be available to the DOS or Counties upon request. Runbeck provides detailed training and on-site support for the County, State, or Regional center that result in the County, State, or Regional center's ability to become self-supported in the use and operation of the Agilis. To accomplish the goal of self-supported, Runbeck uses a three-tiered training approach, which allows the County, State, or Regional center to pre-determine the staff necessary at each of the three training sessions: 1. The first tier focuses on operational aspects of the Agilis, such as operating the Agilis software, generating reports, identifying and resolving exceptions to vote-by-mail envelopes, resolving orphan envelopes, sweeping and sorting envelopes into precinct-specific trays and

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	importing and exporting voter information to and/from the Agilis. 2. Tier two focuses on maintaining the Agilis hardware, such as cleaning the Agilis and its transport and stacker(s), replacement of belts, sensors and other items on the Agilis, and installing and testing the network configuration of the Agilis. 3. Tier three involves troubleshooting the Agilis hardware and software. This includes the identification of any issues related to the camera, sensors and belts, server and workstation, and feeder system and resolving jams and other hardware items affecting performance of the Agilis. The software troubleshooting training includes identifying and resolving any software-related issues. By adopting a tiered training approach, Runbeck believes the County, State, or Regional center will achieve a comprehensive understanding of the system and competency on the Agilis®. Runbeck will provide the County, State, or Regional center with the ability to receive refresher training as requested by the County, State, or Regional center. Upon initial training, Runbeck will assess the County, State, or Regional center's additional training needs for becoming self-sufficient in operating and maintaining the equipment, and will work with the County, State, or Regional center to identify and schedule additional detailed training on the Agilis. We work with the County, State, or Regional center to define their unique process and assist with integrating that process into the sorter process to create an environment that allows for easy integration and adaptation by county staff. Runbeck will provide the County, State, or Regional center with an operations and service manual for the Agilis in electronic and print copy. Both manuals will provide the user with system, operation, hardware and software and troubleshooting information.
23. Provide, possibly in	As part of its standard configuration, the Agilis has the

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conjunction with sorting or signature verification, the attachment of a date stamp to the mail ballot envelope.	ability to print the date and time on the envelope. In addition, it can print static information such as "Received by A County, State, or Regional center on…." After trays have been completed, the Agilis has the ability to print out a tray tag. The Agilis can create batches or groups that are identified by detailed tray tags. The tray tags include detailed information on the tray number, the sorting pocket, precinct number, election ID, number of pieces in a tray, date and time stamp, and first and last piece number contained in the tray. **23a - Transparency** – The Agilis®' ability to date and time stamp a mail ballot envelope ensures that the election official can report on ballots received by date and time giving transparency into the mail ballot handling process. **23b – Scalability** – The Agilis® is equipped to be configured to meet the needs of the jurisdiction's mail ballot sorting and their volume of mail ballot processing. The inline inkjet printer is used to spray the date and time stamp on each mail ballot envelope and since processing speeds are up to 18,000 / hour, managing large volumes of mail ballots becomes much more efficient. **23c – Integrity** – Runbeck Election Services, Inc. has gone to great lengths to ensure the security of the mail ballot verification and processing. Detailed audit reports provide tray number, tray count, piece status (accepted or rejected and reason), ID numbers, precinct numbers, Election ID, Application ID numbers, Sort Value, Sort Field, Date and Time, etc. Reports are broken out by Election Report, Reject Tray Details, Piece Report, and Ready to Sort Trays. Reports can be accessed via a web browser by county personal that have appropriate access and can be customized. The following information outlines our security procedures, protocol, and implementation:

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	• **Secure Log On Requirements** -The Agilis® uses Windows Log on as the first layer of protection. Only authenticated users will be granted access to the Windows desk top, and possible access to the next security access point. • **User Activity Logs** - All user activities related to mail ballot processing are reported and quantified by user. **23d – Voting Options** – Although not a voting option for the voter, the Agilis® offers a feature option of automated signature verification. This option provides greater efficiency to the jurisdiction for the signature verification of vote-by-mail voters. The solution compares signature images from the SCORE system to those captured by the camera on the Agilis®. The automation of this process greatly reduces the hours needed for signature verification and provides for neutrality in signature scrutiny and evaluation. In addition, should future State law or requirements change, Runbeck will produce the necessary software version change to the Agilis® signature verification software to accommodate the new requirements. The Runbeck Team will work closely with the State to meet those objectives. **23e – Cost Effective Flexibility** – The flexibility and configurability of the software and portability of the Agilis® eliminate additional hardware and software solutions for mail ballot processing. The use of automated signature verification saves hours of additional labor required to manually perform voter signature verification. **23f – Equipment Logistics** - The Agilis® transport weighs approximately 700 lbs. and the stacker weighs approximately 400 lbs., making it one of the lightest sorting solutions on the market. There is no need for added floor support or modifications to the building infrastructure in order to accommodate the Agilis.

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	The Agilis comes with rubber wheels and is easily moved into and round building structures. The Agilis was designed and built to be portable and small. It measures 34" wide and fits easily through any standard doorway. The unit comes with rubber wheels and adjustable legs to stabilize and lock in place. This design makes it extremely easy to roll into and out of production or storage areas or standard freight elevators. Engineered for quick set-up and ease-of-use, the Agilis can be rolled out and ready-to-use in less than an hour. The Agilis does not require clearance around the chassis. It is engineered to accommodate the cooling fans without added clearance. The entire machine can be placed against the wall to maximize room space. **23g – Power and Connectivity** – The Agilis® does not require special power or network connectivity. It was built for ease of integration and use. Power Requirements: Transport – 12 Amps / 115 Volts Stacker – 2.5 Amps / 115 Volts The Runbeck team has successfully implemented the API for the Agilis to integrate with SCORE for signature capture and verification. This interface allows the Agilis software to download and upload voter and signature files **23h – Service and Support** - Runbeck is committed to continue to grow and meet the needs of the State of Colorado and has full-time staff and a facility within the State. With many Colorado counties currently utilizing Runbeck products and services, Runbeck is prepared to meet the goals stated within this Documented Request for Quote. We have full time support staff in Colorado ready to work with the DOS and Colorado Counties to implement and provide ongoing support for the Sentio Ballot Printing System® and Simulo Ballot Duplication

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	Software™. Runbeck has made it easy to report trouble tickets by using their 24x7 hotline, email address, or customer portal. Any issues logged by the DOS or Counties will be responded to within one hour and problem resolution will be within four hours. Runbeck will offer remote electronic support to the DOS / Counties which will provide more efficient responses and trouble-ticket resolution, should the DOS / Counties desire the service. Detailed trouble logs can be available to the DOS or Counties upon request. Runbeck provides detailed training and on-site support for the County, State, or Regional center that result in the County, State, or Regional center's ability to become self-supported in the use and operation of the Agilis. To accomplish the goal of self-supported, Runbeck uses a three-tiered training approach, which allows the County, State, or Regional center to pre-determine the staff necessary at each of the three training sessions: 1. The first tier focuses on operational aspects of the Agilis, such as operating the Agilis software, generating reports, identifying and resolving exceptions to vote-by-mail envelopes, resolving orphan envelopes, sweeping and sorting envelopes into precinct-specific trays and importing and exporting voter information to and/from the Agilis. 2. Tier two focuses on maintaining the Agilis hardware, such as cleaning the Agilis and its transport and stacker(s), replacement of belts, sensors and other items on the Agilis, and installing and testing the network configuration of the Agilis. 3. Tier three involves troubleshooting the Agilis hardware and software. This includes the identification of any issues related to the camera, sensors and belts,

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	server and workstation, and feeder system and resolving jams and other hardware items affecting performance of the Agilis. The software troubleshooting training includes identifying and resolving any software-related issues. By adopting a tiered training approach, Runbeck believes the County, State, or Regional center will achieve a comprehensive understanding of the system and competency on the Agilis®. Runbeck will provide the County, State, or Regional center with the ability to receive refresher training as requested by the County, State, or Regional center. Upon initial training, Runbeck will assess the County, State, or Regional center's additional training needs for becoming self-sufficient in operating and maintaining the equipment, and will work with the County, State, or Regional center to identify and schedule additional detailed training on the Agilis. We work with the County, State, or Regional center to define their unique process and assist with integrating that process into the sorter process to create an environment that allows for easy integration and adaptation by county staff. Runbeck will provide the County, State, or Regional center with an operations and service manual for the Agilis in electronic and print copy. Both manuals will provide the user with system, operation, hardware and software and troubleshooting information.
24. Provide a solution for security of the entire system including physical security, data integrity measures, contingencies, and backup strategies.	Security of systems, files, and equipment have been refined by the Runbeck team's more than four decades of election printing, production, inserting, mailing, and consulting experience. Our Project Management includes an extensive Disaster Recovery Plan (DRP), which is thoroughly outlined in the DRP Plan included with this response. Whether it is the Runbeck facilities, the Sentio Ballot Printing System®, or the Agilis® Ballot Sorting System, extreme measures have been taken to ensure the security of all of Runbeck's products, services, and equipment. **24a - Transparency** – The Runbeck DRP provides

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	detailed steps and reporting that allow auditing and tracking abilities within the printing and production processes. Secure log in and access along with user reporting allow transparency for the Sentio®, Simulo™, and Agilis®. **24b – Scalability** – With the growing need for election process and product security, Runbeck provides tight facility and equipment security that can meet the requirements of the State, County or Regional center. **24c – Integrity** – Runbeck Election Services, Inc. has gone to great lengths to ensure the security election printing, mailing, ballot-on-demand printing, mail ballot processing, and voter information. These security measures as outlined in our detailed security plan above assist election officials in keeping complete election integrity. **24d – Voting Options** – The Runbeck Team has 41 years of election experience and assisting election officials gain voter confidence. This conveys to new and innovative voting methods by maintaining security and integrity throughout each method and process. Options for physical security are present in the Runbeck production facilities through the use of CCTV, motion sensors, magnetic card keys for restricted entry, physical locks, passwords, etc. The Sentio® and Agilis® equipment have physical and software security through the use of locked computer storage compartments, password protection, data integrity measures, contingencies, and back-up strategies. **24e – Cost Effective Flexibility** – Runbeck's ability to work with the State and Counties on the security management of products, equipment, and software give the State and Counties options and allow for budgeting efficiencies and forecasting. The security objectives can be discussed and based upon the degree to which the State and Counties want to control security of the

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	systems or if Runbeck is engaged to provide security and asset tracking capabilities a solution that fits the goals and objectives can be mutually agreed upon. **24f – Equipment Logistics** - Runbeck Election Services, Inc. has gone to great lengths to ensure the security of the ballot production process, including those produced on the Sentio Ballot Printing System® and mail ballot processing on the Agilis® Ballot Sorting System. The following information outlines our security procedures, protocol, and implementation: • **Secure Log On Requirements** -The Sentio® and Agilis® systems use Windows Logon as the first layer of protection. Only authenticated users will be granted access to the Windows desk top, and possible access to the next security access point. • **Secure Application Log On Requirements** - In addition to the Windows logon service, the software requires users to login to the application before access is granted to the ballot and voter information. Additionally, there are three levels of users available, Administrator (Full Access to configuration and operation); Supervisor (access to operation and reports); and, Operator (access limited to basic operation of the system). Passwords for individual users are assigned by Administrators, and all ballots printed by logged-on users are tracked by the system and reported in the accounting logs. • **User Activity Logs** - All user activities related to ballot printing are reported and quantified by user. • **PDF Encryption** - All ballot or voter information stored on the equipment software is password protected and cannot be printed without the proper password configured within the software applications. This precludes the printing of ballots via any means outside the use of the Sentio software applications, as direct access to the ballot PDF files will fail because the ballots have

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	been rendered useless as printable files. • **Locked Storage** - The cart that provides the mobile platform for the Sentio® and Agilis® have locking doors that can only be unlocked by authorized staff. Manually rejected ballots can also be stored in the locked storage of the Sentio® cart, thereby preventing their accidental tabulation. • **Network Printing Not Allowed** - Efforts have been taken to limit who can print to the Sentio® systems. Early Voting printers are not shared on the network and will not appear via network browsers. Instead, the Sentio® publishes a "hot folder" to the network, and Early Voter systems like SCORE transmit a text file to the Sentio hot folder. This transmission starts the on-demand printing process. • **Text File Formatting -** The Sentio® can only process properly formatted print requests. Simply sending a voter name or a precinct request to the Sentio® will not cause a ballot to be generated. • **Printer Lock-Out Feature** - This feature electronically disables the printer unless a valid request is authenticated by the EV software from SCORE, providing an additional layer of protection against unauthorized printing. • **Repository Removal** - Where requested, Runbeck will configure the secure ballot and voter information repositories on removal USB-based drives, thereby allowing the ballot repository to be secured by county officials. **24g – Power and Connectivity** – The Runbeck team has successfully implemented the connectivity for the Sentio® and Agilis® systems to integrate with SCORE for ballot requests and signature capture and verification. Secure access to SCORE is always present and network connectivity is only allowed by permission of the State or

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	jurisdiction with correct user credentials. **24h – Service and Support** – All of the Runbeck products, processes, and equipment training includes security information and provides Administrators with the ability to track and audit use and activity. Detailed trouble logs can be available to the DOS or Counties upon request for security checks if necessary.
25. Allow electronic tracking of voting equipment location.	Runbeck Election Services provides security measures around all of the election equipment we manufacture. We propose the use of an equipment GPS tracking device that can easily be installed in each Sentio®, or Agilis® that Runbeck provides for the State. In addition, this technology can also be installed on any of the other election tabulation equipment that the State desires to track and inventory. This solution allows live location tracking of the equipment unit by installing a small GPS hardware device inside the enclosure. The device is secured to the inside of the unit and receives power from the equipment power supply without any further configuration. The GPS device also has a backup battery that can fully power the device for 15-30 days while unplugged. The device continually transmits its location to the provider via cellular signal, enabling authorized individuals to log onto a secure website to both view the location of each unit on a map and generate reports on location history. Each unit is tracked in real time so that movements can be followed live via the website. Authorized individuals can also activate notifications via the website to be notified if a unit moves outside an acceptable boundary.
26. Provide for a real time electronic poll book.	Not applicable to Runbeck's product and service offerings.
27. Systems must be able to provide content and instructions in both English and Spanish with the potential for adding	All Runbeck system software and equipment come with both hard copy and electronic training and instruction manuals. These can be translated into multiple languages as required.

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additional languages in the future.	**27a – Transparency** – Runbeck can provide training manuals and instructions in multiple languages, which gives users and operators of the systems give election officials the ability to ensure proper use of all systems. **27b – Scalability –** Using multiple language training and instructions broadens the pool of qualified election workers and Runbeck will work with election officials to ensure that the operators are comfortable with the operation of multiple systems. Runbeck has been working with multiple languages for years in several different projects within the US. **27c – Integrity –** Multiple languages ensures that communication between election officials and poll site workers, as well as trainers and the voting public itself. Runbeck's ability to provide materials in multiple languages ensures that misunderstanding communication does not interfere with the integrity of the election process. **27d – Voting Options** – Multiple languages ensures that there is full understanding of the multiple ways the Runbeck Sentio®, Simulo™ and Agilis® are used to provide voters of all ethnicity and languages with the essential right to vote. **27e – Cost Effective Flexibility** – Runbeck can provide multiple language systems, multiple training and multiple manuals for election officials and staff, thus eliminating the need to always require separate training sessions. **27f – Equipment Logistics** - Runbeck Election Services, Inc. use of multiple language systems manuals will also aid in communication when moving, storing, or setting up equipment. **27g – Power and Connectivity** – Runbeck Election Services, Inc. use of multiple language systems manuals will also aid in communication when the system is set up and connectivity is being implemented.

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	27h – Service and Support – All of the Runbeck products, processes and equipment training can include the use of multiple languages. If multiple languages are needed for support, Runbeck can work with the State or County to fulfill such requirements.
28. Alternative proposed solution. Provide an efficient, secure method of promoting updated voter registration records well in advance of election cycles.	Runbeck Election Services regularly prints mail pieces for election officials to promote voter registration and voter registration record updates. These mailers are typically in the form of a postcard with a QR code that once scanned by a smart phone or tablet, can take the voter immediately to the SCORE interface for voter registration log in page where the voter can securely register or log in to update their individual voter registration record. Runbeck is proposing this mailer be printed and mailed to the whole of the voter registration population in the State of Colorado well in advance of the election cycle in order to give plenty of time for voters to update records or register to vote. This proposed alternative solution can help to limit the number and need for provisional ballots and the returned mail postage costs of which are time consuming and cumbersome to address after the fact. At the same time, encouraging voter registration well in advance of an election cycle can assist in efficiencies for election personnel along the way. **28a Transparency** – Providing voters with the opportunity to register or update voter registration records gives the entire State election transparency. **28b – Scalability** – Updating voter registration records will allow for proper planning based on volumes and voter registration totals to be expected. **28c – Integrity –** Advanced voter registration updates provide increased election integrity by allowing election officials to comfortably verify voter eligibility.

DOS Requirement	Runbeck Election Services Proposal Response
	28d – Voting Options – Advanced voter registration updates confirm the election officials' ability to provide adequately for multiple voting options and to be sure that all voters have access to the required methods. **28e – Cost Effective Flexibility –** Eliminating late voter registration and provisional ballots save time and money processing provisional ballots or running short of ballots on election day. **28f – Equipment Logistics –** Election officials can utilize the updated voter registration totals to provide enough equipment across counties to provide for voting volumes. **28g – Power and Connectivity –** With updated voter registration totals, election officials can better plan for voting center locations and the power an network connectivity necessary to run voting equipment. **28h – Service and Support –** The updated voter registration information will also provide the ability to forecast any potential needs for service and support during an election cycle.
29. Alternative solution to #8 above. 8. Allow the casting of provisional ballots electronically and the segregation of these ballots from other ballots cast until verification of voter eligibility is complete.	The alternative solution addresses paper provisional ballots that are gathered at the poll sites, at early voting locations or at the election office. Provisional ballots can be challenging to process by county election staff. Ballots are placed in oversized envelopes and must go through several human-centric processes before the ballot is allowed to be cast. With the Agilis®, the provisional envelope can be processed through the Agilis, reading a barcode, unassigned to the provisional voter, and record the image of the envelope. The image, rather than the physical envelope, is used to process and determine if the provisional ballot can be cast. Once the barcode information is assigned from the envelope to the voter, a file can be given to the Agilis® and the provisional ballot envelopes can be then

DOS Requirement	Runbeck Election Services Proposal Response
	processed through the normal vote-by-mail procedure. **29a Transparency** – Runbeck offers transparency in the provisional balloting process by giving election officials additional verification options. **29b – Scalability** – Our facility has the room to augment as needed during heavy voting periods and large vote-by-mail volumes. In addition, if provisional balloting is heavy, our team can work with the State and Counties to scale up to manage the volumes. **29c – Integrity –** Runbeck can provide additional integrity to the provisional balloting process by giving election officials additional checks and balances and by using the verification options of the Agilis®. **29d – Voting Options –** The provisional paper ballot option provides the state another voting option to directly manage the provisional ballot process. **29e – Cost Effective Flexibility –** Efficiencies in cost can be realized through uniform ballot processing procedures. These efficiencies help drive down costs to the state. **29f – Equipment Logistics –** Election officials can easily adjust to provisional ballot management by processing them through the Agilis®, which can be portable and used in any location throughout the State. **29g – Power and Connectivity –** Election officials can respond to provisional ballot management by using the Agilis® as outlined above. The Agilis® was built to use standard power and network connectivity for fast and easy implementation. **29h – Service and Support –**Runbeck has invested in the State with full time employees and a local facility,

DOS Requirement	Runbeck Election Services Proposal Response
	which gives the State and Counties important support and service during election cycles.
30. Alternative solution to #9 above. 9. Allow the reporting of accepted provisional ballots as an individual category along with other categories of the State of Colorado may require, including but not limited to, ballots cast during Early Voting, on Election Day, and by mail.	Using the Agilis®, the oversized provisional envelope is assigned and tracked with the provisional status. The software allows for the reporting of this specific ballot category. The audit of accepted and rejected provisional envelopes (and their associated ballots) is a report that can be generated. Of course, all vote-by-mail envelope packets are accounted for with the Agilis® system. Both by envelope count and database cross reference. **30a Transparency** – Runbeck offers transparency in the provisional balloting process by giving election officials additional category options. **30b – Scalability** – Our facility has the room to augment as needed during heavy voting periods and large vote-by-mail volumes. In addition, if provisional balloting is heavy, our team can work with the State and Counties to scale up to manage the volumes. **30c – Integrity –** Runbeck can provide additional integrity to the provisional balloting process by giving election officials' additional checks and balances, and reporting verification options of the Agilis®. **30d – Voting Options –** The provisional paper ballot option provides the state another voting option to directly manage the provisional ballot reporting process. **30e – Cost Effective Flexibility –** Efficiencies in cost can be realized through uniform ballot reporting procedures. These efficiencies help drive down costs to the state. **30f – Equipment Logistics –** Election officials can easily adjust to provisional ballot management by processing them through the Agilis® for detailed

DOS Requirement	Runbeck Election Services Proposal Response
	reporting, which can be portable and used in any location throughout the State. **30g – Power and Connectivity –** Election officials can respond to provisional ballot management and reporting by using the Agilis® as outlined above. The Agilis® was built to use standard power and network connectivity for fast and easy implementation. **30h – Service and Support –**Runbeck has invested in the State with full time employees and a local facility, which gives the State and Counties important support and service during election cycles.
31. Alternative solution to #15 above. 15. Provide for the efficient processing of ballots that require resolution of voter intent.	Utilizing Simulo™ Ballot Duplication Software, any ballot that needs to be duplicated could be scanned by a hand-held barcode reader into the Simulo™ software. Following that scan, the ballot would be displayed on the computer screen allowing the election officials to begin on-screen adjudicating for duplication. This process could save hours or days of time that are invested by duplication boards that are performing this process by hand today. **31a Transparency** – Runbeck offers transparency in the questioned ballot process by giving election officials additional verification options. **31b – Scalability** – Automating the questioned ballot process with Simulo™ will save time and give election officials the ability to meet high demands. **31c – Integrity –** Runbeck can provide additional integrity to the questioned ballot process by giving election officials giving a paper ballot solution that is verifiable and tabulation ready. **31d – Voting Options –** The paper ballot printed through Simulo™ and Sentio® can be used to efficiently resolve voter intent by providing an audit ready paper

DOS Requirement	Runbeck Election Services Proposal Response
	ballot that can be reviewed by canvassing boards. **31e – Cost Effective Flexibility –** Automating the questioned ballot process is extremely cost effective and saves time. Simulo™ can be used for many paper ballot options as seen below in the Simulo Process Guide. **31f – Equipment Logistics –** Election officials can easily adjust to questioned ballot management by processing them through the Simulo™ and Sentio® which are easily moved into and out of county facilities. **31g – Power and Connectivity –** Simulo™ and Sentio® require regular power and connectivity making them easy and quick to integrate and use. **31h – Service and Support –**Runbeck has invested in the State with full time employees and a local facility, which gives the State and Counties important support and service during election cycles.
32. Alternative solution – Engaging a single vendor to manage all of the vote-by-mail printing, inserting, and processing for the State.	Runbeck Election Services provides statewide absentee (vote-by-mail) services for the State of Maryland. The scope of this service covers all of Maryland's 3.7 million registered voters with ballot printing, inserting, and mail ballot processing. In a partnership with Runbeck, the State of Colorado could implement a centralized solution for vote-by-mail needs. We propose that engaging a single vendor to manage this process would provide the following benefits: ○ Centralized review of all of Runbeck's activity ○ Consistent statewide process and procedures ○ Cost efficiencies in volume and uniformity ○ 100% accuracy using intelligent mail insertion ○ Full transparency and auditability of all mail packets

DOS Requirement	Runbeck Election Services Proposal Response
	○ Ballot proofing and printing ○ Ballot and election materials inserting ○ Mail ballot processing – outbound / inbound ○ USPS paperwork and permitting ○ Intelligent Mail Barcode tracking ○ Volume mail drops ○ SCORE interface and updates **32a Transparency** – Runbeck offers transparency in the vote by mail process while maintaining the highest levels of security. File preparation, mail insertion and sorting are all conducted in a high security environment at our facility with 100% audit reporting. **32b – Scalability** – Our facility has the room to augment as needed during heavy voting periods. The recent addition of our new annex and the large footprint of our facility allows for the easy expansion of other production equipment as election demands require. **32c – Integrity –** Runbeck has proven work flow processes in place that maintain the integrity of the election process within the vote by mail environment. Specific Colorado procedures can be maintained as demonstrated by our current election partners in the state that receive our vote by mail expertize. **32d – Voting Options –** The centralized vote by mail option provides the state another voting option to directly oversee the vote by mail process. **32e – Cost Effective Flexibility –** Efficiencies in cost can be realized through uniform mail packet assembly and vote by mail procedures. These efficiencies help drive down costs to the state. **32f – Equipment Logistics -** Runbeck Election Services, Inc. use of multiple language systems manuals will also aid in communication when moving, storing, or

DOS Requirement	Runbeck Election Services Proposal Response
	setting up equipment. **32g – Power and Connectivity –** Runbeck offers to the State secure video connectivity of the production facility. This secure remote access allows oversight of the printing, folding, insertion and audit process of this solution. **32h – Service and Support –** The uniform vote by mail process will be supported with a high level of service and support expected from Runbeck. Runbeck has invested in the State with full time employees and a local facility.

Addendum 1 – Runbeck Facility Security

Runbeck Facility Security Components

Category	Question	Response / Observation
Office Operations	Days - Hours of Business Operations	M-F 8am -5pm, 24/7 during printing/sorting cycles
	No. of Personnel	48 permanent, up to 50 temporary at any given time
	No. of Management Staff	10
	What floor(s) is/are the office(s) on?	1st floor
Facility Exterior	Is the perimeter inspected? If so how often and by whom?	Yes, at designated times during certain production activity. All areas are monitored and inspected by CCTV.
Entrances and Exits	How are the entrances and exits monitored? (Guard, CCTV, etc.)	Armed guards monitor these areas during specific production activity and they are always monitored by CCTV and administrative staff.
Facility Security Plan	Is there a documented, up to date security plan and procedures? How often is it updated?	YES, Yearly Update.
	Is there an individual onsite accountable for physical security?	YES, the Runbeck Building and Maintenance Director monitors and is accountable for all security items.
Facility Access Controls	How is employee and visitor ingress/egress controlled? (badge, key, receptionist, guard, other)	Each employee is issued specific badges that record access events. Visitors are required to sign in with the receptionist and are issued numbered visitor badges that record access events and are always accompanied by a Runbeck employee. Visitor badges are coded to restrict access to certain sensitive areas, secure vault, server rooms, etc.
Alarm Systems	Does the facility have an intrusion alarm system? Is the system routinely tested? When was the last test?	Yes all doors and access points are alarmed. Tests were conducted on 9/19/2012.
Guard Service	Is a guard service employed? If so, are they present during business hours or after hours?	Yes, a guard service is used during major high-integrity printing cycles when there is a high amount of activity

Category	Question	Response / Observation
		in the building. They are present both during business hours and after business hours depending on the need.
Parking Areas	Are frequent inspections made of parking areas?	YES , via CCTV
Key Control	Are building entrance keys issued on a limited basis? Is there a list of staff with keys?	Keys are limited and employees with keys are listed. Also, unique alarm codes are assigned to each person with a key.
Fire Protection	Is the facility equipped with a fire detection system and fire extinguishers?	Yes and yes. In addition, the secure vault has a specialized fire suppression system.
	Does the facility have fire escapes or fire stairwells?	Stairwells and fire escapes are not applicable as it is a one-story facility. There are documented fire escape routes and gathering points.
	Does the facility comply with local fire codes?	Yes.
Emergency Power	Is there a dependable auxiliary power source? Can it provide power for all office equipment, including the security systems?	Yes, it powers critical systems and critical employee machines necessary to perform needed functions all have Battery backups and all Servers supplied with 8hour backup time per rack.
Storage Areas for Records	Is confidential data stored during non-business hours in locked rooms or locked file cabinets?	Yes.
Information & Network Security	Do hardware, software and procedural techniques for protecting computers and networks exist? Are the procedures being followed?	YES, all software and hardware is locked and only limited staff has access. All digital files are stored the same way on a spare network with limited access
Mainframe, Server, Computer Area	How is visitors' access controlled in the areas near the company's computers and servers?	Server rooms are locked and only accessible via ID badge by authorized IT personnel.
	Do managers or employees monitor the activities of service personnel or other "invisible" personnel (ex. janitorial and maintenance workers) when	Yes, maintenance workers are supervised at all times while onsite. Janitorial work is done after hours, and janitorial workers do not have access to server rooms and all desktop

Category	Question	Response / Observation
	they are performing duties in the area near the company's computers?	computers are password protected.
Data Disposal	How is electronic media (i.e. CD, USB Drives, and Disks) disposed of?	Stored and then moved to a separate area to await proper disposal that follows DOE-compliancy 3pass secure erase. Or if damaged is physically destroyed and observed by staff member. A certificate of destruction is then issued.
	How are documents containing sensitive information disposed of?	There are shredders on site at the office as well as dedicated, secured shred cans and a company that destroys and shreds office documents.
Security Incidents	Have any break-ins or intrusions into the office occurred? Were they reported to the authorities?	NO break-ins or intrusions have occurred.

Category	Question	Answer
Facility Exterior	Briefly describe the facility	The building is one-story Brick & Stucco / with covered parking.
	Briefly describe the facility's barrier (gate, fence, and wall) and its condition (intact, holes, etc.)?	Gate-Housing Delivery vehicles and secure area between suites. Fencing along the back of the building and a retaining wall that circles most of the building.
	How is entry and exit of the parking area controlled? (Guard, Electrically Operated Gate, Other)	Open parking, no gates, with video surveillance.
Doors and Windows	Are the doors to the office visible from the street?	Yes
	Are all doors and other types of openings secured?	Yes, with both physical key locks and magnetic locks.
	Is the general security of windows facing the perimeter adequate?	Yes, Company name is only window by the front door, not on the main street. Very Low Profile.
Facility Access Controls	Are employees easily identifiable (wear uniforms or ID badges?)	Badges are required, customer-facing staff can wear Runbeck-logoed attire.

Category	Question	Answer
	Are there signs that clearly indicate restricted areas?	No, But badged entrance required
Storage Areas for Records	Are record storage areas inaccessible to unauthorized persons?	Yes. They are in locked areas or areas that require specific ID badges to access. Vault access limited to select personnel and must have alarm code and badge to access.
Public Area	Are waiting rooms next to areas containing sensitive information?	No.
	Are public rest rooms next to areas containing sensitive information?	No.
Information and Network Security	Are adequate steps taken to protect and isolate confidential and sensitive information?	Isolation – Users are assigned groups with access privileges. Protection – Passwords Protection of all data, on separate data VLAN's and subnets.
	Do appropriate hardware, software and procedural techniques for protecting computers and networks exist? Are they being followed?	YES, we have a list of "IT procedures" we follow and all are documented and updated with enhancements if needed. All Servers are behind locked and badged doors limited personnel have access privileges.
	Are any unauthorized devices connected to the network?	NO, and monitoring of all devices on the network at all times. Reporting services with alerts as well are setup for IT staff.
Mainframe, Server, Computer Area	Is the server room kept locked or unlocked?	Locked / and Key card access only to select groups of personnel

Addendum 2 – Runbeck Ballot Printing, Inserting, & Mailing Expertise

Common Ballot Printing Questions	Answer
How will ballots be prepared (print, packaged, reconciled)?	Runbeck can print, package and reconcile all ballots based on request files received from the County. One ballot will be printed for each request and there will be no excess to be destroyed after the mailing. Runbeck prints, packages, and reconciles all ballots for accuracy and security reasons.
Is your firm a certified Optical Scan Ballot printer? Certified for other tabulation firms?	Runbeck is certified to print ballots for ESS, Sequoia (Optech tabulation system) and Optical Scan Ballot (AccuVote tabulation system)
If you print ballots, will you print extra for our in-house (pickups) use?	Runbeck would be happy to print additional ballots as ordered or the County can print ballots for in-house use utilizing their Sentio Ballot Printing System®.
Can you accommodate the ballot style barcodes required for an in-house mail inserter?	Yes. Runbeck regularly prints both 2 of 5 and 3 of 9 barcodes. Runbeck can add its own 2 of 5 style ID barcode on the front of the ballot to be scanned by our Flowmaster inserter if necessary.
What length ballots can you accommodate?	Runbeck can print any size from an 8-1/2” x11” to 9-3/4” x 21”
What folding options? Does your folding interfere with tabulation?	Roll-folds, Z-folds and accordion folds can be accommodated. Our folds do not interfere with tabulation As an experienced and certified Optical Scan Ballot printer; we understand that folds cannot be positioned so that they hit a voting position/timing mark. Testing will also verify that the folds are correct not interfering with tabulation.
Describe your quality control procedures in the bindery.	Operators and helpers are trained in all ballot tabulation quality requirements. The operator will fan through ballots as the folder is loaded. Any ballots that do not meet quality requirements listed in the printing section above will be pulled from the load and will be reprinted. As each segment is folding, the operator and helper will intermittently check that folds do not drift into timing marks or voting positions. Ballots that are spoiled at the folder or pulled because of quality concerns will be

	reprinted. Ballots to be reprinted are documented on the Folder audit reports. The rejected ballots and Folder audit reports are then sent to the print room. Rejected ballots are matched one for one with the reprinted ballots and are then destroyed. Reprinted ballots will go through the same quality control procedures as described above. They will be married up with the original segment. Only then is the segment ready to be sent into the mail room. This ensures that only the correct style numbers, page numbers and quantities reach the inserter.
What testing do you expect by your customers to ensure that your printed ballots will tabulate correctly?	Runbeck requires that its customers proof all ballot styles using hard copy proofs provided by Runbeck. If the County's procedures require running a test deck before production, Runbeck will provide the needed ballots and will wait for an OK before proceeding.
Do you have experience with dual language ballots?	Yes. Runbeck has printed millions of dual language ballots. Justice Department requirements can change from election to election. Sometimes they require additional languages be printed on a single ballot. Other times, they have allowed a separate Spanish ballot. Runbeck will produce the ballots as designed for a particular election.
Do you have experience with multi-sheet ballots? Describe.	Yes. Runbeck printed and mailed its first multi-sheet ballot in the 2006 General Election for Maricopa County. It required that barcodes were created to identify the precinct as well as the sheet number. The inserter was required to see both a first and second sheet before making a piece good. Since that time, we have printed multi-card ballots for many counties across the nation in 2010 and 2012.
How does your process ensure the integrity of the correct ballot style and number of sheets for each voter?	The data file used by the inserter will include unique ballot style identification numbers for each ballot sheet required for a precinct/style. These identification numbers will be printed as 2 of 5 barcodes on the ballot sheets. Our Flowmaster inserter will have the capability to scan and match up to four ballot style sheets per packet. If the appropriate barcodes are not seen, a piece will be rejected and the machine will stop. The inserter is

	also equipped with doubles detect. It will stop running if it detects that more than one ballot page has been pulled from a feeder.
Describe your ballot reconciliation procedures.	After the final data file is created to be sent to the inserter, the file will be processed through SPS to create the print stream. This print stream is then segmented by SPS into smaller, more manageable segments. SPS will also create run reports. Two copies of the run reports will be produced and are used by both the laser operator and the quality control supervisor. The laser operator will initial and date the completion of each segment. The quality control inspectors will count and mark down, on the second copy of the run report, any ballots that do not meet the strict quality standards set by Optical Scan Ballot and Runbeck for ballot printing. They will also initial and date the segments as they are completed. The completed quality control run sheets are then turned over to the print operator for production of the replacement ballots. The laser operator will initial and date the completion of the printing of the replacement ballots on their copy of the run forms. After inspection of the replacement ballots, these ballots will be replaced into the same segment by the quality control supervisor. The ballots that were replaced will be destroyed.
Describe your print room quality control procedures.	Quality Control in the Print Room As each segment is printing, samples will be pulled and checked for quality by the machine operator. After each segment is completed, each ballot will be visually inspected to ensure that it meets both Optical Scan Ballot and Runbeck strict quality requirements including image registration front to back, image position, sheet size, and print quality.
What scope of service do you offer? ○ Domestic initial? (35 days prior) ○ UOCAVA initial? (45 days	 Yes. Yes.

prior) ○ Domestic daily? ○ UOCAVA daily?	 Yes. Yes.

Envelopes, Sleeves, & Insert Questions

Common Envelope, Secrecy Sleeve & Insert Printing Questions	Answer
For outbound envelopes (OBEs) and ballot return envelopes (BREs): ○ Do you have mandatory or optional physical requirements for OBEs and BREs? ○ Do you have mandatory or optional printing requirements for OBEs and BREs?	We would like to suggest the size of the carrier, while staying under the maximum allowable size, be 6 x 9 ½, to qualify for letter rate postage. This will make inserting of multiple-sheet ballots more efficient.
For Sleeves and Other inserts: ○ Do you have mandatory or optional physical and printing requirements for Sleeves and Other Inserts?	We are comfortable with most standard size and printing requirements. For smaller inserts 5-1/2x8-1/2 or less, we request paper to be a minimum of 90# index if they are a single page. If they are a folded insert, 70# text will be appropriate.
Do you have experience with dual language envelopes, sleeves and inserts? ○ Describe your experience	Yes. We have printed dual language envelopes and secrecy sleeves for several customers, including Maricopa County, AZ, Pima County, AZ, and the City of Tucson.
Does each of your paper items have sufficient space for dual languages? ○ BREs and Sleeves are sometimes of particular concern.	We are comfortable with most standard ballot sizes that provide for dual languages.
How is the paper products sourced? Your vendor? Our vendor? Optional?	Runbeck can print anything from an 8-1/2x11 to 9-3/4 x 19. Paper quality is a very important component of a successful print project. As such, Runbeck provides paper for all items that we print. We have ongoing relationships with several paper vendors. We use only the highest quality ballot stock. The cost of paper will be included in all printing prices including ballots, envelopes, and inserts.

File Preparation Questions

Common Mail Ballot File Preparation Questions	Answer
Describe how your file preparation process works.	Runbeck will CASS certify Domestic files and add Intelligent Mail Barcodes to domestic CASS certified records. Application identification data will be added based on customer requirements. Unique Ballot Sheet Style ID's will also be added to data file. Final inserter input files will be created.
How does the process accommodate each different status?	Packets will be assembled in two groups based on packet status: **1. Military:** Package Contents: ○ Carrier Envelope with USC Postage Paid permit ○ Business Reply Envelope with USC Postage Paid permit ○ Absentee Overseas Secrecy Sleeve **Preparation for USPS:** ○ Tray per USPS requirements **2. Domestic** Package Contents: • Carrier envelope with non-profit permit • Domestic Courtesy Reply Envelope • Domestic Secrecy Sleeve **Preparation for USPS:** • Per USPS requirements

Tracking

Common Absentee / Vote-by-Mail Ballot Tracking Questions	Answer
Do you have experience accommodating TMM file prep with IMB	Yes. Runbeck began working with TrackMyMail in early 2010 and began applying IMB barcodes to

barcoding? Describe.	outbound ballot mail in May 2010.
Who is responsible for acquiring Mailer ID and unique Serial Numbers from TMM for each file pull?	Runbeck utilizes TMM's Mailer ID. We utilize TMM's PT Desktop software to generate serial numbers. The County will be given user IDs and passwords that will allow only designated employees to access tracking information specific to the County mailings.

Compatibility with Automated Absentee / Vote-by-Mail Processing

Inserter Compatibility Questions	Answer
How will your process ensure that all pieces are compatible with standard inserter technology for inbound processing? ○ An Application ID number barcode (AppID) is needed on the BRE reverse, in lieu of a Voter ID barcode. ○ The AppID should be located on the BRE at the same location as our pickup BRE.	Runbeck will concatenate data in the request file to create the Application ID No. as specified by the County / State. This number will be printed as a 3 of 9 barcode on the certificate envelope in a position to be specified by the County / State. Printed samples of the 3 of 9 barcode will be provided to the County, State, or Regional center for testing prior to production.
Can you vary the location and type of ID barcode on the BRE for each of your customers?	Yes. We have the capability of printing a 3 of 9 barcode. Print heads can be adjusted to position barcodes as needed.
Can your file prep and production process accommodate AppID in lieu of Voter ID?	Yes, as described above.

Equipment

Ballot Printing and Processing Equipment Questions	Answer
How is ballot style and ballot sheet integrity ensured across your systems and equipment?	**Ballot Printing:** Ballots will be printed in segments determined by the SPS software. **If Ballots are printed in precinct order:** • Card 1 for a given precinct will be printed in total followed by card 2, when necessary. • Precinct Footer cards will separate each segment. **Bindery:** • Each segment will be folded separately. • The folded ballots will be put in mail trays and will be tagged with the segment name, file type, quantity and date and time of completion. • Operators will log the completion quantity and time for each segment on the bindery tracking/control log. **Inserting:** • The inserter will scan a barcode on the ballot(s), indicating the precinct, party and page number, and query the voter database for a match. • The inserter will collate the ballot(s), additional inserts and a BRE and insert into the carrier envelope. • The inline Inkjet will then spray the return information including a 3of 9 Barcode through the open window on the certificate envelope as well as the recipient address with an IMB on the carrier envelope. • The voter record in the data file will be date and time stamped when a piece is successfully completed. • A date and time-stamped record cannot be reprinted, eliminating the possibility of duplicate packets being produced. Because one ballot is printed for each request, no ballots should be left when a file is completed.

Mailing

Common Mailing Questions	Answer
Describe how you process DPV coded, no DPV domestic and foreign style address mail pieces. ○ Does your process accommodate Overseas voter envelopes and sleeves mailed to a domestic style address? ▪ The domestic address could be APO/FPO/DPO, or a relative's residence in the or elsewhere in the USA.	DPV coded packets will receive an IMB and will be sorted for non-profit automation rates. Domestic addresses that are not DPV coded will not receive an IMB and will be sorted for non-profit, non-automation rates. If there are foreign addresses in a Domestic file, first class postage will be applied. Yes. Packet contents will be determined by the file type, as described earlier, not the address.
Describe how you process NCOA match v. no NCOA match pieces.	NCOA match records will be mailed with first class postage. No NCOA match records will mail non-profit presort.
For DPV errors and NCOA matches, do you provide statistics? DPV Error Voter Lists? NOCA Match Voter Lists?	Upon request all of these reports will be available.
Do you provide copies of Postage Statements? Qualification Reports? Mail Drop Receipts?	Postage statements are provided to all customers. These act as receipts from the USPS. Qualification reports are available upon request.
Whose USPS permit is used? Ours? Yours? ○ If ours, do you have experience with Company Imprint indicia?	Runbeck can drop mail in the USPS using a Runbeck permit, a State permit, or a County permit. Runbeck has extensive experience with Company Imprint indicia.
Do you offer P&DC drops?	Yes.
Do you optimize the mailings for maximum discounts? ○ For example, initial mailing: ▪ Nonprofit Automation (DPV coded pieces)	Yes. Our pre-sorting equipment will automatically qualify the mail for the lowest postage rates.

▪ First-Class single piece (NCOA matches – 18 months)	
Will you implement and offer Election Price Category First-Class Mail when available?	Yes.

Addressing

Common Absentee / Vote-by-Mail Addressing Questions	Answer
Does your addressing accommodate all known address styles? ○ Specifically, do you accommodate 6 line addresses? ▪ (name, Addr1, Addr2, Addr3, City/State/Zip, Country) ▪ Five lines are common for college campus domestic addresses. ▪ Six lines are common for Far East foreign style addresses. ○ Do you accommodate variable line counts (3, 4, 5 and 6 lines)? Are blank lines suppressed? ○ What is the maximum number of characters for each line?	Yes. We can accommodate up to six-line addresses. We can accommodate variable line counts. Blank lines will be suppressed. Maximum number of characters per line? 250
Does your addressing accommodate domestic "relays" for Overseas voters? ○ Example: Jane Smith, C/O John Jones, PO Box 1234, Skillman NJ 08558, USA ○ Does your process accommodate an occasional “USA” in the Country field for domestic addresses? ○ Does your process accommodate an occasional	Yes. We can print up to a 6-line address.

"C/O" at the beginning of Addr2?	
Can you force All Caps addresses?	Yes
Do you provide electronic images of each outbound physical piece, as actually addressed?	Yes. An image of each completed packet will be taken on the sorter. Images will be saved as .tif images on the Inserter's local hard drive and can be sent to the County upon request.

Looping

Common Absentee / Vote-by-Mail Looping Questions	Answer
How many address barcodes (either IMB or Postnet) do you print on BRE's, including front and back? ○ If more than one, how is looping avoided?	Looping will not occur with our process. The outbound mail address and IMB would be printed on the outbound envelope. No postal barcode will be printed on the BRE with the exception of the business reply IMB that will be preprinted on the front of the envelope. On the opposite side of the BRE, a pre-printed line directs the Postmaster to not deliver to this address, thus avoiding looping.

Addendum 3 – Runbeck Agilis® / VBM Processing Expertise

Vote-by-Mail Sorting Requirement	Runbeck Agilis® Ballot Sorting & VBM Sorting Specifications
The system must be a relatively small footprint due to the County / State's limited storage and production space. The system should also be portable so that it can be moved within the County / State facility without much difficulty. It is preferable that the system not require more than standard electric power supply with an 110V outlet.	The Agilis transport weighs approximately 700 lbs. and the stacker weighs approximately 400 lbs., making it one of the lightest sorting solutions on the market. There is no need for added floor support or modifications to the building infrastructure in order to accommodate the Agilis. The Agilis comes with rubber wheels and is easily moved into and round building structures. The Agilis was designed and built to be portable and small. It measures 34" wide and fits easily through any standard doorway. The unit comes with rubber wheels and adjustable legs to stabilize and lock in place. This design makes it extremely easy to roll into and out of production or storage areas or standard freight elevators. Engineered for quick set-up and ease-of-use, the Agilis can be rolled out and ready-to-use in less than an hour. The Agilis does not require clearance around the chassis. It is engineered to accommodate the cooling fans without added clearance. The entire machine can be placed against the wall to maximize room space. A U-turn is an optional feature to help minimize the footprint of the Agilis for more space efficiency. Power Requirements: Transport – 12 Amps / 115 Volts Stacker – 2.5 Amps / 115 Volts
The system must be able to handle various size envelopes and varying thickness of envelopes: Height: 5" – 10" Length: 5" – 10" Weight: 1 oz. – 16 oz. Thickness: .01" - .5"	The Agilis was designed to adhere to the automation standards set by the USPS. It handles many ballot envelope sizes, of varying thicknesses and rigidity. •Length Minimum / Maximum: 5" – 13" •Height Minimum / Maximum: 3.5" – 10" •Weight Minimum / Maximum: .07 oz. – 16 oz. •Thickness Minimum / Maximum: .007" - .5" The Agilis can handle and scan colored envelopes of varying

	sizes up to the maximum specified above.
The system must have an automatic mail opening feature.	The Agilis has the ability to incorporate an envelope opener for envelopes considered to be valid following signature verification. The envelope opener would be utilized during the final, or audit pass for envelopes considered valid. The opener is a modular item on the Agilis.
The system must stamp the date and time on the envelopes.	As part of its standard configuration, the Agilis has the ability to print the date and time on the envelope. In addition, it can print static information such as "Received by A County, State, or Regional center on…."
The system must be capable of reading a code 39six barcode that contains: the voter's unique identifying number as assigned by the County / State's Voter Registration System; the current election; and the voter's precinct and/or ballot style. The system must be capable of rejecting any ballot that does not meet those requirements.	The Agilis has the ability to scan a 39six barcode, using a hand-held scanner, to capture the barcode information on the envelope. This feature can be used to look up the voter, scan history on the envelope, and for checking on the status of the envelope. When scanning the incoming ballot envelopes, the Agilis validates the unique tracking number on the envelope to the voter's SCORE number, Election ID or Voter ID. The Agilis is configured to process ballot envelopes as specified by the County. Any mail piece that does not match the pre-determined dimensions or key identifier will be out-sorted by the software as out-of-spec and will be available for manual verification. The Agilis is equipped to be configured prior to every election to allow the County to establish the quantity as well as the batch or group criteria for the election. The configuration includes the ability to separate by precinct, district or other sort scheme the County desires. The configuration can be completed by county employees.
The software solution must integrate with the voter registration database, and the selected vendor will be expected to directly collaborate with representatives from the voter registration system vendor and key staff assigned	The Runbeck team has successfully implemented the API for the Agilis to integrate with SCORE for signature capture and verification. This interface allows the Agilis software to download and upload voter and signature files. We have found even within the same VR vendor a 'one size fits all' solution is rare. Counties and VR vendors have modified and/or are on various software releases. We expect to work closely with the DOS and SCORE staff to be certain that every implementation of the Agilis provides immediate

to this project.	efficiencies, cost savings, and more up-to-date voter registration records.
The solution must allow for on-screen envelope comparison of the voter's identification and signature on the envelope to the data contained in the Voter Registration database. The voter registration database must be updated to reflect the accepted or rejected status. If the envelope is accepted, voter credit is given.	The Agilis comes equipped with a camera and camera illumination that allow the system to capture an image of the entire front side of the ballot envelope (approximate size 10" x 12"). The images recorded are used to verify that each envelope has been signed by the registered voter and to report that the mail ballot has been received by the county. For capturing the envelope image and cropping the signature image, the Agilis cameras uses 200 DPI and LED Illumination for high-quality images, which can be uploaded into SCORE. The Agilis can capture the envelope and the signature images. These image files are captured in a single sorting pass and can be used for signature verification and uploaded into SCORE at any time as required by an individual County, the State, or Regional center. These images can be used by the Agilis to verify and match the voter signature with the downloaded, archived image file from SCORE. The operator can review previously challenged or accepted signatures that have been out-sorted based upon the customer's chosen configuration. The Agilis is able to display the cropped signature from the ballot envelope side by side or stacked. SCORE signature image is displayed on screen next to the image that was captured by the Agilis during the sort pass Should A County, State, or Regional center require that signature verifications using the full envelope image are desired, the Agilis can be configured to accommodate that requirement. The Agilis has the ability to download daily updates from SCORE, and use existing SCORE signature clips which are used to accept or reject the envelope image based on the reject codes provided from SCORE. The Agilis can update SCORE database as needed by the County, State, or Regional center. In addition, information, such as whether a voided ballot exists, or a 2nd ballot has been issued to a voter, can be updated from SCORE to the Agilis. For manual signature verification, the extracted image is displayed on an Agilis terminal screen and compared with the archived signature image from SCORE. The SCORE signature image is displayed on screen next to the image that

	was captured by the Agilis during the sort pass. Automatic signature recognition (ASR) software will process in batch mode after the operator 'releases' the signatures for processing. We feel this is better workflow and reduces the number of overall pockets required on the system. To process in-line, while sorting, requires that before a piece is assigned to a pocket it must pass ASR you then need pockets for accepted signature and rejected signatures thus increasing the pocket count and increases the possibility for mishandling of the mail. The signature verification technology being implemented by RES is used in vote-by-mail application in multiple counties in California and in the United Kingdom. The same technology is also used in several US and foreign banks for signature verification for fraud detection on checks. In addition, information such as whether a voided ballot exists, or a 2nd ballot has been issued to a voter, can be updated from SCORE to the Agilis. The Agilis has the ability to download daily updates from SCORE, and to use existing SCORE signature clips which are used to accept or reject the envelope image based on the reject codes provided from SCORE. The Agilis can update SCORE database as frequently as necessary by the County, State, or Regional center and has the ability to provide simultaneous usage of signature verification and sorting operations.
The system must be able to sort ballots and classify as "accepted" or "rejected" and then have the flexibility to sort by district or precinct within each classification.	The Agilis is configured to process ballot envelopes as specified by the County, State, or Regional center. Any mail piece that does not match the pre-determined dimensions or key identifier will be out-sorted by the software as out-of-spec and will be available for manual verification and can be classified as "accepted" or "rejected". The Agilis is equipped to be configured prior to every election to allow the County, State, or Regional center to establish the quantity as well as the batch or group criteria for the election. The configuration includes the ability to separate by precinct, district or other sort scheme the County, State, or Regional center desires. The configuration can be completed by county employees.

	The Agilis has the ability to accept or reject the envelope packet based on any reject codes provided from SCORE. The Agilis is equipped to be programmed to separate out valid from challenged envelopes. Upon completion of signature verification, the envelopes are sorted into either valid or challenged trays. The system allows for printing of tray tags by sort. Challenged packets will be separated into trays by type of challenge code (No Sig, bad sig etc.). There is no real limit on the number of challenge codes that can be used for sub sorting. The Agilis has been built with the ability to detect the thickness of each mail piece. This feature makes it possible to out-sort any piece that does not meet the thickness criteria, allowing for manual inspection and verification. The Agilis can also separate envelopes with no signature line. This feature comes standard with the Agilis. The separation of blank signatures can occur upon completion of signature verification. The Agilis can allow A County, State, or Regional center to sort down to precinct level.
The system must provide an audit trail for each envelope.	The Agilis provides election officials with the ability to sort their own mail ballots and verify voter signatures with complete accuracy and a full audit trail, in their own secure production facility. Operating system rights can be assigned and user permissions can also be assigned to operate the Agilis. Those permission levels can be set by the Agilis administrator.
The system must generate reports such as the number of ballots per day, the number of accepted and rejected and the reason for the rejection, as well as the number of ballots per	Detailed audit reports provide tray number, tray count, piece status (accepted or rejected and reason), ID numbers, precinct numbers, Election ID, Application ID numbers, Sort Value, Sort Field, Date and Time, etc. Reports are broken out by Election Report, Reject Tray Details, Piece Report, and Ready to Sort Trays. Reports can be accessed via a web browser by county personal that have appropriate

district or precinct.	access and can be customized.
The solution must include onsite personnel for installation and integration of the product.	The Agilis project implementation team is outlined in the Organizational Chart included in the proposal. Our team is available for the installation and integration of the Agilis through testing, training, and election set-up for the first 3 days of the first election. We provide manuals for training, troubleshooting and operations.
Selected vendor must provide a comprehensive training program that includes hardware, software, troubleshooting and processes and procedures.	Runbeck provides detailed training and on-site support for the County, State, or Regional center that result in the County, State, or Regional center's ability to become self-supported in the use and operation of the Agilis. To accomplish the goal of self-supported, Runbeck uses a three-tiered training approach, which allows the County, State, or Regional center to pre-determine the staff necessary at each of the three training sessions: 1. The first tier focuses on operational aspects of the Agilis, such as operating the Agilis software, generating reports, identifying and resolving exceptions to vote-by-mail envelopes, resolving orphan envelopes, sweeping and sorting envelopes into precinct-specific trays and importing and exporting voter information to and/from the Agilis. 2. Tier two focuses on maintaining the Agilis hardware, such as cleaning the Agilis and its transport and stacker(s), replacement of belts, sensors and other items on the Agilis, and installing and testing the network configuration of the Agilis. 3. Tier three involves troubleshooting the Agilis hardware and software. This includes the identification of any issues related to the camera, sensors and belts, server and workstation, and feeder system and resolving jams and other hardware items affecting performance of the Agilis. The software troubleshooting training includes identifying and resolving any software-related issues. By adopting a tiered training approach, RES believes the County, State, or Regional center will achieve a comprehensive understanding of the system and competency on the Agilis. Runbeck will provide the County, State, or Regional center with the ability to receive refresher training as requested by

	the County, State, or Regional center. Upon initial training, Runbeck will assess the County, State, or Regional center's additional training needs for becoming self-sufficient in operating and maintaining the equipment, and will work with the County, State, or Regional center to identify and schedule additional detailed training on the Agilis. We work with the County, State, or Regional center to define their unique process and assist with integrating that process into the sorter process to create an environment that allows for the least amount of stress and change to the COUNTY / STATE staff As part of the overall pricing of the Agilis, Runbeck provides on-site support days at the County, State, or Regional center for the first 3 days of the first election. On-site support days allow the County, State, or Regional center to receive additional "ad hoc" training, project management, testing, and pre-election support on the Agilis. Runbeck will provide the County, State, or Regional center with an operations and service manual for the Agilis in electronic and print copy. Both manuals will provide the user with system, operation, hardware and software and troubleshooting information.
Software solution must include a 3-year warranty.	The Agilis software comes with a 3-year warranty.

Additional Agilis® Ballot Sorting System Specifications and Features	
Generate tray tags for each tray	After trays have been completed, the Agilis has the ability to print out a tray tag. The Agilis can create batches or groups that are identified by detailed tray tags. The tray tags include detailed information on the tray number, the sorting pocket, precinct number, election ID, number of pieces in a tray, date and time stamp, and first and last piece number contained in the tray.
Ability to regenerate/reprint SCORE mailing labels if necessary	The Agilis has the ability to regenerate the tracking barcode on an envelope to allow for processing in the event the barcode is un-readable.
Automated double envelope feed detection.	The double detection capabilities of the Agilis allow for envelopes that may be stuck together be out-sorted and available for manual inspection and verification.

Addendum 4 – Agilis® Ballot Sorting System Technical Specs

Portable. Affordable. Easy-to-Use.

The Front-Runner in Solutions

SPECIFICATION	
Mailpiece size	
Length Min	5"
Length Max	13"
Height Min	3.5"
Height Max	10"
Thickness Min	0.007"
Thickness Max	0.5"
Weight Min	0.07 oz
Weight Max	16 oz
Transport Type	**Single Speed**
Belt Speed	**80 IPS**
Cycle Speed	**18,000**
w/ Scale	10,000
Operational Throughput (#10)	**14,400**
w/ Scale	8,000
Envelope Aspect Ratio	**Length/Height**
Minimum	**1.3**
Maximum	**2.5**
Image Capture	**10"**
Camera DPI	200
Illumination	LED
Printer types	**IncJet**
Max # of Back Side Printers	1
Max # of Front Side Printers	3
Max Number of Pockets	**112**
Power Requirements	
Transport	12A/115V
Stacker	2.5A/115V
BTU's Per Hour (transport)	**4710**
BTU's Per Hour (stacker)	**1175**
Operational Environment	
Minimum Temperature	10C (50F)
Maximum Temperature	35C (95F)
Minimum Humidity	30% RH
Maximum Humidity	90% RH
Storage Environment	
Minimum Temperature	5C (41F)
Maximum Temperature	35C (95F)
Minimum Humidity	30% RH
Maximum Humidity	90% RH
System Dimensions	
Transport (Length x Width x Height)	**60" x 34" x 73" (including monitor)**
Stacker Module (Length)	**56" x 34" x 41"**

Agilis RUNBECK Election Services

BALLOT SORTING SYSTEM

Addendum 5 – Sentio Ballot Printing System / BOD Expertise

BOD Requirement	Runbeck BOD / Sentio® / Simulo™ Specifications
Provide for the printing of paper ballot on-demand for issue via mail, at polling sites, through County Elections Offices, and Service Centers.	The Sentio® (BoD) system receives a ballot request from SCORE and selects the proper ballot for that voter by reviewing the party, language, precinct, ballots style, or other pertinent information. Over 5 million ballots have been printed on Sentios in this fashion in the past 5 years. Runbeck has successfully implemented the SCORE interface with the Sentio Ballot Printing System® for use in all Colorado counties. Bill O'Neill, Vice President of Software Engineering for Runbeck, worked with the Colorado Secretary of State's office to develop and implement the SCORE interface. This interface sends a "txt" file to a shared folder that the Sentio monitors and imports into the Sentio system, then identifies and prints the correct ballot (precinct/ballot style, party, language) for the voter. This interface was successfully used starting with 2009 special elections in Colorado The Sentio has the ability to print duplex ballot cards for all size standards for each tabulation type used in Colorado, with a maximum ballot sheet of 19". On-demand mail ballots, polling site ballots, counter ballots, or voting service centers can be printed utilizing the Sentio Ballot Printing System®. The Sentio can be configured with our patent-pending paper feed tray. This special configuration gives the Sentio the ability to print ballots according the stringent specifications of ballot tabulation requirements. Runbeck Election Services complies with the ballot printing specifications for Hart, ES&S, Optical Scan Ballot, and Sequoia-type ballots, printing ballots on the required weight ballot stock.
Describe the API and integration with voter registration systems.	Runbeck has successfully implemented the SCORE interface with the Sentio Ballot Printing System®, in six Colorado Counties: Adams, Denver, El Paso, Jefferson, Larimer, and Weld.

	Bill O'Neill, Vice President of Software Engineering for Runbeck, worked with the Colorado Secretary of State's office to develop and implement the SCORE interface. This interface sends a "txt" file to a shared folder that the Sentio monitors and imports into the Sentio system, then identifies and prints the correct ballot (precinct/ballot style, party, language) for the voter. This interface was successfully used starting with 2009 special elections in Colorado Runbeck has an excellent relationship with the Colorado Secretary of State's office and has worked to develop a new, easier interface with SCORE for ballot-on-demand.
Integration with eBallot technology.	Runbeck' Sentio Ballot Printing System® and Simulo™ Ballot Duplication Software seamlessly integrates with Everyone Counts' Transcriber™ technology as evidenced in El Paso, Jefferson, and Denver Counties. The integration and ballot production using these technologies have been successfully providing tabulation-ready ballots for these counties during several election cycles.
First-Issuance Ballots, Daily Ballots, and Replacement Ballot Printing Capabilities	The Sentio Ballot Printing System® is capable of printing first-issuance ballots as well as daily batch printing and replacement ballots or ballots used for hand-marking during the duplication process. Additionally, for any batch processing, a user can create a list of ballots to be printed based on the needs of their election process. That "pick list" is imported into the Sentio and the requested ballots are created and printed. The "pick list" can be modified in the Sentio to print in any order required by the user. The Sentio has the ability to import "txt" files to produce and print individual ballots for counter, vote center or other locations, or for supplemental batch ballot printing. When supplemental batch printing is needed, the Sentio imports a "txt" file created from SCORE to create a "pick list" for a batch of ballots to be produced and printed. The Sentio® (BoD) system can accept individual requests for voting convenience centers and issue the proper ballot

	for any voter from any location in the State. The system can also track and report on any type of ballot requested, voting convenience center, early voting, Election Day, Absentee, etc.
Provisional and Duplication Ballot Printing Capabilities	The Sentio Ballot Printing System® is capable of printing ballots for provisional and duplicate ballots. Along with its capabilities regarding over-the-counter and supplemental batch printing, the Sentio can print provisional and duplication ballots as needed by the County, State, or Regional center / State.
Election –Specific Information Printed on Ballots	Upon submission of the final ballot layout by each County (ballot PDF or postscript files), Runbeck has the ability to colorize ovals and add any other graphic components. The Sentio can also place any election-specific variable text on the ballot at the time of printing such as precinct number, ballot style number, or category (i.e. provisional, mail-in, duplicate, etc.) Additionally, these ballots can have a sequence number printed on the ballot, whether on the header or stub of the ballot. Runbeck is also able to add any graphics or color tint to the ballot art as requested by the customer. Runbeck will send proofs to each County prior to final completion of the ballot artwork for the election. All ballot files within the ballot repository on the Sentio are produced from post script or PDF formatted files.
Accurate Printable Records	The Sentio has a robust reporting feature, which allows the user to view summary or detailed reports indicating the number of ballots printed for the election, per day, per precinct/ballot style. Additionally, there are reporting features indicating the number of ballots printed based on the specific print job (e.g., supplemental, counter, duplicate).
BOD Printing of Ballots – one-at-a time and simultaneously	The Sentio is able to duplex-print ballots up to 19”, printing on both sides simultaneously.

	The Runbeck Sentio Ballot Printing System® (BOD) is able to simplex and duplex print up to 19" ballots in any column configuration and any number of voting positions. Runbeck has extensive experience printing ballots of this size in Colorado.

Ability to process/print ballot sizes, up to 19" in length that are of "ballot stock" weight, which are capable of being accurately processed by Hart, ES&S, ES&S (formerly Optical Scan Ballot), and Dominion (formerly Sequoia) voting equipment.	The Sentio has the ability to print duplex ballot cards for all size standards for each tabulation type used in Colorado, with a maximum ballot sheet of 19". The Sentio can be configured with our patent-pending paper feed tray. This special configuration gives the Sentio the ability to print ballots according the stringent specifications of ballot tabulation requirements. Runbeck Election Services complies with the ballot printing specifications for Hart, ES&S, Optical Scan Ballot, and Sequoia-type ballots, printing ballots on the required weight ballot stock.
All connections that are required to make BOD printers connected to standard TCP/IP LAN.	The Sentio® (BoD) comes complete with all network connections required. These can be a hard LAN, Cat 5 or 6, a 3G air card or MiFi, or a DSL or cable connection. Runbeck will work with each County and the DOS to determine the desired network connectivity.
All hardware that is necessary for programming, troubleshooting, and printing reports from BOD system.	The Sentio comes with all hardware necessary for programming, troubleshooting, and printing (in CSV or PDF format) auditable reports of all ballots printed on each of the Sentios used during an election. These reports can be in summary or detailed format, and can specify the type of ballot printed for the election (duplicate, counter, supplemental, precinct). Included in the initial hardware support will be continuous training on the Sentio Ballot Printing System, identification and resolution of troubleshooting and other issues, such as paper jams, machine errors, and network configuration, among others.

All hardware that is necessary to move BOD system to and from various locations multiple times a year, including a cart with heavy duty wheels.	The Sentio is designed to be deployed to various locations and environments throughout its term of use. We have successfully deployed over 250 units, many of which have been used in excess of 15 elections and moved to different locations each time, across asphalt, concrete, tiled floors, cobblestone, etc. These units are deployed in pickup trucks, U-Hauls, and semis with little to no issues. The carts come with 4-1,000 lb. rated rubber wheels that absorb much of the terrain, while the printers are also sitting rubber mounts. Everything is mounted on solid steel with heavy duty components. These units have been fully deployed and tested for over 4 years. The Sentio is a fully contained unit allowing for easy mobility and set up.
All hardware that is necessary to hold blank ballot stock for printing (the desired amount is 100 sheets, however 50 sheets will be acceptable).	The Sentio comes equipped with all hardware necessary to hold more than 100 sheets of ballot stock for any given ballot style, i.e. Hart, ES&S, Optical Scan Ballot, or Sequoia. Our patent-pending paper feed tray holds up to 1 ¾" of ballot stock and the type of ballot stock is based upon tabulation type. The volume breakdown is below: **Ballot Type:** — **Sheets/inch:** Hart / ES&S — 150 sheets/inch Optical Scan Ballot — 135 sheets/inch Sequoia — 110 sheets/inch
All hardware that is necessary to hold printed ballots in an output bin to prevent disorganization of printed ballots (the desired amount is 100 sheets, however 50p sheets will be acceptable).	The Sentio comes equipped with all hardware to deliver printed ballots in the order in which they were printed. Regardless of tabulation type, the Sentio is configured to maintain the integrity of the output and will accommodate more than 100 printed ballots in a bin.
All printer hardware that is necessary to produce ballots at a rate of at least one ballot per minute.	The Sentio, depending on the tabulation type of the ballot printed, will print between 5 and 10 ballots per minute. The Sentio® (BoD) system receives a ballot request from SCORE and selects the proper ballot for that voter by reviewing the party, language, precinct, ballots style, or other pertinent information. Over 5 million ballots have been printed on Sentios in this fashion in the past 5 years.

The BOD system must fit into a Windows environment network with standard use of TCP/IP protocols and integrate with the SCORE system.	The Sentio Ballot Printing Systems® (BoD) interfaces with SCORE by allowing a ballot to be "issued" out of SCORE. The specific ballot (precinct, party, language) information is sent over to the Sentio® which identifies and prints the correct ballot for the voter. Additionally, for any batch processing, a user can create a list of ballots to be printed from the requests from SCORE. That "pick list" is imported into the Sentio® and the requested ballots are created and printed. The "pick list" can be modified in the Sentio® to print in any order required by the user. The Sentio® (BoD) interface is specifically designed to be usable by all levels of computer users from the novice to the advanced level. The system uses: large fonts; color coded print resolution; large buttons and tabs; and user friendly error codes. The system set up follows a simple and logical left to right workflow with clear instruction and filed labels. The Sentio uses standard TCP/IP protocols and uses a standard Microsoft Windows workstation and SCORE provides the ability to save a shared network drive, making the provision for SCORE / Sentio integration.
The BOD system must allow specific users to log on to the system for detailed tracking by user log-on name.	The Sentio® (BoD) has multiple levels of security, starting with multiple windows logins to secure the Sentio® (BoD) to specific functions. Additionally, the Sentio® (BoD) software allows for multiple levels of security that lock down the functionality each user has access to. The standard Sentio® (BoD) user levels and functionality are: • **Administrator:** Can set up users, jobs, overlays, security parameters, printer configuration, VR import parameters, send manual request, print duplicates, run reports. • **Supervisor:** Can set up jobs, overlays, printer configuration, VR import parameters, send manual request, print duplicates, run reports. • **Operator:** Can, send manual request, print

	duplicates, run reports. • **Monitor:** Can monitor system and run reports. Using windows authentication, security parameters are set up on the BoD that do not allow a user to move or copy ballot files and there is no software installed on the system that would allow editing or manipulating of the ballot PDF files. The user permissions are also set up to not allow poll workers to install software on the system. Additionally, all ballots on the Sentio® (BoD) are password protected and can be encrypted. The Sentio® (BoD) has extensive event logging through the Windows environment as well as the Sentio® (BoD) software itself. The logging captures all connection attempts, individual user activity, file activity and system activity.
The BOD system must record and identify which operator printed each ballot.	The Sentio® (BoD) system has a simple one-click daily report that is completely configurable by the user. The daily report can include summary and detailed information about all ballots and voter activity within the system including the number of ballots printed, the types of ballots printed, who (which operator) requested the ballot, the name of the voter the ballot was generated for, the time, date and location of the request, and many other details.
The graphic interface for the BOD software must allow for authorized users to change the function or type of ballot that will be printed as necessary, and as frequently as needed throughout the day.	The Sentio® (BoD) interface is specifically designed to be usable by all levels of computer users from the novice to the advanced level. The system uses: large fonts; color coded print resolution; large buttons and tabs; and user friendly error codes. The system set up follows a simple and logical left to right workflow with clear instruction and file labels. The Sentio also allows authorized users to add any designation or graphic component “on the fly” when the printing occurs, based on the type of ballot requested. Election job set-up configurations can be simply changed by selecting the type of ballot (duplicate, provisional, poll, etc.) from a drop down menu.
The BOD software must produce	Reports detailing the remaining levels of consumables are

information for operators regarding the quantity and remaining levels of consumables, including: toner, maintenance, rollers, fusers and other common printer consumables that should be expected to be replaced.	available by printing a configuration report, integrated within the printer system.
The BOD system must include a graphic interface for administration, programming, troubleshooting, networking (including SCORE interface), and producing reports.	Runbeck will provide the DOS and Counties with training that includes identifying and resolving troubleshooting issues, operating the system, election set-up, and setting up and creating print jobs. The Sentio® (BoD) interface is specifically designed to be usable by all levels of computer users from the novice to the advanced level. The system uses: large fonts; color coded print resolution; large buttons and tabs; and user friendly error codes. The system set up follows a simple and logical left to right workflow with clear instruction and file labels.
The BOD system must include a full set of documentation applicable to the specific build and install executed to the DOS. The vendor is responsible for reviewing manuals for accuracy. All features described in any of the software manuals must perform as described.	The Sentio® (BoD) comes with simple reference guides demonstrating the proper operation of the equipment. The one-sheet guides show staff how to start up and shut down a unit, change out consumables, print a ballot manually or through SCORE, simple troubleshooting and operation. They are large print and use color diagrams to make it easier to follow and understand. There are also simple to follow video available demonstrating each of these tasks. Additionally, each Sentio® (BoD) is deployed with a detailed user manual that specified all functionality of the particular system build. Copies of our training manuals and video for both the Sentio and Simulo will be provided to all trainees and are also available for download.

Detailed Training available.	Runbeck will provide training for staff as agreed upon. This training can occur either by phone or in person. Runbeck offers full training to Counties on the proper

	usage, maintenance and storage of the Sentio® (BoD) to give the County, State, or Regional center the ability to be completely self-reliant. Runbeck will work closely with the DOS to assist them in any training the State wishes to perform. • 1st level train-the-trainer for poll worker (operator) training • 2nd level Certification training • 3rd level Refresher training as needed or requested **Technical Operation:** The Sentio® (BoD) is almost completely self-contained. The only things needed to be supplied to operate the system is an adequate power supply of 110V, 15amp dedicated circuit for each set of 4 units (if applicable); and a connection to SCORE with up-to-date voter information. That connection can be a hard LAN, Cat 5 or 6, a 3G air card or MiFi, or a DSL or cable connection. **Personnel:** Runbeck provides staff training which includes basic troubleshooting and consumable management and replacement. **Advanced Personnel:** Runbeck further recommends the County, State, or Regional center designate staff member be trained for more advanced troubleshooting and system management. Runbeck will work with the DOS during initial Sentio Ballot Printing® System implementation to identify the training requirements for the DOS and for each County, including training dates, personnel for training, and regional locations for training to take place. The training could be modified based on any unique requirements to the DOS. Refresher training will be agreed between Runbeck and the DOS based on lessons learned from previous active election cycles, troubleshooting or other issues. Runbeck will work to identify specific training needs for these sessions. Runbeck also gives the County, State, or Regional center the option to contract full maintenance plans where we will perform a full preventive maintenance on the equipment at

	intervals agreed upon between Runbeck and the County, State, or Regional center / State. We recommend an annual PM, depending on the usage and storage of the equipment. Additionally, during the election cycle, Runbeck provides all initial election setup and testing, regular check ins, 24-hour phone and email support, and an online trouble ticket logging system at no additional charge to the State or County. We also offer flexible support plans where the County, State, or Regional center can contract with Runbeck to provide extensive onsite support during the election cycle.
The vendor will provide on-site service of the system, as necessary, for all participating counties in the State. The service period will begin when the system is delivered to the county and continue through the 2016 election cycle. The service of the system must include troubleshooting, resolution of equipment operational issues, and county-specific system preparation during any election through the service period.	Runbeck will provide on-site service of the systems deployed in all participating counties based on geographic location and as agreed upon with the DOS. Runbeck desires to provide training which supports the DOS and each County to be self-sufficient in operating and maintaining the equipment, and Runbeck will work with the County to identify and schedule additional detailed training on the Sentio.
The Vendor must provide 64 comprehensive and up-to-date software and hardware manuals to the state. The manuals must address all features of the system and include basic system troubleshooting steps.	Runbeck will provide the DOS 64 Sentio Ballot Printing System® manuals. These manuals cover software and hardware information, including service of the system, troubleshooting, resolutions of operational issues, and election set-up preparation. These manuals will be provided in hard copy as well as in electronic format and will be available for download.
The vendor will provide toll-free telephone technical support to the DOS and all participating Colorado counties through the 2016 election cycle. Technical support must, at a minimum, be available form 7:00 am to 7:00 pm, Monday through	Runbeck will provide the DOS and participating Counties with the following technical support during active election cycles: • 24x7 technical support hotline during active election cycles (Active election cycles are defined as the period in which the Sentios are being

Friday Mountain Time, during any election.	operated for the purpose of preparing or producing live ballots.) • Support Phone: 1-877-230-2Runbeck • Support Email: support@runbeck.net
The vendor must respond to reported problems within one hour, with problem resolution within four hours unless otherwise agreed to by authorized personnel.	Runbeck has made it easy to report problems by using their 24x7 hotline, email address, or customer portal. Any issues logged by the DOS or Counties will be responded to within one hour and problem resolution will be within four hours. Runbeck offers remote electronic support to the DOS / Counties which will provide more efficient responses and trouble-ticket resolution, should the DOS / Counties desire the service. Detailed trouble logs can be available to the DOS or Counties upon request.

Software licenses should be charged per site/device installed rather than number of client-access points, and should not restrict the potential number of end-users viewing and monitoring the system.	Runbeck has provided software license pricing in the included cost proposal. Software license pricing is broken out by unit / device installed, not by the number of access points.
Vendor quotes will include a detailed description of the type, level, duration of warranty, and limitations of system-support to be provided during and after the warranty period. Support and maintenance will include, at a minimum, system maintenance, upgrades, versions, documentation revisions and updates, corrections, preventative maintenance, help-line support and availability, and remote support services through the 2016	Runbeck stands behind the quality of our products and services and guarantees the integrity of such. Runbeck' commitment to our customers is to provide high-quality workmanship and exceptional customer service and to work closely with our customers to ensure that successful elections result from the vendor / customer relationship. **Hardware Support and Maintenance:** The following hardware support and maintenance is available: • 7X24 technical support hotline during active election cycles (active election cycles are defined as the period in which the Sentios are being

election cycle. Additional maintenance should include technology upgrades (e.g., the printer) as released.	operated for the purpose of preparing or producing live ballots) • Biennial preventative maintenance on each Sentio system which includes cleaning, inspection of all components, replacement of worn components, removal of old election information, firmware updates as needed and all maintenance as recommended by the component manufacturer. • All replacements parts Runbeck will provide initial onsite hardware support during the first active election cycle, agreed by the DOS and / or County and Runbeck. Included in the initial hardware support will be training on the Sentio and Simulo, identification and resolution of troubleshooting and other issues, such as paper jams, machine errors, and network configuration, etc. During the first Active Election Cycle, Runbeck will work with the DOS and Counties to identify the network configuration requirements for interfacing the Sentio and Simulo with SCORE. Runbeck will also setup, install and test the network configuration between SCORE and the Sentio units. **Software Support and Maintenance:** • 7X24 technical software support hotline during active election cycles. Active election cycles are defined as the period in which the Sentios are being operated for the purpose of preparing or producing live ballots • Initial installation and testing of software conducted and approved by the Customer during system acceptance testing • Installation and testing of software or firmware upgrades • Testing and validation of all software updates Runbeck will provide software updates and releases to the DOS / County when they become available for installation and testing. **Election Implementation Support:**

	• Installation of ballot repositories and necessary side files for the first election • Certification training for set up and testing of each Sentio system to validate accurate ballot production • Agreed-upon onsite support for the first active election cycle which includes troubleshooting issues, and creating print jobs • Training for the creation of test deck for each election for L&A and quality verification for the Sentio • Additional and advanced election support provided on a contract basis Runbeck will provide the DOS / Counties onsite election implementation support as agreed upon. The election implementation support will include ensuring the ballot repositories, side files and voter registration file are correctly installed, tested and operating correctly, jobs correctly created and printed, all resulting in the Sentio Ballot Printing System® operating as required. Customer is responsible for making available an area that provides adequate space and maintains proper environmental conditions for the storage, set up and testing of the equipment. Customer also agrees to allow Runbeck employees that have completed all prescreening requirements as outlined by the customer, access to the equipment to perform needed set up and maintenance in accordance with the customer's security and visitor guidelines. Runbeck will offer remote support to the DOS / Counties which will provide more efficient responses and trouble-ticket resolution, should the DOS / Counties desire the service.
The response should include a plan for field support staffing, including locations and phone numbers. If a subcontractor will provide support, the vendor should provide the	Runbeck is committed to continue to grow and meet the needs of the State of Colorado and has full-time staff and facilities within the State. With many Colorado counties currently utilizing Runbeck products and services, Runbeck is prepared to meet the goals stated within this RFI. We have full time support staff in Colorado ready to work with

name of the subcontractor (if known), understanding that the subcontractor will be subject to terms and conditions of the contract with the vendor.	the DOS and Colorado Counties to implement and provide ongoing support for the Sentio Ballot Printing System® and Simulo Ballot Duplication Software™. Please refer to the Project Implementation Plan for the State of Colorado for detailed information on service and support provisions proposed.
The vendor must respond to reported problems within one hour, with problem resolution within four hours unless otherwise agreed to by authorized personnel.	Runbeck has made it easy to report trouble tickets by using their 24x7 hotline, email address, or customer portal. Any issues logged by the DOS or Counties will be responded to within one hour and problem resolution will be within four hours. Runbeck will offer remote electronic support to the DOS / Counties which will provide more efficient responses and trouble-ticket resolution, should the DOS / Counties desire the service. Detailed trouble logs can be available to the DOS or Counties upon request.

The authorized operators of the system will be allowed to make direct connection to the BOD interface/printer to generate data as needed in order to gather statistics in real time.	The Sentio interface allows authorized users to access and edit reporting functions, layouts, and to gather and generate data as needed and in real time. The Sentio has a robust reporting feature, which allows the user to view summary or detailed reports indicating the number of ballots printed for the election, per day, per precinct/ballot style. Additionally, there are reporting features indicating the number of ballots printed based on the specific print job (e.g., supplemental, counter, duplicate).
The system must, at a minimum, provide the following reports by date-range: A clear and legible Daily report that is sorted by ballot style, and then numerically by ballot number Number of ballots printed for an	The Sentio® (BoD) system has a simple one-click daily report that is completely configurable by the user. The daily report can include summary and detailed information about all ballots and voter activity within the system including the number of ballots printed, the types of ballots printed, who requested the ballot, the name of the voter the ballot was generated for, the time, date and location of the request, and many other details. The Sentio® provides the ability to export reports to a tab

election Number of ballot types printed for an election Number of ballots printed per precinct/type/style for an election in any given combination	delimited or .csv file (Excel). Each of the reports required here are standard reports provided by the Sentio. Should the DOS or Counties require additional reporting, Runbeck will work with the DOS / Counties to configure the reporting functions to provide them.

Case Study

El Paso County Embraces Automation to Dramatically Increase Staff Efficiency in Serving UOCAVA Voters

El Paso County, Colorado is rich in military associations. Home to the United States Air Force Academy, two Air Force bases and Fort Carson, county election officials are acutely aware of the needs of Uniformed and Overseas voters. Fortunately, El Paso County is committed to delivering the easiest-to-use and most accessible voting experience to its citizens – no matter where they are in the Universe. If they can get to the Internet – they can vote.

Prior to automating the voting process for overseas voters, El Paso County handled UOCAVA ballots through a traditional manual process. While they were already a user of Runbeck's Sentio Ballot Printing System®, the county was ready to add the Simulo™ Ballot Duplication Software and a UOCAVA eballoting system. The ballot-on-demand (BOD) capabilities of the Sentio provided a natural migration path to full automation for Uniformed and Overseas voters.

Automation is the answer–Simulo & Sentio Make it Possible

UOCAVA made it possible for overseas voters to cast their ballot electronically. As a result, El Paso County has been anxious to automate the receipt, duplication and tabulation of electronic ballots. Simulo and Sentio make this possible...

When the county receives a completed online electronic ballot, the voter is verified against the voter registry, then the ballot is scanned using the Runbeck Simulo™ Ballot Duplication Software which is integrated with the Sentio Ballot Printing System®. The barcode on the eballot is then used to print this ballot on the Sentio – ready for tabulation. Once the ballot is printed, the ballot is simply tabulated like any other ballot as part of the normal tabulation process.

Adding UOCAVA Software to the Sentio is Easy

Liz Olson, El Paso County Election Manager commented on their experience in using the Sentio with Simulo software,

"The software was loaded onto the system, we did a quick walk-through and it was ready to use... it was very easy."

The software did exactly what it was designed to do: duplicate UOCAVA eballots.

Simulo Eliminates Manual Processes

In choosing to use Simulo software, El Paso County was able to eliminate manual processes and significantly improve staff efficiency. The same transparency used during the manual processing of UOCAVA ballots is still used within the new Simulo process; however, dramatic efficiencies are realized. The processing time required to hand duplicate a single ballot was between 10 and 20 minutes. Contrast that with the Simulo automated ballot processing time of 4 seconds per ballot.

"Prior to using Simulo software we had to manually mark every overseas ballot returned by voters. This meant long days, often 12-14 hours for staff members... and we would hire up to 40 temps during each election cycle – just to support UOCAVA ballots. We would double verify every ballot, so it's easy to see that labor is the real cost in processing UOCAVA ballots and we're money ahead with the automated process."

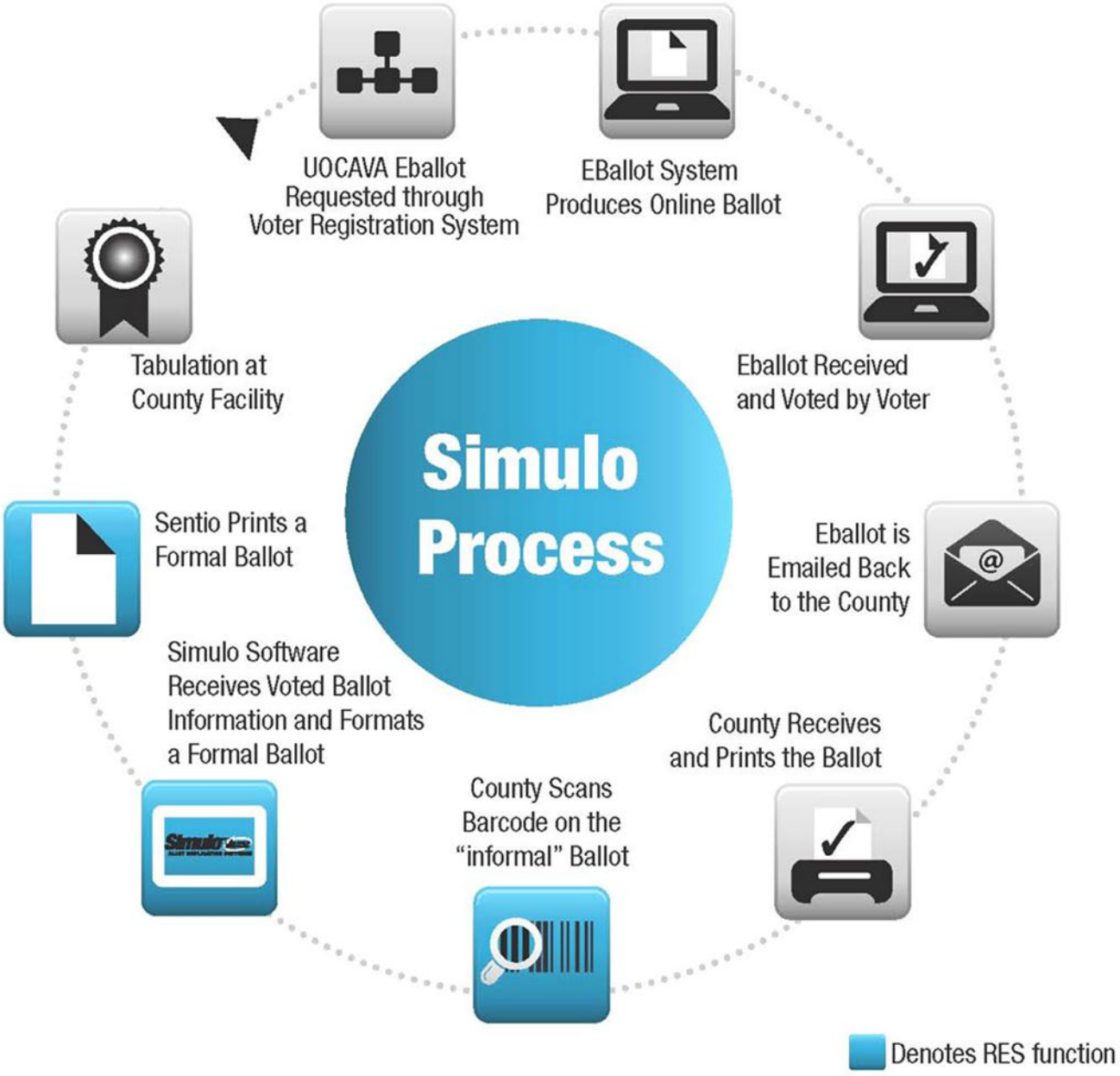
In 2011, during the fall election, the county processed just over 1,100 UOCAVA ballots. In the upcoming November Presidential Election it could be as high as 6,000. That's a lot of overseas ballots! Fortunately the county is looking forward to the election with the help of the Runbeck solution.

A Smart Solution with Trustworthy Results

Runbeck Elections Services can help you with your UOCAVA solutions. We've been providing trusted elections services for 40 years. For more information, contact us at (602) 230-0510 or click www.runbeck.net.

www.runbeck.net ***Phone: 602 230 0510***

Addendum 7 – Simulo Process Guide



Simulo also provides the ability for election officials to duplicate ballots that have been damaged or cannot be scanned on the county's tabulation equipment. In conjunction with an eballot provider, Simulo automatically provides the user with marked ballots that are ready for a verification team and tabulation. Saving valuable time and eliminating the risk of human error.

Addendum 8 – Letters of Recommendation

Pam Anderson
CLERK AND RECORDER

Lori Webb
CHIEF DEPUTY

Joshua B. Liss
DEPUTY OF ELECTIONS

Teri Schmaedecke
CLERK TO THE BOARD

Susie Swain
DIRECTOR OF RECORDING

Sharon Carnefix
DIRECTOR OF MOTOR VEHICLE

April 5, 2011

To whom it may concern:

This letter is written in support of Runbeck Election Services. Jefferson County first utilized Runbeck products during the 2009 Coordinated Election. Runbeck partnered with Jefferson County to pilot its Ballot-On-Demand system during our all mail ballot election of that year and it was a resounding success. We were able to use Runbeck's Ballot-On-Demand system to quickly and efficiently print ballots at service centers for our voters, in our Mail Ballot Processing Center for supplemental mailings and in our Ballot Resolution Area for ballot resolution and duplication. This allowed us to save thousands of taxpayer dollars by avoiding the need to order and stage pre-printed ballot stock at various locations.

After the successes of 2009, Jefferson County decided to partner long-term with Runbeck and now utilizes eight Ballot-On-Demand systems throughout our county. We have not only saved money using this system, but have also reduced the amount of unused paper during an election from excess ballot stock. We have also had a positive response from our voters who appreciate the fact that they can watch their ballot being produced right in front of them at our service centers. The use of this system has increased our efficiency and our ability to quickly get the right ballot style to the right voter, whether by mail or in our offices.

Runbeck Election Services is a company that stands behind the products it provides and supports its customers. The conduct of elections is a complicated business with tight deadlines and millions of moving parts. The people at Runbeck understand this, and stand ready to support their customers from beginning to end of the election cycle. The pre-election programming and installation is handled quickly and tested thoroughly. During an election, Runbeck has shown its willingness to increase resources when necessary to fully support its customers. On-site support is never far away. Post-election, Runbeck is quick to follow-up to identify successes and areas for improvement before the next election cycle.

We have had a very positive partnership with Runbeck Election Services and look forward to continued successes with them in the future. If you have any questions, please do not hesitate to contact me.

Kindest regards,

Pam Anderson
Jefferson County Clerk and Recorder

100 JEFFERSON COUNTY PARKWAY, GOLDEN COLORADO 80419

Maricopa County
Elections Department

Karen Osborne, Director

111 S. 3rd Avenue, Suite 102
Phoenix, Arizona 85003-2230
Phone: (602) 506-1511
Fax: (602) 506-3069
TDD: (602) 506-1511

To Whom It May Concern:

Our relationship with Runbeck Election Services (RES) began in 1992 when Maricopa County was looking for an elections partner to assist us with the entire elections process. Maricopa County is the 4th largest county in the United States and the Elections Department presently services over 1.8 million registered voters. Looking back, we feel we made the very best decision to contract our work with RES. It's been an excellent partnership!

RES has supplied our staff with elections consulting and has managed ballot printing, and mailing services for our County. Their knowledge and experience has proven more than valuable in the midst of many election cycles, along with knowing that we could call on them at any time for their expertise and help.

It is rare to find a business partner that provides so much expertise in a very specific process such as elections. The services and products provide to us by RES has enabled Maricopa County to continue to provide our constituents with a superior product and enhanced processes that ultimately ensures both efficiency and cost effectiveness.

We here at Maricopa County highly recommend Runbeck Election Services. Our long-standing relationship speaks for itself.

Sincerely,

Raymundo Valenzuela
Maricopa County Assistant Elections Director

CITY OF TUCSON
OFFICE OF THE CITY CLERK

March 28, 2011

To Whom It May Concern:

I am writing this to inform you of the exceptional work that Runbeck Election Services, Inc. (Runbeck) has done for the City of Tucson Elections Division over a number of years. The City Clerk's Office first utilized Runbeck in 2003 for the printing of our primary and general election ballots and our publicity pamphlets.

Having been fully satisfied with their printing quality and customer service levels, in 2005, the City increased its contract to include early voting printed materials (outbound and inbound mailing envelopes, affidavit envelops to secure the ballot, and excerpts from the publicity pamphlet relating to early voting requirements), signature rosters and precinct registers.

Since 2007, we contracted with Runbeck for all our election printing requirements as well as our automated assembly and mailing of early ballots. Early voting has continually grown over the past 12 years. In 1999, early voting represented 18% of all ballots cast. Today it represents from 65% to 90% of all ballots cast. This increase has resulted in our inability to manually process early voting mail with assurance that we will meet our statutory deadlines. Election statistics can be located at the following web site: http://cms3.tucsonaz.gov/sites/default/files/clerks/Election%20Statistics2007_2010.pdf

Runbeck uses equipment, technology and security systems that provide our office the greatest guarantee of election processing accountability. Jurisdictions using their services are assured without exception that every election mail piece is accounted for and tracked using their internal electronic tracking and a third party tracking system certified by the United States Post Office to track each mail piece to the final point of receipt by the mail courier.

The highest level of election security is vital to the integrity of any election process. Runbeck meets all the requirements by stringently enforcing restricted access to all assembly and election processing areas, by providing 24-hour camera surveillance and on-site security.

Although their experience and quality of work have remained outstanding throughout the years, their most notable asset is their customer service. They have worked diligently with me and staff over time to simplify our lives by making election-related suggestions on

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www.cityoftucson.org

design and layout of printed materials, postage regulations and an array of helpful solutions to streamline our printing needs. They are approachable and prompt when responding to inquiries and potential changes. Any problems we have encountered as a result of a Runbeck error, have been rapidly corrected and with remedial action in mind.

It has truly been a delight to work with every level of their staff over the years, and it is with pleasure that I can confidently recommend Runbeck Election Services as a solid and reliable vendor, and experts in their field.

Sincerely,

Deborah Rainone
Chief Deputy City Clerk
City of Tucson, Elections Division