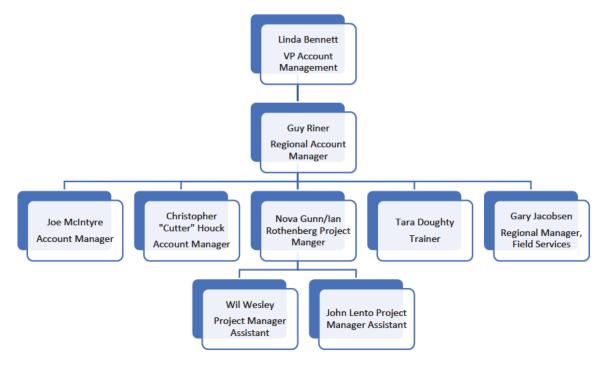
ES&S Project Team Structure and Resources



ES&S Project Management Team

The ES&S Project Management Team shall be responsible for the overall planning, communication, management and coordination of ES&S services in conjunction with the account management team. This team shall be the liaison for The City of Philadelphia with ES&S as it pertains to all products, services and obligations set forth in the Agreement.

- Nova Gunn, Project Manager (Ian Rothenberg for Kickoff of Project)
- John Lento, Project Manager Assistant
- Wil Wesley, Project Manager Assistant
- · Tara Doughty, Trainer

ES&S PHILADELPHIA LOCAL ACCOUNT MANAGEMENT TEAM

Your Account Managers will ensure the City is fully supported and knowledge is successfully transferred to the City staff. ES&S team members will be onsite and use various proven reporting tools and status update reports throughout the Project to communicate with the City. The Account Managers will also bring technical, election system implementation experience along with consulting and training capabilities. Our Account Managers are within 20 minutes of the City of Philadelphia. The Account Management team will be the City's ongoing support team through the term of the contract

- · Christopher "Cutter" Houck, Account Manager
- Joe McIntyre, Account Manager

ES&S TECHNICAL SERVICES LEADERSHIP

Responsible for the design and installation of the election management system (EMS) network.

- Michael Anthofer, Director, Technical Services
- Christopher Grabow, Principal Technical Services

ES&S TECHNICAL SUPPORT TEAM

ES&S's lead Project Manager is the City of Philadelphia's first point of contact for all project-related and technical issues.

ES&S includes a Technical Support Team staffed with experienced hardware and software support technicians and engineers. The ES&S Technical Support Team utilizes a systematic 3-tiered escalation process to assure that all issues and questions, whether minor or major, are quickly addressed by the appropriate subject matter experts. The Technical Support Team has direct access to Tier 3 product engineers, system administrators, and software developers and is available 24x7 during election critical periods.

TIER 2 LEVEL OF SUPPORT:

ES&S Telephone: 1-877-377-8683 (1-877-ESS-VOTE)

Option 4 and then Option 1 for Hardware Support

Option 4 and then Option 2 for Software Support

Email: software@essvote.com for Software Support; hardware@essvote.com for Hardware Support

When a City Staff member calls or emails the ES&S Help Desk during hours of operation, an ES&S hardware/software technician will acknowledge the issue and respond to the appropriate City staff to start the resolution process.

Hours of Operation:

Monday - Friday, 7:00 a.m. to 7:00 p.m. CST

After hours: on-call technician will be notified to return call as soon as possible.

Hours of operation during scheduled elections: For a 24-hour period beginning at 4:00am CST on Election Day.

ES&S maintains information regarding all statewide election dates. In the event of a special election, or other significant date, City Staff can notify ES&S of these dates and Tier 2 support will be staffed to support the City accordingly.

TIER 3 LEVEL OF SUPPORT:

Issues that are unable to be resolved within Tier 2 Support are elevated internally to Tier 3 status.

As needed, the Tier 2 technicians will work with Tier 3 ES&S resources capable of addressing advanced requests, questions, or issues.

ES&S FIELD SERVICES TECHNICIANS

ES&S will leverage its existing regional support network to provide support and assistance throughout the implementation and on-going phases of the Project to provide on-site technical repairs and other support, as needed.

ES&S SENIOR ACCOUNT MANAGEMENT

A highly experienced Regional Manager and ES&S Vice President of Account Management will be overseeing the Project and will serve as escalation points and Project sponsors to The City of Philadelphia and the ES&S Project team.

- Guy Riner, Regional Manager, Account Management
- Linda Bennett, Vice President, Account Management

CITY OF PHILADELPHIA RESOURCES

Melissa A. Scott, City Project Manager

Joyce Spindler, City Project Manager

Nick Custodio, City Commissioners

Seth Bluestein, City Commissioners

John Malone, Owner's Representative, Gartner

PROJECT CHANGE CONTROL FORM

Exhibit PA - 8 - Project Change Control Form

WEEKLY STATUS REPORT FORM

Attachment 3 - Weekly Status Report

PROJECT MANAGEMENT

ES&S' Project management approach will be a combination of Project team members working on location in the City of Philadelphia, from our Omaha headquarters and other remote locations. The original RFP bid proposal included the following support services through the certification of the November 5, 2019 Election:

Support Services included in ES&S's RFP bid submission	Number of Days	ES&S Resources	City of Philadelphia Resources
On-site Project Management Days (includes warehouse assessment)	328	1 Project Manager & 2 Project Assistants	
On-site Network Assessment (included in proposed network fees)	2	3 Technicians	

Support Services included in ES&S's RFP bid submission	Number of Days	ES&S Resources	City of Philadelphia Resources
Installation and Acceptance Testing Training	.5	1	10 per class
Tabulation Hardware Operations Training (DS450)	1	1 Trainer	Election Staff (1-10 Participants)
Tabulation Hardware Operations Training (ExpressVote XL)	4	1 Trainer	Election Staff (1-25 Participants)
EMS Software Operations Training (PYO Ballot Layout and Coding)	5	1 Trainer	Coding Staff (1-10 Participants)
Poll Worker Training	40	1 Trainer per location training event	Poll Workers (1-25 Participants)
Train-the-Trainer Training (ExpressVote XL and Printer)	1	1 Trainer	City Trainers (1-10 Participants)
Proof of Concept/Pilot/Mock Election Test	5	3 Personnel	
On Site PYO Coding and Layout Assistance and Testing	9	1 Personnel	
Voter Education Demonstrations	10	1 Personnel	
Tabulation Logic and Accuracy Testing	80	4 Personnel for 20 days each	
Election Day Site Support events (Nov. 5, 2019 Election)	33	11 Site Support Personnel	

Should the City of Philadelphia wish to expand the scope and associated number of support services and/or days, a Project Change Control Form will be completed and signed by both parties to make such change.

COMMUNICATION MANAGEMENT PLAN

The ES&S Project Manager has overall responsibility for the execution of the Project. The ES&S Project Manager manages day to day resources, provides Project guidance and monitors and reports on overall progress. As the person responsible for the execution of the Project, the ES&S Project Manager is the primary communicator for the Project and will distribute information according to this Communications Management Plan. The City Project Manager is Melissa A. Scott who is assigned as the Lead Project

Manager that will serve as the main point of contact. In addition to the Lead Project Manager, Nick Custodio is to be included on all communications.

Reporting shall include, but not be limited to, weekly status calls, status of identified issues and risks, and an updated Project schedule reflecting actual milestone progress as compared to agreed upon time periods. Reporting methods shall be followed as mutually agreed upon by ES&S and City of Philadelphia.

ISSUE AND RISK MANAGEMENT PLAN

RISK MANAGEMENT

A collaborative approach is implemented to manage Project risk. All Project team members are expected to identify risks and report them to the ES&S Project Manager as they arise. Risk management encompasses early identification of issues coupled with risk assessment, analysis and mitigation. Risk management is an iterative process that begins at Project start and continues throughout the Project life cycle. Risk management is an agenda item during recurring Project meetings.

Step 1: Identify Issue or Risk

Any Project team member may identify a Project risk. Risks are identified and documented during the planning phase and throughout the project life cycle. A continuous process ensures the risk management plan and risk mitigation plan correlate and integrate throughout the Project. Project issues and risks shall be documented. Specific risks may be identified in the following ways:

- a. Reviewing the risk management plan.
- b. Reviewing detailed work plans.
- c. Review of issues reported through the issue resolution process.
- d. Review of changes requested through the Project change control process.

Step 2: Investigate Issue or Risk

To investigate Project risks, the Project team will:

- a. Investigate each risk for the potential impact on the Project in terms of scope, effort, schedule and cost. The team explores alternative scenarios and offers options for resolution, including the option of non-action. All proposed resolutions are distributed to the Project team and reviewed at the executive status meetings.
- b. A risk resolution can result in a change in Project scope. In this case, the Project Change Control Process will be followed to determine the estimated cost and schedule impact of implementing the resolution.

Step 3: Resolve/Mitigate Risk with Stakeholders

To resolve or mitigate Project risks, the Project team will:

- a. Review the options for resolution for each risk and agree on the most appropriate resolution. If a resolution cannot be agreed upon until a later date, a deferment date will be agreed upon and interim actions taken to advance the issue. The review can take the form of a regular meeting where all new risks that have reached their deferment date are discussed.
- b. Create a Change Request, if necessary, to implement the resolution.
- c. If necessary, escalate issues that prove intractable to the appropriate level.

Step 4: Determine Risk Mitigation Strategies

To determine risk mitigation strategies, the Project Team will:

- a. Review each risk so potential Project impact is communicated openly and to appropriate team members. If the Project team is aware of the risks at an early stage, then they can manage expectations accordingly.
- b. Review the possible mitigation options for each risk and agree on the appropriate containment measures. Use a Change Request to implement containment measures as necessary.

Step 5: Review Risks Periodically

Effective risk management requires an on-going and proactive risk program. The Project Team will continue to identify, investigate, monitor and manage the risk process. We will keep risks open until they are managed appropriately. We will review all risks and containment measures periodically to ensure that the strategies for each are still appropriate.

RACI CHART

INTRODUCTION

The attached RACI chart is an outline of the responsibilities of different aspects of the City of Philadelphia's ES&S Voter Tabulation system.

DEFINITIONS

- a. Responsible: Those responsible for achieving (doing) the task.
- b. Accountable: Those accountable for the completion of work.
- c. Consulted: Those who provide input to subject matter experts (SMEs).
- d. Informed: Those kept updated on progress.

RACI Chart

Attachment 11 – RACI Chart v3

ASSUMPTIONS

To execute the Project successfully, several key assumptions have been made. Deviations that arise during the Project may impact Project timelines and the scope of work provided by ES&S. If any such situations occur, ES&S and the City of Philadelphia will meet and agree on the appropriate course of action.

ORGANIZATIONAL ASSUMPTIONS

- 1. Assigned resources will remain committed to this project for its duration
- 2. ES&S single Point of Contact is the ES&S Project Manager. The City of Philadelphia shall designate a single point of contact. All decisions including approvals and scope changes will be made through these two individuals.
- 3. City of Philadelphia will appoint a City Project Manager and Project Sponsor(s) who will engage and approve required specifications as well as engage any additional required personnel from City of Philadelphia, where applicable.

- 4. The Project depends on the close involvement of City of Philadelphia's internal teams to provide input, and to review and approve deliverables in-progress, and to be available for presentations and conference calls throughout the engagement. City of Philadelphia will also be responsible for obtaining the necessary involvement of additional business stakeholders as appropriate and collating their feedback.
- 5. The City of Philadelphia is responsible for providing ES&S with reasonable access to the site(s) and facilities including, where applicable, computer equipment, telecom equipment, facilities and workspace.
- 6. The City of Philadelphia shall provide proper security clearances and/or escorts as required to access the site for equipment installation(s)

Where applicable, the City of Philadelphia shall ensure that the site shall be ready prior to the date scheduled for ES&S to perform the installation(s).

PROJECT ASSUMPTIONS

- 1. All Project-related work will be performed as per the Project Schedule and SOW within designated timelines.
- 2. Changes to the Project Schedule and SOW will be mutually agreed upon between ES&S and the City of Philadelphia through the Project Change Management Process.
- 3. Any requested changes to the Project scope, schedule or budget must be submitted to ES&S' Project Manager. Other ES&S associates are not authorized to approve changes in Project scope, schedule or budget.

MATERIAL ASSUMPTIONS

- 1. All Documentation Deliverables will be provided in electronic form, unless otherwise expressly agreed by ES&S and the City of Philadelphia in the SOW.
- 2. All software, documentation and other materials comprised in the deliverables which were in existence prior to the date of this project, together with any device, programming, documentation, media or other materials used as a programming tool by ES&S in the development of the deliverables are proprietary to ES&S.
- 3. All of the foregoing including any intellectual property associated therein as well as all Preexisting Information as set forth in the Agreement shall remain the property of ES&S.
- 4. City of Philadelphia will be responsible for providing ES&S with pre-approved electronic files of all logos, product images, written content, and subject matter experts as required. City of Philadelphia will be responsible for ensuring that they have all necessary rights and licenses to such assets.

DELIVERABLE 2: DELIVERY AND INSTALLATION

DELIVERY AND INSTALLATION OVERVIEW

- 3,750 ExpressVote XL units
- 3,550 ExpressVote XL Ballot Activation Card Printers
- 4 DS450 units

Project Schedule Milestones:

The below Project Schedule milestones for this deliverable are outlined in the attached Project Schedule along with the assigned subtasks. Please refer to the Project Schedule for a full overview of tasks, deliverable timelines, and assigned resources:

- Equipment Handling, Shipping, & Delivery
- Hardware Installation
- ExpressVote XL Hardware Installation Training
- ExpressVote XL Hardware Installation Phase 1-3
- Staging and Assigning Equipment to Polling Locations

DELIVERY AND INSTALLATION PROCESS

This section defines the Delivery and Installation Process that will be followed throughout the Project. This process governs the method by which system equipment shall be delivered, unloaded, installed and tested at the agreed upon locations.

Based on City of Philadelphia responses to the ES&S Pre-Delivery Site Survey, ES&S will work with the City of Philadelphia on the logistics of deliveries to the City's designated location. Upon delivery, ES&S' designated resources will unload the equipment from each truck. Thereafter the City of Philadelphia staff will unpack the equipment and conduct installation and testing of all system components. The ES&S Field Service Technician will provide oversight to the City personnel who will conduct the installation on each piece of equipment utilizing the checklist provided by ES&S in the Attachments section of this Statement of Work. After completion of the checklist, a copy of the checklist will be provided to ES&S by the City of Philadelphia.

PRE-DELIVERY SITE SURVEY

Prior to delivery and installation, ES&S will conduct an on-site survey. This on-site survey will evaluate the City of Philadelphia's warehouse capacity and facilities. ES&S will complete the site survey checklist and provide all information to ES&S' Field Services team for compilation and evaluation. The City of Philadelphia will receive a copy of the site survey.

Attachment 4 - Customer Site Survey

DELIVERY AND INSTALLATION REQUIREMENTS

WAREHOUSE REQUIREMENTS

For the warehouse delivery of system components, the City of Philadelphia must provide the warehouse hours of operation. The warehouse shall include one or more docks at a height compatible (approximately 13'6") with ES&S delivery vehicles and capable of receiving ES&S delivery vehicle trailers. In the event that the City of Philadelphia's warehouse does not have a dock or access doors of a sufficient width and number to accommodate all equipment the City shall make all provisions necessary to receive and stage such equipment. Additionally, in the absence of a dock, ES&S must modify shipping estimates to include multiple liftgate trucks.

ES&S requires a forklift or pallet jack as well as enough enclosed, unencumbered warehouse space to facilitate unpacking and assembly of system components. The City is responsible for the aforementioned tasks.

The XL battery recommended charge cycle must be followed pursuant to the Operations Manual specifications. The environmental requirements for storage and electrical support information for all proposed hardware is as follows.

EXPRESSVOTE XL

Temperature	Relative Humidity	Power	Storage
Operation +50 to +95 F Storage -4 to +140 F	Operation 10% to 50% Storage 10% to 85%	100-125V 50/60Hz 8.0A	46"W x 73"H x 26"D (Operation) 46"W x 55"H x 26"D (Storage) Equates to approximately 8 square feet per unit

DS450

Temperature	Relative Humidity	Power	Storage
Operation +50 to +95 F Storage -4 to +140 F	Operation 10% to 50% Storage 10% to 88%	120/240V 50/60Hz 6.0A	DS450 unit: 45"W x 32"H x 20"D (Operation) DS450 unit: 45"W x 21"H x 20"D (Storage) DS450 table: 48"W x 30"H x 26"D (Operation & Storage) Equates to approximately 6 ½ square feet per unit, or 9 square feet with table

RESOURCE REQUIREMENTS

Prior to beginning the ExpressVote XL installation process, ES&S shall provide a training session to the City staff on the proper procedures to unpack, install and acceptance test the hardware.

City of Philadelphia and City warehouse personnel shall provide a dumpster with a capacity to accommodate all discarded packing materials and be responsible for moving the discarded packing materials to the dumpster. City personnel may expect 90 to 100 of the U-Line Kraft Dunnage inflatable air bags with each truckload, the inflated bags take up considerable space.

For the staging and testing of delivered system components, ES&S requires the City to supply sufficient tables, chairs, extension cords, power sources, and a working area of at least $50' \times 50'$ (2,500 square feet). The work area should be clean, dry, and climate controlled. The floor in and around the work area should be smooth to allow for the free flow and movement of equipment. Tables should be sturdy, stable, and at least $30'' \times 60''$. Chairs should be wheeled, in good working order, and six to eight in number.

Warehouse personnel must be available throughout the work day to answer questions and have: a thorough knowledge of the electrical circuits and breaker panels supplying the circuits present in the areas in which ES&S personnel will be working; the ability to reset circuit breakers in the event a circuit breaker is tripped; the ability to supply extension cords of sufficient length and number. Typically, two

extension cords are required to connect 10 to 12 units to power. The receiving end of the extension cords should accommodate the connection of a minimum of three power cords.

				Work Hour	s to Comple	te		
Personnel Assigned	10 Units	100 Units	250 Units	500 Units	1,000 Units	2,000 Units	3,000 Units	3,735 Units
10	.50	5.00	12.50	25.00	50.00	100.00	150.00	187.50
15	.50	3.33	8.33	16.67	33.33	66.67	100.00	125.00
20	.50	2.50	6.25	12.50	25.00	50.00	75.00	93.75
25	.50	2.00	5.00	10.00	20.00	40.00	60.00	75.00
30	.50	1.67	4.17	8.33	16.67	33.33	50.00	62.50
35	.50	1.43	3.57	7.14	14.29	28.57	42.86	53.57
			No	. of Extensi	on Cords by	Unit		
	2	20	50	100	200	400	600	747

City personnel will be required to move the units from the receiving location to the storage location. In an open warehouse environment personnel are stationed approximately every 50 feet to move units from the receiving location to the storage or work location. Depending on the distance to be moved within the facility the City may expect to provide three or four personnel to move units. As a reference point at previous customer locations we have experienced unloading truckload quantities of ExpressVote XL units in 15 to 20 minutes, moving those units approximately 300 feet.

ES&S Installation Checklists

ES&S provides delivery and unloading of trucks, and the City shall be responsible for the installation of each system component. ES&S shall train the City staff to perform the installation and shall provide 20 days of oversight of this process.

The provided checklists are representative of the checklists used by ES&S. Checklists will be customized for the City of Philadelphia installations and may be subject to change upon final configuration.

- Attachment 5 Installation Checklist ExpressVote XL
- Attachment 6 Installation Checklist DS450

DELIVERABLE 3: CONDITIONAL USER ACCEPTANCE TESTING

ES&S has recommended User Conditional Acceptance testing (UCAT) procedures be conducted by City staff and will ensure the City of Philadelphia is allowed time to review, modify and approve the procedures which are used to compile the test scripts prior to the conduct and completion of such testing. The resulting acceptance test scripts must be followed specifically, and all documented approvals are acquired upon successful completion of the testing. The standard checklists are provided in Attachment 7.

All facility preparation, including space and power requirements, will be the responsibility of the City of Philadelphia in accordance with specifications provided by ES&S.

Milestone: The completion of Conditional User Acceptance of hardware components is a project milestone and has a payment milestone associated with it.

Project Schedule Milestones:

The below Project Schedule milestone for this deliverable is outlined in the attached Project Schedule along with the assigned subtasks. Please refer to the Project Schedule for a full overview of tasks, deliverable timeline, and assigned resources:

Tabulation Hardware Conditional Acceptance Testing

Attachment 7 – User Conditional Acceptance Testing Forms includes the UCAT checklists for ExpressVote XLs andDS450s tabulation systems. Included is Conditional Acceptance Form for each portion of the voting system which shall be signed by ES&S' Project Manager, the Chief Information Officer (CIO) and the Chair of the City Commissioners. The Conditional User Acceptance shall be completed prior to the pilot election.

- 1. Once submitted, City of Philadelphia Approver will be allowed thirty (30) business days to provide written notice to the ES&S Project Manager of acceptance or rejection of the deliverable.
- 2. If the deliverable (per machine) is accepted, City of Philadelphia Approver shall provide to the ES&S Project Manager a signed copy of the Deliverable Acceptance Form or email approval signifying the deliverable has been accepted. Notwithstanding any other language of this SOW, ES&S shall remediate any defect in a deliverable at no additional cost to the City of Philadelphia and any such remedial work shall NOT be made the subject of a PCO, unless such defect was proximately caused by the City of Philadelphia and provided such defect is discovered during the warranty period.
- 3. If the deliverable is rejected, City of Philadelphia Approver must provide written explanation as to the reason(s) for the rejection identifying any and all defects to be addressed. Such explanation shall contain information to provide further detail. Once the defects have been addressed, the Deliverable Conditional Acceptance process set forth herein will be used to resubmit the deliverable for acceptance.
 - Attachment 7 User Conditional Acceptance Testing Forms

DELIVERABLE 4: TRAINING AND DOCUMENTATION

OBJECTIVE: ES&S to train the City of Philadelphia Department of Elections staff on all hardware and software, including election programming and ballot layout on-site at the City of Philadelphia Offices.

Milestone: The completion of ES&S delivery of training and documentation is a project milestone and has a payment milestone associated with these tasks.

Project Schedule Milestones:

The below Project Schedule milestones for this deliverable are outlined in the attached Project Schedule along with the assigned subtasks. Please refer to the Project Schedule for a full overview of tasks, deliverable timelines, and assigned resources:

- Documentation
- Training

A brief description along with the length of each class, intended audience, and number of participants is provided in the following Training Course List section. ES&S' courses cover end-to-end operation of the system; step-by-step procedures covering equipment set up, processing and close-down procedures; and other relevant information related to the use of the voting system and its components.

During each training session, ES&S provides user manuals with procedures for using the voting system and all components; this can include administrator, poll worker, and troubleshooting guides. For software courses, training laptops are supplied. For hardware courses, ES&S provides training directly on the City of Philadelphia voting equipment.

The City is responsible for identifying the training location. Such location should take into consideration space, noise pollution, adequate power outlets, power strips, and extension cords. The overall comfort of the training environment must be conducive to a successful event. The location should be one that allows for all participants to focus on training with minimal distractions.

ES&S will work with ES&S training coordinators and the City of Philadelphia Project Manager on delivering a customized training program that best meets the City of Philadelphia's needs in an agreed upon timeframe. ES&S plans to train the City of Philadelphia staff at the City's designated location.

Refer to the following Training Course List for more information on ES&S training course subjects, course titles, descriptions, lengths, pre-requisites, and audiences. The ES&S Project Team, upon project initiation, will work with the City of Philadelphia to develop a detailed training schedule as outlined in the original bid proposal. If additional training is required above and beyond the original bid proposal, ES&S will provide a customized proposal to fit the City of Philadelphia's training needs. The City may opt to have one or more people to audit the classes.

Attachment 8 –Training Acknowledgment Forms

TRAINING COURSE LIST

Course description	Course pre-requisite(s) and audience	Number of Training Days
DS450 Operations Course		
Course Length −1 Day		
This course gives election personnel a nuts and bolts introduction to the ES&S DS450 mid-range central scanner. Covered topics include: Overview of the machine Cleaning the machine Scanner setup and pre-Election Day preparation Printing reports Election Day preparation Scanning ballots ExpressVote XL Operations Course	Pre-Requisite(s): None Audience: Election staff Number of Participants: 1 - 10	1
Course Length – ½ Day		
This course introduces election personnel to the ES&S ExpressVote XL Full-Face Universal Voting System that is used to mark ballots. Successful participants gain the knowledge, skills and abilities to operate the ExpressVote XL system. Covered topics include: In-depth overview of the ExpressVote XL, including hardware components, setup, battery, and charging. Pre-election preparation requirements. Election Day operations including marking the vote summary card and how the device meets usability and disability standards. Troubleshooting procedures.	Pre-Requisite(s): None Audience: Election staff Number of Participants: 1 - 25	4

Electionware Course		
Course Length – 5 Days		
The Electionware course will provide election personnel with general knowledge of the ES&S Electionware election management system. The participants will be able to capture and design ballot layout, program election hardware, and produce summary and customized election reports for your election. In the Electionware modules, the facilitator will provide the participants with the knowledge, skills, and abilities to: • Define - Build, store, and update all election-related information (i.e., precincts, districts, offices, candidates, referenda) in one database. • Design - Create an election ballot layout for Paper, Touch Screen, and Accessible Ballot. • Deliver – Configure election tabulation equipment, as well as package media for Election Day. • Results – • Accumulate election results, generate and display standard and customized reports, in both paper and electronic formats. • Review and adjudicate ballot images, as well as, manage write in reviews. • Manage Provisional ballots. • Manage - Manage user account and security access for Electionware software.	Pre-Requisite(s): None Audience: Coding staff Number of Participants: 1 - 10	5
ExpressVote XL Poll Worker Course		
Course Length – 45 minutes		
This course introduces poll workers to the training techniques supporting the ExpressVote XL. Successful participants gain the knowledge, skills and abilities to operate the ES&S ExpressVote XL on Election Day. Covered topics include: • Election Day operations.	Pre-Requisite(s): None Audience: Poll workers Number of Participants: 1 – 25	1 ES&S Trainer for 40 dates, 5 days per location (3 weeknights and 2 weekends) with 25 poll workers per class

Train-the-Trainer Course		
Course Length – 1 Day		
This course introduces election personnel to the training techniques supporting the ExpressVote XL. Successful participants gain the knowledge, skills and abilities to others in how to operate the ES&S equipment on Election Day. Covered topics include: Pre-training preparation. Training simulation and practice.	Pre-Requisite(s): None Audience: Trainers Number of Participants: 1 – 10	1

Course description	Course pre-requisite(s) and audience
ExpressVote XL - Course Length 3 to 5 Days	
This course provides in depth Voting Machine Technician training to ExpressVote precinct scanner and tabulator. Successful participants gain the knowledge, skills, and abilities to diagnose and repair the ES&S ExpressVote XL Precinct Count Tabulator.	Reference Exhibit PA-6 for additional details.
Depending on Level, covered topics include:	
 Technical overview of the ExpressVote XL, including component function, identification, installation and adjustment. 	
Touchscreen Calibration.	
Paper Path Module calibration, removal and replacement.	
Tablet removal and installation.	
Preventive Maintenance procedures.	
Troubleshooting and repair procedures.	
Operating System and Firmware upgrade procedures.	

ES&S shall provide the City the standard voter education video for the ExpressVote XL at no charge no later than May 3, 2019.

DELIVERABLE 5: ELECTION MANAGEMENT SYSTEM CONFIGURATION

Milestone: The completion of ES&S delivery and installation of EMS hardware components is a project milestone and has a payment milestone associated with these tasks.

The City of Philadelphia Election Management System network proposed in the RFP includes a certified client/server architecture with networked DS450 central count scanners. The successful implementation of the City's EMS network, including an election night reporting solution, will require collaboration and

City of Philadelphia, Election Systems Solution

ownership of various implementation items between ES&S and the City of Philadelphia. Implementation activities are listed in the sections below.

IMPLEMENTATION SUMMARY

EMS implementation activities are outlined in the Project Schedule and resource description is outlined.

Project Schedule Milestones:

The below Project Schedule milestone for this deliverable is outlined in the attached Project Schedule along with the assigned subtasks. Please refer to the Project Schedule for a full overview of tasks, deliverable timeline, and assigned resources:

• Election Management System Set-Up

ELECTION MANAGEMENT SYSTEM INSTALLATION/ACCEPTANCE CHECKLISTS

ES&S provides delivery and installation of each system component. Upon arrival at the specified delivery location, City staff will unbox the equipment and confirm the hardware was not damaged during shipment, and return the items to the original shipping cartons. The system components will then be assembled and configured by ES&S designated resources. To verify the equipment functionality, ES&S will complete the appropriate onsite checklist.

The provided checklists are representative of the checklists used by ES&S. Checklists will be customized for the City of Philadelphia installations and may be subject to change upon final configuration.

See attachments:

- Attachment 9 Election Management System Network Installation Checklist
- Attachment 10 Election Management System Standalone Installation Checklist

DELIVERABLE 6 ELECTION SUPPORT SERVICES

Milestone: The successful certification of the first election on November 5, 2019 is a project milestone and has the final payment milestone associated with these tasks.

Final Acceptance will conclude with the certification of the November 5, 2019 General Election utilizing the ES&S voting system.

Project Schedule Milestones:

The below Project Schedule milestones for this deliverable are outlined in the attached Project Schedule along with the assigned subtasks. Please refer to the Project Schedule for a full overview of tasks, deliverable timelines, and assigned resources:

- Logic and Accuracy Plan
- Command Center Setup for Pilot Election
- Pilot Election
- Command Center Setup for General Election
- Election Services for First Use
- First Election Use

PILOT ELECTION / PROOF OF CONCEPT

The Pilot Election is undertaken to ensure the system as a whole is Election-ready. Pre-determined precincts, poll sites and ballots should be used to ensure that the City's staff can check for accuracy and reliability. All software and reporting processes will be followed during the pilot election to ensure proof of concept of firmware, software and accuracy. During the pilot election, the connectivity between the Knowlnk Pollpad and the ExpressVote XL Activation Card Printer will be displayed. The pilot election timelines are specified in the Project Schedule. The City officials will create the pilot election database, ballots and procedures to be used. ES&S and the City will determine the scope of the Pilot Election to ensure that all hardware, media and software will be tested to ensure the integrity of the election system. The City staff is ultimately responsible for the successful completion of the Pilot Election. The outline below is ES&S' recommendations for the Pilot Election.

Equipment

80 - ExpressVote XLs

XX-Activation card printers (Match number of Knowlnk Poll Pads)

- 2 DS450's
- 2 Equipment for Regional Reporting Locations (final configuration to be determined after review of City's current EMS system)
- 1 Central EMS System (final configuration to be determined after review of City's current EMS system)

Ballot coding / Layout / Printing

The ballot layout shall reflect the expected 2019 General Election. To consist of 40 precincts with 2 ExpressVote XL's per precinct. Including at least 4 precincts for the 10 unique ballot styles Also, to include multiple languages as per the General ballot. Printing to be completed by cities regular ballot printer.

Test Deck

Create a predefined pattern of 1-max (1-2-3-X) for each unique ballot style. Create a test deck for both XLs and DS450's.

Create a spreadsheet to detail expected results.

Test decks on the XL will consist of an adequate quantity of ballots per ballot style to produce the required results pattern.

Test decks on the DS450 will consist of at least 2500 ballots scanned on each machine.

Voting process

- 1. Tabulate predefined test deck on each ExpressVote XL.
 - a. Open polls on all ExpressVote XL units.
 - b. On 78 ExpressVote XL units the 1-max pattern will be processed to result in 50 ballots on each machine
 - c. On 2 ExpressVote XL units the 1-max pattern will be processed to results in 250 ballots on each machine.
 - d. Close polls on all ExpressVote XL units and collect results.
- 2. Tabulate predefined test deck on each DS450
 - a. Process 2500 ballots on each DS450
 - b. During the initial pass allow DS450 to sort overvotes and blank ballots.
 - c. Once all ballots are processed then reprocess the outstack ballots with the sort option disabled so all ballots are accepted.
 - d. Save results to USB and / or transfer via network.

Reporting

- 1. Results accumulation
 - a. Print zero report.
 - b. Read 36 USB sticks into each one of the 2 regional reporting locations.
 - c. Read 8 USB sticks into the central site location.
 - d. Print election summary and precinct reports to compare against XL tapes and spreadsheet.

LOGIC AND ACCURACY TESTING

Logic and Accuracy undertaken to ensure that the equipment and software are ready for Election Day. Pre-determined test patterns should be used in order that the City's testing teams can check for proper counting and reporting of vote totals for each candidate. All software and reporting processes to be followed during the conduct of the election and post-election period are subject to testing prior to the actual election. Logic and accuracy timelines are specified in the Project Schedule. At a minimum, all hardware, all media and all software processes and reports shall be tested to ensure the accuracy and integrity of the election database.

The City staff is ultimately responsible for the successful completion for all logic and accuracy testing.

ELECTION SITE SUPPORT EVENT

With ES&S Election site support, City of Philadelphia has on-site, dedicated resources at election headquarters and at designated field locations available to respond to questions and the ability to provide guidance to election staff.

The ES&S Election site support event includes a properly trained, experienced ES&S representative the day before, the day of, and the day after an Election to assist City of Philadelphia with any election needs.

ES&S is responsible for supplying properly trained support representatives. The City is responsible for the assignment of such representatives to provide the most effective support plan.

The information pertained in the chart is a preliminary recommendation for support. These recommendations are adaptable and subject to change based on City of Philadelphia's election needs as it pertains to ES&S products and services.

Site Support Task	ES&S Responsibility	# of ES&S Recommended Resources	# of City Recommended Resources
Polling Place Roving Support	Rovers troubleshoot with ES&S products and serve as a liaison with the ES&S Help Desk and Field Services Technicians, if needed.	8	
Call Center Support	Can act as home base experts for calls from rovers and other poll workers pertaining to ES&S products.	2	
Vote Accumulation Software Assistance	Will provide assistance on vote accumulation software and assist with call center support until vote accumulation begins.	1	
Central Count of Absentee and Provisionals Absentee Counting Support	Will provide assistance on absentee and provisional vote accumulation and assist with vote accumulation software until absentee voting period ends. This process begins the Friday post election and continues for 15 calendar days.	1	12

ABSENTEE COUNTING SUPPORT

Absentee Counting Support consists of assisting in the operation of the DS450 central high-speed counter through their counting period (up to 15 calendar days following Election Day), as required by the City. Upon request, ES&S assistance may include any or all of the following tasks:

- Testing and Preparation of DS450 for counting
- Folded ballot preparation
- Ballot throughput operator assistance
- Results download procedures

The City is responsible for the conduct and completion of all absentee ballot counting.

City of Philadelphia, Election Systems Solution

STATEMENT OF CONFIDENTIALITY

The information set forth in this Statement of Work shall be governed by the Confidentiality provision set forth in the Provider Agreement.

ATTACHMENTS

Attachment 1: Milestone Payment Schedule

Attachment 2: Project Schedule

Attachment 3: Weekly Status Report

Attachment 4: Customer Site Survey

Attachment 5: Installation-Checklist ExpressVote

Attachment 6: Installation-Checklist- DS450

Attachment 7: User Conditional Acceptance Testing

Attachment 8: Training Acknowledgement Form

Attachment 9: EMS Network Installation Checklist

Attachment 10: EMS Standalone Checklsit

Attachment 11: RACI Chart

Milestone Payment Schedule:	Invoicing S	chedule - 25%	Retainage
	Gross Invoice Amount	25% Retainage	Net Invoice Amount
Kickoff / Initial Project Planning Meeting (inclusive of performance bond premium)	\$8,949,847	(\$2,237,462)	\$6,712,385
2. Completion of Conditional Acceptance Tests associated with ExpressVote XL Installation - Initial 80 Units	\$417,741	(\$104,435)	\$313,306
3. Completion of Conditional Acceptance Tests associated with DS450 Installation - 4 Units	\$110,673	(\$27,668)	\$83,005
4. Completion of Conditional Acceptance Tests associated with ExpressVote XL Installation - Remaining 3,670 Units	\$13,070,947	(\$3,267,737)	\$9,803,211
5. Completion of Conditional Acceptance Tests associated with ExpressVote XL Activation Card Printers	\$1,519,844	(\$379,961)	\$1,139,883
6. Completion of Conditional Acceptance associated with EMS Software Installation	\$141,000	(\$35,250)	\$105,750
7. Completion of Conditional Acceptance associated with Equipment and Software Training	\$184,050	(\$46,013)	\$138,038
8. Completion of the Pilot Election	\$2,282,700	(\$570,675)	\$1,712,025
9. Completion of November 2019 Election	\$2,282,700	(\$570,675)	\$1,712,025
Certification of the First Election Use, which concludes Final Acceptance			
Note: this milestone assumes that the First Election Use is November 2019			\$7,239,876
	\$28,959,502	•	\$28.959.502

Note 1: In regard to Milestone #4, invoicing will occur as Hardware is installed and accepted and it is anticipated that invoice will be issued on a monthly basis starting in June 2019 and continuing through completion of the conditional acceptance of the ExpressVote XL units. Additionally, it is assumed that the City will devote at least ten (10) technicians to enable timely completion of the hardware acceptance tests. Each ExpressVote XL will be billed at \$3,561.57 per unit. The last unit will be billed at \$3,546.67. The ExpressVote Card Printers will be billed at \$428.13 per unit. The last unit will be billed at \$410.63.

Note 2: In the event that the first election use is delayed to the Presidential Preference Election in 2020 in accordance with the provisions of Section 8.1(b) of the Provider Agreement, or for other reasons outside of the control of ES&S, fifty percent (50%) of the retainage amount of \$7,182,813, or some other amount as mutually agreed to by the parties, shall be paid to ES&S in November 2019.

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1. EXECUTIVE SUMMARY

Project Status

Status Categories	Current Status	Prior Status
Overall Project Status	Green	Green
Scope	Green	Green
Schedule	Green	Green
Budget	Green	Green
Project Risk	Green	Green

Status Legend:			
•	On Track = Green		
•	Watch = Yellow		
•	On Hold = Orange		
•	At Risk = Red		

Completed = Blue

2. IDENTIFIED RISKS

	IDENTIFIED RISK ITEMS					
RISK#	DATE IDENTIFIED	RISK DESCRIPTION	IMPAC T	PROBABILIT Y	MITIGATION STRATEGY	

3. ACTION ITEMS LIST

	OPEN ACTION ITEMS				
ACTION ITEM#	DATE CREATED	ITEM DESCRIPTION/COMMENTS	Assigned To	TARGET COMPLETION DATE	

	COMPLETED ACTION ITEMS				
ACTION ITEM#	DATE COMPLETED	ITEM DESCRIPTION	Assigned To	ACTUAL COMPLETION DATE	

4. ISSUES LIST

Any blue highlighted Item # indicates a change in the table for the reporting period.

4.1 ACTIVE ISSUES

Ітем#	DATE OPEN	Issue Description	STATUS

4.2 CLOSED ISSUES

Ітем#	DATE OPEN	Issue Description	Status	CLOSED DATE



COUNTY CONTACT: PHONE #	City of Philadelphia			
		_		
DELIVERY OPTIONS:	DELIVERY HOURS			
	DOCK AT DELIVERY ADDRESS	YES	 NO	
	ENOUGH ROOM FOR A 26' - 53' TRUCK TO NAVIGATE	YES	 NO	
	IF ANSWER IS YES:			
	CITY TO SUPPLY STAFF TO UNLOAD	YES	 NO	
	DO THEY HAVE FORKLIFT OR PALLET JACK	YES	 NO	
	DELIVERY NOTIFICATION BEFORE SHIPMENT ARRIVES	YES	 NO	
	IF ANSWER IS NO:			
	LIFTGATE ON DELIVERY TRUCK NEEDED	YES	 NO	
	INSIDE DELIVERY	YES	 NO	
	WIDTH OF DOOR WIDE ENOUGH FOR PALLET- MIN-40 "	YES	 NO	
	PALLETS NEED TO BE BROKEN DOWN OUTSIDE	YES	 NO	
	CITY STAFF AVAILABLE TO ASSIST	YES	NO	

IF DELIVERY NOTIFICATION IS REQUIRED PLEASE PROVIDE A GOOD CONTACT PERSON AND PHONE # IF DIFFERENT FROM THE CITY CONTACT

NOTE: IF CUSTOMER'S ORDER IS SHIPPED VIA A 53' TRUCK AND THERE IS NO DOCK AT SITE, ES&S WILL ARRANGE TO HAVE A SMALLER TRUCK WITH A LIFTGATE AT THE CUSTOMER SITE TO OFFLOAD THE PALLETS FROM THE SEMI ONTO THE SMALLER TRUCK TO LOWER PALLETS TO GROUND LEVEL.



Attachment 5 – Installation Checklist: ExpressVote XL HW1.0

Serial # - Tablet:	Hardware Revision:
Serial # - PPM:	Firmware:
Serial # - Cart	Machine ID:
Jurisdiction:	
City Asset #:	
Visual Inspection:	
Verify no scratches or gouges on any part of the unit	
☐ Pass ☐ Fail	
Verify labels in correct location and orientation	
☐ Pass ☐ Fail	
Inspect all fasteners and plastic parts	
Clean Display and IRTouch – Apply cleaner onto no lin	t cloth instead of screen
Setup:	
Place the ExpressVote XL on level surface	
Press button on battery indicator and verify LED's ligh	t (located on the side under the ballot printer)
☐ Pass ☐ Fail	
Verify the secure card container is installed	
☐ Pass ☐ Fail	
Connect A/C cord to machine and wall outlet	
Unlock top access panel, press and release power swi	tch

Verify LED	on front panel	are functional
	Pass	☐ Fail
Verify Date	e/Time	
	Pass	☐ Fail
Verify batt	ery installation v	ia Battery Status
	Pass	☐ Fail
Confirm In	ternal Serial Nun	nber matches unit Serial Number label
	Pass	☐ Fail
Connect U	VC to rear USB p	ort
	Pass	☐ Fail
Insert USB	flash drive conta	nining the EQC data and enter code when prompted
	Pass	☐ Fail
Insert USB	flash drive conta	nining sample election data and enter code when prompted
	Pass	☐ Fail
Verify all U	SB ports are fun	ctional
	Pass	☐ Fail

Print Testing: Insert an ExpressVote XL activation card and begin voting following on-screen instructions Insert additional activation cards to test each ballot configuration in the election Pass ☐ Fail Review printed vote summary card for complete, dark print ☐ Fail Pass Reinsert vote summary card and review summary to confirm scanner is working properly Pass **Audio Testing:** Connect audio headset to the UVC Pass Fail Verify audio can be heard throughout the voting process ☐ Fail Pass Use the triangular navigation buttons to navigate the ballot Pass ☐ Fail Press the Repeat, Tempo and Volume buttons to confirm all functionality Pass ☐ Fail Activate all buttons to confirm keypad is fully operational Pass Fail

Attachment 5 – Installation Checklist: ExpressVote XL HW1.0

Use the rocker p	addle to navigate the ballo	t		
☐ Pas	s			
Vote Session Lan	<u>າp:</u>			
Verify the vote s	ession lamp is on during th	e vote session and off afte	r the ballot is cast.	
☐ Pas	ss 🔲 Fail			
Inspector:			Date:	
Attach printed paper rec	cords from ExpressVote XL	to this checklist.		



Attachment 6 – Installation Checklist: DS450 HW1.0

Serial Number: DS45	Date:
City Asset Tag#:	Owner:
Check lower reverse roller pulleys	
Drive belt tensions	Check all set screws on pulleys
Check Reverse Belts/ Gap	Check Date and Time, Time zone:
Check all cable connections/ cables	Check Fan Guard
Check CIS cables for Correct Routing/ Kinks on CIS Cable	· · · · · · · · · · · · · · · · · · ·
Check that pick mech doesn't roll when idle	free Movement (Not Sticky)
Check safety covers for possible ballot catching points	Check CMOS battery Date, If more than 3 years old,
CISs properly grounded	Replace Battery
Check paper gap through transport	Clean/Check Transport & Rollers
Verify firmware - CF/Boards>	
Check input tray/output bin heights with folded ballots	Check Thresholds: 200/150
Check oval thickness sheet Calibrate CISs if needed	Check Multi-sheet/ Watch light on board
Check Ballot serialization printer	Check all USB ports
Check output bin arms for side to side movement	Check outstack bins for proper messages
Run test deck (Min 2000)	
CIS:	
INTERFACE:	
LIBRARY:	MAIN MOTOR.
FIRMWARE:CONTROLLER:	MAIN MOTOR:
OUTPUT BIN:	
DETECTORS BANK 1:	DETECTORS BANK 2:
Notes/Failure Code:	
Inspector:	



UCAT: ExpressVote XL Universal Voting System

1.	. Check for battery connection. Press side battery indicator button. LED indicator should remain	
	Pass	☐ Fail
2.	Connect battery. F	Press side battery indicator button. LED indicator should illuminate 5 bars.
	Pass	☐ Fail
3.	Connect to AC. Th	e front battery indicator on tablet should display 5 lit bars. (There is a delay of the
	indication to reach	5 bars. About 20 to 40 seconds)
	Pass	☐ Fail
4.	Power on the ExpressVote XL. The front battery indicator on the tablet should display 5 lit bars. (The indicator may drop to less bars for about 20 to 40 seconds, before displaying 5 bars again.)	
	Pass	☐ Fail
5.	Check if privacy cu	rtain tube is damaged.
	Pass	☐ Fail
6.	Check to ensure th	e privacy curtain is not torn or damaged.
	Pass	☐ Fail
7.	Check to ensure th	e Visual Ballot Size Screw is not stripped.
	Pass	☐ Fail
8.	Clear and initialize	the ExpressVote XL.
	Pass	☐ Fail

9.	Install the election definition.		
		Pass	☐ Fail
10.	0. Verify that the firmware version matches the certified version for your jurisdiction.		ware version matches the certified version for your jurisdiction.
		Pass	☐ Fail
11.	Ор	en Polls.	
		Pass	☐ Fail
12.	12. Ensure that the activation card as printed from a printer connected to the KNOWink poll pad activate ExpressVote XL. Insert a pre-printed activation card into the front card slot with the corner cut orient the top right. The ExpressVote XL scans the card.		sert a pre-printed activation card into the front card slot with the corner cut oriented to
		Pass	☐ Fail
13.	Foll	low the prompts	to make vote selections.
	a.	Use both on-sci	reen and Universal Voting Console voting methods.
		Pass	☐ Fail
	b.	Verify that the session ends.	vote session lamp turns on when a vote session is in progress and turns off when a vote
		Pass	☐ Fail
14.	Ver	rify the ballot.	
	a.	Verify that the	vote summary card printed accurately.
		Pass	☐ Fail
	b.	Verify that the	Universal Voting Console reads back the ballot accurately.
		Pass	☐ Fail
15.	Cas	st the ballot.	

a. Verify that the card passed through the paper path.

	☐ Pass	☐ Fail
	b. Verify that the	card deposited into the secure card container. Fail
16.	Close Polls.	
	Pass	☐ Fail
17.	Print reports. Veri	fy that the reports printed properly.
	Pass	☐ Fail
18.	Verify front batter	y indicator still displays 5 lit bars.
	Pass	☐ Fail
19.	9. Power off the ExpressVote XL.	
	Pass	☐ Fail
20.	 After all machines have been tested, verify the barcode by running through the central scanner and hand counting the summary cards. 	
	Pass	☐ Fail

ExpressVote XL Units

ExpressVote XL Universal Voting System

The undersigned do hereby certify that the ES&S Equipment listed below has been installed under the criteria specified in the Agreement. Serial Numbers of respective Equipment are attached.

Units Delive	<u>red</u>
<u>Units Install</u>	<u>ed</u>
Firmware Version:	
Chairman, City Commission:	
Representative:	(Printed Name and Title)
	(Frinted Name and Title)
	(Signature)
Chief Information Officer, City Commission	
Representative:	(Printed Name and Title)
Date:	
ES&S	
Representative:	(Printed Name and Title)
Date:	

DS450 High-Throughput Scanner and Tabulator

1.	Power on the DS450 and all ancillary components.		
	☐ Pass ☐ Fail		
2.	Clear and initialize the DS450.		
	☐ Pass ☐ Fail		
3.	Install the election definition.		
a Plug in election definition USB drive			
b Follow prompts on DS450 screen			
c Load election definition			
	☐ Pass ☐ Fail		
4.	Verify that the firmware version matches the certified version for your jurisdiction.		
	☐ Pass ☐ Fail		
5.	Make sure ballot output trays are set to the correct ballot size before scanning.		
٥.			
	☐ Pass ☐ Fail		
6.	Scan ballots.		
	☐ Pass ☐ Fail		
7.	Print election results reports.		
	Pass Fail		
8.	Exit and power off the unit.		
	LJ Fd55 LJ FdII		

DS450 Units

Units Delivered

DS450 High-Throughput Scanner and Tabulator

The undersigned do hereby certify that the ES&S Equipment listed below has been installed under the criteria specified in the Agreement. Serial Numbers of respective Equipment are attached.

Units Installe	ed ed			
Firmware Version:				
Customer:				
Representative:				
	(Printed Name and Title)			
	(Signature)			
ES&S Representative:				
	(Printed Name and Title)			
-	(Signature)			
Date:				