



Request for Proposals for Elections System

Prepared for the **CITY OF PHILADELPHIA**

December 28, 2018 | **Submitted by KNOWiNK**

December 28, 2018

Office of Innovation and Technology
Joyce Spindler
Gayle Ruggeri
Re: City of Philadelphia Election System Request for Proposals

Dear Ms. Barroso, Ms. Spindler and Ms. Ruggeri:

As the birthplace of the Republic, Philadelphia holds a special status in American political life and can lead the way in maintaining confidence in the election process. As such, the City of Philadelphia (the City) requires the nation's leading certified electronic poll book (EPB) vendor to implement and support an EPB solution in the City. KNOWiNK has implemented its Poll Pad EPB solution in more than 650 jurisdictions in the United States. As a result of this experience, we are the nation's leading and most preferred electronic poll book, and will bring unparalleled benefits to the City if selected as its preferred EPB vendor.

The assurance we will provide the best system, service and support: KNOWiNK's Poll Pad has been used in [REDACTED] elections across Pennsylvania, [REDACTED] and [REDACTED] states since 2011. Our customers used [REDACTED] Poll Pads in the 2018 Midterm election that contained [REDACTED] million voter records and checked-in nearly [REDACTED] million voters nationwide without a scalability or security incident. The Poll Pad was also used to complete [REDACTED] same day/election day registrations. And approximately [REDACTED] of our [REDACTED] jurisdictional clients used the Poll Pads in more than [REDACTED] vote centers.

Our solution, the Poll Pad, has been shown to reduce long lines and provide a user-friendly and reliable means of processing voters while significantly simplifying the process of preparing, performing and closing an election. We pledge to provide the best customer experience, quality commercial-off-the-shelf (COTS) hardware, and training/documentation. And, most importantly, we will deliver the combination of usability, functionality and cost that the City requires.

No security risks: Pennsylvania, California and Elections Canada Tested the Poll Pad and found it secure. The Poll Pad solution has been twice certified by the State of Pennsylvania in 2014 and again for our new application version in 2018. Jurisdictions enjoy peace of mind and cost savings from not having to take on the responsibility of testing the security of the Poll Pad solution. This year, the Offices of the Secretaries of State for **Pennsylvania and California** reviewed both the Poll Pad and ePulse application codes line-by-line, found it secure, and certified the Poll Pad for use in their elections. [REDACTED]

[REDACTED]

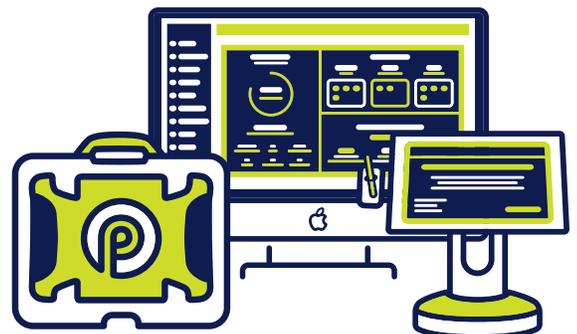
[REDACTED]

We look forward to next steps in this Request for Proposal process. Should you require any additional documentation or clarification please contact me at your earliest convenience.

All the best,



Scott Leindecker
Managing Director, KNOWiNK
314-398-5060 | scott@knowink.com



CONTENTS

| | |
|---|-----------|
| Executive Summary | 4 |
| 3.1 Company Overview | 7 |
| Figure 1. KNOWiNK's company management organization. | 8 |
| Figure 2. KNOWiNK's Nationwide Experience. | 12 |
| Table 1. New and Current Projects. | 13 |
| Table 1 (Continued). New and Current Projects. | 14 |
| Table 2. Government contracts held by KNOWiNK that are valued at more than \$100,000 | 15 |
| Table 2 (Continued). Government contracts held by KNOWiNK that are valued at more than \$100,000 | 16 |
| Figure 3. iTrack Issue Tracking Screenshots | 20 |
| Figures 3.1 and 3.2. iTrack Issue Tracking Screenshots. Birds Eye View and Summary of Incidents. | 21 |
| Figure 3.3. iTrack Issue Tracking Screenshots. List view of incidents. | 22 |
| Figure 3.4. iTrack Issue Tracking Screenshots. Adding or editing an incident. | 22 |
| Figures 3.5 and 3.6. iTrack Issue Tracking Screenshots. Adding or editing an incident. | 23 |
| Figure 4.1. iTrack Mobile Application Screenshots. | 24 |
| Figures 4.2, 4.3 and 4.4. iTrack Issue Tracking Screenshots. | 25 |
| Figure 5.1, 5.2, 5.3 & 5.4. iTrack Assets Mobile Application. | 27 |
| Figures 6.1 and 6.2. Advanced Communications: Video and Text Messaging capabilities. | 28 |
| Figure 7. Easy-to-use ballot tracking dashboard in ePulse. | 29 |
| Figure 8. The Poll Worker Time Tracking Tool on the Poll Pad. | 30 |
| Figures 9.1 and 9.2. ePulse dashboard and report export options. | 32 |
| Figures 9.3 and 9.4. ePulse reports: Voter check-in details with signatures and provisional voter report. | 33 |
| Figures 9.4 and 9.5. ePulse reports: Cancelled voter check-ins and voter turnout. | 34 |
| Figures 9.6 and 9.7. ePulse dashboards. | 35 |
| Figures 9.8 and 9.9. Setting up an election in ePulse. | 36 |
| Figure 10. ePulse reports exported to PDF. Ballot styles report. | 37 |
| Figure 10.1 ePulse reports exported to PDF. Voter rosters/rolls by polling place. | 38 |
| Figure 10.2 ePulse reports exported to PDF. Voter turnout by precinct. | 39 |
| Figure 10.3 ePulse reports exported to PDF. Suspended/Inactive Voters who Voed | 40 |
| Figure 10.4 ePulse reports exported to PDF. Voter Check-In Details with Signatures | 41 |
| Figure 10.5 ePulse reports exported to PDF. Voter turnout. | 42 |
| Figure 10.6 ePulse reports exported to PDF. Voter turnout by polling place. | 43 |
| Figure 11. ePulse Election Night Reporting results graphically displayed. | 44 |
| 3.2 Company Financial Overview | 47 |
| 3.3 Clients in Comparable Jurisdictions | 49 |

| | |
|---|------------|
| 3.4 Solution Description | 56 |
| Table 3. Hardware specifications for the Poll Pad solution. | 56 |
| 3.5 Physical Footprint | 62 |
| 3.6 Shipping | 64 |
| 3.7 Disposal | 65 |
| 3.8 Architecture / Infrastructure | 66 |
| Figure 12. System architecture and hosting environment. | 68 |
| 3.10 Maintenance and Support Model | 71 |
| Table 4. Hardware descriptions for the Poll Pad solution. | 72 |
| 3.11 Training Plan | 78 |
| Figure 13. Proposed Training Plan and Public Demo Schedule. | 81 |
| 3.12 Documentation | 84 |
| Figure 14. System architecture model. | 84 |
| Figure 15. KNOWiNK quality control process. | 86 |
| 3.13 Statement of Work | 95 |
| 3.14 Implementation Plan | 97 |
| Figure 16. KNOWiNK's software development lifecycle. | 99 |
| 3.15 Organizational Structure and Resources | 104 |
| Figure 17. Team Organizational Chart. | 104 |
| 3.16 Pricing Model and Cost Proposal | 111 |
| CONCLUSION | 113 |

APPENDIX DOCUMENTS

City Required Appendices

- Appendix B: City Tax and Regulatory Statement**
- Appendix D-1: Anti-Discrimination Policy**
- Appendix E: Technical Requirements Compliance Matrix**
- Appendix G: Cost Proposal**
- Appendix H: Mandatory Electronic Disclosure Form**
- Appendix J: Project Documents**
 - (a) Implementation Plan
 - (b) Detailed Statement of Work
 - (c) Detailed Project Schedule
 - (d) A Milestone Payment Schedule

KNOWiNK Provided Appendices

- Appendix 1: KNOWiNK Financial Statements**
 - Most Recent Balance Sheet
 - Most Recent Profit and Loss Statement
 - 2017 Reviewed Financial Statements
 - 2016 Reviewed Financial Statements
- Appendix 2: KNOWiNK Documentation and Training Guides**
 - Poll Pad Training Guide
 - Poll Pad Troubleshooting Guide
 - Printer Troubleshooting Guide
 - Poll Pad Opening Checklist
 - Poll Pad Closing Checklist
 - Poll Pad Administrator Operation Guide
 - Pre-Deployment Checklist
- Appendix 3: Testing and Quality Assurance**
 - Testing Policies and Procedures
 - Regression Test at Feature Level Template

The Poll Pad® – KNOWiNK's ePollbook

Poll Pad is a secure electronic voter check-in tool used by election authorities across North America.

The Poll Pad solution provides a seamless electronic voter check-in and verification process for election authorities across North America. Poll Pad is a secure Apple iPad application requiring no appendages for operation.

- Process voters in approximately 30 to 45 seconds; mitigate long lines with fast and secure voter look-up.
- Built-in election management and reporting tools; elections can be finalized and submitted within hours of election close.
- Efficiencies translate into reduced polling place staffing; jurisdictions can realize Election Day staffing reductions up to 50%.
- Customizable workflow presents required steps according to each jurisdiction's requirements and preferences.
- Improved accuracy and reduced preparation time and storage requirements with the elimination of paper logs.
- Poll workers cannot leave the application without a password, preventing user error, a line slow-down, or creating a potential security issue.

The Poll Pad solution integrates with all voting systems.

a simple, secure, and easy-to-use solution

KNOWiNK combines the knowledge of election officials with former government and commercial information technology professionals to deliver a total solution: the Poll Pad electronic poll book and ePulse election management application.

The scale of Poll Pad deployments we handle varies from small jurisdictions that require one to three Poll Pads, to jurisdictions deploying more than 1,800 Poll Pads. Our deep knowledge and experience serving jurisdictions with a broad range of diverse demographics means we provide the right training solution for each of our clients. Our experience, technical solution, election worker training, and Election Day coverage provide election officials the confidence that we will ensure success in the most critical hour.

KNOWiNK's mission is to improve the election experience for voters, poll workers and election officials. Our core application, the Poll Pad, is a time- and cost-saving voter check-in solution for election officials, governments, and taxpayers. We offer a robust support team and all support and development work is done in-house within the United States.

KNOWiNK Knows Elections

Our proven software has been the choice of over [redacted] States, [redacted]. The Poll Pad has been subjected to extensive certifications processes in Canada and the states of Pennsylvania and California.

Our Elections Experienced is Unsurpassed

The Poll Pad was used in two presidential elections, has supported over [redacted] elections, and checked-in over [redacted] million voters, including [redacted] million in a single day without incident. As a result, our hardware and software has been put to the test unlike any other EPB solution available.

The Poll Pad Application is the Most Widely Used

The Poll Pad is used in over [redacted] states, [redacted] for its federal parliamentary election. Poll Pad is the select vendor for statewide jurisdictions like [redacted] and supports the majority of voters in [redacted] and [redacted]. We also support the largest counties in more EPB-using states than our competitors.

No Election Day Failures

We by far exceed the competition in terms of deploying our solution in large counties and jurisdictions. [redacted]

[redacted]

COMPANY NAME

KNOWiNK LLC

HEADQUARTERS

2111 Olive Street, St. Louis, Missouri

COMPANY STATISTICS

Years in Business: 7

Clients in Government Sector: [redacted]

KNOWiNK Poll Pads Deployed: [redacted]

COMPANY PERSONNEL

Administrative & logistical support: 6

Application development: 16

Client maintenance and support: 20

Sales: 3

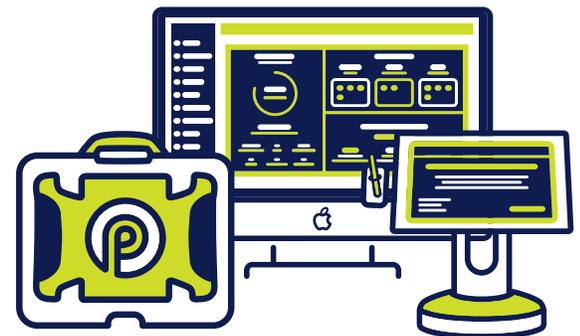
ACCOLADES

Arch Grant

Since winning a prestigious Arch Grant in 2013, KNOWiNK has become one of the fastest growing election software companies with a thriving national presence.

50 Fastest Growing Companies

The St. Louis Business Journal recognized KNOWiNK in their 2017 Fastest Growing Companies Awards.



We have a warehouse and full-time staff dedicated to configuring, kitting and shipping your devices

Our headquarters in St. Louis includes a large warehouse facility to configure, kit and ship your Poll Pads. Our proven warehouse manager and his team have deployed over [REDACTED] units in [REDACTED]

Commercial-off-the-shelf hardware for affordable and easy to access products

The iPad, carrying case, printers and printer paper are all commercial-off-the-shelf (COTS) hardware. This allows the City to quickly receive their Poll Pad kits while keeping the price low.

We are partnering with Woman-Owned Business Election Works to provide all COTS hardware except the iPads on our behalf to the City.

[REDACTED]

[REDACTED] **ELECTIONS SUPPORTED WITHOUT INCIDENT.**

[REDACTED] **POLL PADS DEPLOYED.**



The Complete Poll Pad Solution.

The Poll Pads are preconfigured and shipped in individual, stackable green cases that are durable and waterproof. Each Poll Pad case contains the complete solution for voter check-in: the iPad, charging cable, iPad stand, two styluses, thermal printer; and the scanning document shelf. Election authorities can oversee and report on Poll Pad hardware; issue and asset tracking; and vote center operations on ePulse, the web-based election management back-end system.

3.1 Company Overview

Provide a company overview that includes the following information:

1. Name, street address, mailing address if different, email address, and telephone and facsimile numbers of the Applicant.

KNOWiNK, 2111 Olive St, St. Louis, MO 63103, liz.megli@knowink.com, Tel: (855) 765-5723, Fax: 314.499.8692

2. Year established (include former firm names and year each applied). Identify the country and state in which the firm was incorporated or otherwise organized.

2011, Missouri, USA

3. Type of ownership and parent company and subsidiaries, if any. Include dates of any corporate mergers and/or acquisitions including all present and former subsidiaries with dates of all re-structuring since the founding date.

KNOWiNK is a Limited Liability Corporation. Since our founding in 2011, we have acquired one company, Election Administrators, in 2015.

4. Address and telephone number of production facility(s) where any of the work is to be accomplished (if different than item a); name, address, and telephone number of the proposed project manager.

Phone: 314.302.1068

Address: 2111 Olive St., St. Louis, MO 63103



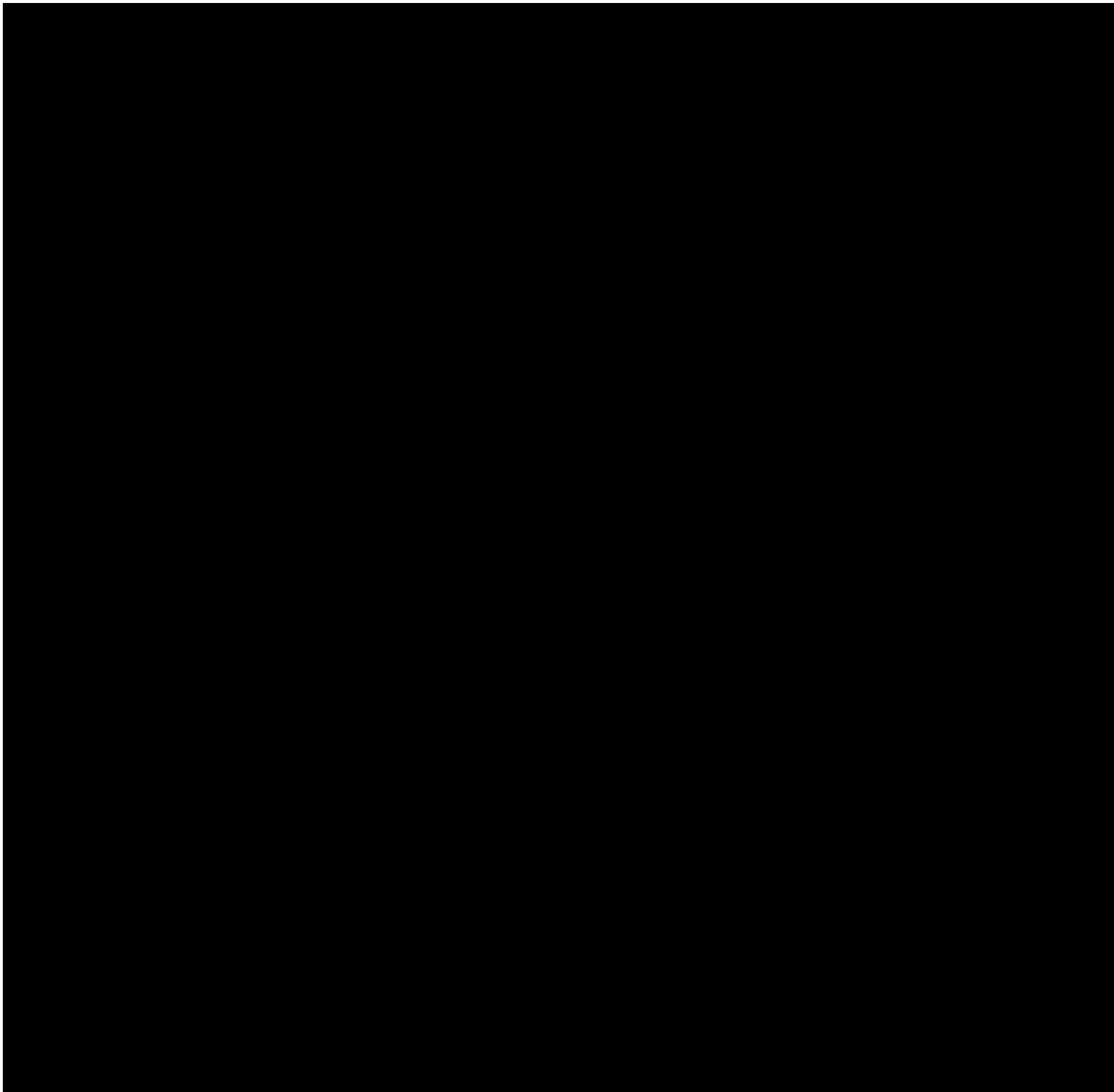
Poll workers and voters especially appreciated how easy the Poll Pads are to use...it's really a wow factor.[!!!]



5. A narrative description and organization chart depicting the management of the Applicant's organization and its relationship to any larger business entity.

Since 2011, KNOWiNK has grown to [REDACTED] full-time employees, including [REDACTED] full-time in-house developers and [REDACTED] client support services team members. KNOWiNK is a single member Limited Liability Corporation owned by Managing Director Scott Leiendecker. Scott served as the youngest Election Director in the history of St. Louis and later served on the U.S. EAC commission to oversee elections in Kosovo. During this time, Scott developed a vision to improve efficiencies of the voter check-in process with a reliable, secure and user-friendly electronic poll book. In 2011, Scott founded the company KNOWiNK.

Since its founding, KNOWiNK has become the leading EPB software solution on the market. We have grown to currently serving [REDACTED] jurisdictional clients and, during the 2018 election, we deployed more than [REDACTED] Poll Pads loaded with [REDACTED] million voter records to provide voter check-ins for nearly [REDACTED] million voters. Since our founding, we have taken no outside investments in the company.





Our Founder: A Solution Invented by an Election Director for Election Officials

KNOWiNK's CEO Scott Leiendecker, the creator of the Poll Pad concept, is an election expert and former Election Director for the City of St. Louis. He transformed the St. Louis City Election Board by updating an outmoded system that resulted in better protection of voters and significantly improved the efficiency of the Election Board.

During his time at the City of St. Louis Board of Election Commissioners, Scott oversaw a \$2.5 million annual budget and managed more than 25 full-time employees. He successfully implemented the Help America Vote Act (HAVA) and the Missouri Centralized Voter Registration (MCVR), being the first in the State to implement MCVR.

The St. Louis City Mayor and Board of Alderman recognized Scott for his leadership for helping to restore the public trust in the election process. He also received a resolution from the Missouri House and Senate for his commitment to fair, transparent elections and praise from the U.S. Election Assistance Commission (EAC) for the City's improvement.

In 2010 Scott accepted a commission from the U.S. EAC to Kosovo where he helped oversee the country's first-ever parliamentary election. Following his commission, Scott left the St. Louis City Election Board in 2011 to develop and implement the first tablet-based electronic poll book solution, the Poll Pad.

"While at the EAC, I worked directly with Scott on implementing HAVA and experienced his **commitment to fair, transparent and efficient elections**. Having worked with Scott for more than 15 years, I have witnessed first-hand his leadership and **commitment to the U.S. elections process** on many occasions, and especially his innovative spirit to serve election officials and voters with new technology that **improves efficiency and lowers the cost of elections.**"

- Paul DeGregorio

Former Chairman, U.S. Elections Assistance Commission
Senior Advisor, Association of World Election Bodies

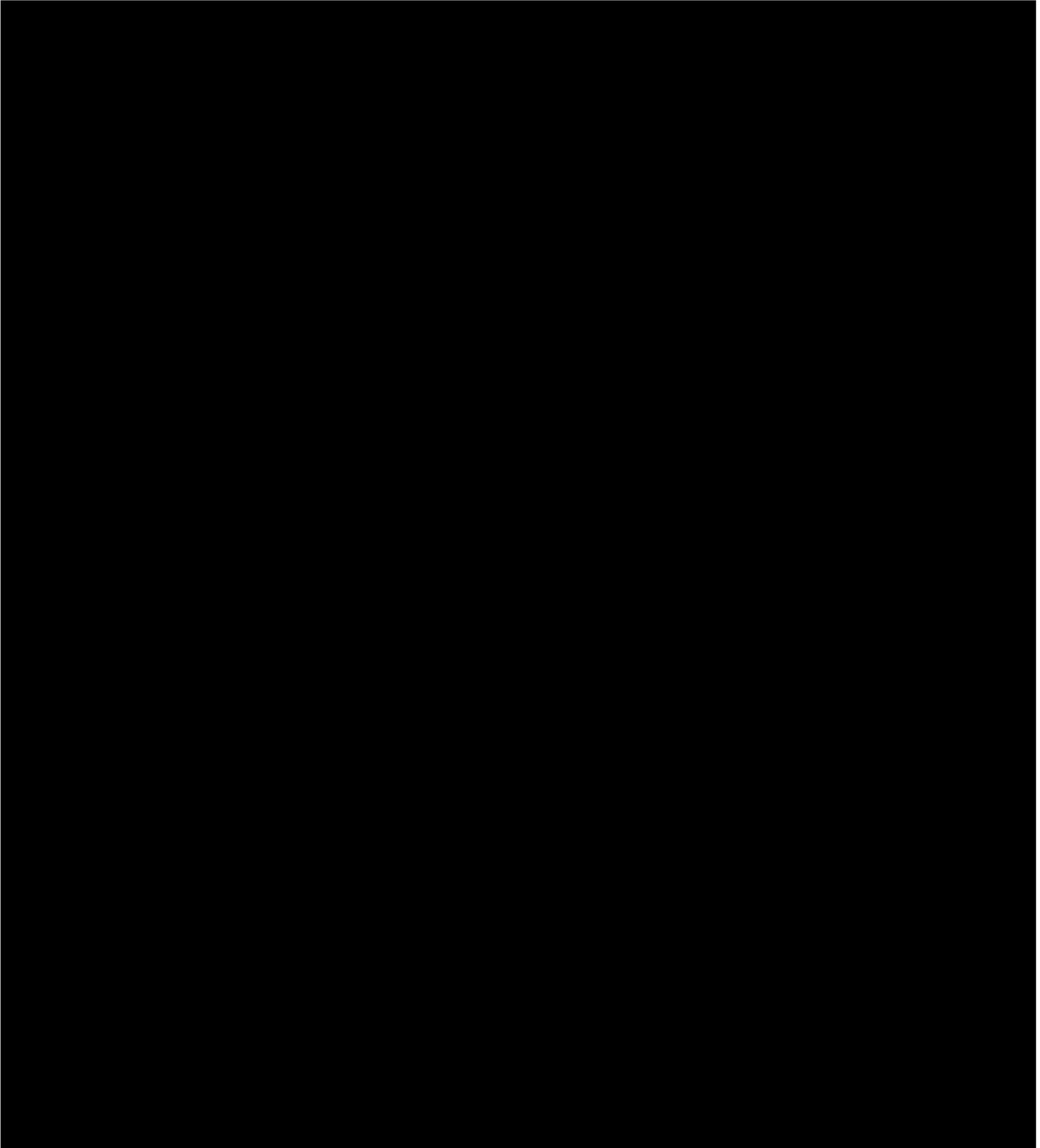
more than [REDACTED] years of combined election administration experience

Founded in 2011 by former election officials, we created our solution to help election officials save taxpayer time and money, and maintain efficient and transparent elections. Our team's extensive election experience uniquely qualifies KNOWiNK to understand and address each election authority's specific needs.

Staff Highlights: Proven Quality and Experience

KNOWiNK personnel [REDACTED] are all former election directors—coming from jurisdictions in [REDACTED]—and have more than [REDACTED] years of combined elections experience. [REDACTED] managed the information technology department for seven years at a large jurisdiction's election board. In total, we have [REDACTED] former election administrators on staff to provide our customers with the best support.

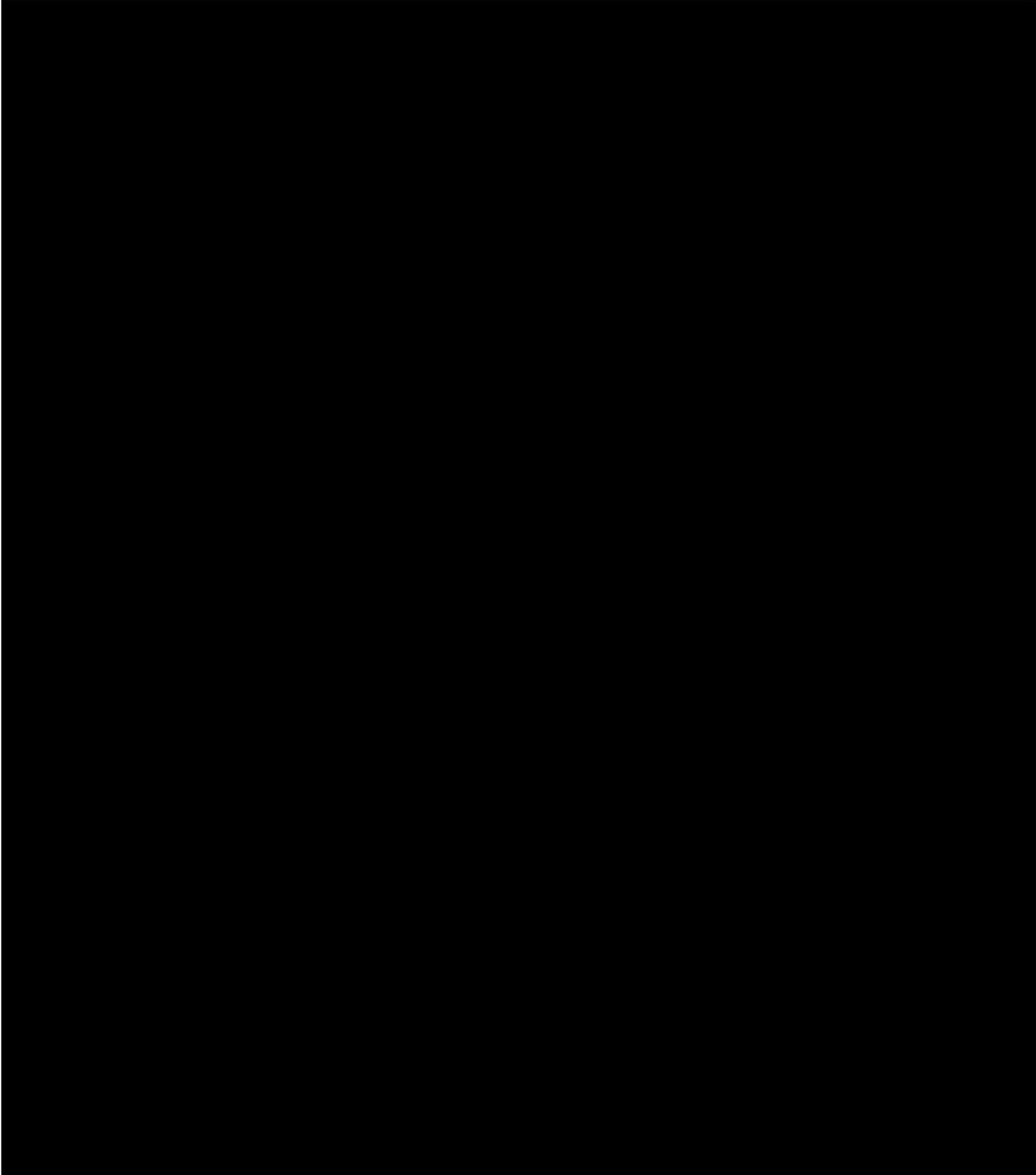
This depth of experience and knowledge of the election process from a jurisdictional perspective means we have election know-how, understand what our clients need and want, and are familiar with the challenges and limitations they are faced with. We are here to help. We understand elections from both the government and vendor perspectives and use this knowledge to serve our clients well.

KNOWiNK Team Members with Election Administration Experience

6. A description of the overall operations of the Applicant, the number and scope of other projects currently ongoing or set to begin in the near future (the 30 most recent such contracts shall be sufficient; applicants may list more than 30).

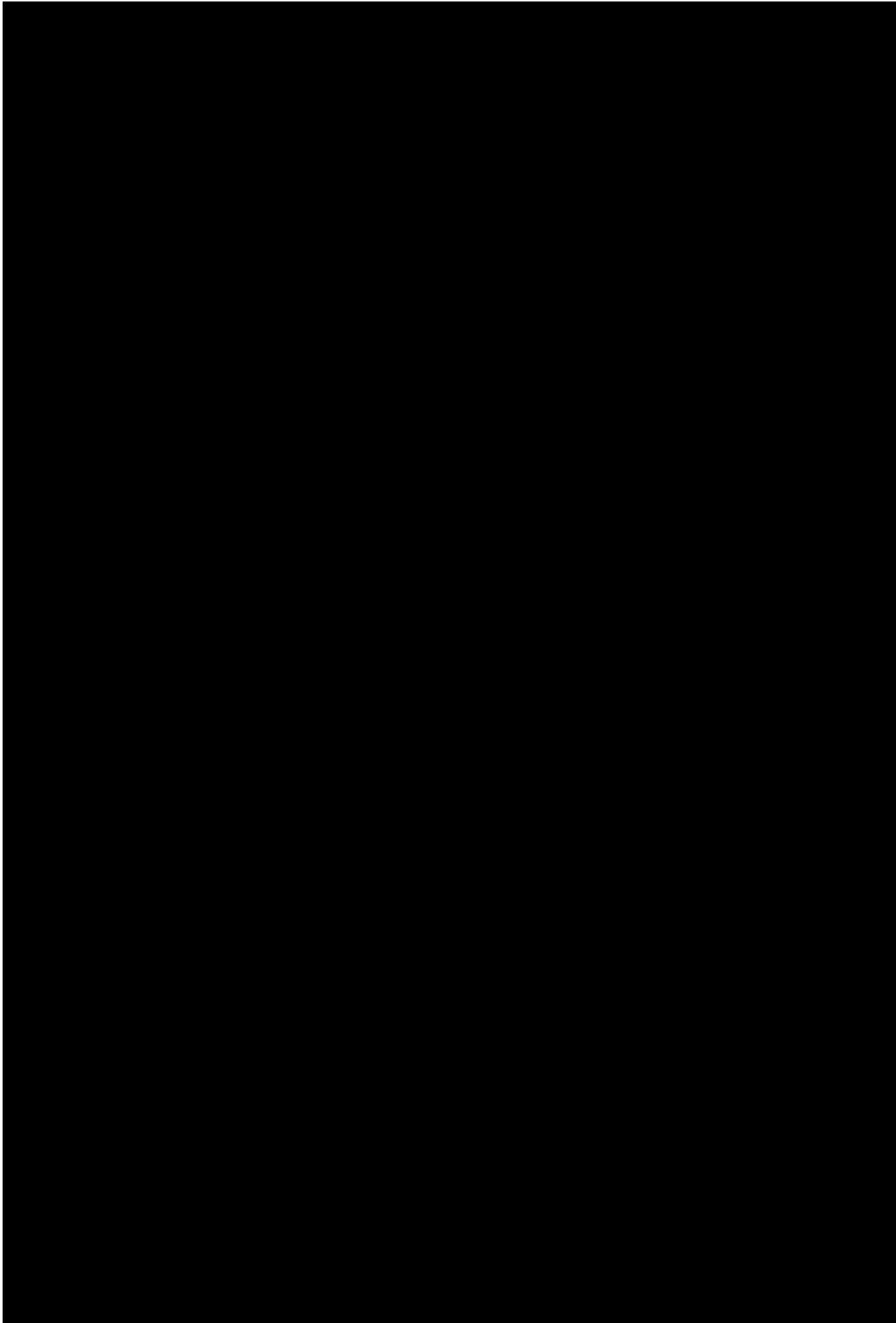
OUR EXPERIENCE

KNOWiNK's Poll Pad has been used in more than [REDACTED] elections across [REDACTED] states and [REDACTED] since 2007. Our [REDACTED] jurisdictional customers used [REDACTED] Poll Pads in the 2018 Midterm election that contained [REDACTED] million voter records and checked-in nearly [REDACTED] million voters nationwide without a scalability or security incident. The Poll Pad was also used to complete [REDACTED] same day/election day registrations. And approximately [REDACTED] of our [REDACTED] jurisdictional clients used the Poll Pads in a vote center model. In 2016, we purchased Election Administrators (EA).



7. Describe any prior operating experience in the Philadelphia region. Specifically, identify (i) all projects in the last five years on which Applicant has worked that are valued at over \$100,000 and located in the City of Philadelphia, (ii) any contracts valued at over \$100,000 entered into with the City of Philadelphia in the last five years; and (iii) any contracts valued at over \$100,000 entered into with any other government entity in the last five years (the 30 most recent such contracts shall be sufficient; applicants may list more than 30).

While we have no prior experience working with the City of Philadelphia, we do have extensive experience with state, county, and city government entities across the United States. We also have implementation experience in Commonwealth countries. A list of government contracts held by KNOWiNK that are valued at more than \$100,000 is provided on the following pages.



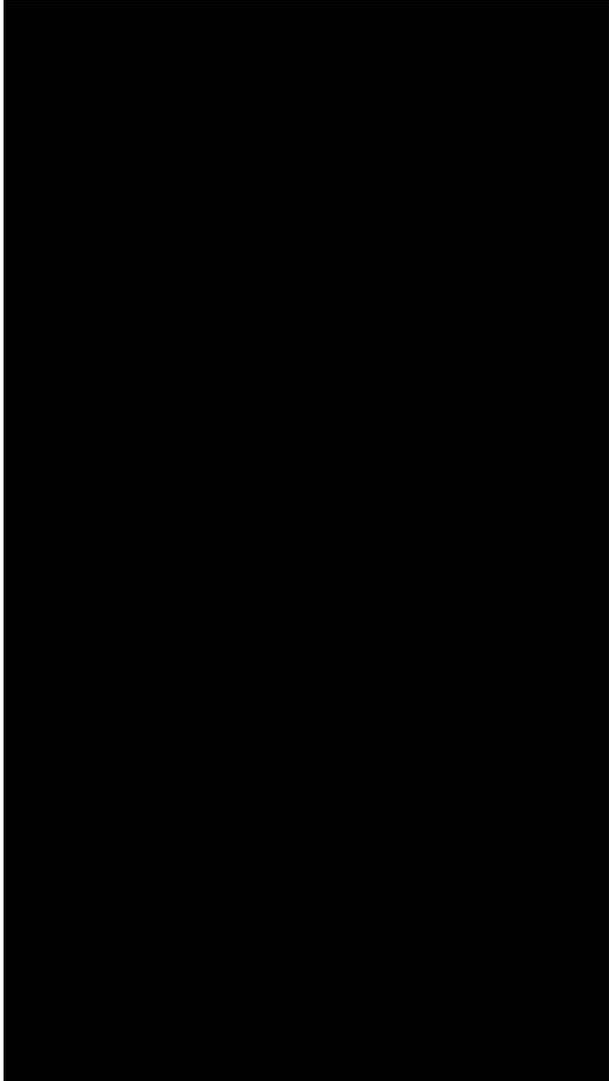


Table 2 (Continued). Government contracts held by KNOWiNK that are valued at more than \$100,000

8. Provide, at Applicant's option, any additional information not specifically listed above which demonstrates the qualifications of the Applicant to perform the scope of work specified in this RFP.

KNOWiNK offers many advanced election management back-end tools for the City's use. Many of these features require WiFi or Cellular connectivity. These tools allow the City to see voter turnout in near real-time, monitor the status of Poll Pads, and remotely lock or disable a Poll Pad if there is a security issue at a Polling Place. We have summarized the many features KNOWiNK's solution offers below and on the following pages.

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]



[Redacted content]

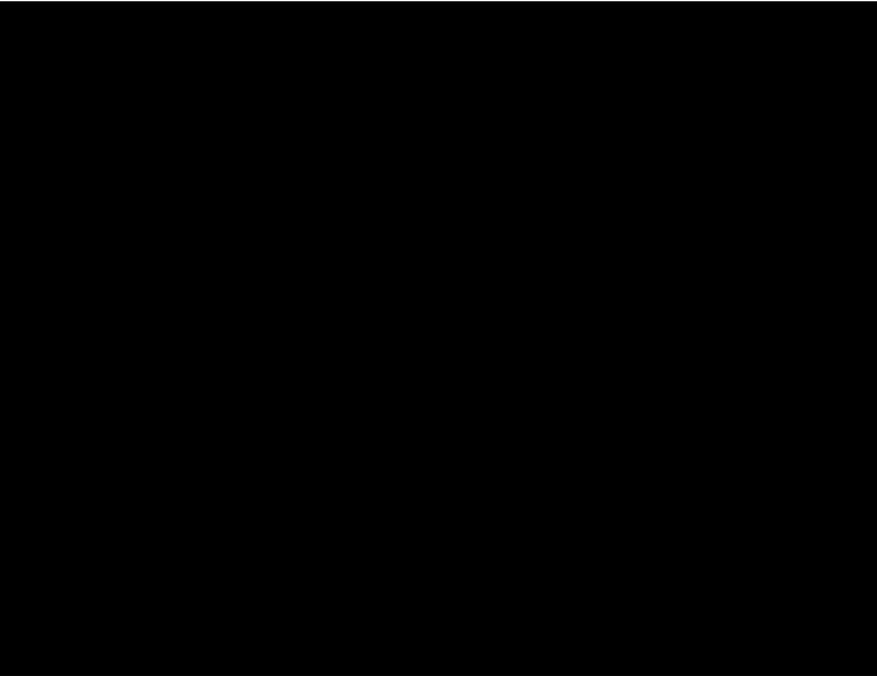
ePulse® – KNOWiNK's Central Command Back-End

ePulse is a secure web-based back-end election management system for use at the City level.

ePulse is an all-inclusive election management suite designed to give administrators real-time access to monitor their election as a whole. All Poll Pads connect to this central hub where voter check-in data is securely transferred via WiFi or cellular networks in near real time. This tool allows for administrators to oversee the operation of individual precincts and Poll Pads including battery life of the device, average check-in times, number of ballots issued or spoiled and more; all the while ensuring the election authority can directly contact poll workers via video or text message for speedy trouble resolution.

ePulse Capabilities

- Customizable real-time and election night reporting
- Ballot tracking
- Inventory tracking
- Election Day issue tracking
- Poll worker time-tracking
- Video communications from Poll Pads to ePulse
- Run concurrent elections
- Update voter rolls minutes before an election



ePulse has numerous modules that give the City a complete view to manage elections. The following pages highlight the major ePulse modules that come with the Poll Pad solution.

“The Poll Pad solution and KNOWiNK customer service consistently meet [redacted] County’s unique needs. ePulse allows us to change a voter from one ballot style to another, a feature we could not do with our previous system. We highly recommend KNOWiNK’s Poll Pad solution. ”

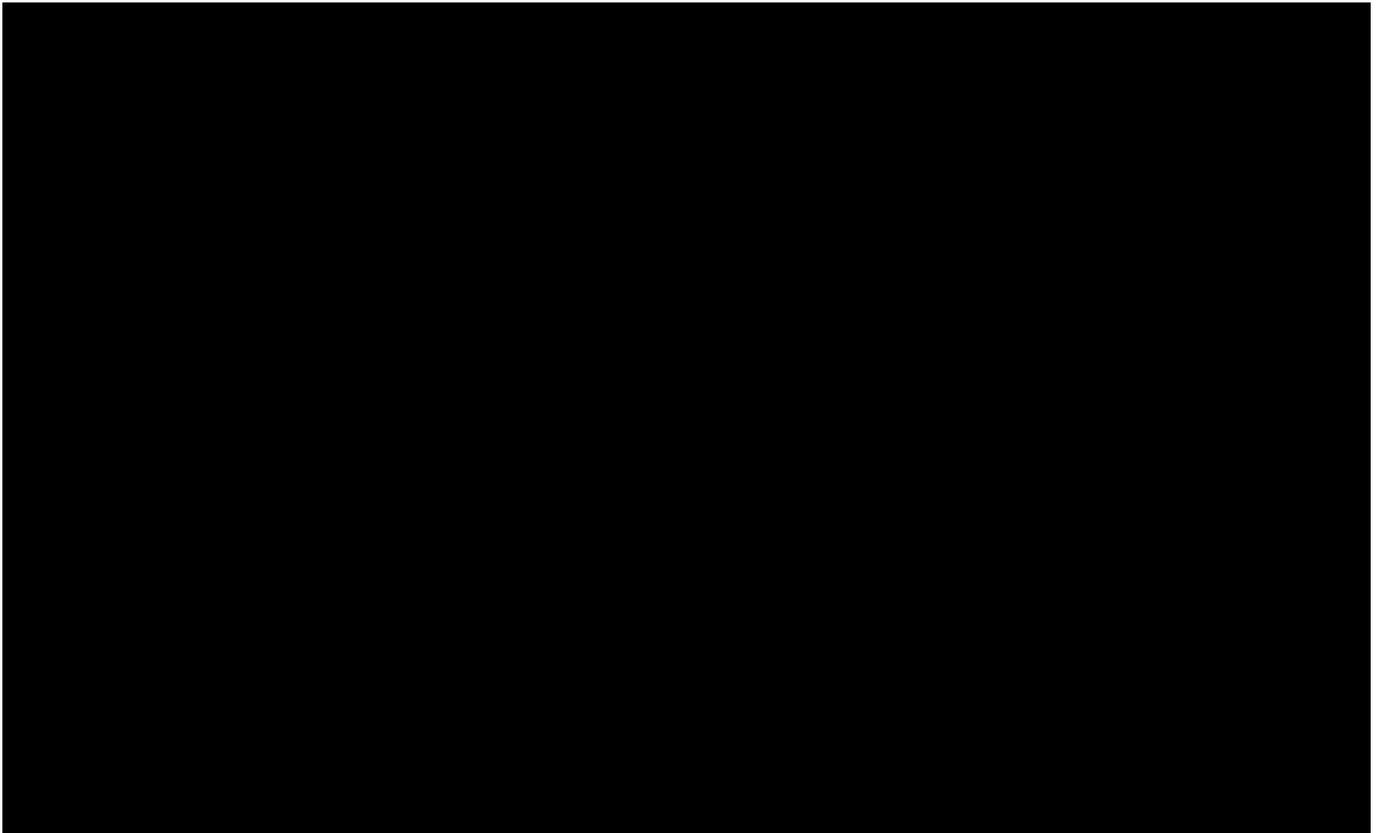


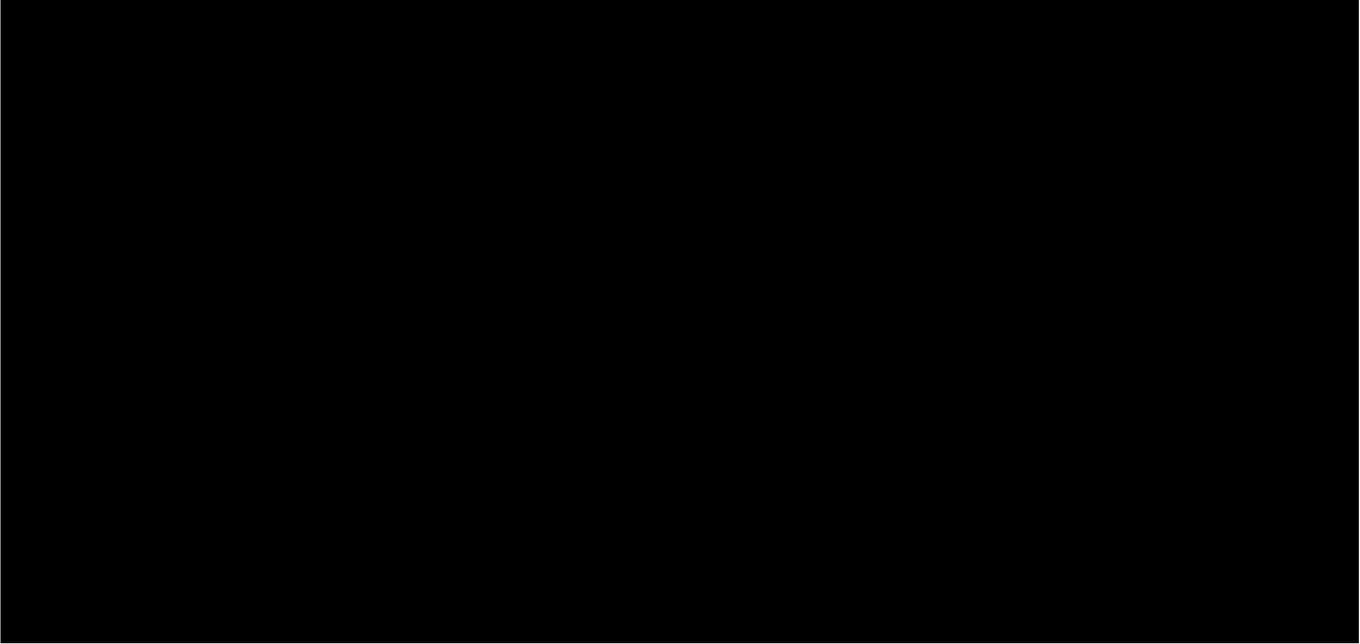
ePulse Module: iTrack Issue Tracking

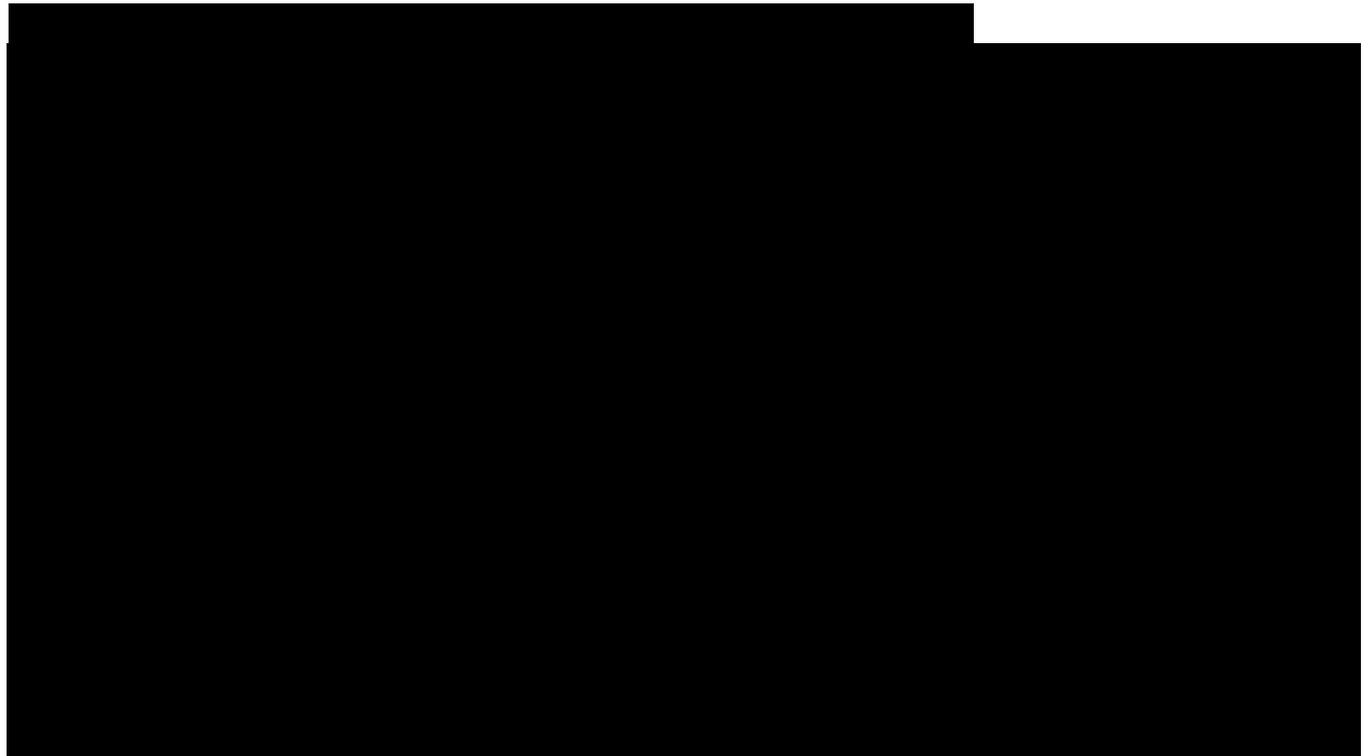
ePulse provides a method to assign election incident reports to technicians and track their resolution. iTrack is a module built into ePulse and is divided into incident tracking and incident viewing/reporting. Reporting an incident allows the user to assign incidents to specific technicians, as well as detail what devices were affected by the incident, in which location or vote center, and whether the incident is open, pending, or closed. Issue creation, updates, and close are all timestamped, and the user that performed each event is logged in the system. iTrack allows for a method to track technicians and their GPS coordinates via a smartphone application that runs on iOS and Android operating systems.

KNOWiNK provides in-depth training and troubleshooting guides for in-office tech support and on-site personnel. Tech support personnel in the election office access the iTrack Issue Tracking system to log issues, assign them to devices and poll workers, and deploy techs out to the field to resolve incidents on-site. Using iTrack, Tech Support can communicate with poll workers via text messaging and video chat to get a first-hand understanding of what the poll worker is encountering.

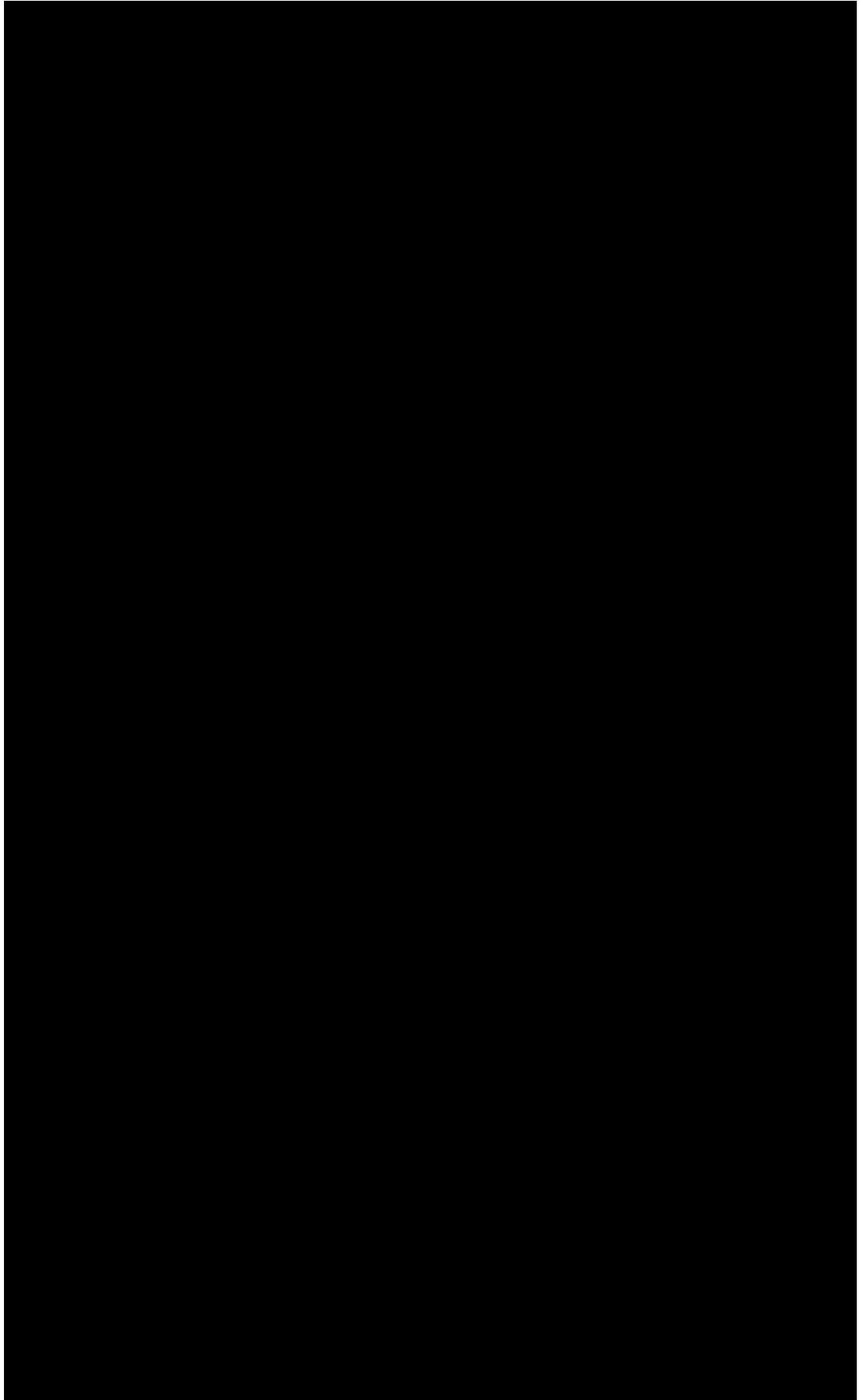
iTrack is available in ePulse on a web browser and as a mobile application.

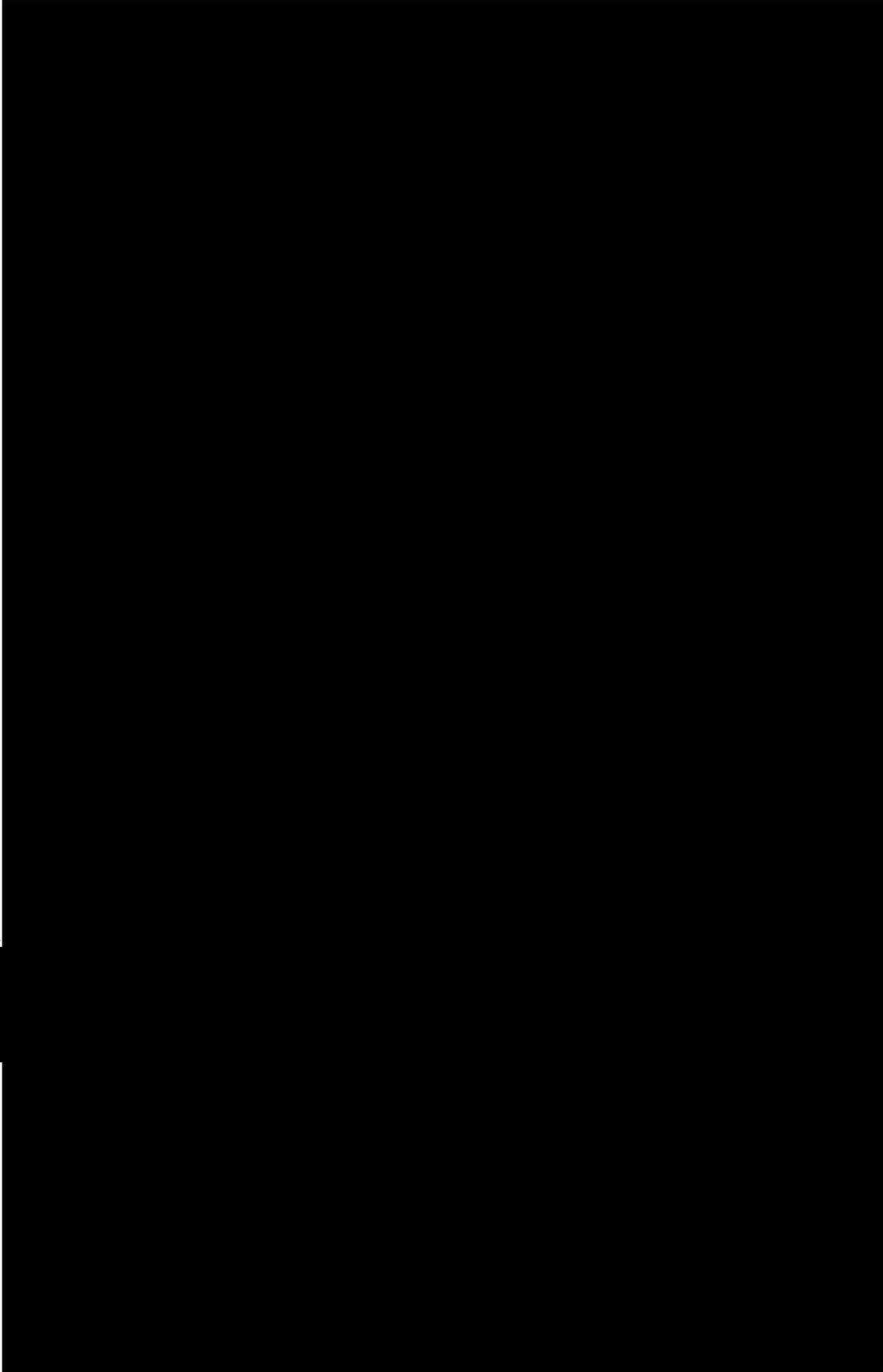












ePulse Module & Mobile Application: iTrack Assets

This tool allows the user to create a comprehensive inventory database of their election-related equipment for assigning and tracking. Users can set up item names, serial numbers, and other pertinent data. Users can assign inventory items to individual polling location destinations.

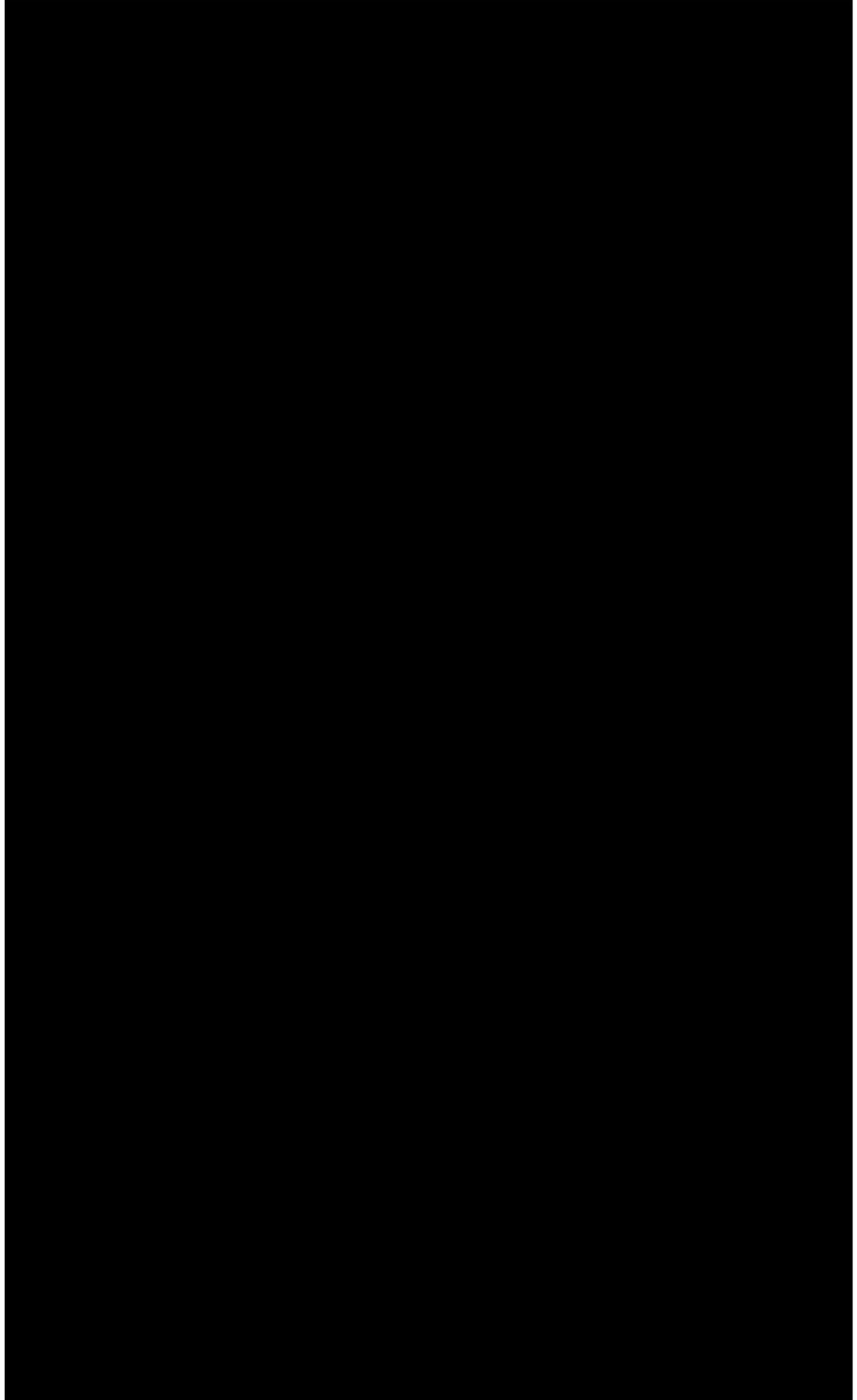
iTrack Assets is also a mobile application that can be used on any iOS or Android device. Using iTrack, tech support can communicate with poll workers via text messaging and video chat to get a first-hand look at what the poll worker is encountering. It uses data from the client's ePulse database. Users can select a polling place from the ePulse database and scan the barcode to check devices into or out of the polling place inventory. This information is communicated in real time, which allows viewers the ability to check on the status of inventory items at each polling place through ePulse. Election officials can set alerts for missing or low inventory, and log device incidents in the iTrack application and ePulse module for expedited issue tracking and resolution.

**TRACK ALL ELECTION
EQUIPMENT WITH ITRACK
ASSETS ON ANY IOS OR
ANDROID DEVICE**

With iTrack Assets users can

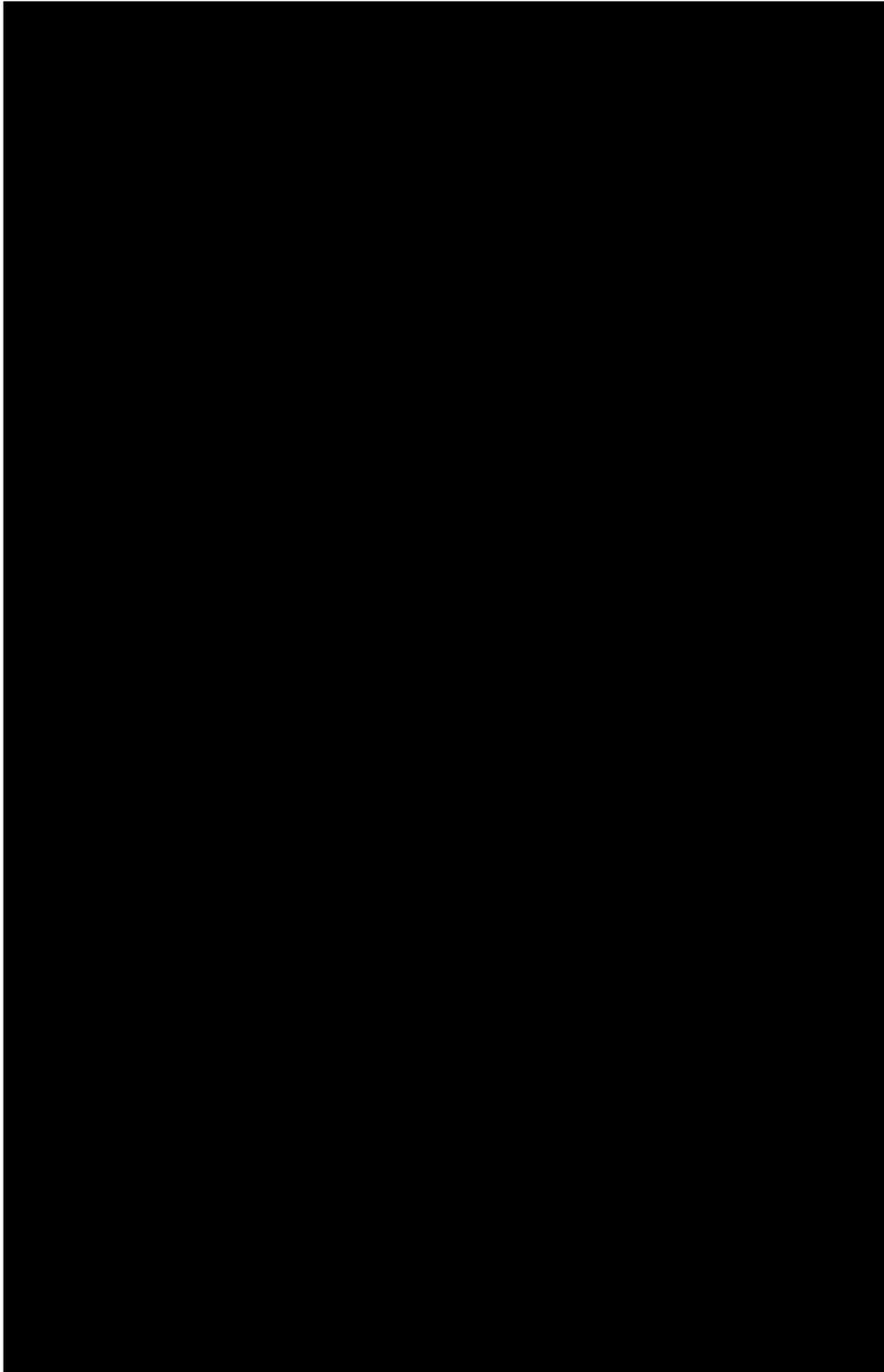
- Scan any barcode
- Track inventory
- Set alerts
- Print labels
- Log incidents

Screenshots of the iTrack Assets mobile application are located on the following page.



ePulse Module: Video and Text Messaging

ePulse provides election authorities with a powerful and complete communications tool between polling places and the elections office. Customizable and pre-written messages can be sent between the Poll Pads and ePulse to communicate questions and answers. KNOWiNK's innovative video chat is embedded directly into the Poll Pad application and is an election industry first. It revolutionizes how poll workers communicate issues to the election authority by giving them a first-hand look at the polling place.



ePulse Module: Ballot Tracking

Ballot inventory levels imported into ePulse prior to an election are tracked in real time on the Poll Pad. Poll Pad gives a summary report to reconcile how many ballots were cast and how many were spoiled throughout the day.

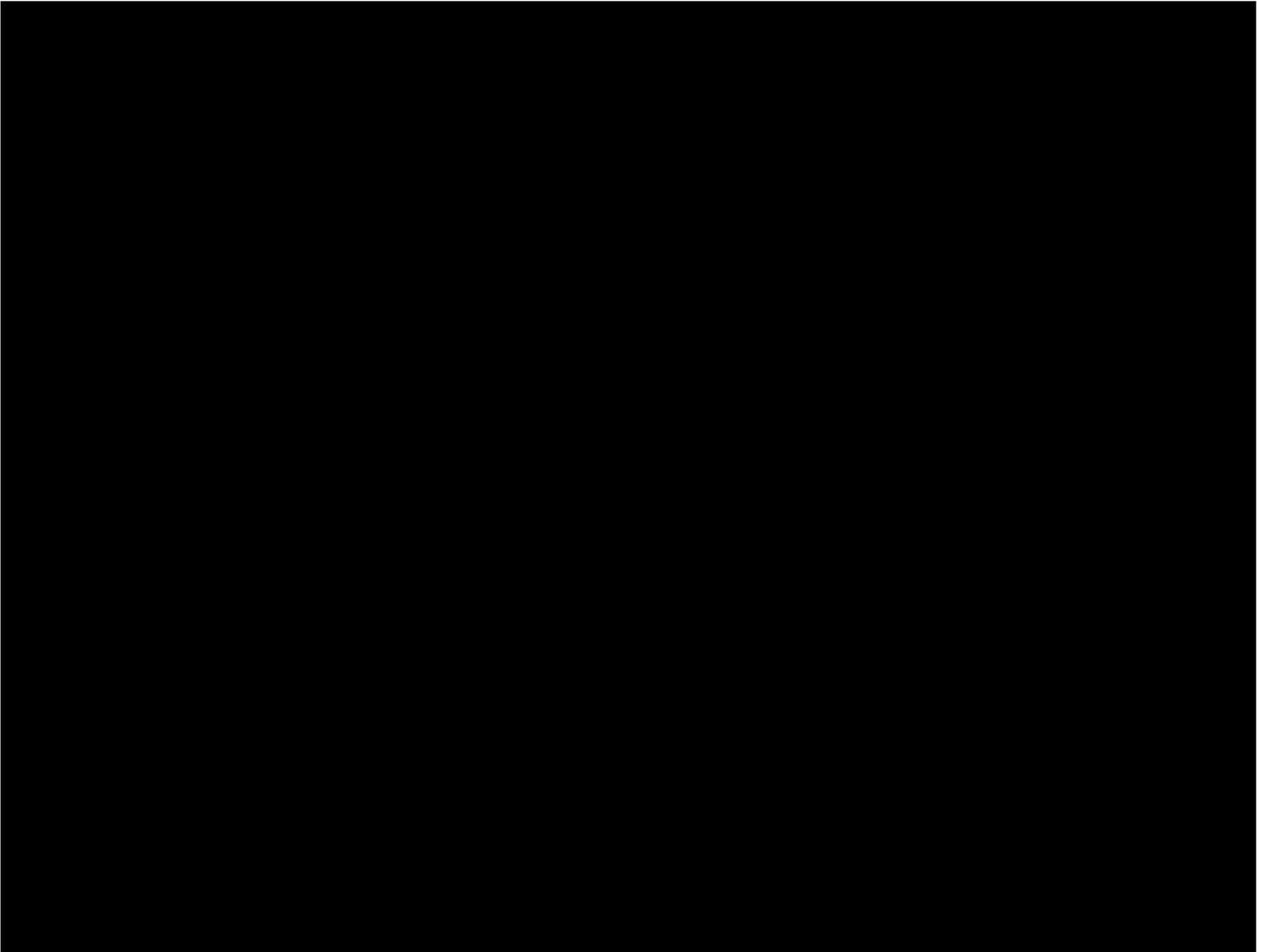
ePulse provides customizable reports that summarize the ballot accounting at each location. Ballot inventory levels are tracked by location and the election official may see the numbers update in real time. Filters can be applied to search inventory levels and the user can filter which locations have less than 100 ballots remaining.

Restrictions on the number of ballots issued to a voter can be set to comply with specific election requirements. Poll Pad allows poll workers to account for all ballot activity with running counts throughout the election and poll workers can print summary reports for end-of-day reconciliation. The summary report is customizable and includes information on how many ballots were cast (by party, if necessary), how many were spoiled throughout the day, check-in totals, and any other data type that may need to be tallied.

Reports set up in ePulse show the number of ballots available by individual locations. Alerts may be set up in ePulse to alert when ballot inventory levels have gone below a user-definable percentage. These tie in with the Optimal, Acceptable, and Critical alerts elsewhere in ePulse.

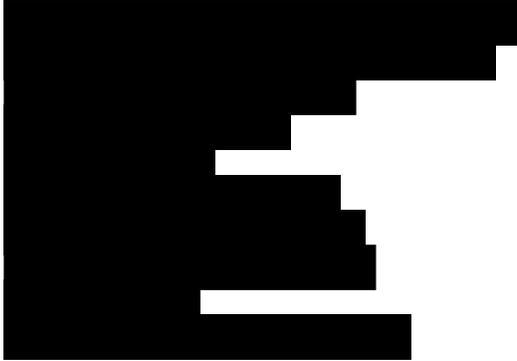
ePulse Module: Poll Worker Time Tracking

Poll Pad checks in poll workers, logging the timestamp and signature for each event. ePulse allows election officials to assign roles and pay rates to poll workers and provides reports on payroll, attendance and election day performance. Poll worker attendance is automatically managed on the Poll Pad. Using ePulse, election authorities may export a report of poll worker attendance and time for easy reporting and payment.



ePulse Module: Reporting

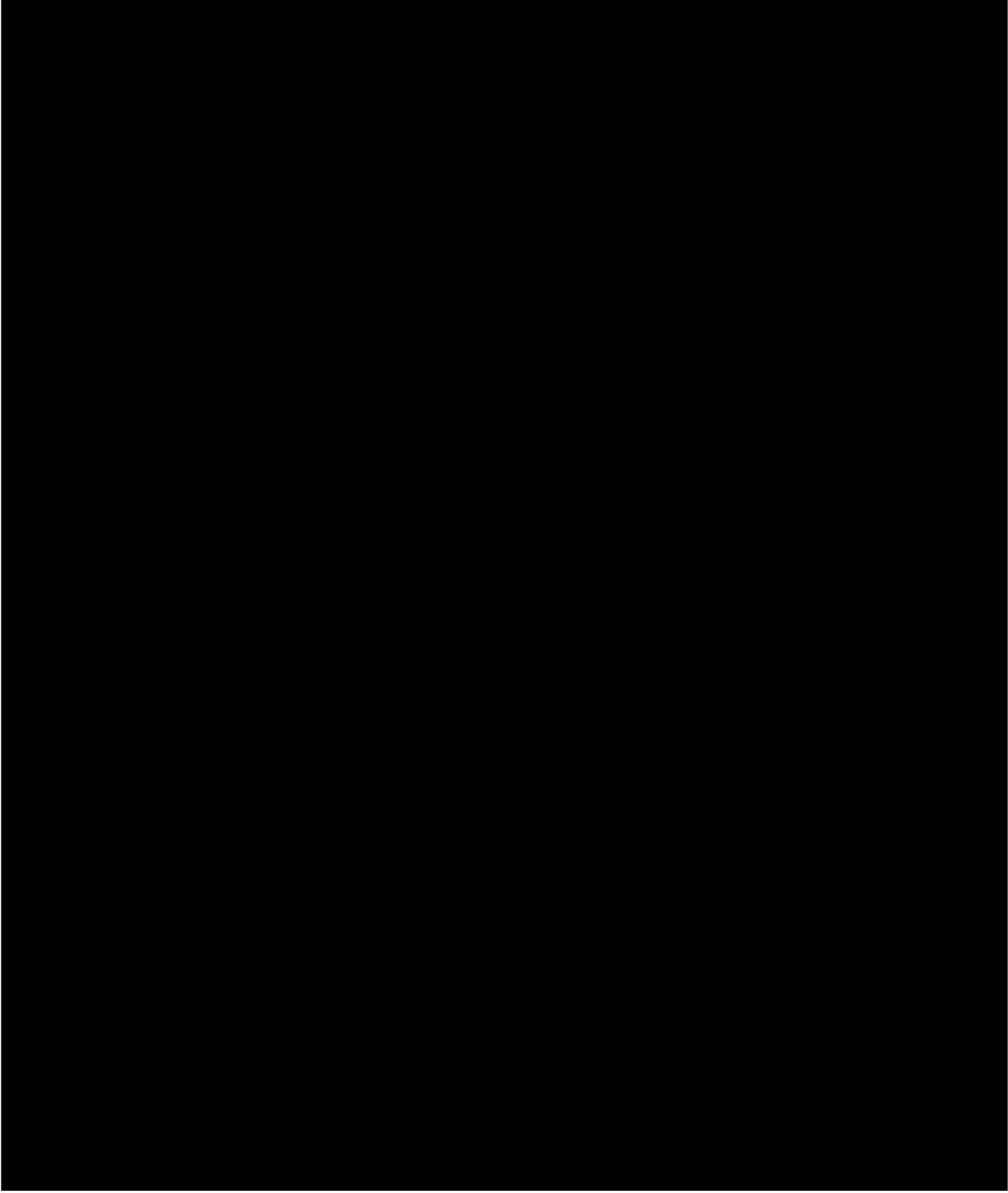
Reports can be run in ePulse at any point during and after the election. Our standard reports are listed below. The City can apply filters to customize the standard reports and they may be exported and printed.

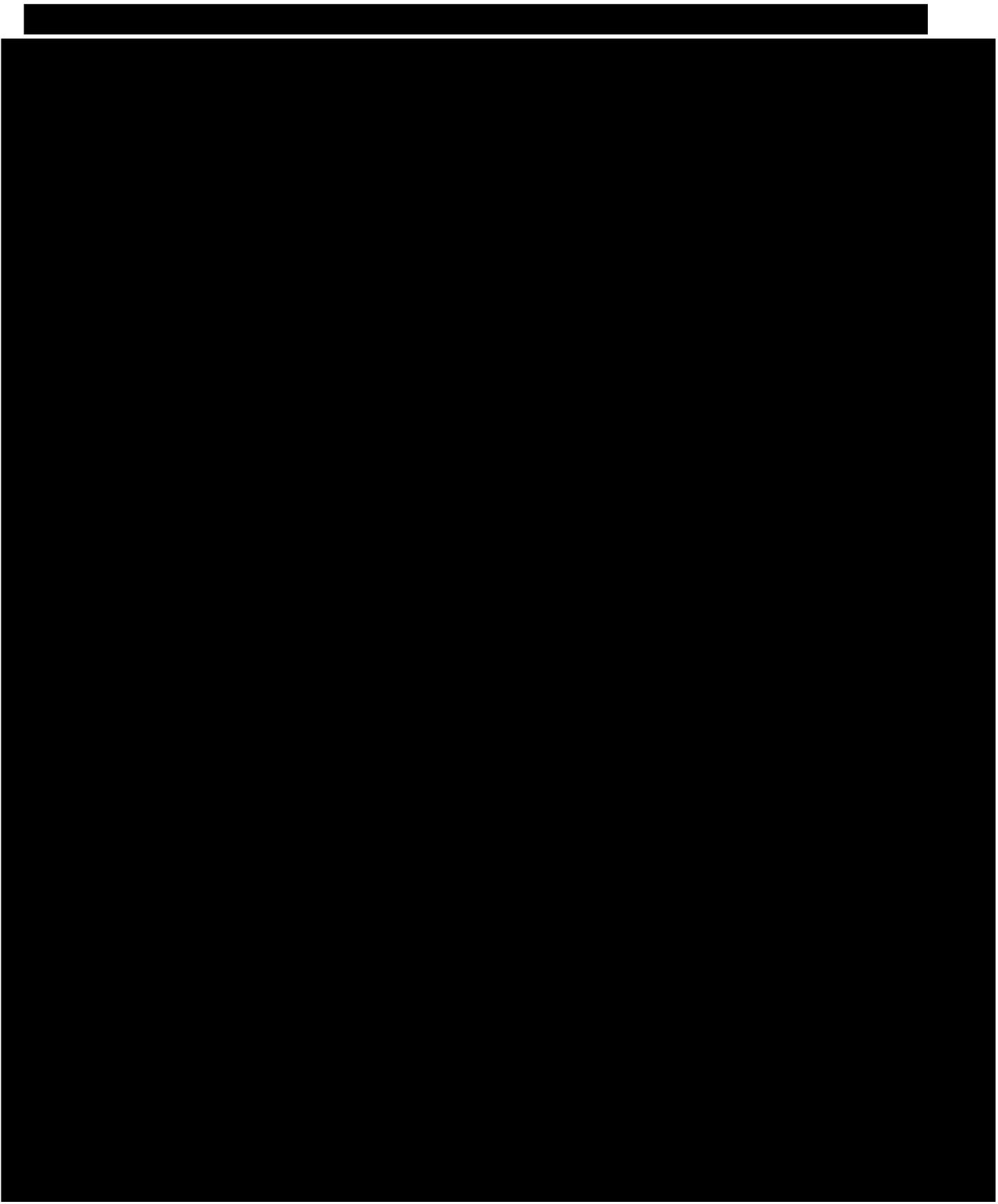


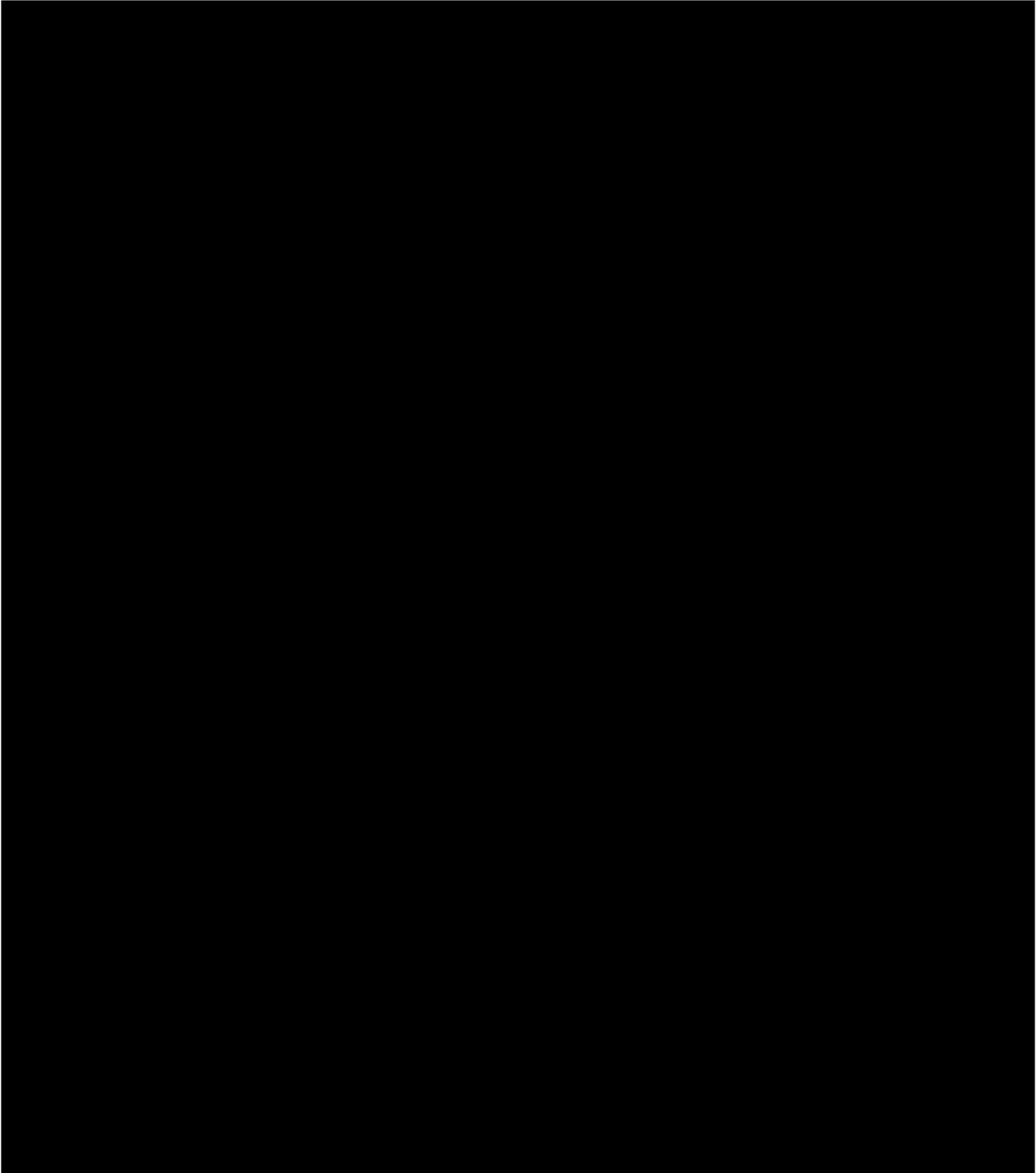
ePulse can sort, filter, and search through check-in data in the post-election discovery process, making it easy to hone in on the exact information that is needed at any time.

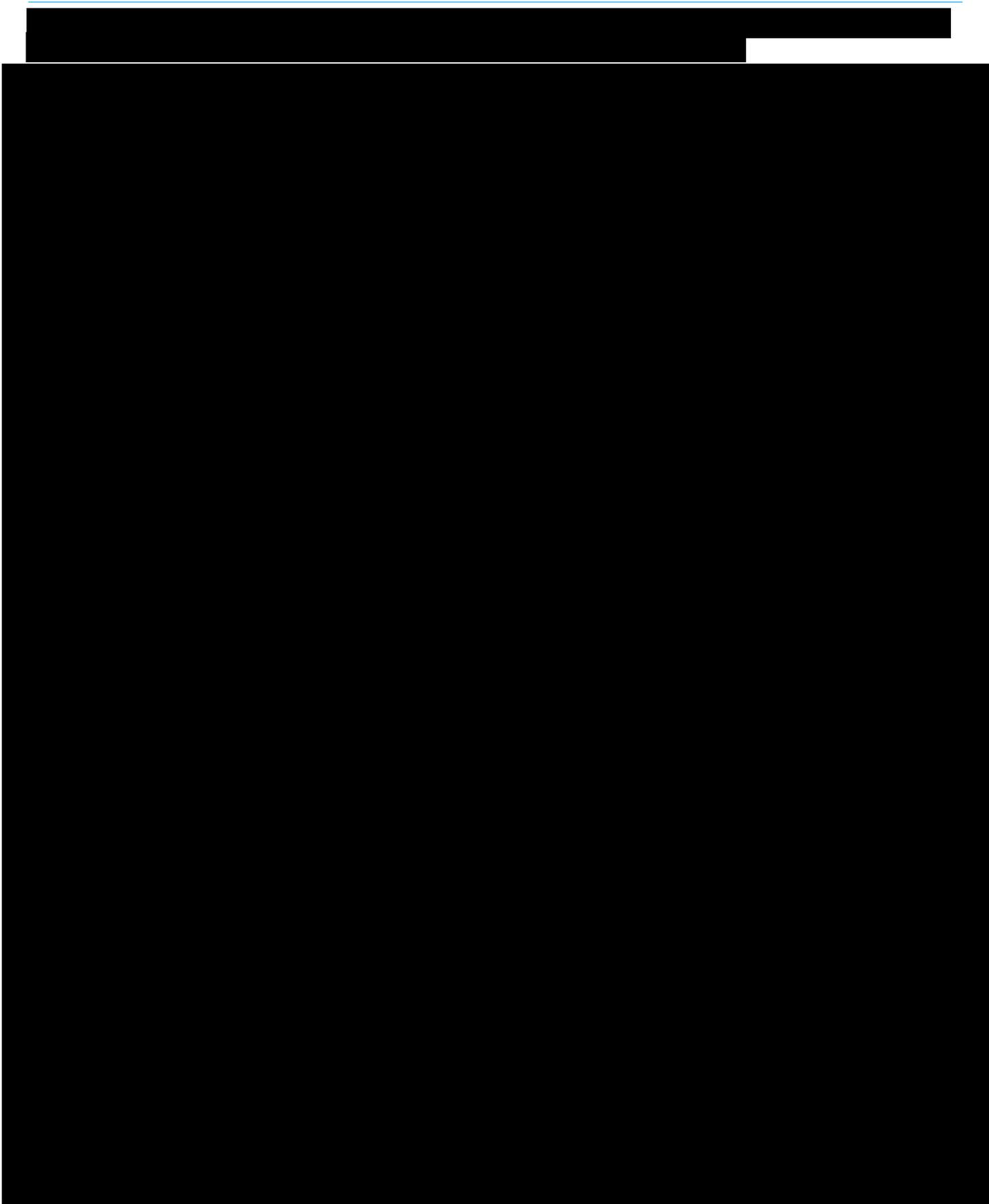
The Poll Pad system can report on any data collected by the auditing system, including but not limited to: transaction types; transaction times; transactions by poll official; and number of searches per transaction. Transaction types and transaction times are easily viewable on the Election Day dashboard and updated in real time throughout the day with the use of an internet connection.

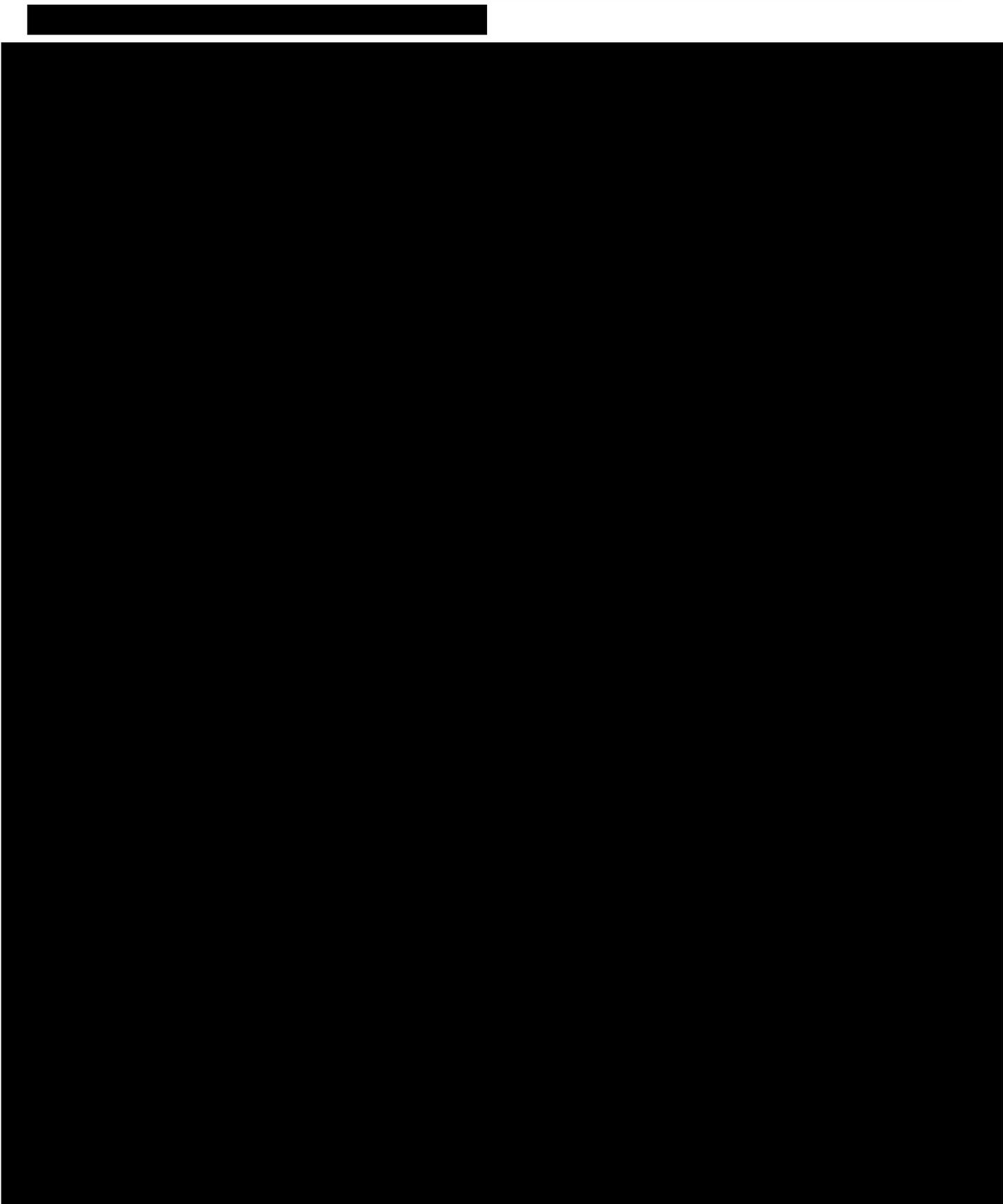
Sample ePulse reports are provided on the following pages and include both the web browser screenshots and exported reports.

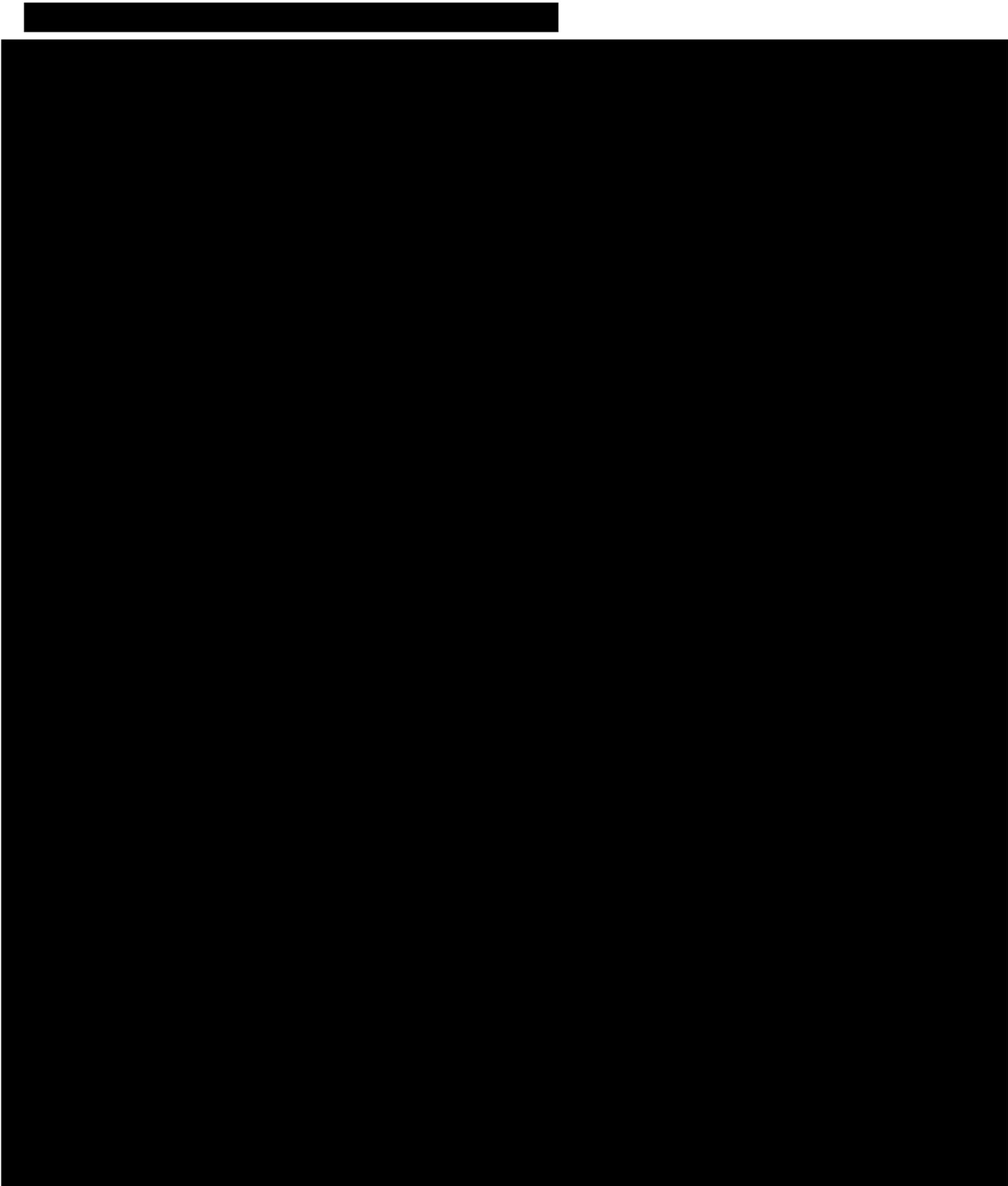


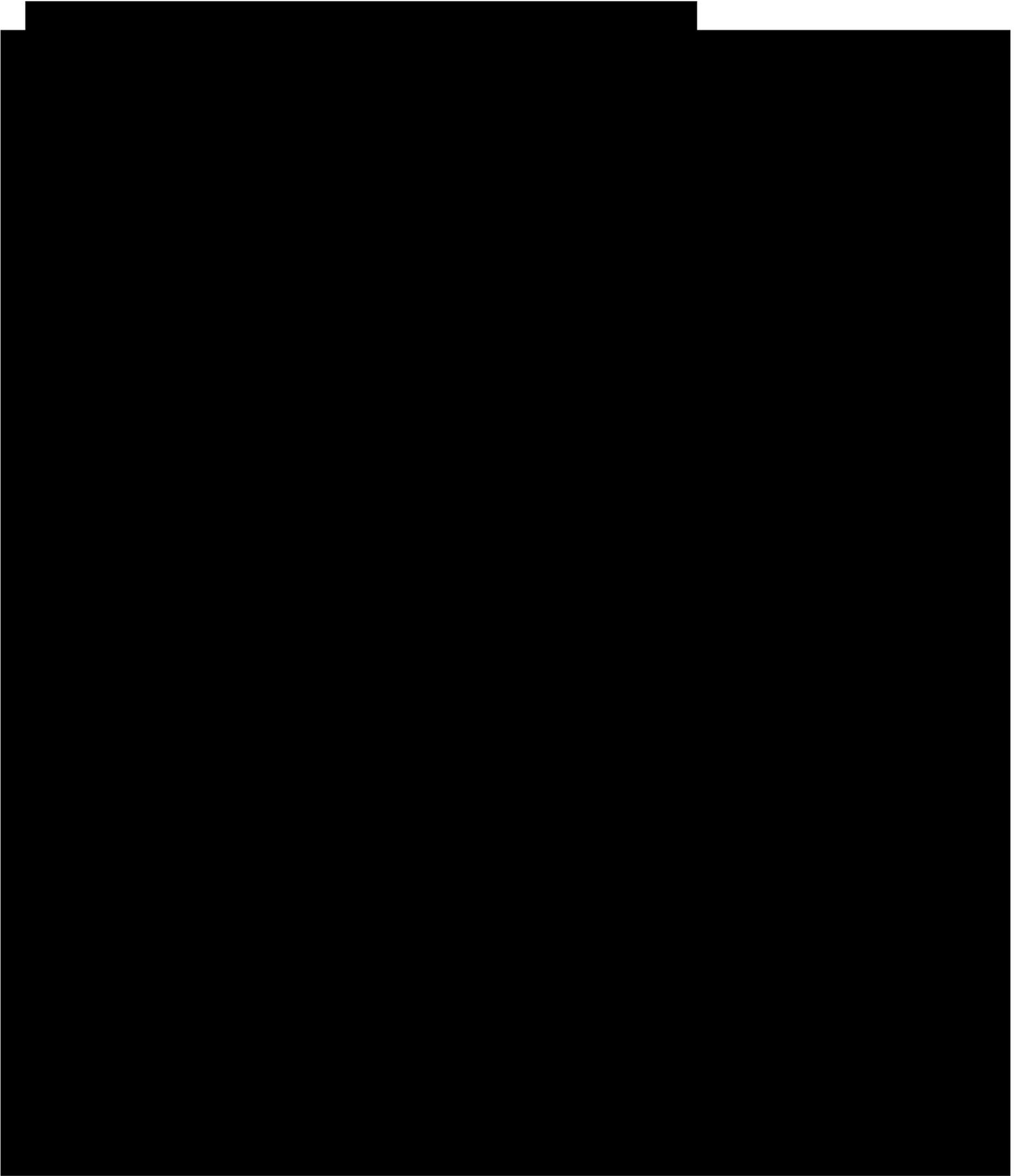


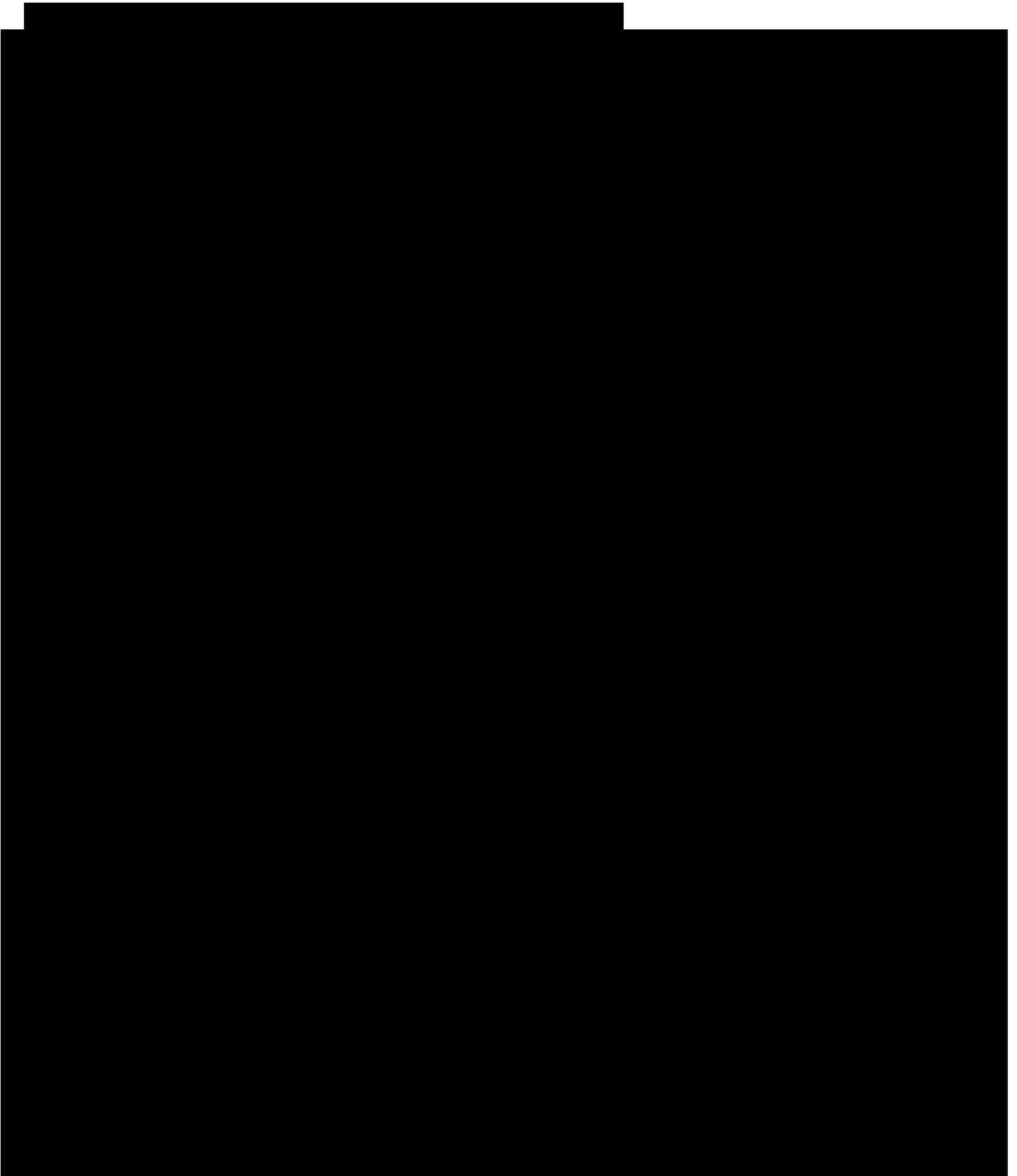


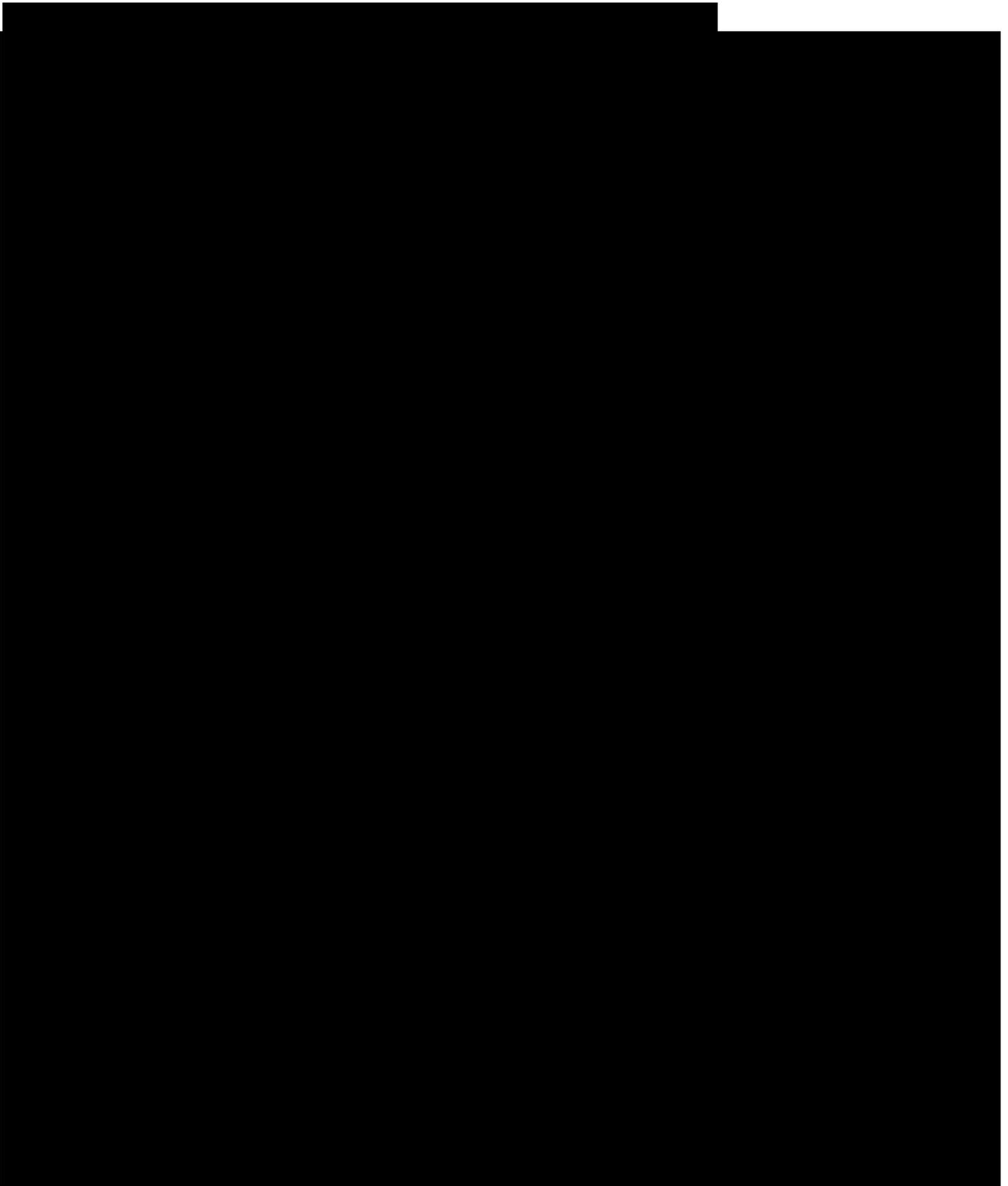


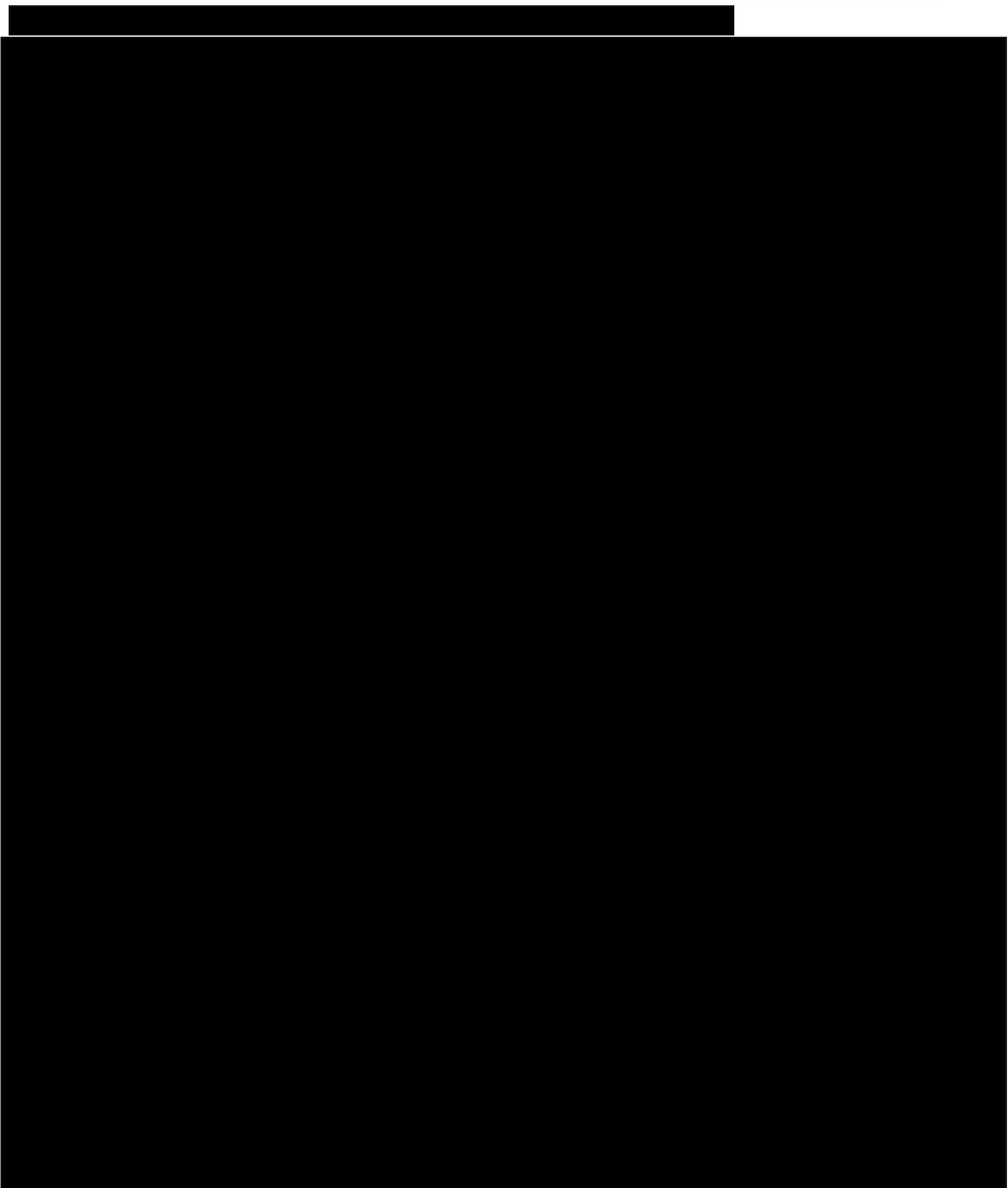


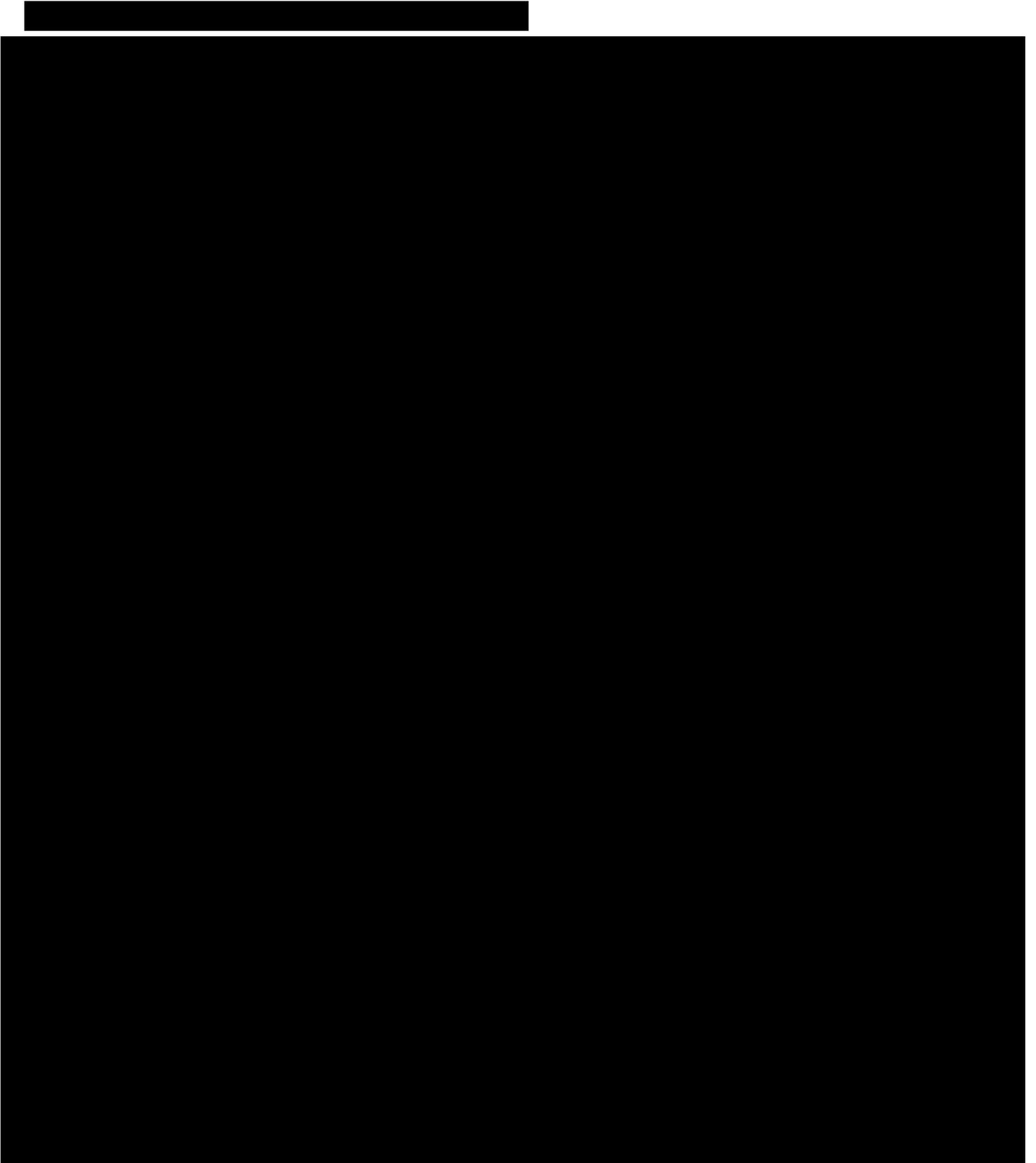


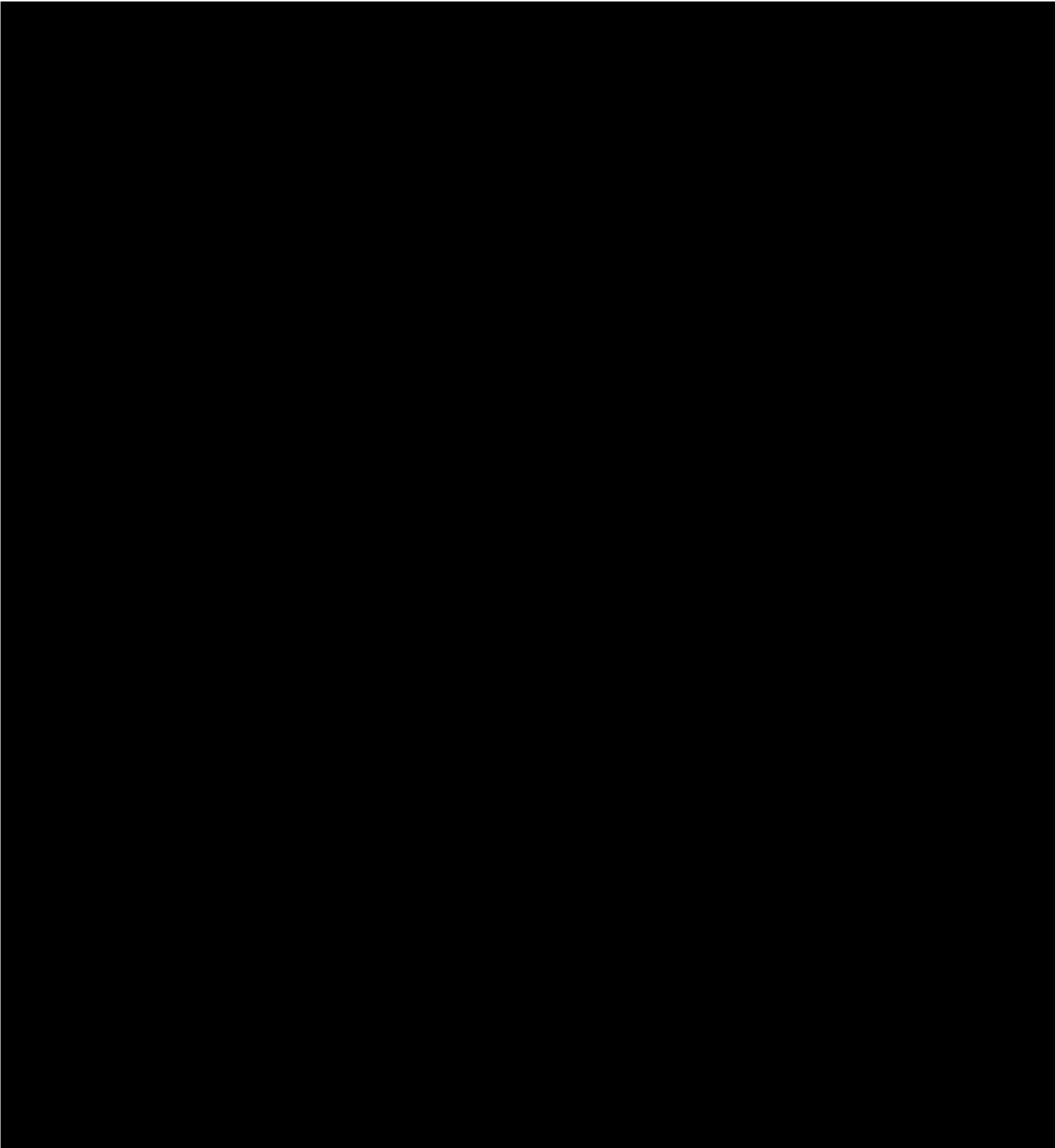












ePulse Module: Election Night Reporting

KNOWiNK provides an integrated Election Night Reporting (ENR) solution in ePulse. The ENR module can quickly and easily upload results and mapping files, preview them, and publish them to County election results websites. ENR provides the same security and ease-of-use for which KNOWiNK's ePulse and Poll Pad are known. Our click-and-load integration makes election night reporting available from your desktop. Communicate race results in real-time; show results jurisdiction-wide; or drill down to specific precincts or races.

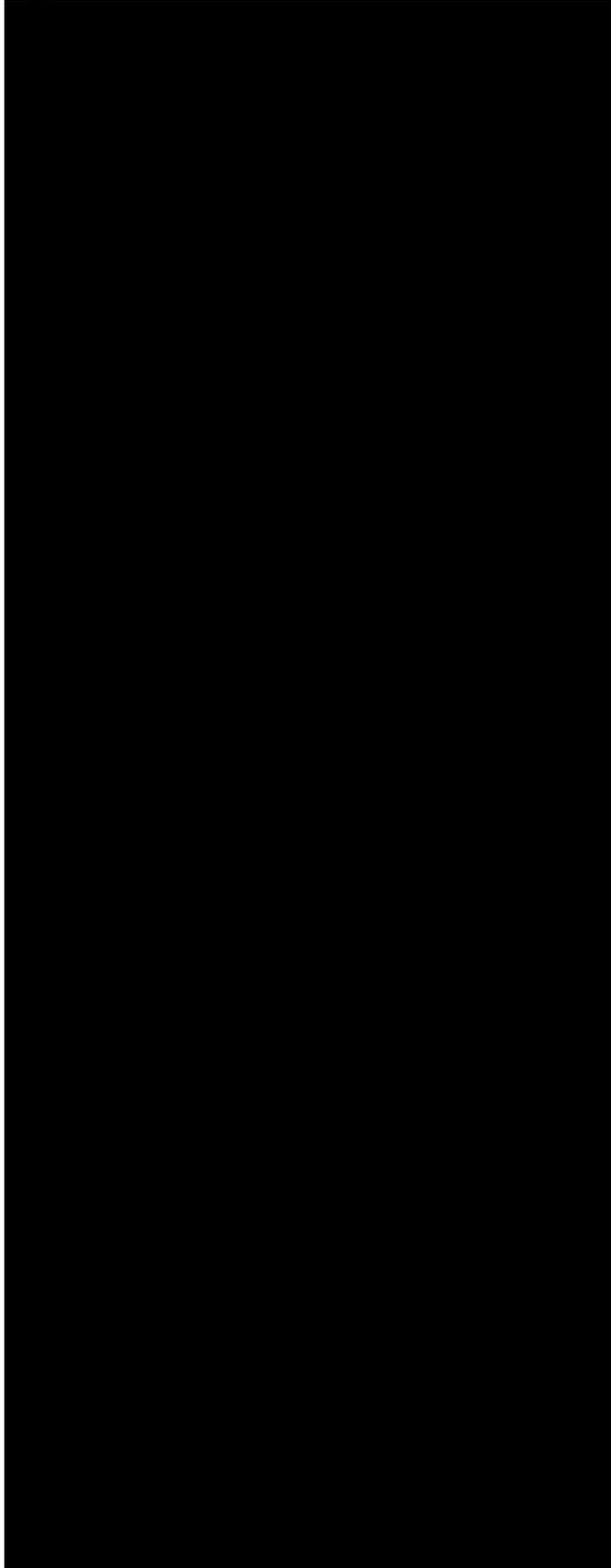


Figure 11. ePulse Election Night Reporting results graphically displayed.

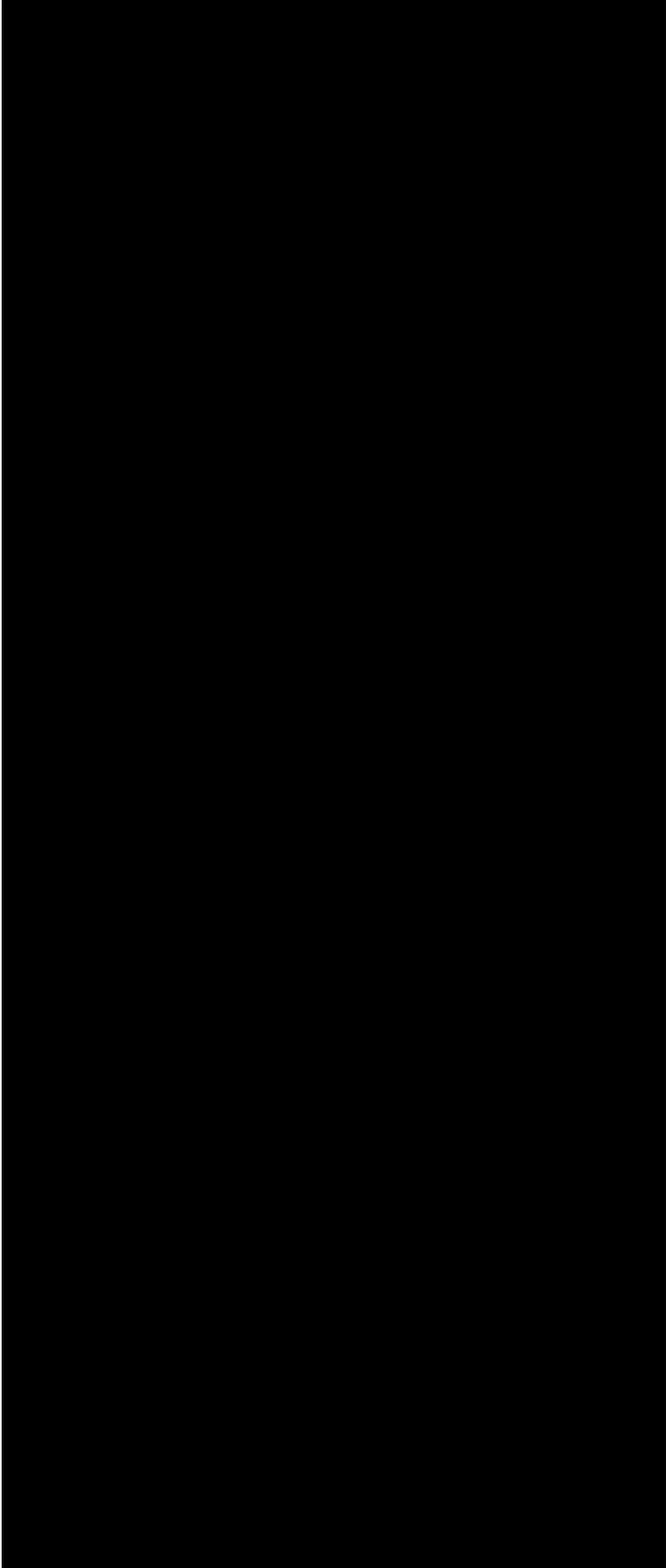
POLL PRINT

BALLOT STATION



KNOWiNK's on-demand ballot system, **Poll Print**, is a secure, high-quality system developed with your election process in mind. The seamless check-in solution between Poll Pad and Poll Print has been proven easy to use and environmentally friendly, saving you money and time. This solution provides convenience, giving you the right quantity of ballots for every election.

[Redacted text block]



9. *Please list any foreign ownership or investors in either the parent company and/or subsidiaries.*

No foreign ownership or investors. KNOWiNK is a company based in the US.

3.2 Company Financial Overview

Provide a financial overview of your company, including the following:

1. A narrative that demonstrates its financial capacity to undertake and complete the project as proposed in this RFP

Upon review of our balance sheet and financial statements, the City can confirm we are well capitalized to complete this order. The majority of our inventory are commercial-off-the-shelf (COTS) equipment, allowing us to keep very little inventory on hand. We have multiple lines of credit with lending institutions to provide working capital cash flow if needed.

We have significant experience handling high volume EPB roll-outs with no financial impact.

2. A current audited statement of financial condition, prepared by an independent certified public accountant Include 2017 reviewed financial statement.

KNOWiNK's 2017 reviewed financial statement is attached in the appendix.

3. The company's most recent annual report

Please refer to our reviewed 2017 financial statement.

4. The latest quarterly financial reports

KNOWiNK's latest quarterly financial reports are attached in the Appendix.

5. Financial statements for two (2) prior years prior to the year to which the current audited financial statement applies, prepared by an independent certified public accountant. Financial statements should include, at a minimum, income statements, balance sheets and statements of changes in financial position.

KNOWiNK's 2017 and 2016 financial statements are included in the Appendix. The 2016 financial statement includes 2015 financial data.

6. If the company is a public company, instead of the information requested in paragraphs 2-5 above, submit a copy of the most recent Form 10-K filed by the Applicant with the U.S. Securities and Exchange Commission and copies of all Form 8-Ks filed since the filing of the most recent 10-K.

N/A



7. A bank reference



8. A statement disclosing any audits of the company by the federal government;

None.

9. A statement disclosing any state or federal bankruptcy or insolvency proceeding the company has filed or with which it is otherwise involved;

None.

10. If the Proposal is submitted by a partnership and/or joint venture, provide full information concerning the nature and structure of the partnership and/or joint venture, including:

- What entity will be guaranteeing contract performance?
- Date of joint venture or partnership.
- Does the agreement between members comprising the joint venture make each jointly and severally liable for contractual obligations of this project?

N/A

11. Any other information not specifically itemized above that it believes to be demonstrative of its financial capacity.

None.

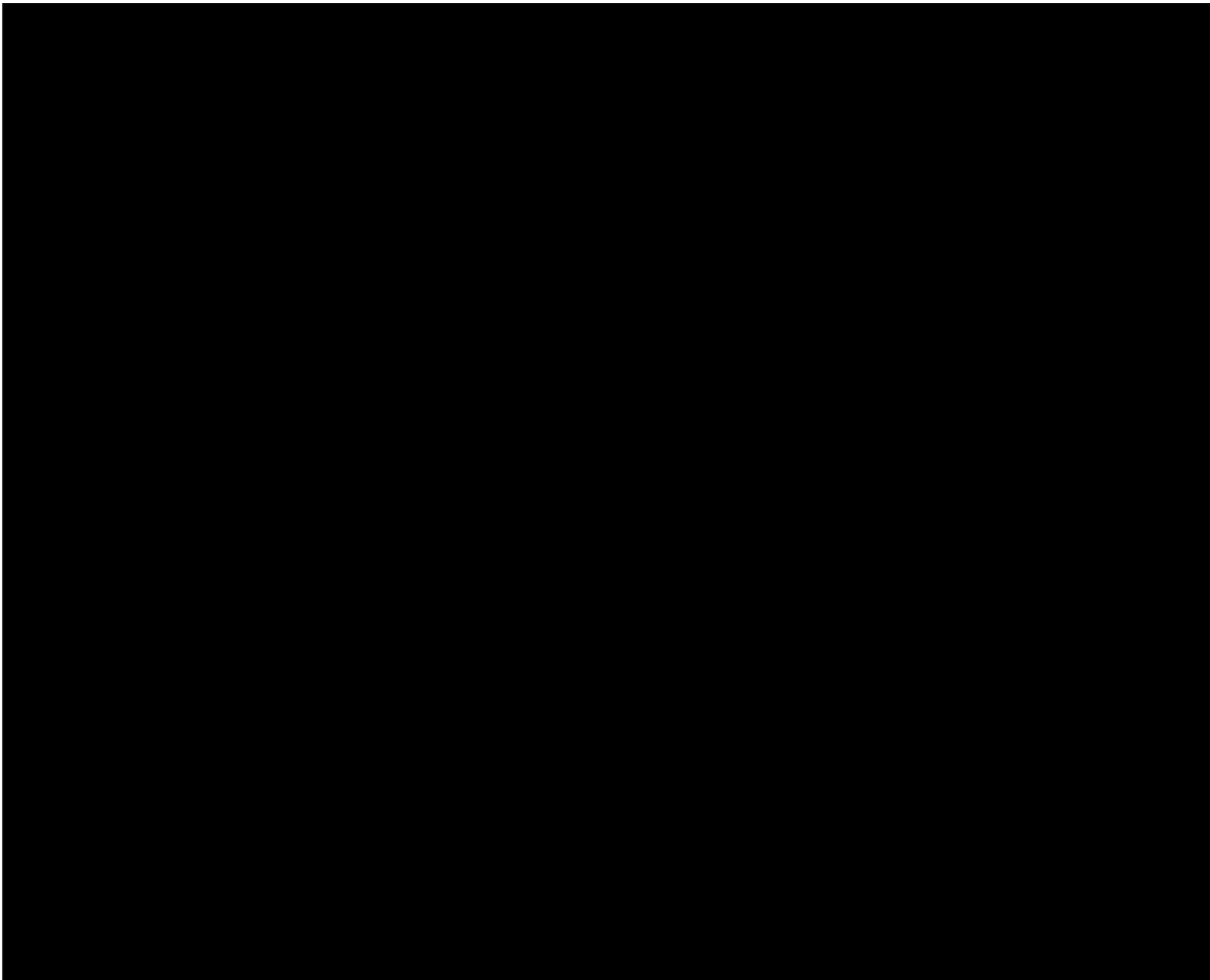


3.3 Clients in Comparable Jurisdictions

Describe your experience providing voting machines and/or EPB solutions to clients in jurisdictions comparable to the City of Philadelphia in terms of population size, population density, geographical area, and size of candidate pool.

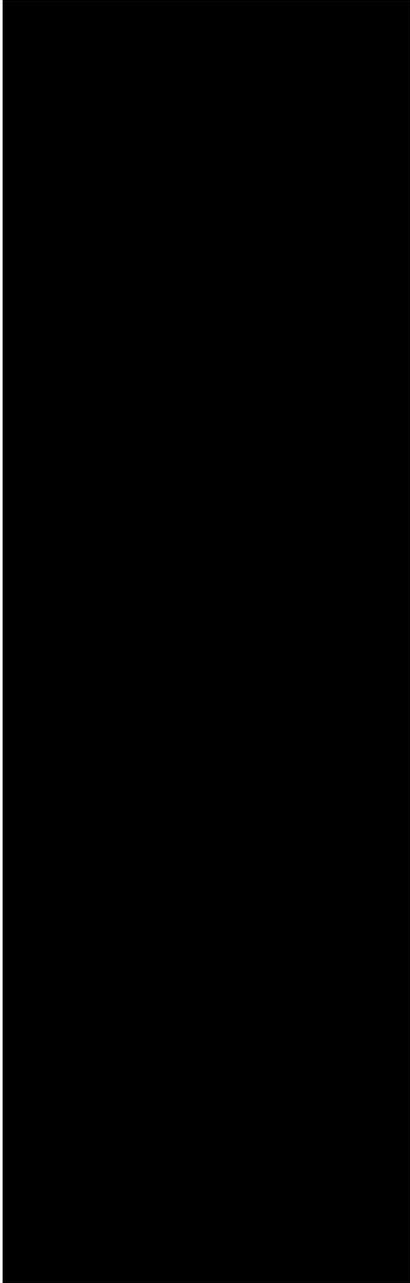
1. For each comparable client engagement, provide the client name, engagement title, cost, start date and completion date. Describe the engagement and the solution implemented.

KNOWiNK’s comparable client engagements are described on the following pages.



KNOWiNK ROCKS! It has been a pleasure working with the team from KNOWiNK. The team was more than willing to make adjustments to meet our requirements, and were available to us no matter what the time was that we called (in fact there were times I expected to leave a late evening message only to have them immediately return my call). KNOWiNK was there to hold our hand and ensure our first election was a complete success.



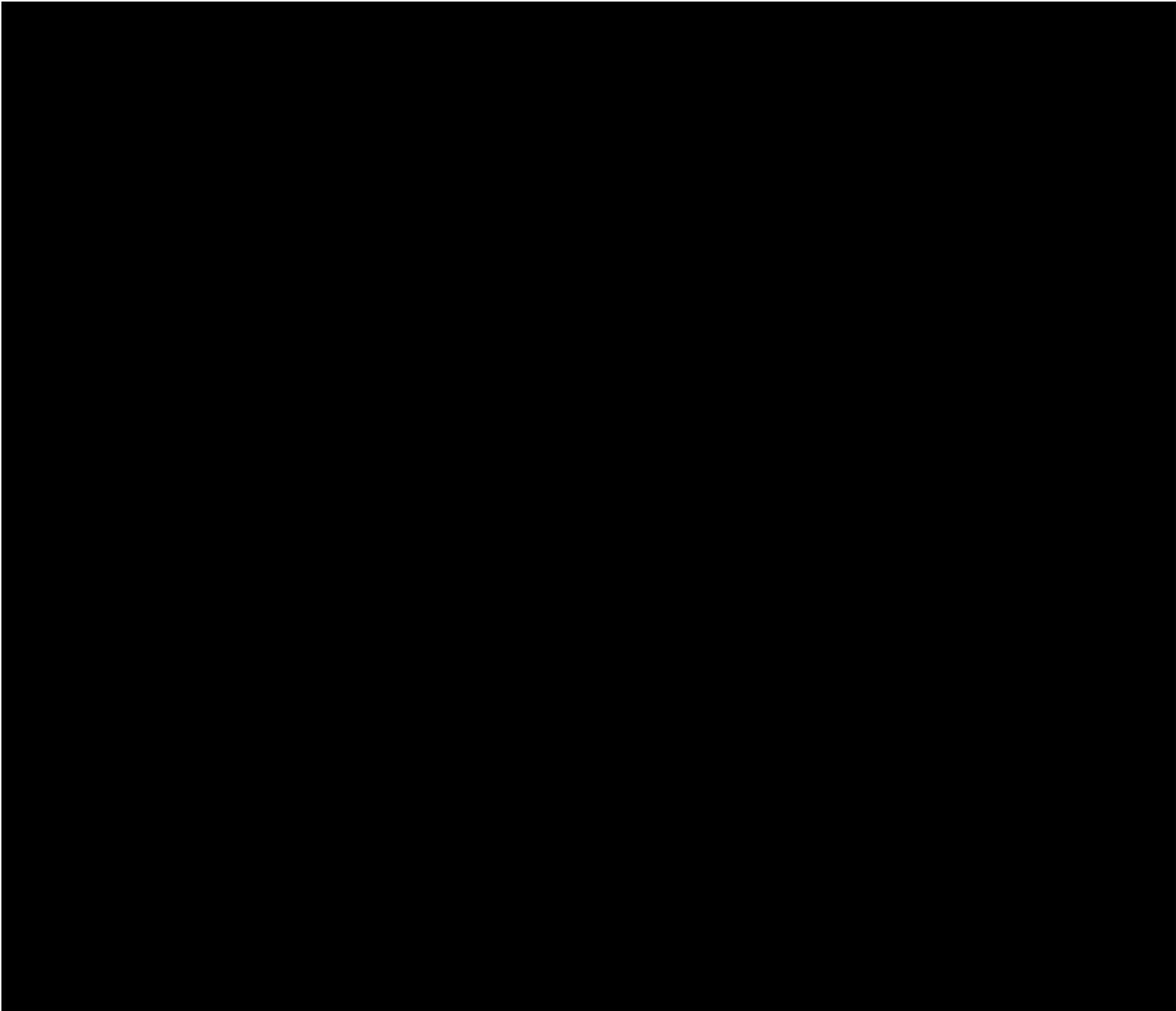


Poll workers and voters especially appreciated how easy the Poll Pads are to use...it's really a wow factor [!].



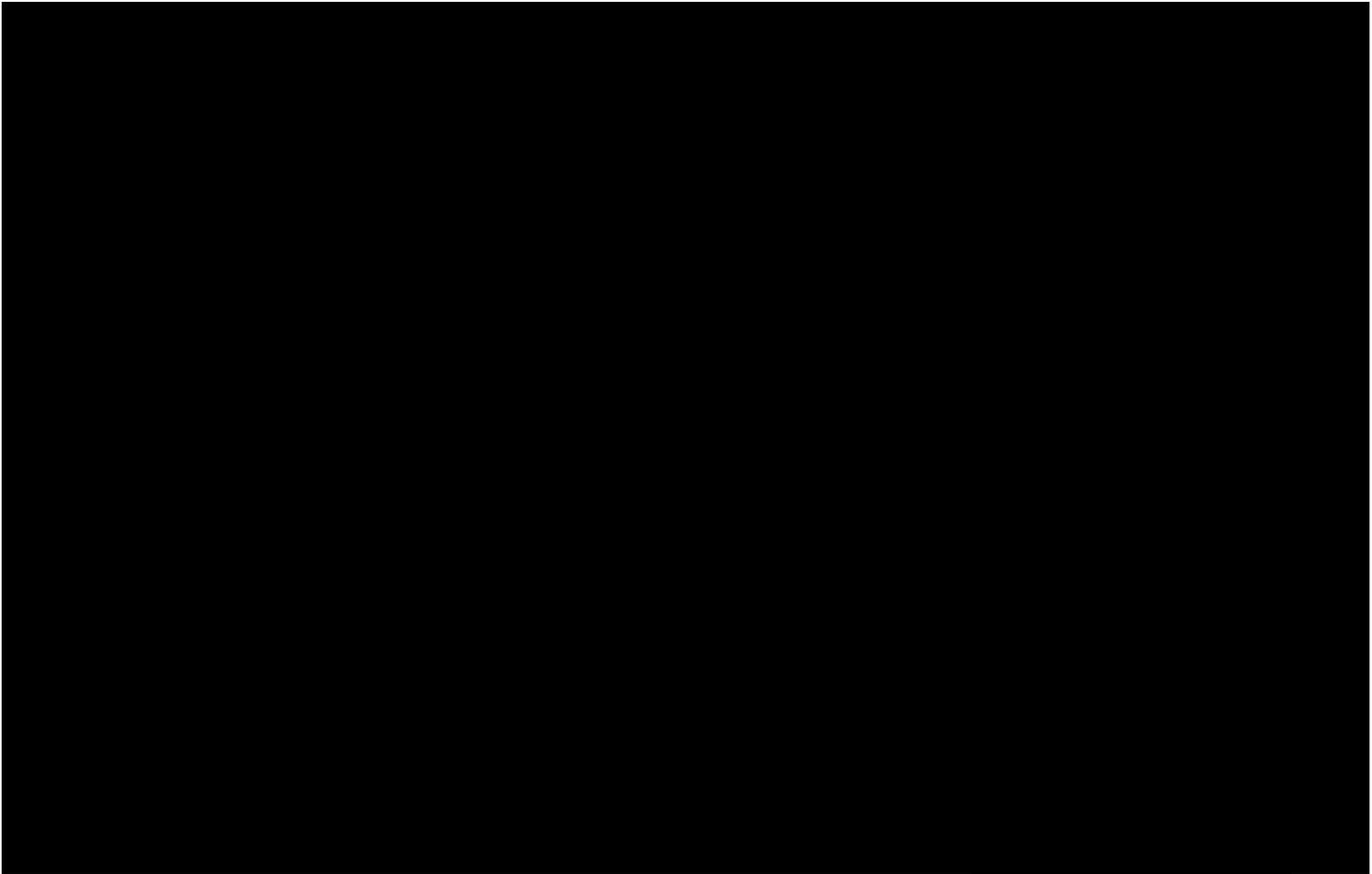
Nice Job KNOWiNK team. I'm on a call with the advisory board of the center of technology and civic life. Just sang the praises of KNOWiNK and numerous others on the call chimed in with nothing but terrific remarks! Great work!





It's an important step for us to modernize the election process... It'll bring that process into the 21st century.





The Poll Pads have moved us into the 21st Century. The process of checking-in voters has been so easy. KNOWiNK has done an outstanding job working with us to customize our solution for such a large voter population. We deployed over 1100 Poll Pads in our June 2017 Election. The election officers and voters really enjoy using the new Poll Pads!





Poll Pad was a big improvement over the legacy system it replaced in 2016, both in the Primary and General Elections. [REDACTED] aggressively rolled out new voting equipment and poll book system concurrently in June. Poll Pad's intuitive setup and operation, safeguards against error, top tier customer support, and user-friendliness for the poll workers were all big contributors to the successful 2016 rollout.



[REDACTED]



2. Provide references from clients in comparable jurisdictions. All references should include the name, title, telephone number of a contact person.

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

3.4 Solution Description

Describe the proposed solution, including the following information:

1. Type of solution: voting machines only, electronic poll books only or both

Electronic Poll Books

2. Model names and numbers

| Hardware | Manufacturer and Model Number |
|-----------------|-------------------------------|
| iPad tablet | Apple, MR7F2LL/A |
| Stand for iPad | AI Data, i360 |
| Styluses | AI Data, SP-1010-KNO |
| Carrying case | Nanuk, 920 |
| Thermal Printer | Star Micronics, TSP650ii |

Table 3. Hardware specifications for the Poll Pad solution..

3. Date and location of manufacture

All of our equipment is manufactured in China/Taiwan except for the cases, which are made in Canada. Apple, Inc. manufactures the iPad and the date of manufacture will vary based upon the date the product is ordered.

4. First in-service date

August 2012

5. Product specifications

The Poll Pad electronic poll book application runs on the Apple iPad.

6. Technical specifications

Apple iPad's Technical Specifications

32GB

Height: 9.4 inches (240 mm)

Width: 6.6 inches (169.5 mm)

Depth: 0.29 inch (7.5 mm)

Weight: 1.05 pounds (478 g)

Connector

Lightning

Retina display

9.7-inch (diagonal) LED-backlit Multi-Touch display with IPS technology

2048-by-1536-pixel resolution at 264 ppi

Fingerprint-resistant oleophobic coating

Supports Apple Pencil

Chip

A10 Fusion chip with 64-bit architecture

Embedded M10 coprocessor

Camera

8-megapixel camera

Live Photos

Autofocus

Panorama (up to 43 megapixels)

HDR for photos

Exposure control

Burst mode

Tap to focus

Timer mode

$f/2.4$ aperture

Five-element lens

Hybrid IR filter

Backside illumination

Auto image stabilization

Body and face detection

Photo geotagging

Video Recording

1080p HD video recording

Slo-mo (120 fps)

Time-lapse video with stabilization

Video image stabilization

Body and face detection

3x video zoom

Video geotagging

FaceTime HD Camera

1.2-megapixel photos

Live Photos

$f/2.2$ aperture

Retina Flash

720p HD video recording
Backside illumination
HDR for photos and videos
Body and face detection
Burst mode
Exposure control
Timer mode

FaceTime video

iPad to any FaceTime-enabled device over Wi-Fi or cellular

FaceTime audio

iPad to any FaceTime-enabled device over Wi-Fi or cellular

Wi-Fi + Cellular model

Wi-Fi (802.11a/b/g/n/ac); dual band (2.4GHz and 5GHz); HT80 with MIMO
Bluetooth 4.2 technology
UMTS/HSPA/HSPA+/DC-HSDPA (850, 900, 1700/2100, 1900, 2100 MHz); GSM/EDGE (850, 900, 1800, 1900 MHz)
CDMA EV-DO Rev. A (800, 1900 MHz)
LTE (Bands 1, 2, 3, 4, 5, 7, 8, 12, 13, 17, 18, 19, 20, 25, 26, 28, 29, 30, 38, 39, 40, 41)4
Data only
Wi-Fi calling

Sim Card

Nano-SIM (supports Apple SIM)
Includes Apple SIM

Location

Digital compass
Wi-Fi
Assisted GPS and GLONASS
Cellular
iBeacon microlocation

Sensors

Touch ID
Three-axis gyro
Accelerometer
Barometer
Ambient light sensor

Touch ID

Fingerprint identity sensor built into the Home button

Power and Battery

Built-in 32.4-watt-hour rechargeable lithium-polymer battery
Up to 10 hours of surfing the web on Wi-Fi, watching video, or listening to music
Up to 9 hours of surfing the web using cellular data network
Charging via power adapter or USB to computer system

Operating System

iOS 12

Accessibility

Accessibility features help people with disabilities get the most out of their new iPad. With built-in support for vision, hearing, physical and motor skills, and learning and literacy, you can create and do amazing things. Learn more

Features include:

- VoiceOver
- Zoom
- Magnifier
- Siri and Dictation
- Switch Control
- Closed Captions
- AssistiveTouch
- Speak Screen

Environmental Requirements

- Operating ambient temperature: 32° to 95° F (0° to 35° C)
- Nonoperating temperature: -4° to 113° F (-20° to 45° C)
- Relative humidity: 5% to 95% noncondensing
- Operating altitude: tested up to 10,000 feet (3000 m)

System Requirements

- Apple ID (required for some features)
- Internet access

Languages

The Poll Pad application supports English, Spanish and French.

QuickType keyboard support

English (Australia, Canada, India, Singapore, UK, U.S.), Chinese - Simplified (Handwriting, Pinyin, Stroke), Chinese - Traditional (Cangjie, Handwriting, Pinyin, Stroke, Sucheng, Zhuyin), French (Belgium, Canada, France, Switzerland), German (Austria, Germany, Switzerland), Italian, Japanese (Kana, Romaji), Korean, Spanish (Latin America, Mexico, Spain), Arabic (Modern Standard, Najdi), Armenian, Azerbaijani, Belarusian, Bengali, Bulgarian, Catalan, Cherokee, Croatian, Czech, Danish, Dutch, Emoji, Estonian, Filipino, Finnish, Flemish, Georgian, Greek, Gujarati, Hawaiian, Hebrew, Hindi (Devanagari, Transliteration), Hinglish, Hungarian, Icelandic, Indonesian, Irish, Kannada, Latvian, Lithuanian, Macedonian, Malay, Malayalam, Maori, Marathi, Norwegian, Odia, Persian, Polish, Portuguese (Brazil, Portugal), Punjabi, Romanian, Russian, Serbian (Cyrillic, Latin), Slovak, Slovenian, Swahili, Swedish, Tamil (Script, Transliteration), Telugu,

Thai, Tibetan, Turkish, Ukrainian, Urdu, Vietnamese, Welsh

QuickType keyboard support with predictive input

English (Australia, Canada, India, Singapore, UK, U.S.), Chinese (Simplified, Traditional), French (Belgium, Canada, France, Switzerland), German (Austria, Germany, Switzerland), Italian, Japanese, Korean, Russian, Spanish (Latin America, Mexico, Spain), Portuguese (Brazil, Portugal), Thai, Turkish

Audio Playback

Audio formats supported: AAC (8 to 320 Kbps), Protected AAC (from iTunes Store), HE-AAC, MP3 (8 to 320 Kbps), MP3 VBR, Dolby Digital (AC-3), Dolby Digital Plus (E-AC-3), Audible (formats 2, 3, 4, Audible Enhanced Audio, AAX, and AAX+), Apple Lossless, AIFF, and WAV

User-configurable maximum volume limit

Video

AirPlay Mirroring, photos, audio, and video out to Apple TV (2nd generation or later)

Video mirroring and video out support: Up to 1080p through Lightning Digital AV Adapter and Lightning to VGA Adapter (adapters sold separately)

Video formats supported: H.264 video up to 4K, 30 frames per second, High Profile level 4.2 with AAC-LC audio up to 160 Kbps, 48kHz, stereo audio or Dolby Audio up to 1008 Kbps, 48kHz, stereo or multichannel audio, in .m4v, .mp4, and .mov file formats; MPEG-4 video up to 2.5 Mbps, 640 by 480 pixels, 30 frames per second, Simple Profile with AAC-LC audio up to 160 Kbps per channel, 48kHz, stereo audio or Dolby Audio up to 1008 Kbps, 48kHz, stereo or multichannel audio, in .m4v, .mp4, and .mov file formats; Motion JPEG (M-JPEG) up to 35 Mbps, 1280 by 720 pixels, 30 frames per second, audio in ulaw, PCM stereo audio in .avi file format

The technical specifications above are also available on Apple's website: <https://www.apple.com/ipad-9.7/specs/>.

7. Federal Election Assistance Commission actual or anticipated certification date

N/A. The U.S. Federal Election Assistance Commission does not currently offer a certification for electronic poll books.

8. Commonwealth of Pennsylvania actual or anticipated certification date

The Poll Pad was first certified May 6, 2014 and the new application version was certified October 5, 2018.

9. Integrations with solutions offered by other vendors:

- o If the solution includes voting machines, indicate all EPB solutions the voting machines integrate with
- o If the solution includes electronic poll books, indicate all voting machines that the poll books integrate with.

The Poll Pad electronic poll book solution is currently integrated with the following voting system models (listed in alphabetical order by vendor).

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

3.5 Physical Footprint

3.5.1 Number of Machines

The City currently has 3,735 full-face voting machines, serving a population of 1.05 million registered voters. There are 1,692 divisions and 825-850 polling places within the City. (The number of registered voters is dynamic and subject to increase, given the recent population growth within the City of Philadelphia.)

The City anticipates having at least 2 voting machines and 2 electronic poll books for each polling place. The number of machines required for a given polling place may be higher, depending on the size (population) of the division(s) associated with that polling place.

For voting machine suppliers, please provide the following information:

An estimate of the number of machines required to replace the City's existing machines. Your estimate should be based on queuing theory and replacement rates or other appropriate methodology. Please include the rationale for your estimate.

The amount of space required for an individual voting machine to be fully operational at a polling place. This is the total amount of space required for the machine and any associated equipment or peripherals required to operate the machine at a polling place, e.g. table, stand, scanner.

Estimated voter throughput based on space requirements for voting machines at a single polling place.

N/A

For EPB suppliers, please provide the following information:

An estimate of the number of poll books required to support the City's voting population and number of polling places. Please provide the rationale for your recommendation, e.g. ratio of voters to poll books.

The amount of space required for each poll book to be fully operational within a polling place. This is the total amount of space required for the machine and any associated equipment or peripherals required to operate the machine at a polling place, e.g. table, stand, scanner.

A minimum of two square feet is recommended per electronic poll book kit. To allow adequate room for poll worker mobility, we recommend two Poll Pads be setup per six-foot table.

Estimated voter throughput based on space requirements for poll books at a single polling place.



3.5.2 Warehouse/Storage Facility

The City plans to secure a new warehouse location for storage of election system hardware and equipment. The City may optionally request the vendor to identify warehouse space to be leased for all necessary components of this solution.

Describe the storage facility requirements for the hardware and equipment required for your solution. In addition to square footage, please indicate any requirements regarding climate, security, and electricity.

The Apple iPad's and electronic poll book kits should be stored between -4 degrees F and 113 degrees F. As Philadelphia shows historical records highs of 104 degrees and record lows at -7 degrees, any building with insulation should be appropriate (this is unusual for standard warehouses). These storage recommendations are specified by Apple, Inc. and available for review here: <https://support.apple.com/en-us/HT201678>

Please provide an estimate of the total square footage required for the complete proposed solution, in addition to square footage required for individual components. The square footage must be sufficient not just for storage of the proposed solution but must also consider the space required for maintenance and setup.

For 3,600 units and depending on how the Poll Pads are stacked on pallets, we estimate the City will need approximately 675 square feet of space for 40 pallets containing 90 units per pallet, 3,600 units total. If the storage space they rent instead uses shelving, the individual Nanuk cases run 14x17x7. If we assume 18-inch deep shelving, this will be used for the 14-inch dimension, so that the labels can be read. Assuming the City stacks the units 10 high (five each on two shelves), approximately 800 square feet is required, plus just as much or at minimum half of that square footage is needed for walk space, totaling 1500 to 2000 square feet of space for the storage, maintenance and setup of the complete proposed solution.

3.6 Shipping

Please describe the shipping requirements for transporting hardware and equipment. Include requirements for initial transport to the City's warehouse and from the warehouse to polling places.

All shipping costs are included with the initial purchase price. For delivery of equipment, we request details and any special delivery requirements, such as (a) whether there is a dock or if a lift-gate on the truck is required; (b) are there specific hours for delivery, or other instructions (e.g., call ahead, etc); and, (c) is inside delivery required (meaning equipment can't be left where the truck drops it). Our Logistics and Fulfillment Manager [REDACTED] will work directly with the City to ensure all shipping requirements are met and the order is delivered on time. [REDACTED] joined KNOWiNK in October 2015 after nearly seven years of service to the St. Louis Board of Elections as a Manager of Budget and Payroll. [REDACTED] is extremely well-versed in the delivery of KNOWiNK equipment and has worked with many of our [REDACTED] clients to successfully deliver their electronic poll books.

Our clients typically use moving trucks to transport polling place equipment, including voting systems and electronic poll books, to the polling places. We recommend the City use as many security measures as reasonably possible to ensure the equipment is protected during transport. This includes tamper-evident seals on the electronic poll books kits and the voting system equipment.

Each Poll Pad unit is equipped with an extremely durable Nanuk case that is waterproof and shockproof. The cases may be locked and or tamper-evident seals may be applied to ensure the units are not opened prior to setup at the Polling Place on Election Day.



3.7 Disposal

Please describe any services your organization offers for disposal of existing voting equipment.

N/A

3.8 Architecture / Infrastructure

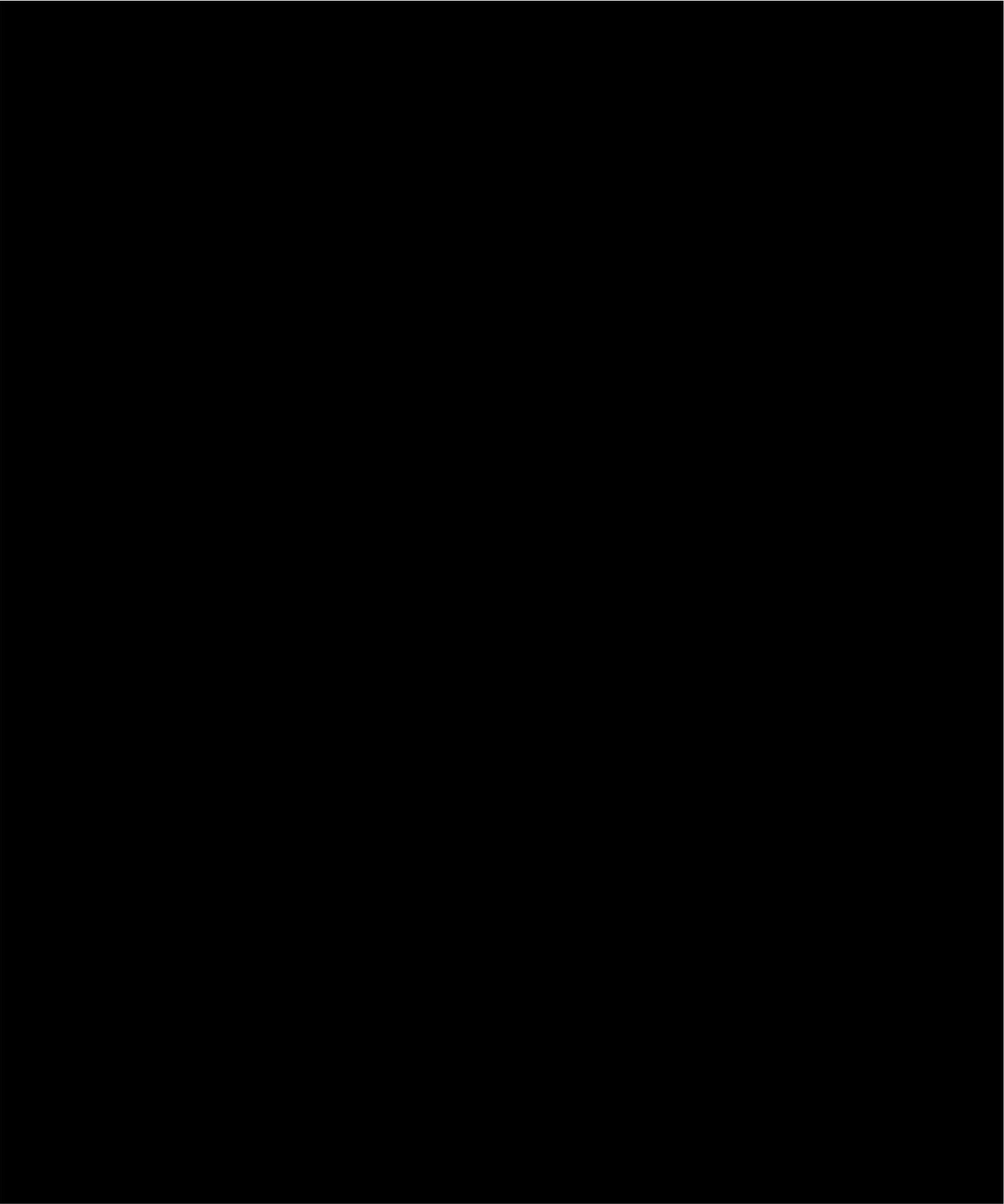
3.8.1 Architecture Model

Describe the software architecture of the proposed solution (two-tier or three-tier environment, etc.). Describe each architecture layer and provide a diagram of the system architecture.

[Redacted content]



[Redacted text block]



3.8.2 Network Design and Administration

The City Commissioners' Office currently has several private networks that link computers within and across 8 remote transmission centers (RTCs) for election night reporting. The RTCs are located throughout the city; two (2) are central / headquarters locations for election related operations. Election night results are transmitted from RTCs to a designated website owned by the City Commissioners.

The selected Applicant will be expected to manage the City Commissioners' private network(s) for election night reporting.

Prior to implementation of a solution, the selected Applicant may be asked to evaluate the City Commissioners' existing network infrastructure for election night reporting and make a recommendation to either maintain the existing infrastructure, upgrade it or replace it. If an upgrade or replacement is recommended, the Applicant will be responsible for network design and implementation. In any case, the Applicant will be responsible for network administration.

Given the Applicant's potential role in network design and implementation, Proposals must include the following:

1. Detailed specifications for recommended network setup and related equipment

N/A. Per the City response on page four of Amendment No. 1, second question on the page, election night reporting requirements do not apply to electronic poll book vendors.

2. Performance standards (throughput, processing volumes, response times, etc.) that the system will satisfy if installed on the recommended equipment.

N/A. Per the City response on page four of Amendment No. 1, second question on the page, election night reporting requirements do not apply to electronic poll book vendors.

3. Security measures to minimize vulnerabilities and mitigate risk of security threats

N/A. Per the City response on page four of Amendment No. 1, second question on the page, election night reporting requirements do not apply to electronic poll book vendors.

4. A diagram of the proposed network architecture.

N/A. Per the City response on page four of Amendment No. 1, second question on the page, election night reporting requirements do not apply to electronic poll book vendors.

3.9 Technical Qualifications

Indicate whether your proposed solution meets each requirement described in the Technical Requirements Compliance Matrix in Appendix E of this RFP. If configurations, customizations or work-around are required to meet an individual requirement, please explain. Please enter all information directly on the Compliance Matrix worksheet.

KNOWiNK has completed the General and Electronic Poll Book tabs of Appendix E and it is attached in the Appendix.



3.10 Maintenance and Support Model

The City expects that maintenance and support will be furnished on a “turnkey” basis – i.e. the successful Applicant will be contractually responsible for all maintenance and support services for all elements of the System, including but not limited to all software and any data transport services that are required under the contract, and will be the single point of contact for service and support. The City expects that the successful Applicant will guarantee the availability of maintenance and support services for application software, on the foregoing “turnkey” basis, for a minimum of five (5) years from final acceptance of the System.

The Applicant must allow the City of Philadelphia to service and maintain the voting system without voiding any terms of the warranty or violating a licensing agreement.

If the Applicant intends to no longer upgrade the solution, the City has the right to withdraw from upgrade/maintenance agreements. The Applicant must notify the City of end of support/life eighteen months prior to end date.

Proposals must state whether the Applicant will comply with the foregoing terms.

We are known for providing exceptional client support and solution maintenance and will bring the same level of service to the City of Philadelphia. The Poll Pad solution will be delivered on a turkey basis. Our project manager and client services and support team provide continuous support and are always available during normal business hours with extended support before, during and after an election.

We understand on-site support is important to the City. KNOWiNK has [redacted] full-time employees available to support you as needed during testing, implementation and training, deployment, and before, during and after elections.

KNOWiNK’s three-tier support system is in place for general calls and inquiries, including escalation to tier three where resolution is not immediately achieved. Our client services and support team immediately answer all calls during normal business hours to provide you the support you need right when you need it. We guarantee the availability of maintenance and support services for application software for the required minimum of five (5) years.

Service Level Agreements

- Full-time year-round customer support from 7am CT-7PM CT with extended hours leading up to, during and after an election.
- Hardware maintenance and warranty as required by the City.
- Definition of functionality requirements to guide future upgrades and development.
- Pre and Post Election On-Site commitments as agreed upon by the City.
- Statement of work timelines related to installation and Pre/Post Election support requirements.
- Detailed issue and issue resolution tracking and formalized review process.
- Continuing training and documentation requirements and timelines as agreed upon by the City.

KNOWiNK will comply with the foregoing terms.

3.10.1 Maintenance

Describe your maintenance model, which should include the following:

1. A description of the services for all parts of the solution, including hardware, software, updates to firmware or software, peripherals, and whether solution uses "Commercial-off-the-Shelf", proprietary products, or a mix of both.

Table 4 lists all hardware in the Poll Pad solution.

| Item and Description | Make | Model | COTS (Y/N) |
|--|----------------|-------------|------------|
| Poll Pad iPad Application | KNOWiNK | Poll Pad 3 | N |
| ePulse Election Management Suite | KNOWiNK | | N |
| iPad tablet: The iPad has a touchscreen/keyboard and the clear case is shockproof. The iPad has a battery life of approximately 10 hours. | Apple | MP2F2LL/A | Y |
| Stand for iPad: The Poll Pad stand is durable and user friendly. | AI Data | i360 | N |
| Styluses: Each Poll Pad comes with two styluses. | AI Data | SP-1010-KNO | N |
| Carrying case: The shockproof and weatherproof case is extremely durable. So durable, in fact, we have never had a customer request a replacement case because they have never broken. | Nanuk | 920 | Y |
| Thermal Printer | Star Micronics | TSP650ii | Y |
| Wireless Connectivity - iPad comes equipped with WiFi capabilities. If the City requires additional hotspots or WiFi then we can offer the following. | Cisco Meraki | Meraki 42 | Y |
| Jetpack Hotspot for cellular data at the polling places. | Novatel | 6620 | Y |

Table 4. Hardware descriptions for the Poll Pad solution.

2. A proposed service and maintenance schedule.

The iPad and printer require very little to no maintenance to upkeep. We will warrant the products for five years and will replace any broken hardware. We rarely have issues with our COTS hardware.

All service and maintenance is included in KNOWiNK provided pre-election checklist, post-deployment checklist, and opening and closing polling place procedure checklists.

If awarded the contract, we will work with the City to prepare a technology roadmap that addresses all the City's needs. KNOWiNK is continuously innovating software.

To always stay up-to-date with the latest software updates, KNOWiNK continuously makes software changes that ensure that the application is compatible with the latest version of iOS. Future requests from our client jurisdictions are planned for and scheduled in our technology plan. We build our solution's functionality and capability based on state and local election law, process changes, and user requests—always making sure we're on most secure software available.



3. Proposed service level agreements, points of contact and escalation procedures.

Points of Contact and Escalation Procedures

KNOWiNK's three-tier support system is in place for general calls and inquiries, including escalation to tier three where resolution is not immediately achieved. If an emergency were to arise, the City should contact the dedicated project manager who will assess risk and consult the CFO and, if necessary, the CEO.

The point of contact for hardware maintenance is KNOWiNK's Logistics and Fulfillment Manager [REDACTED]. If escalation is required, KNOWiNK CFO [REDACTED] will be contacted.

Service Level Agreements

- Full-time year-round customer support from 7am CT-7PM CT with extended hours leading up to, during and after an election.
- Hardware maintenance and warranty as required by the City.
- Definition of functionality requirements to guide future upgrades and development.
- Pre and Post Election On-Site commitments as agreed upon by the City.
- Statement of work timelines related to installation and Pre/Post Election support requirements.
- Detailed issue and issue resolution tracking and formalized review process.
- Continuing training and documentation requirements and timelines as agreed upon by the City.

3.10.2 Technical Support

1. Problem resolution procedures, including problem severity classifications, response times and “fix” times for each level of severity.

Technical support issues are escalated through a three-tier customer support system. Tier one includes the toll-free customer support hotline, with customer support representatives available to answer general technical and process questions about the software platform. Issues may be escalated to tier two, which includes specialized technical representatives who have a more comprehensive understanding of the software. Escalation to tier three typically entails an actual code-related issue and will be assigned the software development team for review and resolution.

Support calls are immediately answered during business hours. KNOWiNK’s belief and practice is no support call should ever go unanswered during business hours. After hours calls and emails are typically followed-up to by a support team member fairly quickly.

[REDACTED]

[REDACTED]

2. Escalation procedures (including on-site service) that will apply where resolution is not immediately achieved.

We understand on-site support is important to the City. KNOWiNK has [REDACTED] full-time employees available to support you as needed for electronic poll book implementation, pre-election support, election day support, and post-election support. We can work with the City to develop escalation procedures for on-site support, including the KNOWiNK executive team, directors, managerial personnel, and support staff. We are also available for election day support and post-election support.

KNOWiNK’s three-tier support system is in place for general calls and inquiries, including escalation directly to tier three where resolution is not immediately achieved. If an issue persists and cannot be remedied through the traditional support system, representatives will be sent on-site to help facilitate a resolution. We will be on-site as quickly as possible upon a moment’s notice.

If an emergency were to arise, the City should contact the dedicated project manager who will assess risk and consult directly with the [REDACTED] and, if necessary, the [REDACTED]

3. Proposed service level agreements

Proposed Service Level Agreements

- Full-time year-round customer support from 7am CT-7PM CT with extended hours leading up to, during and after an election.
- Definition of functionality requirements to guide future upgrades and development.
- Pre and Post Election On-Site commitments as agreed upon by the City.
- Statement of work timelines related to installation and Pre/Post Election support requirements.
- Detailed issue and issue resolution tracking and formalized review process.
- Continuing training and documentation requirements and timelines as agreed upon by the City.

4. On the ground, in-person support for the following:

Describe your support model, which should include the following:

A. Pre-election support, including:

i. Ballot creation assistance and training

We understand on-site support is important to the City. KNOWiNK has [REDACTED] full-time employees available to support you as needed for electronic poll book implementation and pre-election support including testing, implementation and training, and deployment. We are also available for election day support and post-election support.

Ballot proofing and formatting is provided for customers deploying Poll Print. KNOWiNK will work with your ballot vendor to ensure all ballot mapping and PDF sizing is verified and tested before the Poll Print machines are deployed.

ii. System set up

KNOWiNK's client support team includes many former elections officials which provides additional value and ensures best practices are considered when the desire for on-site support arises. Our hiring focus on election experience provides tremendous experience and industry insight to our clients as we assist in data migration, PollPad configuration, and application/hardware updates.

iii. Pre-election logic and accuracy testing

KNOWiNK representatives will help create and subsequently implement the necessary logic and accuracy procedures to satisfy the City's public testing requirements. Our on-site personnel will provide provide custom documentation to assist in testing, offer immediate resolution to any issue that arises during testing, and create after action reports and documentation to ensure testing was fully completed.

iv. Set up for Election Day voting

KNOWiNK representatives will assist the City with all pre-deployment procedures as needed to successfully deploy the solution. They will help assist with preparing the equipment, loading and verifying the final election data, packing accessories, and engaging in any task necessary to ensure the success of the deployment process.

B. Election Day support and troubleshooting assistance, including:

i. Answering service calls

KNOWiNK representatives will be available to train call center staff prior to Election Day, personally field phone calls during the Election, assist other workers in answering Poll Pad related questions, or travel to locations to assist poll workers and gather feedback.

ii. Tabulation and reporting of results both for the unofficial and official canvass

A KNOWiNK representative will work to ensure that all data has been synchronized from the poll book units deployed once the equipment has been returned from the field. This work may take place the night of the election or in subsequent days post Election Day. Once all data has been verified in ePulse, all data will be available to be utilized by the ePulse Reporting module.

iii. Post-election testing and reporting

A KNOWiNK representative can help facilitate any desired reporting or post election testing required by the City. Once data has been verified in ePulse, all data will be immediately available to be utilized by the ePulse Reporting module. Any desired software or hardware testing post election will be performed on-site to the extent the representative is able to facilitate a resolution. If test cases do not immediately produce a resolution, appropriate escalation procedures will be enacted by the representative to achieve an expedited resolution.

iv. Post-election audits

Using the ePulse Reporting module data from the Pollbooks can be utilized to confirm turn out numbers and assist in any post election audits. A KNOWiNK representative can be on-site to assist the City throughout the auditing process.

v. Any possible recounts.

If desired, a KNOWiNK representative can be present to issue assistance in reconciling numbers or providing solution expertise deciphering device logs to provide clarity on any outstanding issues.



5. In-person support personnel that meet the following criteria:

- a. Pre-election support, including:
- b. Election Day support and troubleshooting assistance, including:
- c. Well-trained and certified in the use of the solution
- d. Conversant in the English language
- e. Licensed and insured to drive within Pennsylvania

The City will gain an experienced election day support team that meets and exceeds its criteria. The KNOWiNK team will be on-site for your first election using the Poll Pad and we are able to provide as many resources as required for future elections. We have provided extensive on-site support for our [redacted] jurisdictional clients. Representative clients we have provided on-site support for include [redacted] a large support team that covered [redacted] Counties for their first election; and a large support team for [redacted] that even performed on-site logic and accuracy (L&A) testing for their first election using the Poll Pad.

KNOWiNK has [redacted] full-time employees available to support you as needed for electronic poll book implementation, pre-election support, election day support, and post-election support. We can work with the City to develop escalation procedures for on-site support, including the KNOWiNK executive team, directors, managerial personnel, and support staff. We are available for pre-election support, Election Day support, and post-election support.

Beyond these times of dedicated on-site support, if an issue persists and cannot be remedied through the traditional support system, representatives will be sent on-site to help facilitate a resolution. We will be on-site as quickly as possible upon a moment's notice.

3.11 Training Plan

Provide a training plan that includes all elements and meets all criteria described below.

3.11.1 Training Schedule

Provide a training schedule that includes:

1. Training for poll workers with the following frequency: 40 dates, consisting of 5 days per location (3 weeknight and 2 weekends, with 3 hour-long sessions on weeknights and 6 hour-long sessions on the weekends). Training should be conducted by employees of the Applicant.

We comply with the above requirement.

The KNOWiNK training staff will use a training methodology which has been proven successful with our [redacted] jurisdiction client base. This methodology is designed by [redacted]

[redacted] KNOWiNK's training staff will coordinate with the City of Philadelphia to provide a training program tailored to the City's needs focusing on closely matching existing policies and procedures to ensure ease of understanding, familiar terminology, and workflow.

The KNOWiNK methodology is flexible and has been administered in three different manners based on the jurisdiction's requirements. These include:

[redacted]

[redacted]

[redacted]

2. A minimum of 10 demonstration and trainings for the general public, one in each Councilmanic district. Training should be conducted by employees of the Applicant.

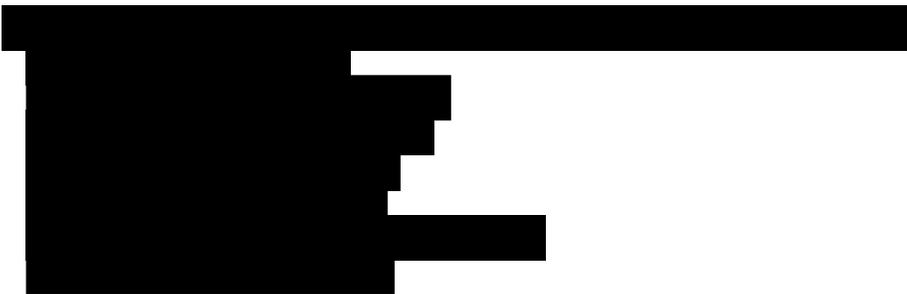
We comply with the above requirement. The KNOWiNK training staff will conduct a Poll Pad training for the general public focused on the benefits for voters:

1. The Poll Pad "Experience", or how each voter will be processed when arriving at the polling location;
2. The speed of use. The average check in time is [REDACTED] seconds per voter;
3. The confidence of use. The Poll pad reduces Poll worker error by utilizing guidelines set by the City which tells the Poll worker and voter how they must proceed based on their status;
4. The Security of use. Explaining to the voter how the lack of connectivity follows Pennsylvania state law and provides an air gap reducing any outside influence on Election Day.

3. Extensive training on the solution for designated City staff, as chosen by the Philadelphia City Commissioners. The training sessions must cover the following topics:

- a. *How to design and layout ballots*
- b. *Programming of all voting units and devices;*
- c. *Tabulating results during the unofficial and official canvass;*
- d. *Ensuring accuracy of results;*
- e. *Preparing polling places and setting up the solution for election day operation;*
- f. *Election Day operating procedures;*
- g. *Auditing procedures;*
- h. *Conducting a recount;*
- i. *Preserving records;*
- j. *Printing, designing, and formatting election reports;*
- k. *Troubleshooting common issues;*
- l. *Safeguarding and preventing tampering and unauthorized access to all parts of the voting system;*
- m. *Post-election care, maintenance, and storage*

KNOWiNK will include the aforementioned topics in it's training for City staff.



4. For EPB solutions:

- a. Programming*
- b. Set up and shut down*
- c. Syncing, exporting, and importing data*

The KNOWiNK training staff will provide extensive training to the designated City staff focusing on opening procedures, setting up an election, deploying VRS data to the Poll Pads using different methods, providing precinct assignments for individual devices, election close procedures as well as gaining familiarity with many additional features of ePulse. Like the Poll Pad, we designed ePulse to be as user-friendly as possible. Due to its essential role in the Poll pad solution KNOWiNK staff will be sure to adequately familiarize and train City staff with its proper use.

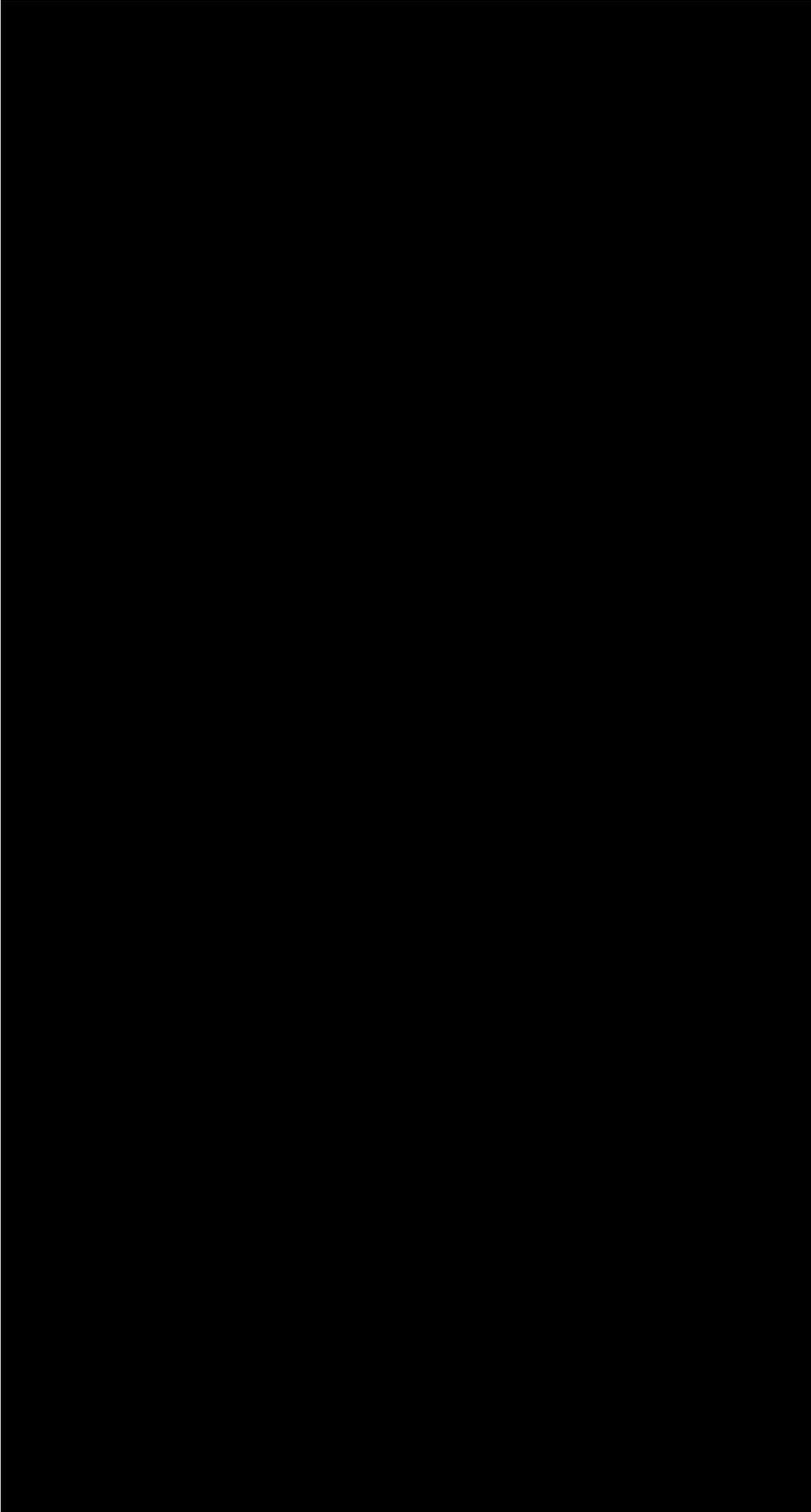
5. 'Train the trainer' training for designated City staff so that they can conduct additional public trainings. Training should be conducted by employees of the Applicant.

The KNOWiNK Trainer will teach the City Staff members the recommended practices for training End Users on the Poll Pad Solution. This includes a guided walk through of the End User Training utilized by KNOWiNK, detailed instruction on setting up and breaking down the Poll Pad Units, Voter scenario demonstration, and consultation on incorporation of KNOWiNK's recommend practices with current "City" trainings.

Training poll workers to operate new EPBs requires providing hands-on training. We will provide end-user training (using a train-the-trainer model) to City staff so that they can conduct additional public trainings using materials and techniques provided by KNOWiNK. We recommend the City limit poll worker / end-user training to 25-persons per session to ensure they have hands-on time. We have found limiting the class size to contribute to an optimal training environment.

TRAINING SCHEDULE

We have prepared a training schedule as specified located on the following page. If awarded the contract, we propose discussing training options that can condense the on-site time required by KNOWiNK. We will work with you to design a schedule that is most beneficial to your staff and your poll worker training staff.



3.11.2 Training Materials

1. Provide a video (in multiple electronic formats for use with DVDs, web, and social media) for poll workers that demonstrates how to setup, operate, and shutdown the voting system and/or EPBS on an election day. The video must be specific to the City's setup and use of the voting system and/or EPBS.

KNOWiNK currently has an extensive library of digital training material including full training webinars and short task specific videos for tasks such as setting up the Poll Pad, checking in voters, and packing up the Poll Pad. In addition to the existing media, KNOWiNK is finishing construction on a professional sound studio to not only improve the quality of media, but also allow for more customization for entities such as the City.

2. Provide a video in multiple electronic formats for use with DVDs, web, and social media) for voters that demonstrates how to cast a vote using the voting system. The video must be specific to the City's setup and use of the voting system.

N/A

3. All training videos must be closed captioned for the visually impaired.

KNOWiNK's video editing team will be able to provide Closed Captioning for all training videos supplied to the City.

4. All training videos must be provided in both English and Spanish.

KNOWiNK's video editing team will be able to provide English and Spanish versions of all videos provided to the City.

5. Applicant must consent to the publication and use of the videos during any training or demonstration session hosted by the City.

KNOWiNK consents to the publication and use of videos produced by KNOWiNK during any training or demonstration session hosted by the City. We are here to make your elections successful and are happy to share this content.

6. Applicant must consent to the publication and use of the videos on websites hosted by the City.

KNOWiNK consents to the publication and use of videos produced by KNOWiNK on websites hosted by the City. We are here to make your elections successful and to provide a tool that improves voter confidence in elections. Therefore, we are happy to share this content.

7. Applicant must consent to the publication and use of the videos on publicly available social media platforms.

KNOWiNK consents to the publication and use of videos produced by KNOWiNK on publicly available social media platforms. We are here to make your elections successful and to provide a tool that improves voter confidence in elections. Therefore, we are happy to have the City share this content with its residents and the general public.

3.11.3 Testing and Certification

1. Provide a testing and certification process for current and new employees who will maintain the equipment.

KNOWiNK can provide Certification for all staff members that complete training hosted by a KNOWiNK Staff Member, and requirements for continuing education/certification.

3.12 Documentation

Describe the documentation you will provide, which should include the following:

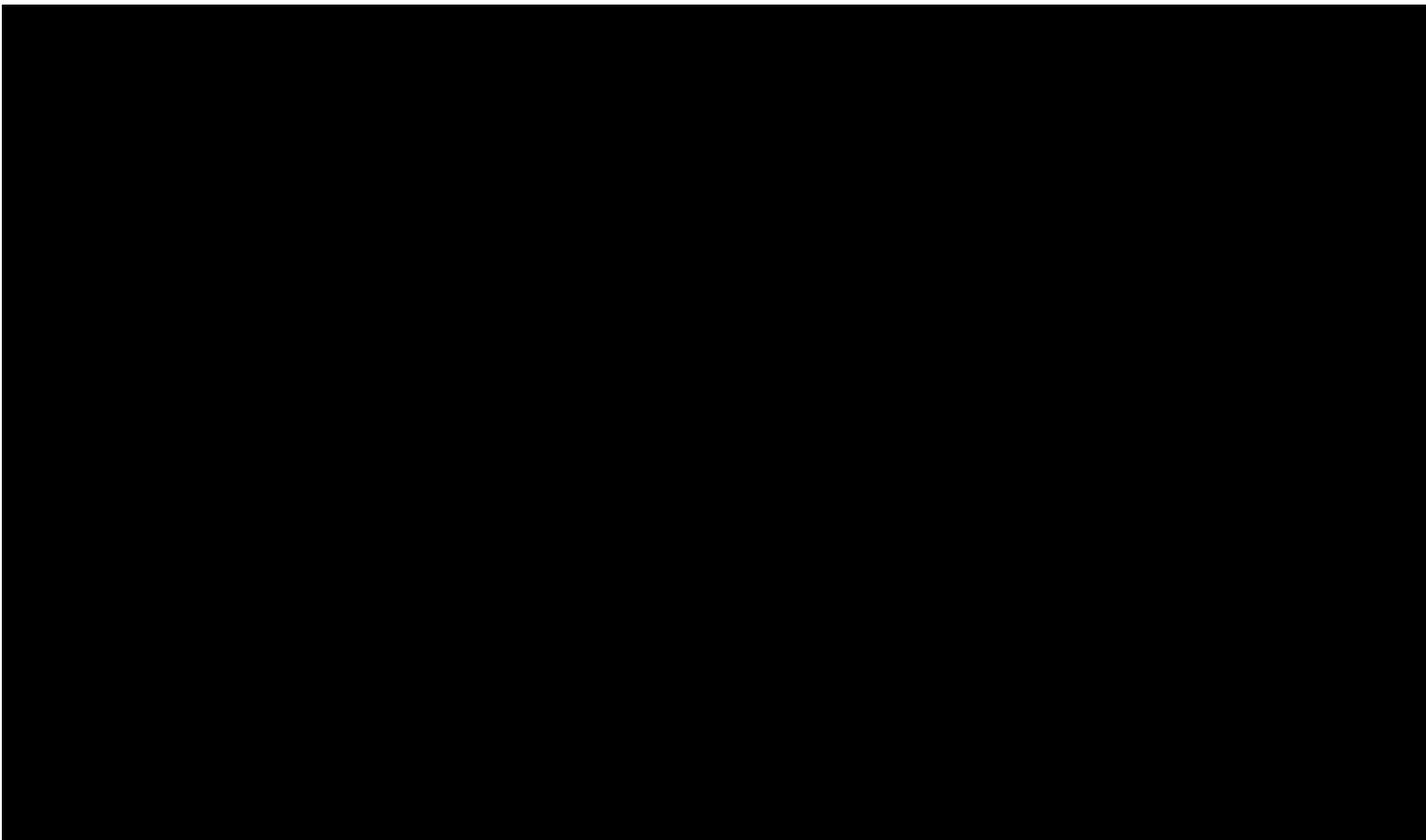
1. All system manuals necessary to allow the City to operate the voting system from the start of an election to the auditing of final results, independently of the Applicant's assistance and support. System documentation should include:

a. Detailed specification of all implemented functionality

KNOWiNK is proposing to provide the Poll Pad electronic poll book. The following documentation/system manuals are included in the Appendix:



b. Architecture model



c. System consumables and the Applicant's supply chain for those consumables

The only consumable in the solution is the thermal receipt paper rolls for the Bluetooth thermal printers. Occasionally customers also use labels. Both consumables are manufactured by Star Micronics. Star Micronics was founded in 1947. We purchase these supplies through the Bertarelli Paper Company. Founded in 1967, Bertarelli Paper Company has always provided with exceptional service and we have never had a supply chain issue with them.

d. Applicant's repair and maintenance policies and proposed service level agreements

The iPad and printer require very little to no maintenance to upkeep. We will warrant the products for five years and will replace any broken hardware. We rarely have issues with our COTS hardware.

All service and maintenance requirements are included in KNOWiNK provided pre-election checklist, post-deployment checklist, and opening and closing polling place procedure checklists

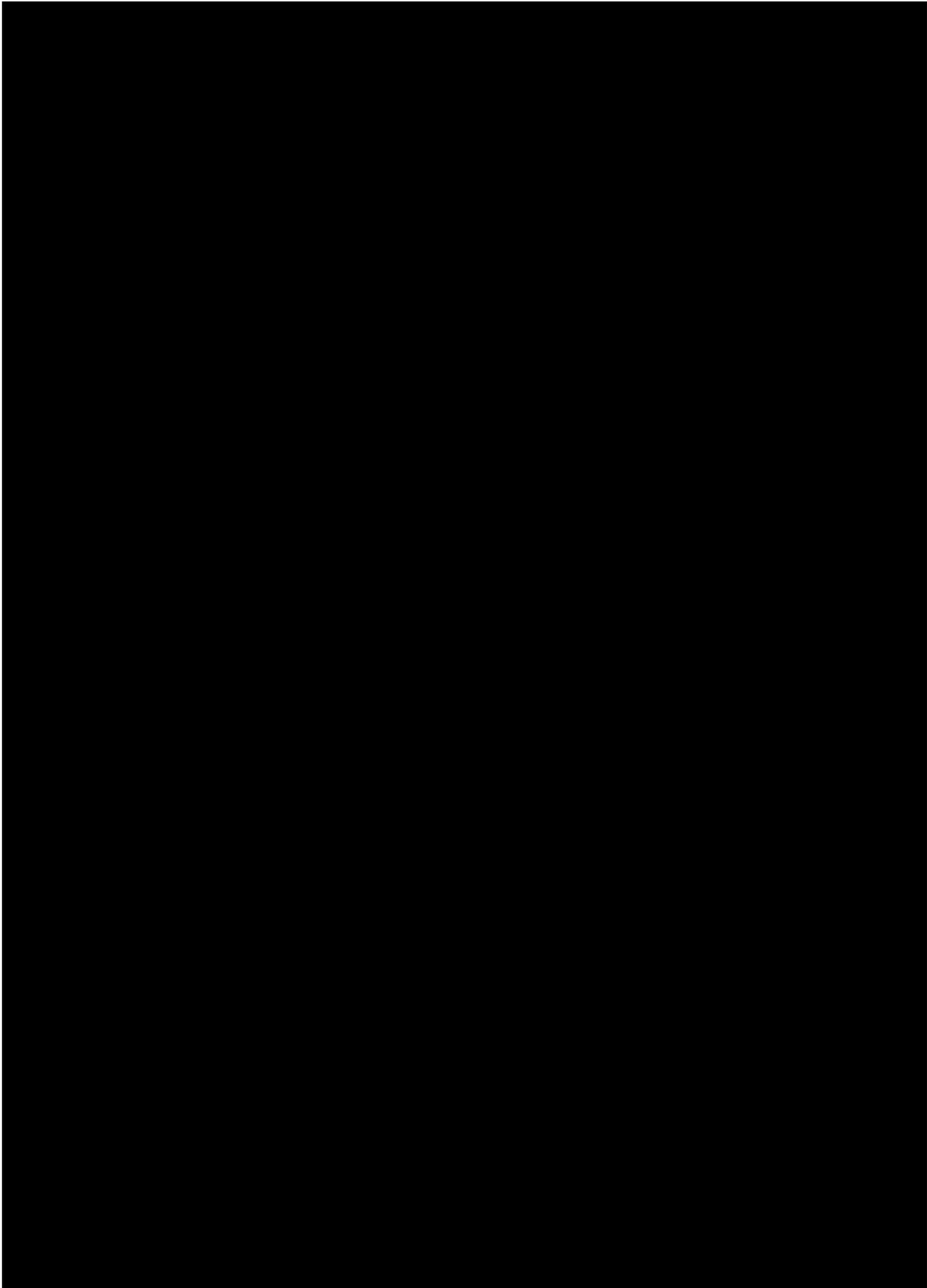
Proposed Service Level Agreements

- Full-time year-round customer support from 7am CT-7PM CT with extended hours leading up to, during and after an election.
- Hardware maintenance and warranty as required by the City.
- Definition of functionality requirements to guide future upgrades and development.
- Pre and Post Election On-Site commitments as agreed upon by the City.
- Statement of work timelines related to installation and Pre/Post Election support requirements.
- Detailed issue and issue resolution tracking and formalized review process.
- Continuing training and documentation requirements and timelines as agreed upon by the City.

e. Applicant's internal quality assurance procedures and any internal or external test data and reports available to the vendor concerning the voting system and/or EPBS.

[Redacted]

[Redacted]





[Redacted text block]



[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]



[Redacted text block]



[Redacted]



[Redacted text block]



[Redacted text block]

[REDACTED]

2. A user guide that contains complete instructions sufficient to set up, operate, configure, re-configure, maintenance, and shut down the solution. The user guide must be in a format suitable for use at a polling place such as simple “how to” or “quick reference” guides.

Our team of election experts know firsthand that training and documentation are the backbone of success when implementing new election technology. From full-time staff to poll workers, Election Day support staff, the general public, and all voters—success happens when all players understand the new technology, are confident in their ability to use it, and trust that support systems are in place to ensure success on Election Day. Our clients can be confident that all aspect of their implementation will be managed by a team comprised of experienced, knowledgeable, available, and flexible personnel.

KNOWiNK recognizes the importance of a comprehensive training and documentation program for each of our end users and their varying needs. Prior to developing a specialized training and documentation program, our team will evaluate the City’s operations and needs to ensure integration with existing policies and procedures. We will develop a thorough plan customized per the specifications of the City and needs of each user. Our dedicated training department will work with the City to plan and implement a structured end-to-end program. Our in-house graphics and design team offer almost limitless possibilities for distributable materials, training videos, Power Point presentations, and user guides. Election administrators find the KNOWiNK solution is easy to deploy with the use of our comprehensive training and documentation plan.

We have included the following documentation in the Appendix:



3.13 Statement of Work

Provide a Statement of Work for the proposed solution, including:

1. A comprehensive list of deliverables to be provided, in accordance with the Scope of Work described in Section 2 of this RFP.

KNOWiNK will provide the following project deliverables in accordance with the RFP's Scope of Work:

- Project management (as detailed in Section 3.14 Implementation Plan)
- A State certified electronic poll book solution
- Network design and administration (we understand this responsibility will be the voting system vendor's and not the EPB vendor's, but are happy to evaluate and provide recommendations if requested)
- Technical support as described in Section 3.10.2
- Maintenance of the EPB system and all hardware as described in Section 3.10.1
- Extensive training days as detailed by the City in Section 3.11
- Comprehensive documentation as described in Section 3.12.
- A Proof of Concept as described in our response to 3.14 Implementation Plan.
- The delivery of a complete solution, including all hardware, software, peripherals and equipment for a fully operational electronic poll book solution.

Proposed Service Level Agreements

- Full-time year-round customer support from 7am CT-7PM CT with extended hours leading up to, during and after an election.
- Hardware maintenance and warranty as required by the City.
- Definition of functionality requirements to guide future upgrades and development.
- Pre and Post Election On-Site commitments as agreed upon by the City.
- Statement of work timelines related to installation and Pre/Post Election support requirements.
- Detailed issue and issue resolution tracking and formalized review process.
- Continuing training and documentation requirements and timelines as a

2. All assumptions relied upon to develop the work plan and estimate, and all conditions for its fulfillment as proposed, including City responsibilities.

We relied upon the data provided in RFP Section 1.2 Background to develop the estimated quantity of EPBs the City will require. At a minimum the City requires 3,384 EPBs to support it's 1,692 divisions. As some divisions will required more than two EPBs, we are estimating the City will procure approximately 3,600 EPB units.

City Responsibilities

We propose the City participate in a project kick-off meeting to finalize the project plan, including project objectives, schedule milestones, and the training plan. We will provide the City with the project plan, including the training plan, following the kick-off meeting.

3.14 Implementation Plan

Provide an implementation plan describing how your organization will implement the proposed solution and provide the services required by this RFP, including:

1. Project management and implementation approach, i.e. the methods by which the Applicant manages projects of the type sought by this RFP. The City reserves the right to implement the project in phases defined by the City.

At KNOWiNK we employ a hybrid approach to project management, taking advantage of the traditional software development lifecycle (SDLC) processes in the planning phase of the project where a more detailed methodological approach to define, analyze and document scope is required. Once the project enters the development phase, where rapid and repetitive changes are required, this is where the agile methodology is used to deliver the best results in the shortest amount of time.

2. Project schedule, identifying all tasks to be performed, role(s) that will perform each task, durations for each task, principal schedule milestones, and overall duration from inception to completion.

Implementation Plan and Project Schedule

We have created a comprehensive project schedule (using Microsoft Project) to illustrate the workflow for implementing Poll Pad in the City of Philadelphia in the timeframe defined in the RFP. The high-level outline of our plan, and schedule, is shown below. We reserve the right to adjust the schedule based on the level of customization required per the client.

A detailed schedule is attached in the Appendix.

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]



[Redacted text]

4. A description of how private networks for election night reporting will be setup and managed.

KNOWiNK has extensive experience working with and setting up networking solutions in remote polling places for election jurisdictions. KNOWiNK will inspect the current solution and determine if it is compatible with the needs of the solution and recommend the best solution. KNOWiNK typically works with mobile hardware such as a cradlepoint router to create a secure private network via VPN or other method.

5. A description of how software upgrades, customizations or configurations will be implemented. Describe your software development and implementation methodology, including version control, error correction, pre-delivery testing and de-bugging procedures, and post-installation testing.

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]



[REDACTED]



[Redacted text block]



[Redacted text block]

6. Any other project management or implementation strategies or techniques that the Applicant intends to employ in carrying out the work.

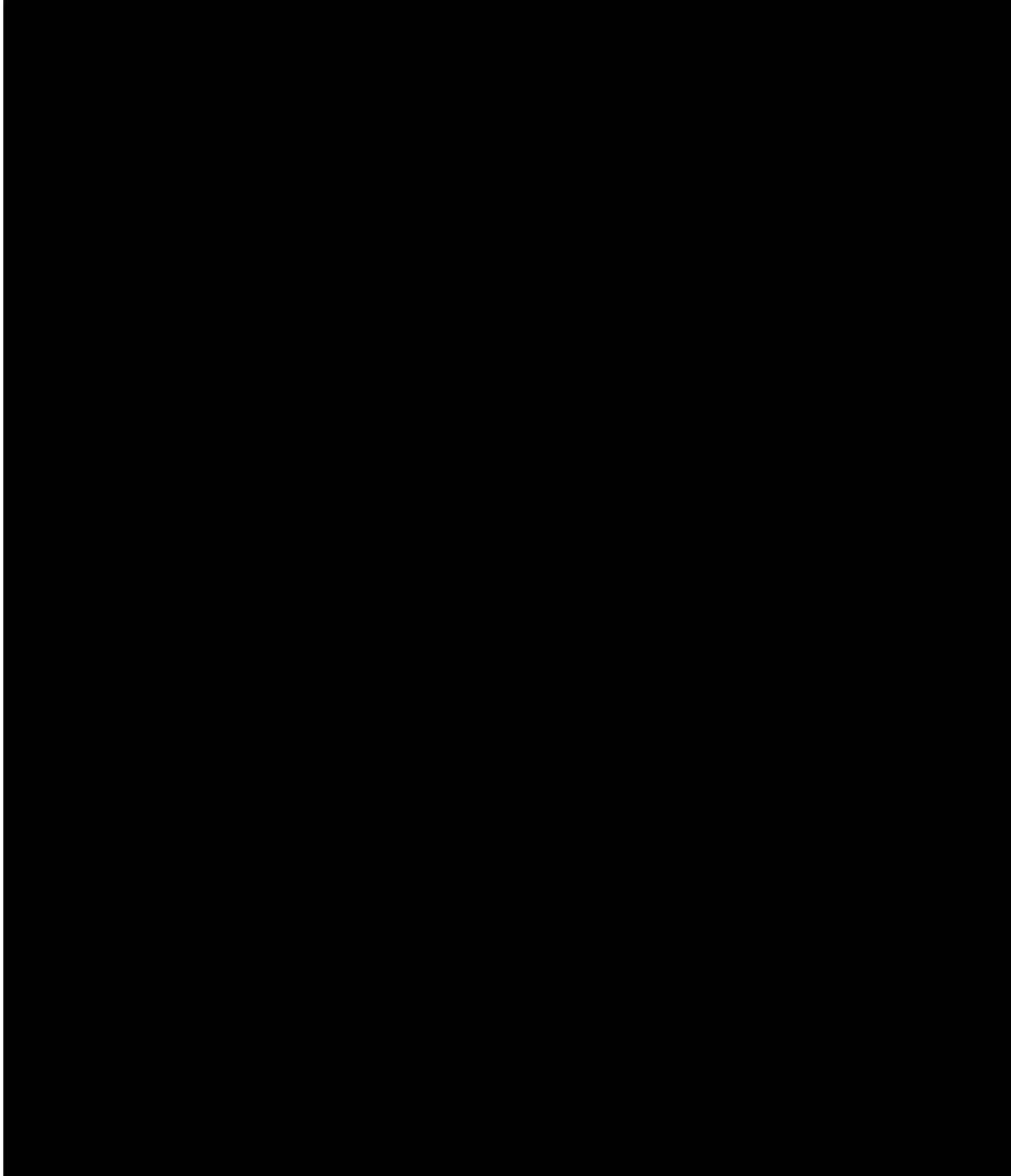
KNOWiNK uses [Redacted] for software project management. The engineering team typically works in one week sprints, and holds business analyst review, estimation, and scrum meetings weekly.

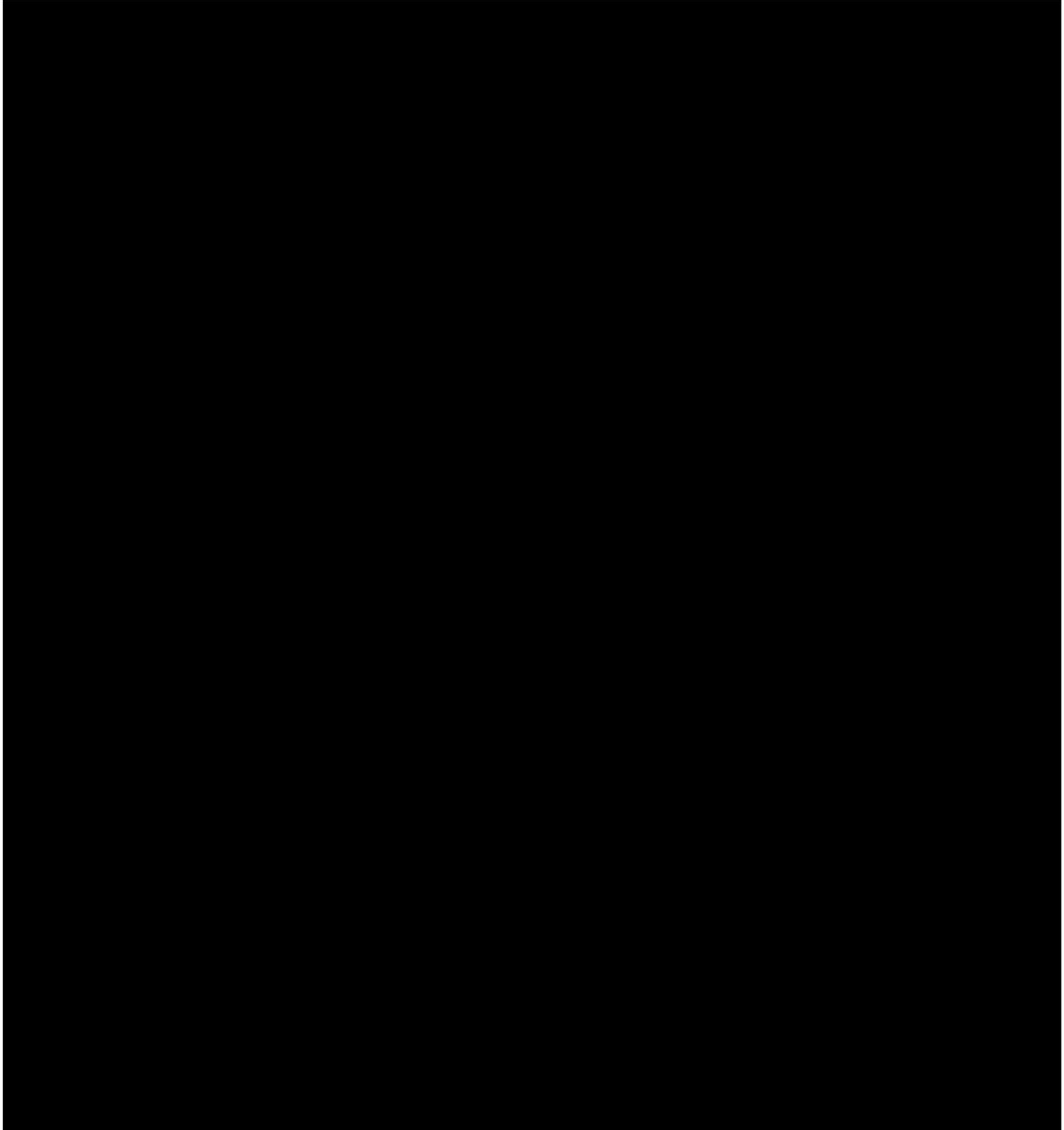


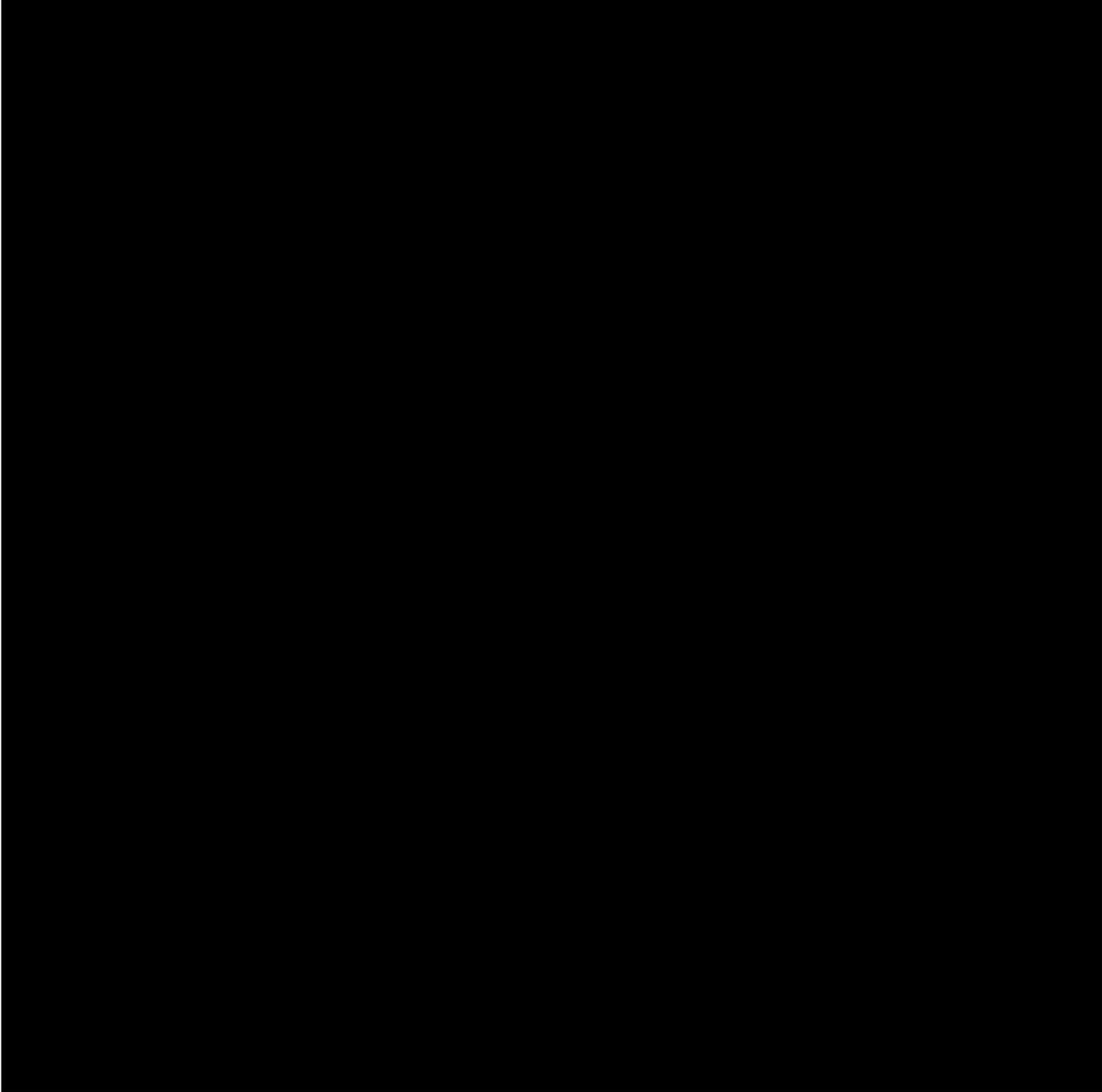
3.15 Organizational Structure and Resources

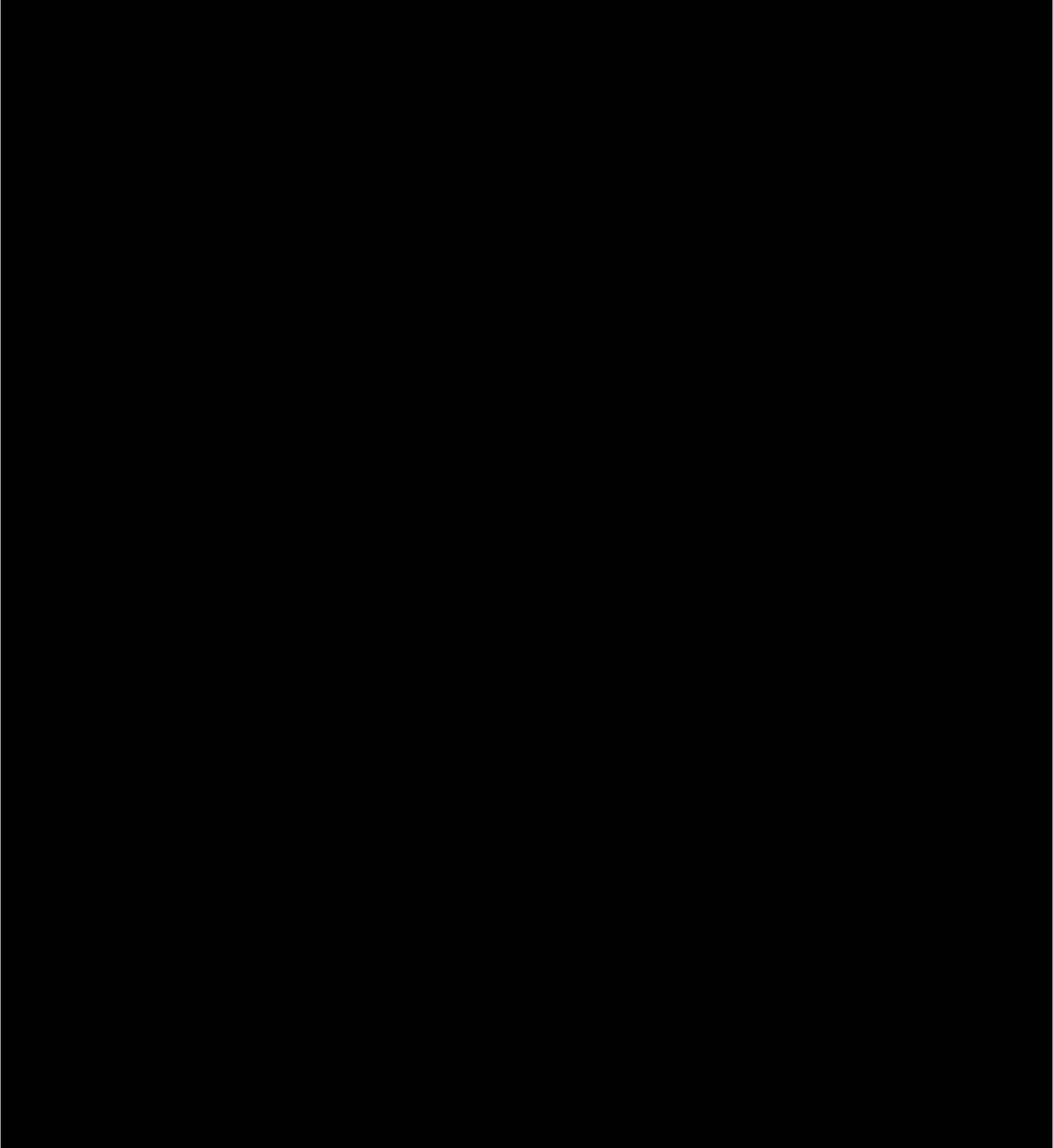
Please provide the following information regarding your organization and the resources that will perform the tasks required under this RFP:

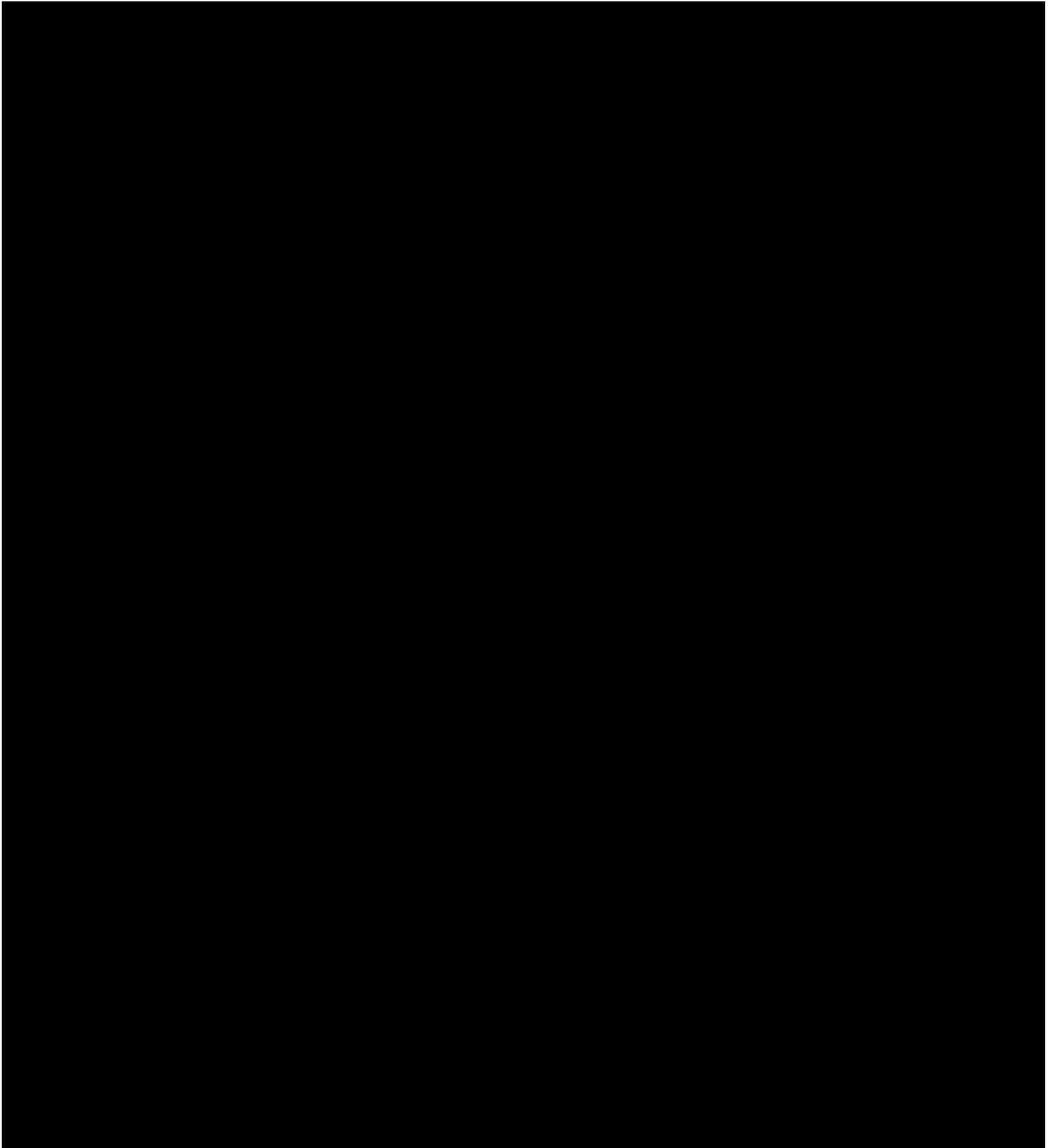
- 1. An organizational chart indicating the delineation of authority, roles and responsibilities for the resources that will perform the tasks required for this project.*

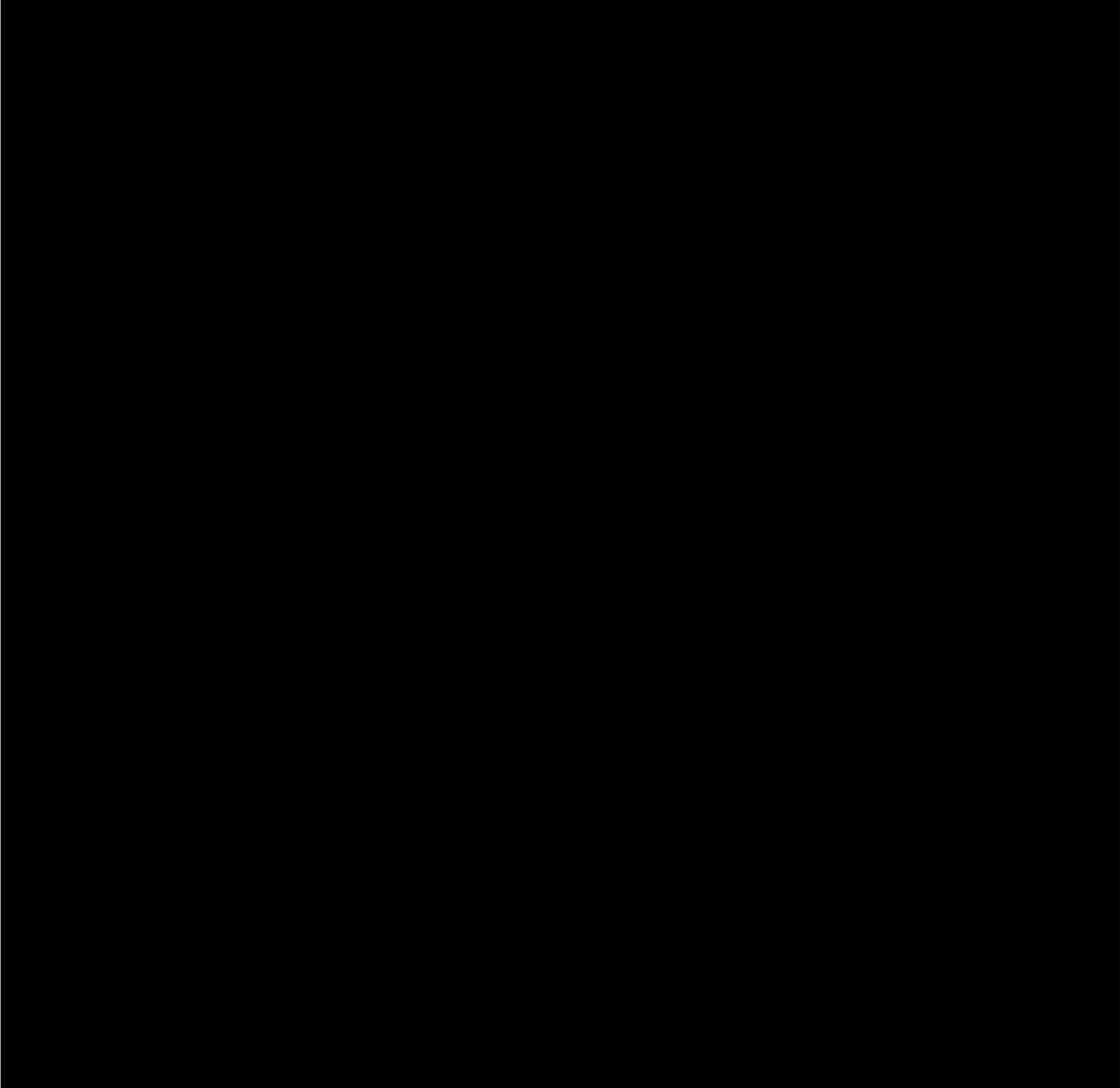












3.16 Pricing Model and Cost Proposal

Provide a fixed price pricing model and Cost Proposal for the solution and services required by this RFP, as identified in Section 2, Scope of Work. Your response should include the following and identify associated costs:

1. Lease and purchase options

KNOWiNK has provided cost proposals for both lease and purchase options. We have addressed all items listed in Section 3.16 question nos. 2-12 in the pricing on the following pages.

2. Software licensing model

- a. Include pricing for all requisite software licenses for five years from the date that the solution is received by the City.*
- b. Provide detailed pricing for continued licensing for an additional five years beyond the expiration of the initial five years.*
- c. If the anticipated life cycle of the solution is believed to be greater than ten years, the Applicant must provide detailed pricing estimates for the requisite licensing for software for that time period beyond the expiration of the first ten years.*
- d. The Applicant must allow all software licensing to be transferrable among Pennsylvania counties.*

3. Hosting options, if applicable

4. Network evaluation, design and implementation

5. Technical support for five (5) years, including services included, and when and how support costs are incurred. Please indicate when the City will begin to incur support costs (at time of purchase, after implementation, etc.).

6. Maintenance for five (5) years. Describe services included, such as repair of machines, software upgrades, support for City employees' maintenance of equipment, and when and how maintenance costs are incurred. Please indicate when the City will begin to incur maintenance costs (at time of purchase, after implementation, etc.).

7. Training

8. Documentation:

9. Hardware: indicate costs of all hardware included with the solution

10. Any equipment and materials the City will need to purchase. Include any equipment needed to transport the equipment and/or needed at the polling places for use by voters, including tables privacy booths, stands, carts, etc.

11. Any additional equipment Applicant recommends, but is not required as part of the solution, including, but not limited to signature pads, bar code scanners, additional printers, etc.

12. A milestone payment schedule that defines the timing and amount of payments, and identifying the tasks and deliverables ("milestones") to be completed for each payment

For hardware and equipment (items 9, 10, 11), please provide physical descriptions, model numbers, and part numbers, concerning components such as, but not limited to, laptops, tablet computers, printers, cables, connectors, servers, internet connectivity, etc. Also indicate whether hardware and equipment must be purchased from Applicant or can be purchased by the City from other vendors. Note that the City requires purchase of Juniper brand products for all network-related equipment.

The Cost Proposal should be submitted using the template provided in Appendix G or a similar format.

Note that the City is not subject to federal, state, or local sales or use taxes or to federal excise tax. The Cost Proposal may not include any such taxes.

-- additional requirements from 5.0 RFP Requirements and Conditions below

5.1 Fixed Price Proposal Required

Cost proposals must be "fixed price" proposals. The proposed price must include costs for all services described in the Scope of Work in Section 2 of this RFP.

If an Applicant offers options and/or alternates that are not included in the fixed price for the proposed System, the Applicant must provide for each such option/alternate the following information: 26

- A detailed description of the option/alternate (including, but not limited to, all features and functionality that will be unavailable in the base System if the option/alternate is not purchased);
- A full explanation of the rationale for not incorporating such functionality in the base System;
- Detailed cost information for each option/alternate, in accordance with the Cost Proposal requirements of the RFP.

The Cost Proposal must identify, by separate line item, the cost of each of the products and services listed in Section 3.16 of this RFP.

The City reserves the right, in its sole discretion, to reject without evaluation any Proposal that does not identify each item of the work by line item, and any Proposal that does not provide a fixed price to perform the proposed work (including, but not limited to, proposals to perform the work on a "time and materials" or "cost-plus" basis).

-- additional description of the milestone payment schedule on page 81, Appendix J Required Project Documents "(d) a milestone payment schedule setting forth the frequency and amount of progress payments and identifying the tasks and deliverables ("milestones") to be completed for each payment."

CONCLUSION

With KNOWiNK, the City is sure to partner with a vendor equipped to deliver service, security, ease-of-use and Election Day successes time and time again. As outlined in our proposal to provide electronic poll books, the County will realize significant time and cost-savings as a result of choosing the Poll Pad solution.

The simple-to-use application will reduce check-in times to approximately [REDACTED] seconds while giving administrators a bird's-eye-view of elections as they are in progress. ePulse's Election Night Reporting (ENR) and the many other modules of ePulse will allow the City to easily track issues and hardware during an election.

We have gone to great lengths to provide the City with the best tools to ensure the security of voter data and to increase overall voter confidence in elections. Our application has been heavily scrutinized by government agencies and third-parties and found to be secure. We will continue to supply high quality industry leading security and technology solutions to our clients, such as the Poll Pad Lock™ powered by Factom blockchain.

Simply put, we are the best, most preferred electronic poll book vendor in North America. We offer the best products and service and support. Additionally, the Poll Pad is the most reliable, most tested and most used EPB on the market.

KNOWiNK is pleased to participate in the procurement process for Philadelphia and we look forward to working with you.



December 28, 2018 | Prepared for the CITY OF PHILADELPHIA

APPENDIX B

CITY TAX AND REGULATORY STATEMENT

APPENDIX B: CITY TAX AND REGULATORY STATUS AND CLEARANCE STATEMENT

THIS IS A CONFIDENTIAL TAX DOCUMENT NOT FOR PUBLIC DISCLOSURE

This form must be completed and returned with Applicant's proposal in order for Applicant to be eligible for award of a contract with the City. Failure to return this form will disqualify Applicant's proposal from further consideration by the contracting department. Please provide the information requested in the table, check the appropriate certification option and sign below:

| | | |
|--|--------------------|--|
| Applicant Name | KNOWINK, LLC | |
| Contact Name and Title | Kevin Schott, CFO | |
| Street Address | 2111 Olive St. | |
| City, State, Zip Code | St. Louis MO 63103 | |
| Phone Number | (314) 904-1345 | |
| Federal Employer Identification Number or Social Security Number: | [REDACTED] | |
| Philadelphia Business Income and Receipts Tax Account Number (f/k/a Business Privilege Tax) (if none, state "none")* | None | |
| Commercial Activity License Number (f/k/a Business Privilege License) (if none, state "none")* | None | |

____ I certify that the Applicant named above has all required licenses and permits and is current, or has made satisfactory arrangements with the City to become current with respect to the payment of City taxes or other indebtedness owed to the City (including, but not limited to, taxes collected by the City on behalf of the School District of Philadelphia), and is not in violation, or has made satisfactory arrangements to cure any violation, or other regulatory provisions applicable to Applicant contained in The Philadelphia Code.

X I certify that the Applicant named above does not currently do business, or otherwise have an economic presence in Philadelphia. If Applicant is awarded a contract with the City, it promptly will take all steps necessary to bring it into compliance with the City's tax and other regulatory requirements.



 Authorized Signature

12/27/2018

 Date

Kevin Schott

 Print Name and Title

* You can apply for a City of Philadelphia Business Income and Receipts Tax Account Number or a Commercial Activity License on line after you have registered your business on the City's Business Services website located at <http://business.phila.gov/Pages/Home.aspx>. Click on "Register" or "Register Now" to register your business.

APPENDIX D-1

ANTI-DISCRIMINATION POLICY

ANTIDISCRIMINATION POLICY SOLICITATION FOR PARTICIPATION AND COMMITMENT FORM
Minority (MBE), Woman (WBE), Disabled (DSBE) and Disadvantaged (DBE) Business Enterprises¹

| DEPARTMENT OF COMMERCE OFFICE OF ECONOMIC OPPORTUNITY (OEO) | | | | | | | |
|--|--|--|------------------------|-----------------------|--|-----------|--|
| Bid Number or Proposal Title: Election System | | Name of Bidder/Proposer: KNOWINK LLC | | | Bid/RFP Opening Date: December 28, 2018 | | |
| List below ALL MBE/WBE/DBE/DSBEs that were solicited regardless of whether a commitment resulted therefrom. - Photocopy this form as necessary. | | | | | | | |
| <input type="checkbox"/> MBE <input checked="" type="checkbox"/> WBE <input type="checkbox"/> DSBE <input type="checkbox"/> M-DBE <input type="checkbox"/> W-DBE | | Work or Supply Effort to be Performed | Date Solicited | | Commitment Made | | Give Reason(s) If No Commitment |
| Company Name E lect on Works Inc. Address 0S096 Cat n Square, Geneva, IL 60134 Contact Person Sandra Hed Telephone Number Fax Number (630) 232 4030 (630) 232=4030 Email Address shed@e lect onworks.com OEO REGISTRY # CERTIFYING AGENCY XXXXXXXXXX North Centra Texas Reg ona XXXXXXXXXX Cert f cat on Agency | | | By Phone | By Mail | Yes (If Yes, give date) | NO | |
| | | | | Quote Received | Amount Committed To | | |
| | | | YES² | NO | Dollar Amount | | |
| | | | | X | \$1,584,000 | | |
| | | | | | Percent of Total Bid/RFP | | |
| | | | | | 39.50% | | |
| <input type="checkbox"/> MBE <input type="checkbox"/> WBE <input type="checkbox"/> DSBE <input type="checkbox"/> M-DBE <input type="checkbox"/> W-DBE | | Work or Supply Effort to be Performed | Date Solicited | | Commitment Made | | Give Reason(s) If No Commitment |
| Company Name Address Contact Person Telephone Number Fax Number Email Address OEO REGISTRY # CERTIFYING AGENCY | | | By Phone | By Mail | Yes (If Yes, give date) | NO | |
| | | | | Quote Received | Amount Committed To | | |
| | | | YES² | NO | Dollar Amount | | |
| | | | | | \$ | | |
| | | | | | Percent of Total Bid/RFP | | |
| | | | | | % | | |
| <input type="checkbox"/> MBE <input type="checkbox"/> WBE <input type="checkbox"/> DSBE <input type="checkbox"/> M-DBE <input type="checkbox"/> W-DBE | | Work or Supply Effort to be Performed | Date Solicited | | Commitment Made | | Give Reason(s) If No Commitment |
| Company Name Address Contact Person Telephone Number Fax Number Email Address OEO REGISTRY # CERTIFYING AGENCY | | | By Phone | By Mail | Yes (If Yes, give date) | NO | |
| | | | | Quote Received | Amount Committed To | | |
| | | | YES² | NO | Dollar Amount | | |
| | | | | | \$ | | |
| | | | | | Percent of Total Bid/RFP | | |
| | | | | | % | | |

1. If Bidder/Proposer makes solicitation(s) and commitment(s) with a DBE, Bidder/Proposer shall indicate which class type, M-DBE or W-DBE, is submitted for credit.
 2. Attach all quotations to this form.

APPENDIX E

TECHNICAL REQUIREMENTS COMPLIANCE MATRIX

This workbook contains three worksheets that list requirements for the City of Philadelphia Election System RFP:

REQ-General

REQ-Voting Machines

REQ-EPBs

Instructions:

- 1) Review the requirements on each tab
- 2) For each requirement, indicate whether your solution meets the requirement by clicking one of the options in the Vendor column.
- 3) Submit the completed workbook with your Proposal to the City of Philadelphia

| ID | Category | Code | Requirement | Vendor Response Indicate whether the solution meets the requirement |
|----|------------|----------|---|---|
| 1 | Compliance | COMP_1.1 | The solution must be certified by the U.S. Election Assistance Commission (EAC) and the Commonwealth of Pennsylvania Department of State by the time of Applicant selection. | MET |
| 2 | Compliance | COMP_1.2 | The solution must be compliant with Title IV and Title V of the Americans with Disabilities Act. (Please explain how your equipment accommodates voters in wheelchairs, voters with limited or no sight, and voters with limited or no mobility.) | MET |
| 3 | Compliance | COMP_1.3 | The solution must comply with common data format standards set by a recognized standard setting body (e.g., IEEE, ANSI, NIST, EAC) and best practices. | MET |

**Technical Requirements Compliance Matrix
Requirements for Electronic Poll Books Only**

| # | Category | Req ID | Requirement | Vendor Response Indicate whether the solution meets the requirement |
|----|----------|------------|--|--|
| 1 | Admin | Admin_3.1 | The EPBS must allow central level users to manage user accounts, including adding and removing users and managing their access privileges. | MET |
| 2 | Admin | Admin_3.2 | The EPBS must provide a means for the integration of additional electronic poll books into its configuration at any point throughout the election without requiring a shutdown or a restart of the electronic poll book system. This includes turning on new poll books on election day, assigning poll books to a precinct, and reassigning poll books. | MET |
| 3 | Admin | Admin_3.3 | The EPBS must provide a means for the exclusion of an existing electronic poll book from its configuration at any point throughout the election without requiring a shutdown, or restart of the electronic poll book system. This action should not require physical access to the electronic poll book that is to be excluded. | MET |
| 4 | Admin | Admin_3.4 | Each electronic poll book within a configured electronic poll book system must have a unique identifier and must identify what precinct it is assigned to. Any component within a configured electronic poll book system must be able to uniquely identify said electronic poll book by its identifier. | MET |
| 5 | Admin | Admin_3.5 | An electronic poll book system must not permit access to voter information other than information included in the Philadelphia County SURE database. | MET |
| 6 | Admin | Admin_3.6 | The EPBS must prevent any program that is not listed from being executed within the EPBS. | MET |
| 7 | Admin | Admin_3.7 | The EPBS must allow central level users to assign poll books to preincts. | MET |
| 8 | Admin | Admin_3.8 | The first time the "open poll" function is activated, the solution shall support a configurable checklist which requires the poll worker to complete the checklist by affirming each item of the checklist independently. Examples of the sort of items comprising the checklist include: the ballot box has been sealed, the voting screens are in place, ballots have been initialed, etc. | MET |
| 9 | Admin | Admin_3.9 | The EPBS shall support an "open of poll" function that will enable access to the set of functions that support poll operations. | MET |
| 10 | Admin | Admin_3.10 | When the close poll function is activated, the solution shall support a configurable checklist which requires the poll worker to complete the checklist by affirming each item on the checklist has been completed. | CUSTOM |
| 11 | Admin | Admin_3.11 | The EPBS shall support a "close of poll" function that will disable poll operation functions and provide access to the set of capabilities that support closing of the poll. | MET |
| 12 | Admin | Admin_3.12 | Prior to the opening of a Polling Place, the EPBS must be initialized with the List of Electors and all supporting data. | MET |
| 13 | General | GEN_3.1 | The EPBS must allow users to view and print the voter list. | MET |
| 14 | General | GEN_3.2 | The EPBS must allow users to look up the voters within the current election. | MET |
| 15 | General | GEN_3.3 | The EPBS must allow users users to verify whether an individual is eligible to vote in the current election. | MET |
| 16 | General | GEN_3.4 | The EPB must allow users to update voter activity information. | MET |
| 17 | General | GEN_3.5 | The EPB must allow users to notate discrepancies in voter information on voter registration records. | MET |
| 18 | General | GEN_3.6 | Electronic poll books must be compatible with voting machines certified for use in Pennsylvania elections. | MET |

**Technical Requirements Compliance Matrix
Requirements for Electronic Poll Books Only**

| # | Category | Req ID | Requirement | Vendor Response Indicate whether the solution meets the requirement |
|----|-------------------|----------|---|--|
| 19 | General | GEN_3.7 | The EPBS must provide notifications to indicate the following: 1. The EPBS has been set up for use in the current election 2. An electronic poll book has been set up for use in the current election 3. A voter registration record has changed 4. A voter activity record has changed 5. The local voter database has been imported into the electronic poll book system 6. A system error or deviation has been detected, along with a description of the solution error or deviation 7. An electronic poll book is shutting down | MET |
| 20 | General | GEN_3.8 | The EPBS must allow a precinct level user working in a given precinct to only check-in voter's assigned to that precinct. | MET |
| 21 | General | GEN_3.9 | The EPBS must guarantee that a voter can be checked in only once during normal connectivity. | MET |
| 22 | General | GEN_3.10 | Any update to a voter record or to any other data pertaining to the election completed on one electronic poll book must be visible on all other connected electronic poll books | MET |
| 23 | General | GEN_3.11 | The EPBS must support same day registrations. Central level users must have the ability to turn this feature on and/or off in accordance with Commonwealth of Pennsylvania laws. | MET |
| 24 | General | GEN_3.12 | An electronic poll book must allow a voter to make an electronic signature. | MET |
| 25 | General | GEN_3.13 | The EPBS must provide a method to compare voter signatures to the signature on file. | MET |
| 26 | General | GEN_3.14 | The EPBS must provide a method to search and verify precinct assignment for any voter in the City or any address in the City. | MET |
| 27 | General | GEN_3.15 | The EPBS must allow poll workers to redirect voters to correct polling place location and provide turn by turn directions. | MET |
| 28 | General | GEN_3.16 | The EPBS must provide a method to electronically record the fact that a voter has cast a ballot in an election, whether on election day, during early voting or during grace period voting. | MET |
| 29 | General | GEN_3.17 | The EPBS must provide a method to ensure that updated information on voter activity can be communicated to poll workers on any day during which voting is being conducted in as near to real-time as feasible. Voter activity information includes, but is not limited to, whether an individual has already voted, by what method, when and where (on election day, during early voting or during grace period voting). | MET |
| 30 | General | GEN_3.18 | The EPBS must provide poll workers with the ability to account for all ballots delivered, all ballots cast, all provisional ballots cast, all spoiled ballots and all ballot applications | MET |
| 31 | General | GEN_3.19 | The EPBS must provide poll workers with the ability to create an end-of-the-day reconciliation statement. | MET |
| 32 | General | GEN_3.20 | The EPBS must provide the ability for poll workers to sign-in, and enter their time into timesheets to enable tracking of poll workers' time. | MET |
| 33 | General | GEN_3.21 | The EPBS must provide the ability to generate payroll statements. | MET |
| 34 | General | GEN_3.22 | The EPBS must provide operational checklists for poll workers to assist them in following all proper steps for opening, operating and closing the polls on election day. | MET |
| 35 | General | GEN_3.23 | The EPBS must provide a method to capture, track, identify, and store data related to provisional voting, including but not limited to name and address information. | MET |
| 36 | General | GEN_3.24 | The EPBS shall have the ability to provide listings and counts of voters on Election Day. | MET |
| 37 | General | GEN_3.25 | EPBS must permit a precinct election official to cancel a voter's absentee ballot and allow the voter to vote in person. | MET |
| 38 | General | GEN_3.26 | An electronic poll book shall contain the ability to retrieve and display information for voters by any combination of manual or automated search fields, including partials, such as: Last Name, First Name, Street Address, District Information, SURE ID Number, Birthdate. | MET |
| 39 | General | GEN_3.27 | In the event of a temporary interruption of connectivity, the EPB system must automatically restore voter list consistency across the electronic poll books after connectivity is restored. | MET |
| 40 | General | GEN_3.28 | In the event of a temporary interruption of connectivity, the EPB system must identify voters that have been checked in at two or more different electronic poll books during the interruption of connectivity. | MET |
| 41 | Data Integrations | INT_3.1 | The EPBS shall provide the ability to import data from the Philadelphia County SURE database in an agreed upon format. | MET |
| 42 | Data Integrations | INT_3.2 | The EPBS shall provide the ability to export data for transmission to the Commonwealth of PA for updating of the Philadelphia County SURE database. The data shall be in a format specified by the Commonwealth. | MET |
| 43 | Data Integrations | INT_3.3 | The EPBS must not modify permanent data, besides updating vote history, in the voter record in the Philadelphia County SURE database during import or export or normal operation. | MET |
| 44 | Reporting | RPT_3.1 | The EPBS must provide the ability to generate standard reports at any time, including during an election. | MET |
| 45 | Reporting | RPT_3.2 | The EPBS must provide the ability to generate custom reports at any time, including during an election. | MET |

Technical Requirements Compliance Matrix Requirements for Electronic Poll Books Only

| # | Category | Req ID | Requirement | Vendor Response | |
|----|-------------------|------------|---|---|---|
| | | | | Indicate whether the solution meets the requirement | Comments Explain any configurations, customizations or work-arounds |
| 46 | Reporting | RPT_3.3 | The EPBS must provide the ability to search reports and run queries at any time, including during an election. | MET | |
| 47 | Reporting | RPT_3.4 | The EPBS must provide post-election tools and reports that can assist the City Commissioners in conducting post-election recount and/or election contest proceedings, and/or write-in adjudication. | MET | |
| 48 | Reporting | RPT_3.5 | The EPBS must allow for the publishing of voting statistics to a website designated by the City Commissioners. (Please provide an explanation of the process of publishing to the web from the secure system, how often web results will be updated, and provide examples of the types of reports that can be published on the web). | CUSTOM |  |
| 49 | Performance | PERF_3.1 | The anticipated life cycle of the EPB solution must be at least five years. Please provide details on the anticipated life cycle of The EPBS for both hardware and software. | MET | |
| 50 | Performance | PERF_3.2 | The EPBS must accommodate all electronic poll books operating together during peak usage. | MET | |
| 51 | Performance | PERF_3.3 | The EPBS must be usable within a standard office environment with temperatures ranging at from 50°F (or higher) to 90°F (or lower). | MET | |
| 52 | Performance | PERF_3.4 | At a minimum, the EPB system must allow for voter throughput of thirty (30) voters per hour per configured electronic poll book. | MET | |
| 53 | Performance | PERF_3.5 | The EPBS must have the ability to increase the speed of throughput using the scanning of IDs and other documents. | MET | |
| 54 | Performance | PERF_3.6 | The EPBS must support multiple electronic poll books operating concurrently in a single polling location. Should one of the electronic poll books become inoperable, the operation of the remaining electronic poll book or electronic poll books must not be affected. | MET | |
| 55 | Backup & Recovery | Backup_3.1 | The EPBS must maintain a copy of the Philadelphia County SURE database as well as any updates to voter activity on a removable storage device. This enables the City to continue with an election in the event the EPBS becomes inoperable. | MET | |
| 56 | Backup & Recovery | Backup_3.2 | The EPBS must provide means for recovery of the Philadelphia County SURE database, should the physical storage component fail. | MET | |
| 57 | Backup & Recovery | Backup_3.3 | The EPBS must be designed to tolerate any single point of failure scenarios. | MET | |
| 58 | Backup & Recovery | Backup_3.4 | An electronic poll book should continue to function if not connected to the EPBS network. All data should be backed up and recoverable once connections is | MET | |
| 59 | Audit | AUD_3.1 | The EPBS must maintain an audit log. | MET | |
| 60 | Audit | AUD_3.2 | The EPBS should provide auditing both locally and at the central office locations. | MET | |
| 61 | Audit | AUD_3.3 | The EPBS must support post-election audits as required by current law and provide flexibility to meet additional types of audits as required by directive or legislation. | MET | |
| 62 | Audit | AUD_3.4 | The audit log must retain time-stamped records of any actions performed by any user on the electronic poll book system, including but not limited to: 1. Starting up the system 2. Shutting down the system 3. Switching user accounts 4. Creating/ modifying user accounts 5. Switching to diagnostic/ administrative mode 6. Printing 7. Exporting 8. Importing 9. Adding or removing an electronic poll book 10. Any query of, or update to, a voter record by any user of the electronic poll book system | MET | |
| 63 | Audit | AUD_3.5 | The audit log must retain time-stamped records of: 1. Any interruption in connectivity (between the components of electronic poll book system) or loss of power 2. Any detected system error or deviation from expected system behavior. | MET | |
| 64 | Audit | AUD_3.6 | The EPBS must allow authorized users to view and print the audit log. | MET | |
| 65 | Audit | AUD_3.7 | The audit log must be exportable to an external, removable storage device. | MET | |
| 66 | Audit | AUD_3.8 | The audit log must not be encrypted. | MET | |
| 67 | Security | SEC_3.1 | The EPB system may not be connected to the voting system. | MET | |
| 68 | Security | SEC_3.2 | The EPBS must have the ability selectively block access to the system and its components by Internet or wireless method. | MET | |
| 69 | Security | SEC_3.3 | The EPB system must withstand a standard network vulnerability test. | MET | |
| 70 | Security | SEC_3.4 | The EPB system must be protected against eavesdropping attacks. | MET | |
| 71 | Security | SEC_3.5 | The EPB system must be protected against man-in-the-middle attacks. | MET | |
| 72 | Security | SEC_3.6 | The EPB system must be protected against replay attacks. (A replay attack is an attack carried out either by the originator or by an attacker who intercepts the data and re-transmits it, possibly as part of a masquerade attack by IP packet substitution.) | MET | |
| 73 | Security | SEC_3.7 | The electronic poll book system must only accept authorized files. | MET | |
| 74 | Security | SEC_3.8 | The electronic poll book system must only accept authorized file formats. | MET | |
| 75 | Security | SEC_3.9 | A file can only be imported into the electronic poll book system if it passes file authenticity verification. This verification must prove that the file originates from a trusted source, by validating the digital signature of the file. | MET | |

Technical Requirements Compliance Matrix Requirements for Electronic Poll Books Only

| # | Category | Req ID | Requirement | Vendor Response | |
|----|----------|----------|--|---|--|
| | | | | Indicate whether the solution meets the requirement | Comments Explain any configurations, customizations or work-arounds |
| 76 | Security | SEC_3.10 | A file can only be imported into the electronic poll book system if it passes file integrity verification. This verification must prove that the file has not been tampered with between the time that it was signed and the time of the import. | MET | |
| 77 | Security | SEC_3.11 | Any file to be used in the electoral process, e.g., for information exchange with other election systems, audit purposes, etc., must be cryptographically signed before it is exported from the electronic poll book system. Digital signatures must be compliant with a standard, such as the Digital Signature Standard (DSS). | MET | |
| 78 | Security | SEC_3.12 | Access to the non-precinct level EPBS functions must be restricted to individuals holding an official role and an unique account created for assigned to them. | MET | |
| 79 | Security | SEC_3.13 | Access to authorized EPBS User Interface and all underlying functionality is restricted to account holders of authorized EPBS user role accounts. User authentication is required to validate the account holder s access privileges. | MET | |
| 80 | Security | SEC_3.14 | Access to the diagnostic interface and all underlying functionality (if applicable) must be restricted to users with administrator accounts and associated privileges. User authentication must be required to validate the account holder s access privileges. | MET | |
| 81 | Security | SEC_3.15 | Access to the administrative interface and all underlying functionality must be restricted to users with administrator accounts and associated privileges. User authentication must be required to validate the account holder s access privileges. | MET | |
| 82 | Security | SEC_3.16 | All information stored on the electronic pollbook system must be encrypted using FIPS 140-2 approved encryption. | MET | |
| 83 | Security | SEC_3.17 | The electronic pollbook system shall be configured and managed in such a manner that all data in-motion maintains the highest level of physical or digital protections. | MET | |
| 84 | Security | SEC_3.18 | Encryption and other security measures must be in place to protect data if the proposed system involves internet or cloud based transmission of data to and from local electronic EPB components. | MET | |
| 85 | Security | SEC_3.19 | All portable components in proposed system (laptops, tablets, printers, etc.) must be trackable, recoverable, disposable, and/or wiped if stolen or removed. | MET | |
| 86 | Security | SEC_3.20 | If any component in the proposed system will accept USB or SD card input, the system must identify and prevent foreign self-executing code and how components can be limited to accepting only pre-approved USB or SD card devices. | MET | |
| 87 | Security | SEC_3.21 | The proposed system must detect and prevent any suspicious software behavior in any part of the system. | MET | |
| 88 | Security | SEC_3.22 | The EPBS shall enable a "data cleansing" function which purges all protected information on each component which contains protected data when the device is decommissioned. (Purging means that the data cannot be accessed except through extraordinary forensic methods). | MET | |

| Vendor Response Code | Description |
|-----------------------------|--|
| MET | Requirement is met by existing solution. |
| NOT MET | Requirement is not met by existing solution and cannot be met via configuration, customization or work around. |
| CONFIG | Requirement can be met via configuration. Provide an explanation in the Comments field. |
| CUSTOM | Requirement can be met via customization. Provide an explanation in the Comments field. |
| WORK AROUND | Requirement can be met by a work around. Describe the work around in the Comments field. |
| PLEASE SELECT | Default value |

APPENDIX G

COST PROPOSAL

APPENDIX G: COST PROPOSAL TEMPLATE

Purchase Option

As stated in Section 3.16, the City requests that Applicants use the template below or a similar format for the Cost Proposal. Please provide one Cost Proposal for leasing and one for purchasing the solution.

If the Proposal includes more than one solution, there must be a separate cost itemization for each solution proposed.

| | | | | |
|---|--|--|--|--|
| | | | | |
| | | | | |
| | | | | |
| # | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |

| Appendix G.2: Base System Software Add-ons | | | | | |
|--|-----------|----------|---------------|------------|-------------|
| Provide costs for any recommended software add-ons for years 1-5 and an additional five years (years 6-10). Add additional rows as needed. | | | | | |
| # | COMPONENT | QUANTITY | PER UNIT COST | TOTAL COST | ASSUMPTIONS |
| 1 | | | | | |
| 2 | | | | | |
| 3 | | | | | |
| 4 | | | | | |
| 5 | | | | | |
| 6 | | | | | |
| Tot | | | | | |

All other software applications discussed in RFP are included (IE Reporting, Issue Tracking, Asset Tracking, Advance Communication, Administrative Dashboards and Election Night Reporting)

| Appendix G.3: Base System Hardware and Equipment | | | | | |
|---|-----------|----------|---------------|------------|-------------|
| Provide base system hardware costs for years 1-5 and an additional 5 years (years 6-10). Add additional rows as needed. | | | | | |
| # | COMPONENT | QUANTITY | PER UNIT COST | TOTAL COST | ASSUMPTIONS |
| 1 | | | | | |
| 2 | | | | | |
| 3 | | | | | |
| 4 | | | | | |
| 5 | | | | | |
| 6 | | | | | |
| Total | | | | | |

| Appendix G.4: Additional Hardware for Polling Place Connectivity | | | | | |
|---|-----------|----------|---------------|------------|-------------|
| Provide base system hardware costs for years 1-5 and an additional 5 years (years 6-10). Add additional rows as needed. | | | | | |
| # | COMPONENT | QUANTITY | PER UNIT COST | TOTAL COST | ASSUMPTIONS |
| 1 | | | | | |
| 2 | | | | | |
| 3 | | | | | |
| Total | | | | | |

| Appendix G.5: Professional Services to implement Base System and Add-ons | | | | | |
|---|-----------|----------|---------------|------------|-------------|
| Include professional services required to implement all software and equipment listed in sections G.1-G.4. Add additional rows as needed. | | | | | |
| # | COMPONENT | QUANTITY | PER UNIT COST | TOTAL COST | ASSUMPTIONS |
| 1 | | | | | |
| 2 | | | | | |
| 3 | | | | | |
| 4 | | | | | |
| 5 | | | | | |
| 6 | | | | | |
| 7 | | | | | |
| 8 | | | | | |

| Appendix G.6: Additional Hardware for Connectivity | | |
|--|---|----------|
| Provide itemized costs for evaluation, setup and management of the City's network(s) for election night reporting for years 1-5 plus 5 additional years (years 6-10). Add additional rows as needed. | | |
| # | DESCRIPTION | |
| 1 | All Networking and Connectivity charges related to KNOWiNK's Election Night Reporting Product is included in G4 | |
| Total | | Included |

| Appendix G.7: Professional Services to provide Training | | | |
|---|--|--|--|
| Provide itemized costs for all required training services, as described in Section 3.11. Add additional rows as needed. | | | |
| # | | | |
| 1 | | | |
| 2 | | | |
| 3 | | | |
| 4 | | | |
| 5 | | | |
| 6 | | | |
| Total | | | |

| Appendix G.8: Documentation | | |
|---|--|--|
| Provide itemized costs for all documentation to be provided, as described in Section 3.12. Add additional rows as needed. | | |
| # | DESCRIPTION | |
| 1 | Included in Training Documentation in G7 | |
| Total | Included | |

| Appendix G.9: Maintenance Agreement | | | | | |
|---|-------------------|----------|---------------|------------|-------------|
| Please list itemized costs for maintenance services for Years 1-5, as described in Section 3.10.1. Include annual and monthly costs. Add additional rows as needed. | | | | | |
| # | COMPONENT | QUANTITY | PER UNIT COST | TOTAL COST | ASSUMPTIONS |
| 1 | S H M (Y | | | | |
| 2 | A a (Y | | | | |
| Total | | | | | |

| Appendix G.10: Support Services | | | | | |
|---|-----------|----------|---------------|------------|-------------|
| Please list itemized costs for support services for years 1-5, as described in Section 3.10.2. Include annual and monthly costs. Add additional rows as needed. | | | | | |
| # | COMPONENT | QUANTITY | PER UNIT COST | TOTAL COST | ASSUMPTIONS |
| 1 | | | | | |
| 2 | | | | | |
| 3 | | | | | |
| Total | | | | | |

| Appendix G.11: Other Associated Products and Services | | | | | |
|--|-----------|----------|---------------|------------|-------------|
| Please list itemized costs for any other associated products and services not covered in sections G.1-G-10. Add additional rows as needed. | | | | | |
| # | COMPONENT | QUANTITY | PER UNIT COST | TOTAL COST | ASSUMPTIONS |
| 1 | | | | | |
| 2 | | | | | |
| 3 | | | | | |
| Total | | | \$0 | | |

| Appendix G.12: ADDITIONAL ASSUMPTIONS | | | | | |
|--|-----------|----------|---------------|------------|-------------|
| State any assumptions (not already stated above) upon which pricing is based. Insert as many lines as necessary to ensure all concerns are adequately expressed. | | | | | |
| # | COMPONENT | QUANTITY | PER UNIT COST | TOTAL COST | ASSUMPTIONS |
| 1 | | | | | |
| 2 | | | | | |
| 3 | | | | | |
| Total | | | \$0 | | |

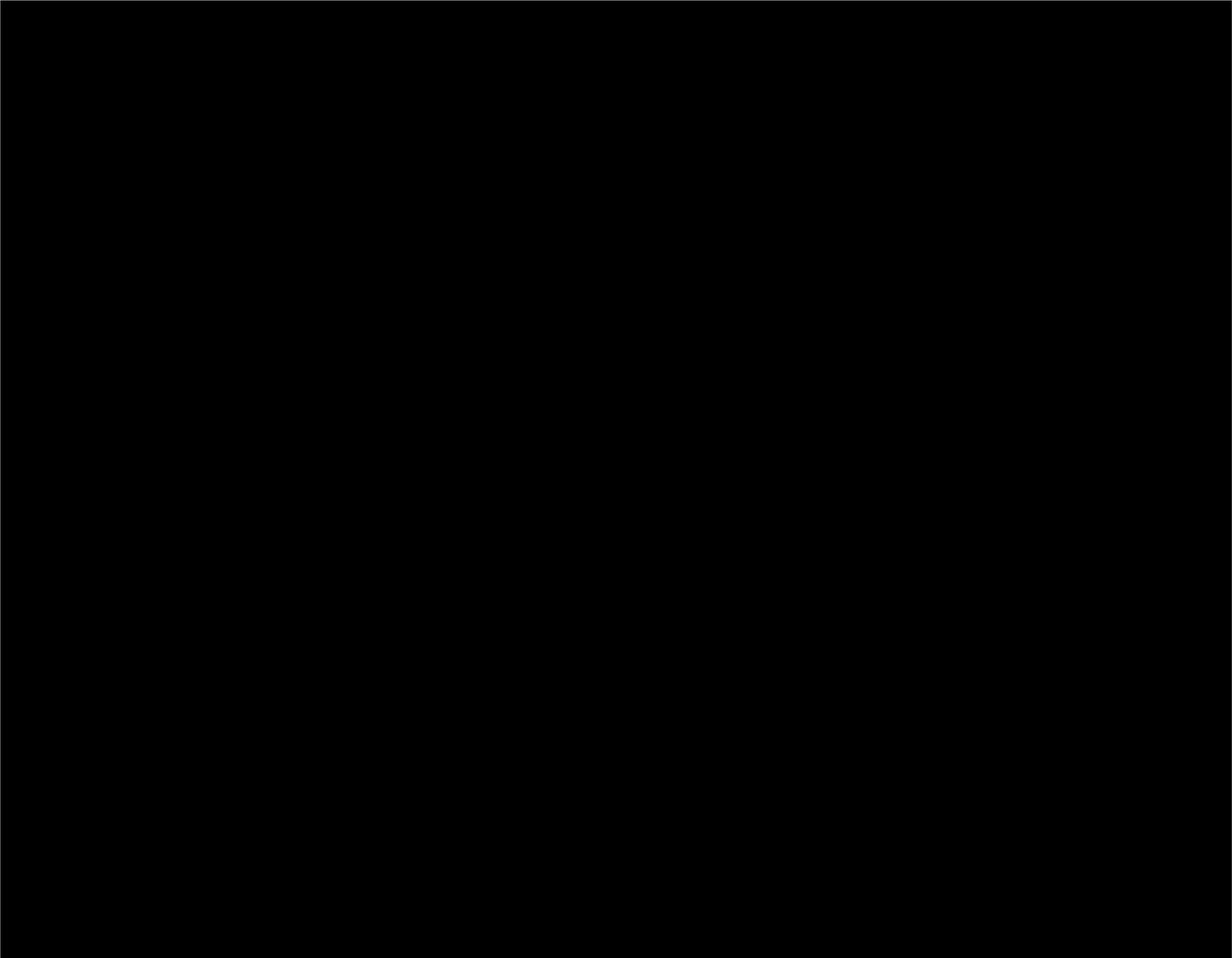
Lease Option

KNOWINK will provide a 3-5 year leasing option to the City at 5% per anum. We have implemented this payment option with the State of Rhode Island. The leasing option will cover all items in Appendix G.1, G.2 and G.3., that is the first year hardware purchase and the initial software licensing fee.

| | |
|---|-------------|
| Approximate annual payment 3 year lease | ██████████0 |
| Approximate annual payment 5 year lease | ██████████ |

Project Documents: Milestone Payment Schedule with Deliverable Descriptions

I. Project Deliverables



II. Payment Terms

The City shall pay the Contractor the payment amounts set forth in the Milestone Payment Schedule, upon, as applicable, the City's acceptance of each Deliverable as further described herein. Upon acceptance of a Deliverable, the Contractor shall invoice the City the amount set forth. Payment shall be made within thirty (30) days from receipt of the invoice.

Milestone Payment Schedule

The fixed cost payment amount will be made after completion and acceptance of each milestone deliverable. The final installment in an amount equal to total holdback amounts will only be made after successful demonstration of the system in the November 2019 Primary Election.



APPENDIX H

MANDATORY ELECTRONIC DISCLOSURE FORM



Mandatory Campaign Contribution Disclosure form

"This fillable PDF must be used to complete your financial disclosures. Once you select if you are a "business" or "individual" the appropriate questions will appear. Please answer as completely as possible. Once you complete the question on each page, select "Continue" to go to the next page. You must have Adobe to be able complete this form. If you do not have Adobe, you can download it by going here: <https://get.adobe.com/reader/>." If you need to complete the form as a business and as an individual, please complete and submit two separate forms.

Continue

Contribution Disclosure Information

* Vendor: KNOWiNK, LLC

*Required fields

* Date: 12/27/2018

*Is the Applicant an individual or business? Individual Business

* RFP/Bid: Election System

Business

- * Has the Applicant made any contributions? Yes No
- * Has the Applicant solicited or served as an intermediary for any contributions? Yes No
- * Has an officer, director, controlling shareholder, or partner of the for-profit Applicant made any contributions? See note below. (Non-profit organizations, please select No.) Yes No
- * Has an officer, director, controlling shareholder, or partner of the for-profit Applicant solicited or served as an intermediary for any contributions? See note below. (Non-profit organizations, please select No.) Yes No
- * Has an affiliate of the Applicant made any contributions? Yes No
- * Has an affiliate of the Applicant solicited or served as an intermediary for any contributions? Yes No
- * Has an officer, director, controlling shareholder, or partner of a for-profit affiliate of the Applicant made any contributions? See Note Below. Yes No
- * Has an officer, director, controlling shareholder, or partner of the for-profit affiliate of the Applicant solicited or served as an intermediary for any contributions? See note below. Yes No
- * Has the Applicant or an affiliate of the Applicant reimbursed another individual or business for a contribution that the individual or business has made? Yes No
- * Has an officer, director, controlling shareholder, or partner of a for-profit Applicant, reimbursed another individual or business for a contribution that the individual or business has made? See note below. Yes No
- * Has a political committee controlled by the Applicant or by an affiliate of the Applicant made any contributions? Yes No
- * Has a political committee controlled by an officer, director, controlling shareholder, or partner of the for-profit Applicant, or of a for-profit affiliate of the Applicant, made any contributions? Yes No

Reset **Continue**

Notes:
Applicants must disclose all contributions to candidates or incumbents which are attributed to an immediate family member of an officer, director, controlling shareholder, or partner of the for-profit Applicant or the for-profit affiliate of the Applicant. Please disclose the full amount of contribution, although only the amount above \$3,000 will be attributed to the office, director, controlling shareholder, or partner (and, by extension, the applicant business).

Contributions Disclosure Information

Is the applicant an individual or business? Individual Business

Name of Contributor 1:

Relationship to Applicant:

Name of Recipient:

Date of Contribution:

Amount of Contribution:

Have you, the Applicant solicited or served as an intermediary for any contributions? Yes No

Has a member of your immediate family made any contributions over and above 3,000? Yes No

Has a member of your immediate family solicited or served as an intermediary for contributions over and above 3,000? Yes No

Is the applicant an individual or business? Individual Business

Name of Contributor 3:

Relationship to Applicant:

Name of Recipient:

Date of Contribution:

Amount of Contribution:

Have you, the Applicant solicited or served as an intermediary for any contributions? Yes No

Has a member of your immediate family made any contributions over and above 3,000? Yes No

Has a member of your immediate family solicited or served as an intermediary for contributions over and above 3,000? Yes No

Is the applicant an individual or business? Individual Business

Name of Contributor 2:

Relationship to Applicant:

Name of Recipient:

Date of Contribution:

Amount of Contribution:

No

Have you, the Applicant solicited or served as an intermediary for any contributions? Yes No

Has a member of your immediate family made any contributions over and above 3,000? Yes

Has a member of your immediate family solicited or served as an intermediary for contributions over and above 3,000? Yes No

Is the applicant an individual or business? Individual Business

Name of Contributor 4:

Relationship to Applicant:

Name of Recipient:

Date of Contribution:

Amount of Contribution:

Have you, the Applicant solicited or served as an intermediary for any contributions? Yes No

Has a member of your immediate family made any contributions over and above 3,000? Yes No

Has a member of your immediate family solicited or served as an intermediary for contributions over and above 3,000? Yes No

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Consultant Disclosure Information

***Required Fields:**

Check here to certify if a consultant(s) was used in the year prior to the application deadline for this contract opportunity. (Click 'Continue' if this does not apply)

List all consultant(s) used in the year prior to the application deadline for this contract opportunity. Please be sure to refer to the definition of Consultant before completing this form.

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Vendor Disclosure Information

***Required Fields:**

- List all consultant(s) used in the year prior to the application deadline for this contract opportunity. Please be sure to refer to the definition of Consultant before completing this form.

Reset

Continue

Vendor City Employee Request Disclosure

*Required Fields

Check here if one or more City employees or officers asked you, the Applicant, any officer, director or management employee of the Applicant, or any person representing the Applicant to give money, services, or any other thing of value (other than contributions) during the two years prior to the application deadline for this contract opportunity. (Click "Continue" if this does not apply.)

Reset

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Vendor City Employees Participation Advice Disclosure

*Required Fields

- Check here if one or more City Employees or officers gave you, the Applicant, any officer, director or management employee of the Applicant, or any person representing the Applicant advice that a particular individual or business could be used by the Applicant to satisfy any goals established in the contract for the participation of minority, women, disabled or disadvantaged business enterprises during the two years prior to the application deadline for this contract opportunity.

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Vendor Signature on Application

In order for an application to be considered valid, it must be properly signed by the applicant. The Application may not be signed by anyone other than the Applicant or an authorized officer or employee of the Applicant. Applications that are not signed will be rejected. By typing your name and title in the signature space below, you, as the applicant, signify your intent to sign this application. Someone other than the proper signatory may not type in another's signature. All signatories hereby declare and certify that they are the Applicant or are employees or officers of the Applicant duly authorized to execute this Application and make disclosures on the Applicant's behalf; and represent and covenant that, to the best of their knowledge after appropriate inquiry, all of the information and disclosures provided are true and contain no material misstatement or omissions.

If application is being submitted by an INDIVIDUAL, SOLE PROPRIETOR, PARTNERSHIP, LIMITED LIABILITY PARTNERSHIP, LIMITED LIABILITY COMPANY, or any other legally formed entity except a corporation (see below) sign the application here, with a signature by either the Individual, Owner, Partner, Member or Manager. If the application is not signed by the above mentioned, by signing in the Authorized Signatory box provided below, you hereby certify that you are authorized to sign in place of such officers:

Signature of Individual/Owner/Partner/Member/Manager



Authorized Signatory



If application is being submitted by a CORPORATION, sign the application here, with signatures by (a) President or Vice-President of the corporation AND (b) Secretary, Assistant Secretary, Treasurer or Assistant Treasurer of the corporation. If the application is not signed by the above mentioned, you hereby certify that you are authorized pursuant to a certified corporate resolution to sign in place of such officers.

President/Vice President

Secretary/Asst. Secretary/Treasurer/Assistant Treasurer

Authorized Signatory

Save

APPENDIX J

PROJECT DOCUMENTS

APPENDIX J: REQUIRED PROJECT DOCUMENTS

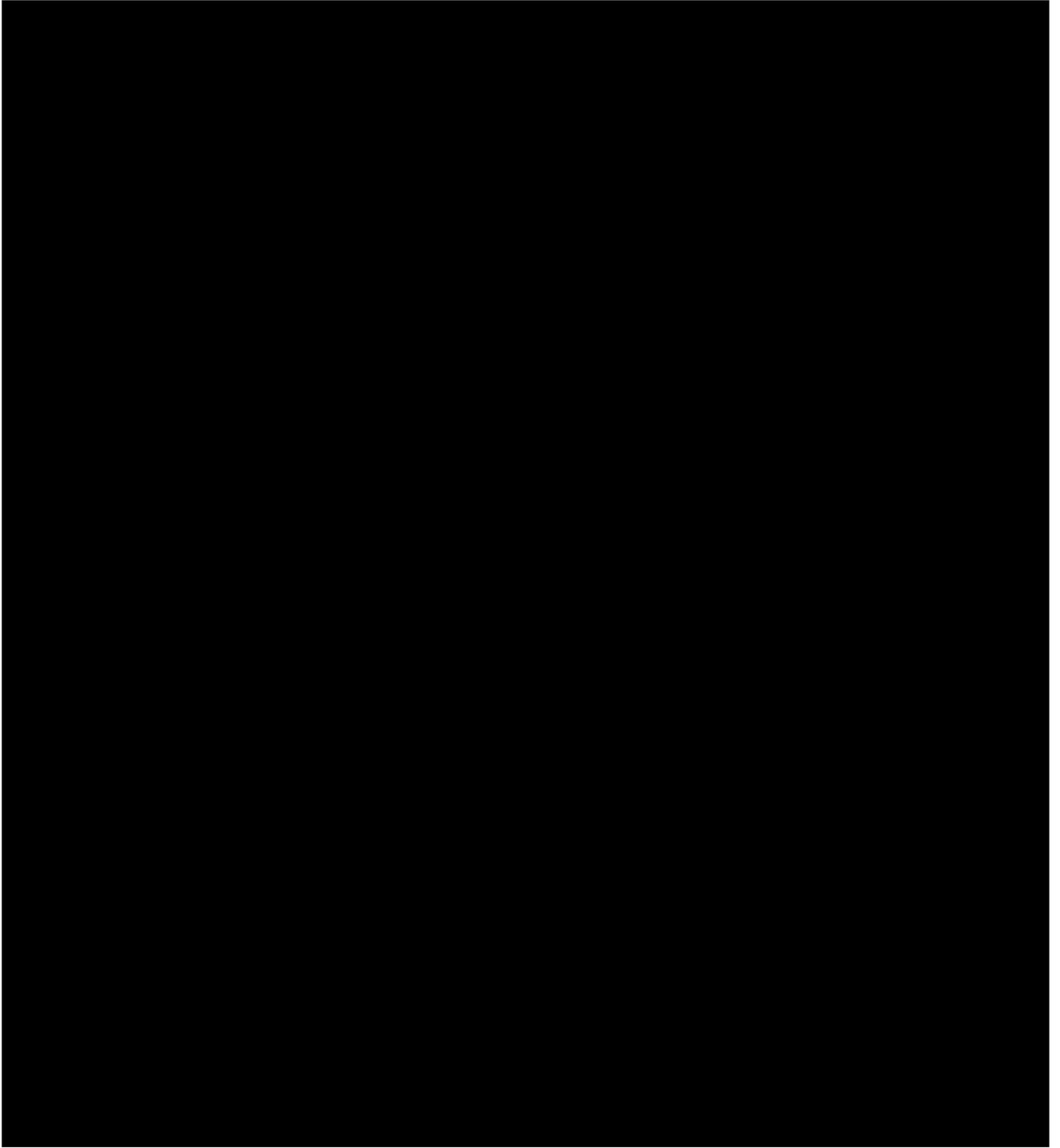
Applicants must submit the following documents (collectively, "Project Documents") as part of their Proposal:

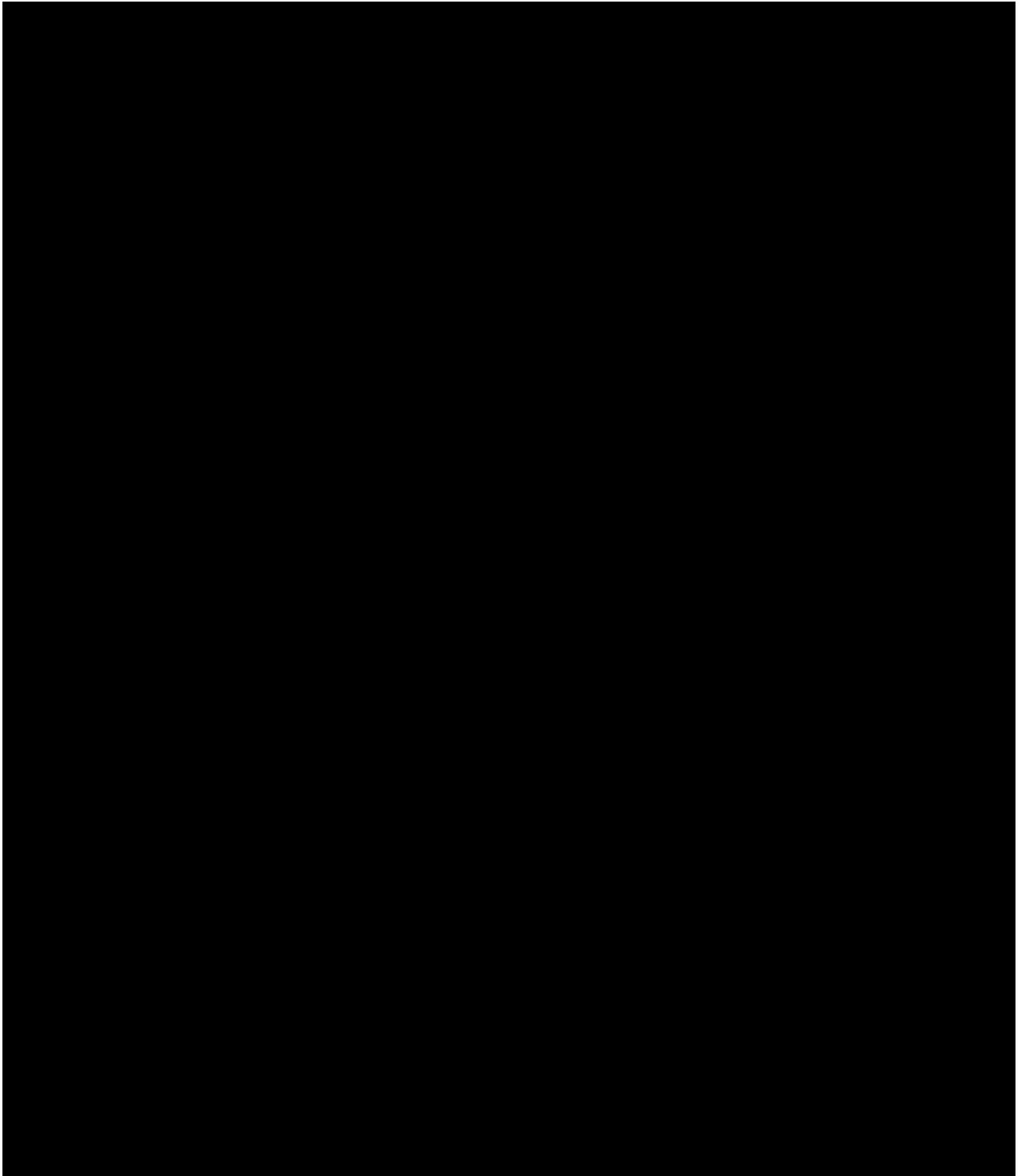
- (a) an implementation plan for the proposed System and/or services that describes in detail (i) the methods, including controls, by which the Applicant manages projects of the type sought by this RFP; (ii) where software is to be developed, customized, and/or implemented as part of the project, the Applicant's software development and implementation methodology, including, but not limited to, version control, error correction, pre-delivery testing and de-bugging procedures, and post-installation testing; (iii) and any other project management or implementation strategies or techniques that the Applicant intends to employ in carrying out the work;
- (b) a detailed statement of the work to be performed, in a form that the Applicant considers appropriate and sufficient for incorporation in a contract document;
- (c) a detailed project schedule, identifying all tasks and deliverables to be performed, durations for each task, principal schedule milestones, and overall time of completion; and
- (d) a milestone payment schedule setting forth the frequency and amount of progress payments and identifying the tasks and deliverables ("milestones") to be completed for each payment.

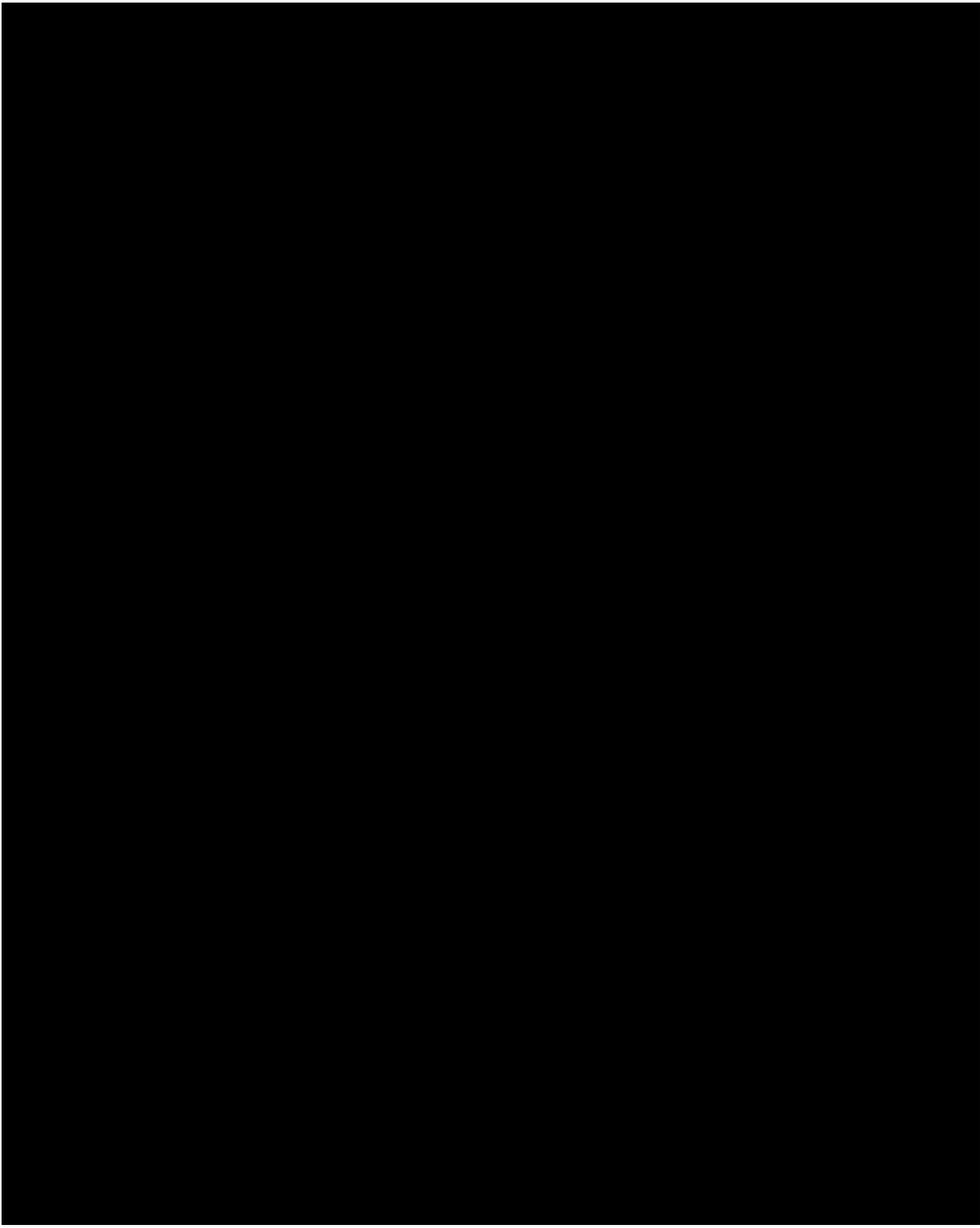
Proposals will be evaluated in part on the adequacy of the proposed Project Documents. The City reserves the right, in its sole discretion, to impose additional or different requirements for Project Documents on any Applicant without notice to other Applicants.

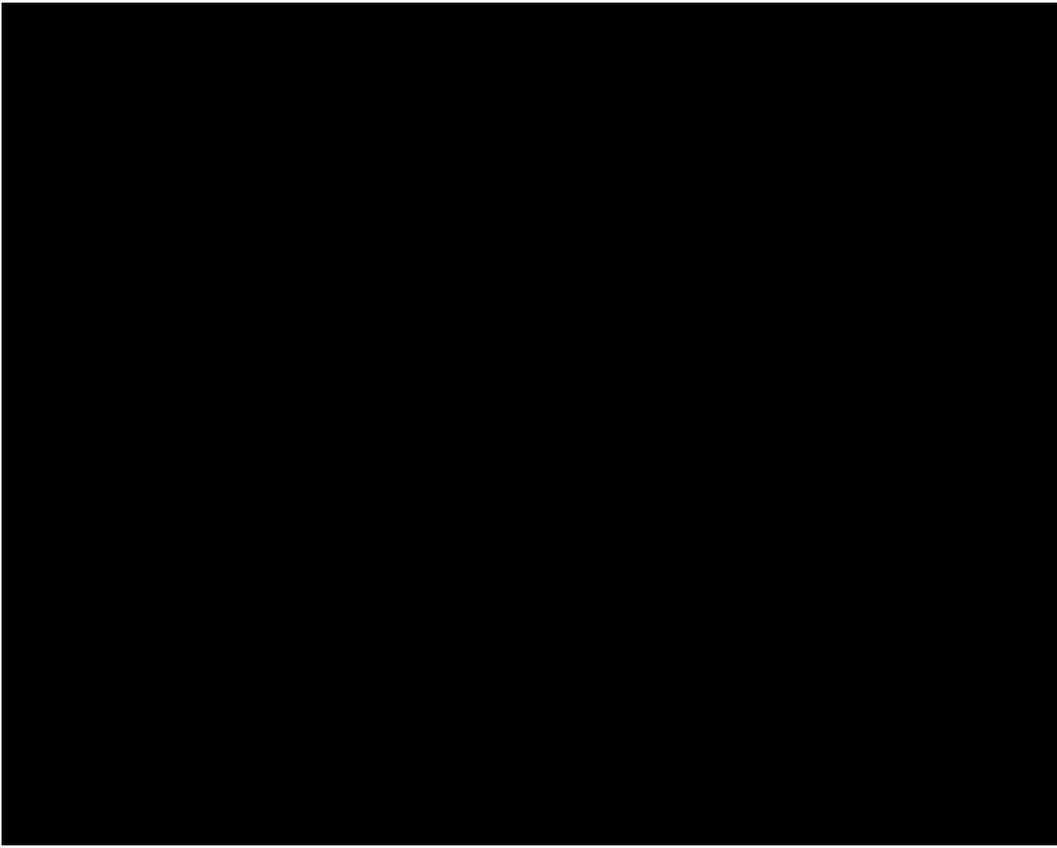
KNOWiNK's Project Documents are located in the following proposal sections:

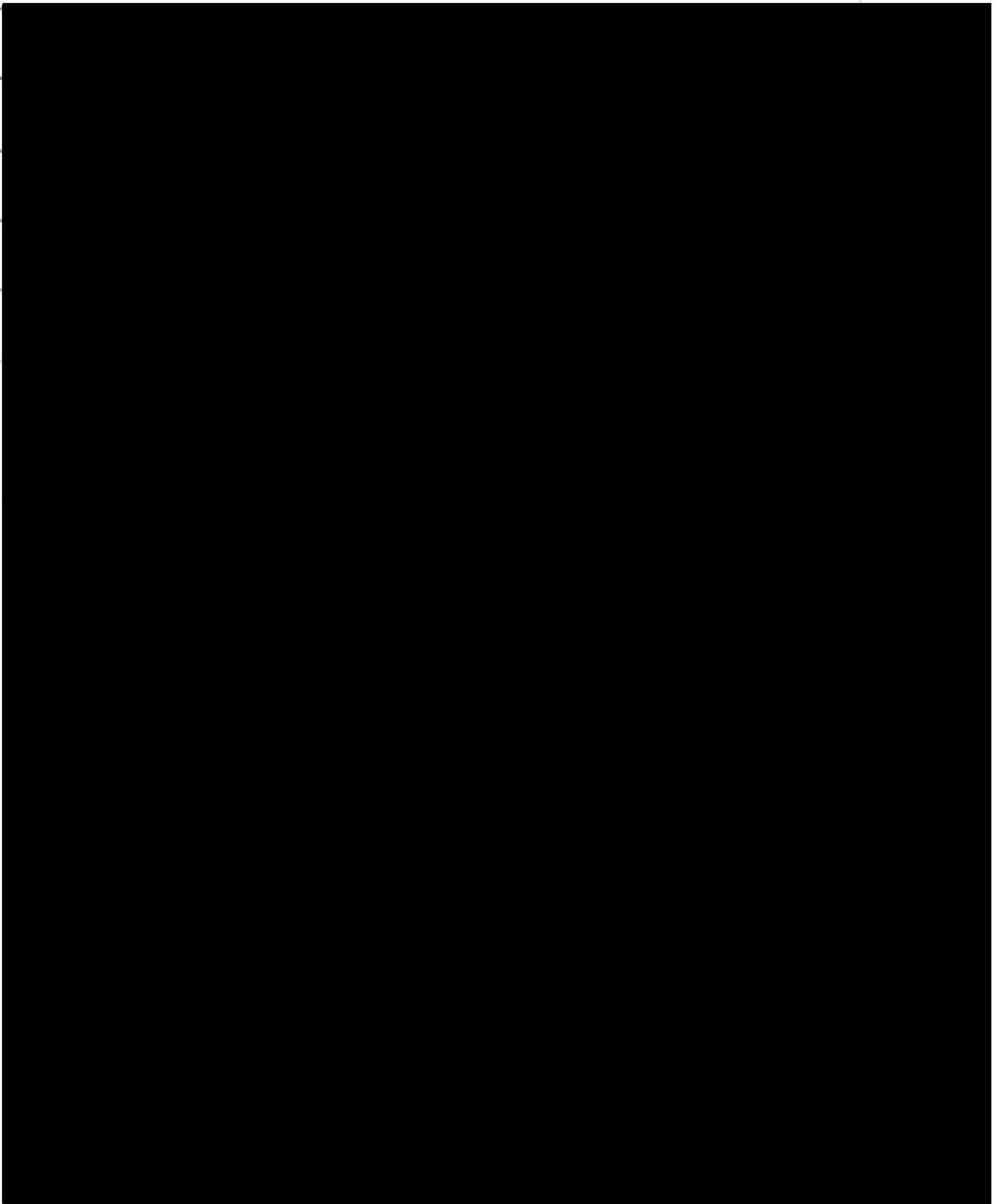
- (a) Implementation Plan is located in Section 3.14 Implementation Plan.
- (b) Detailed Statement of Work is located in Section 3.13 Statement of Work.
- (c) Detailed Project Schedule is summarized in Section 3.14 Implementation Plan and is attached in Appendix J following this page.
- (d) A Milestone Payment Schedule is attached in Appendix G: Cost Proposal.

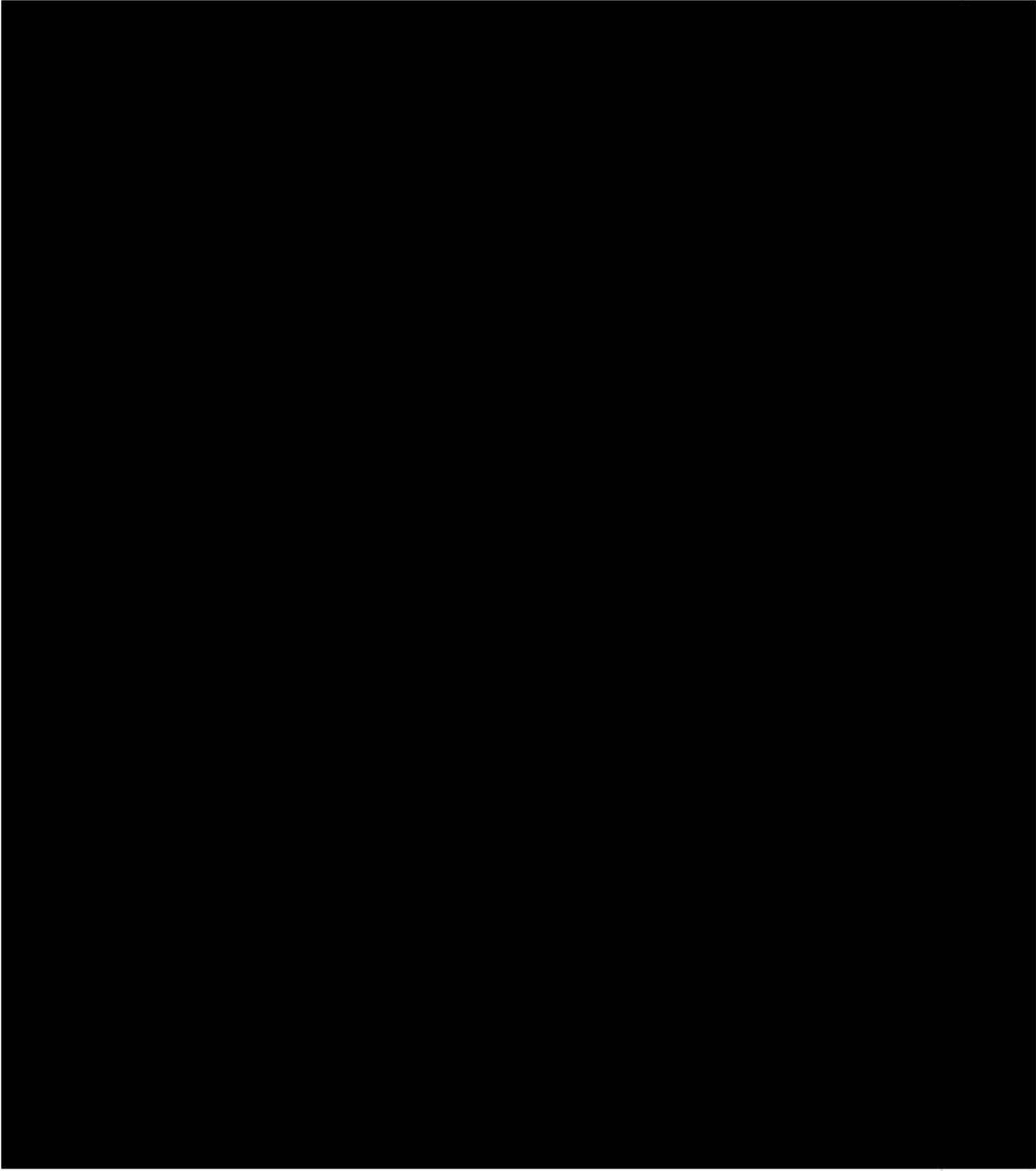


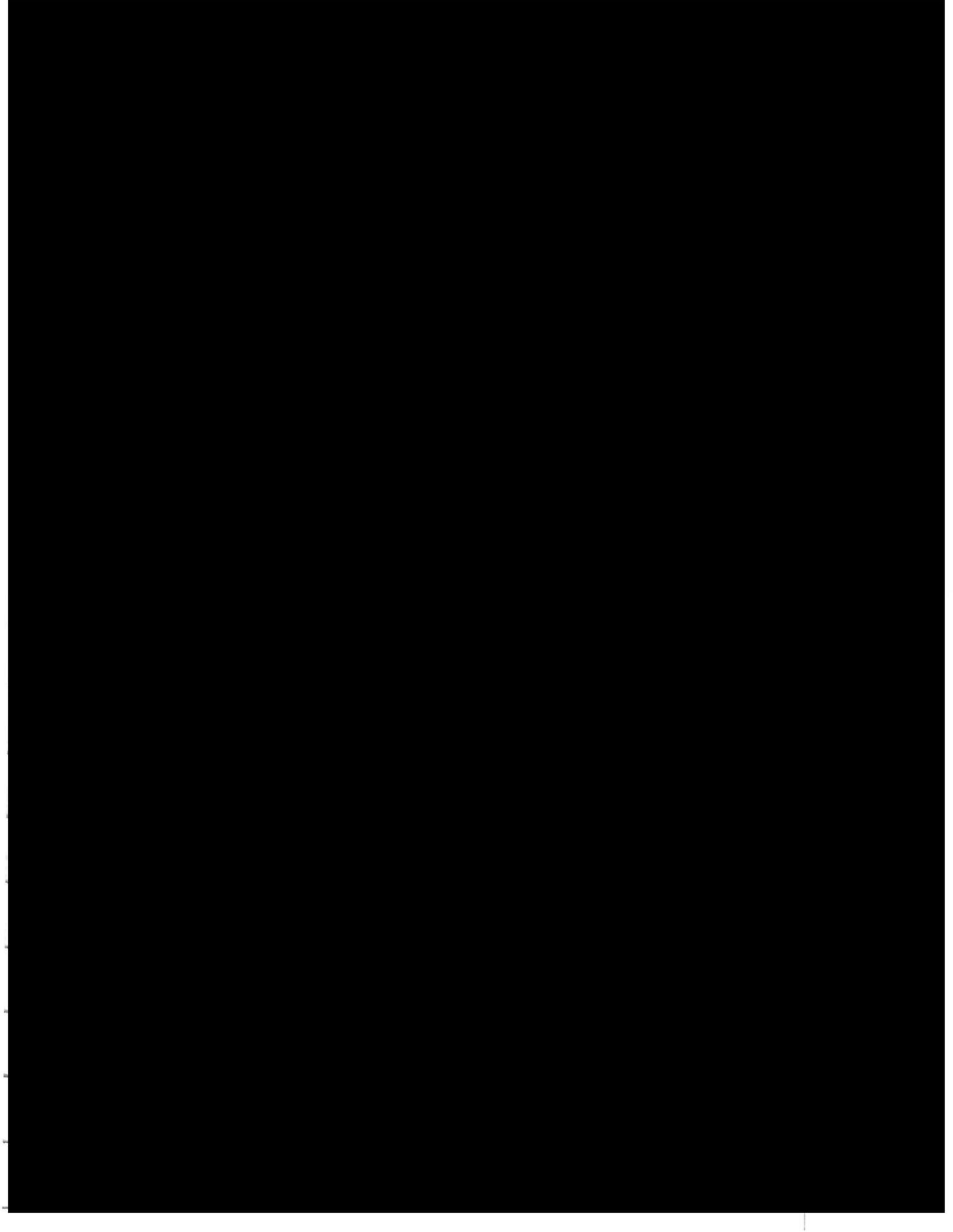


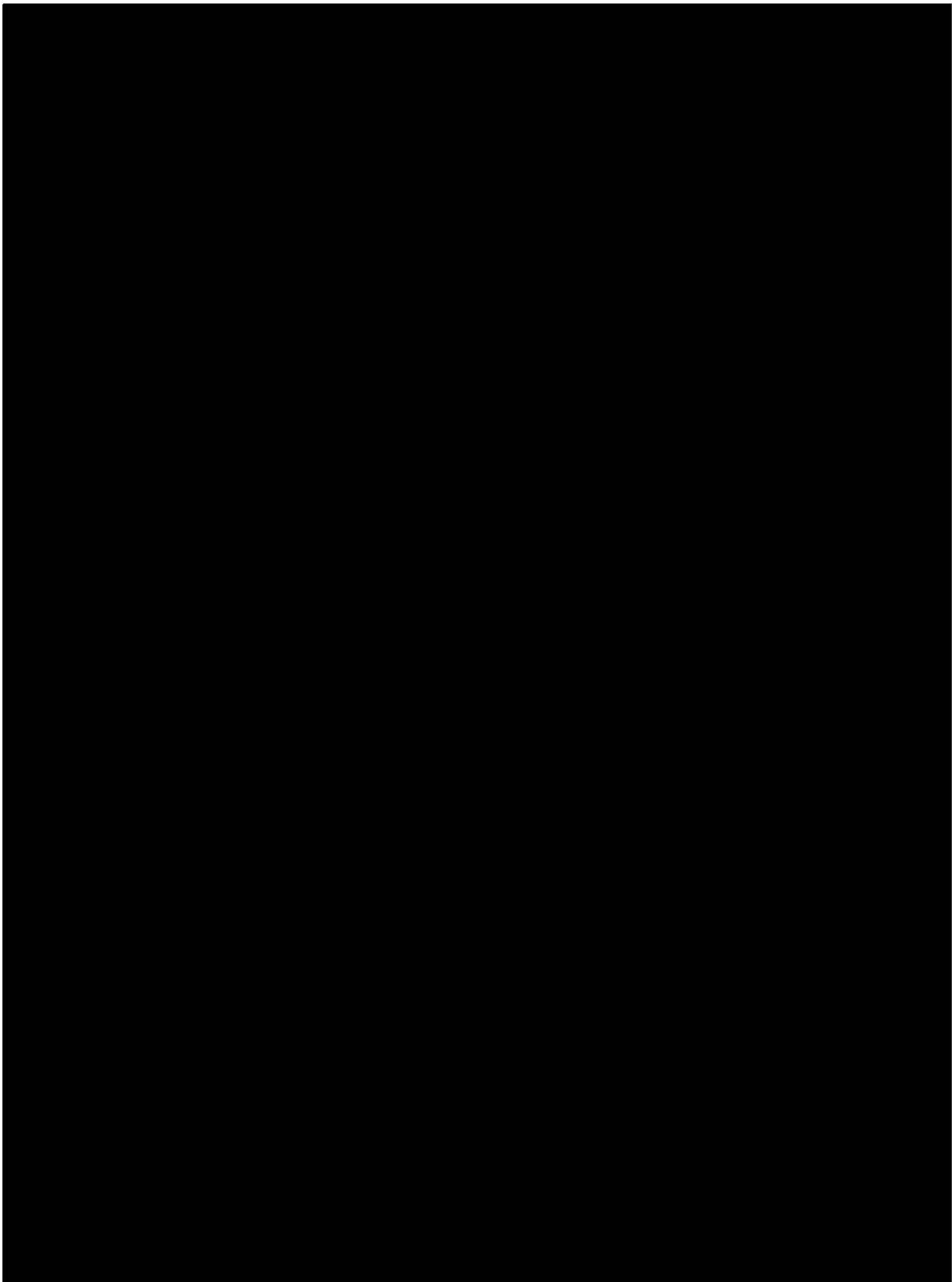




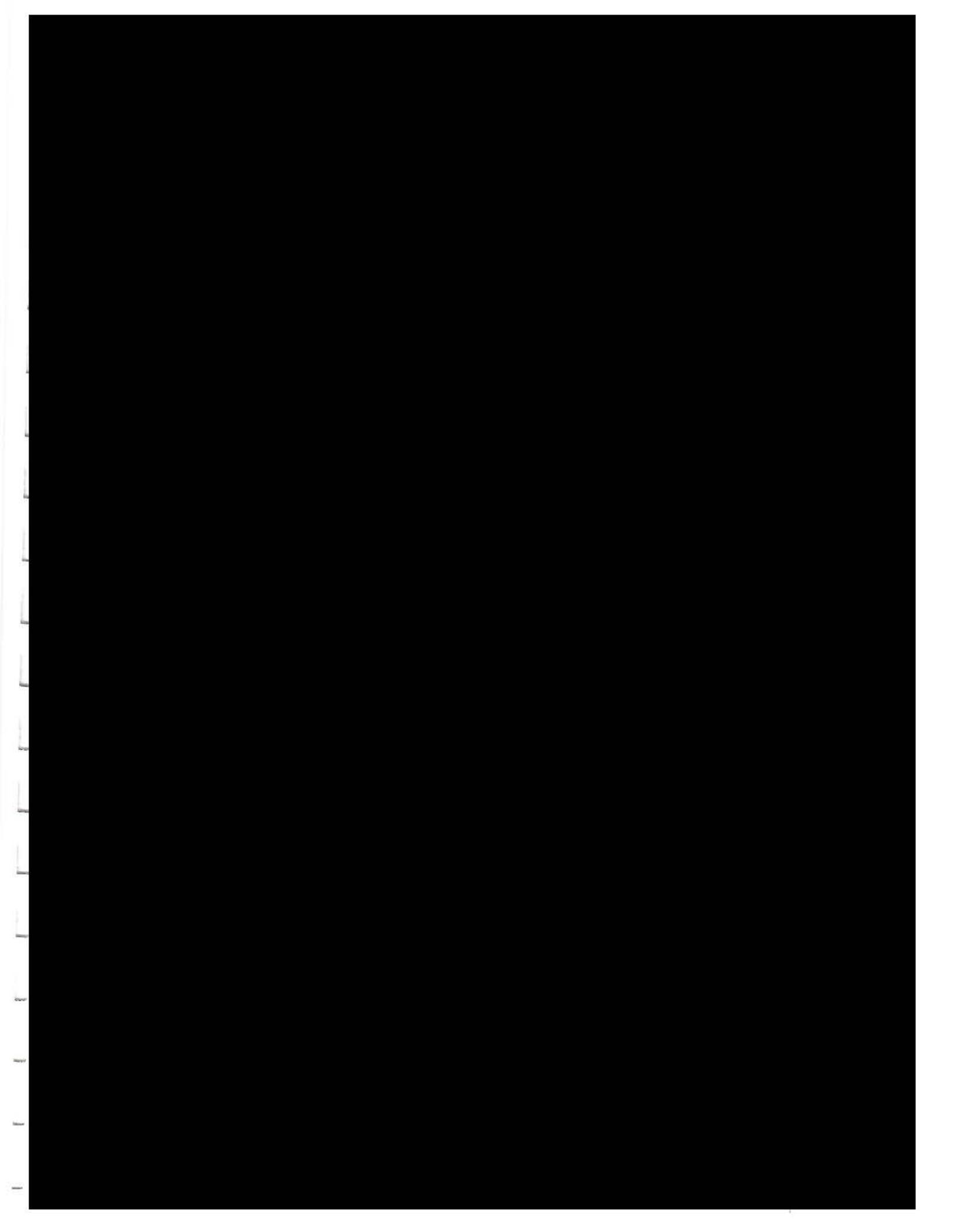


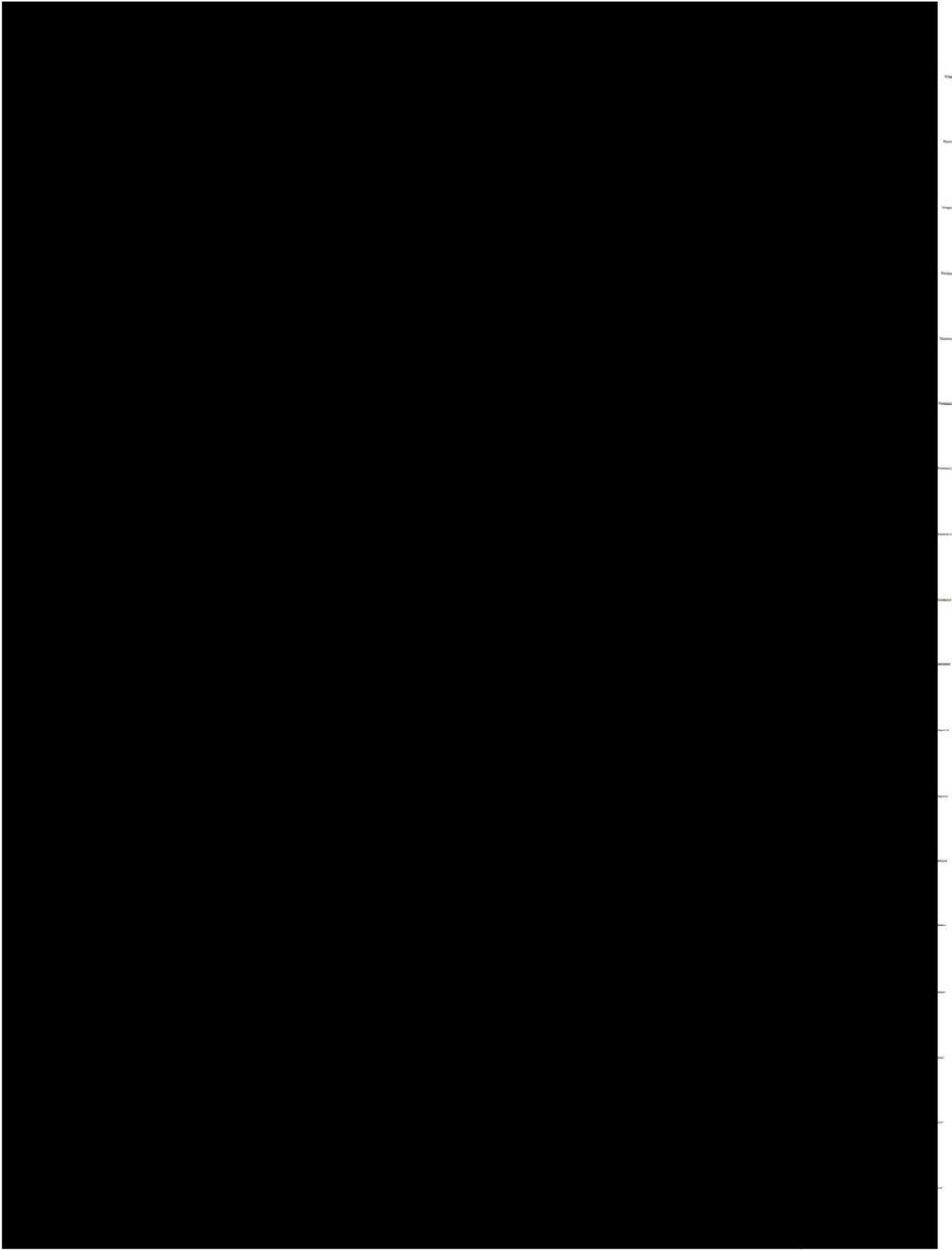


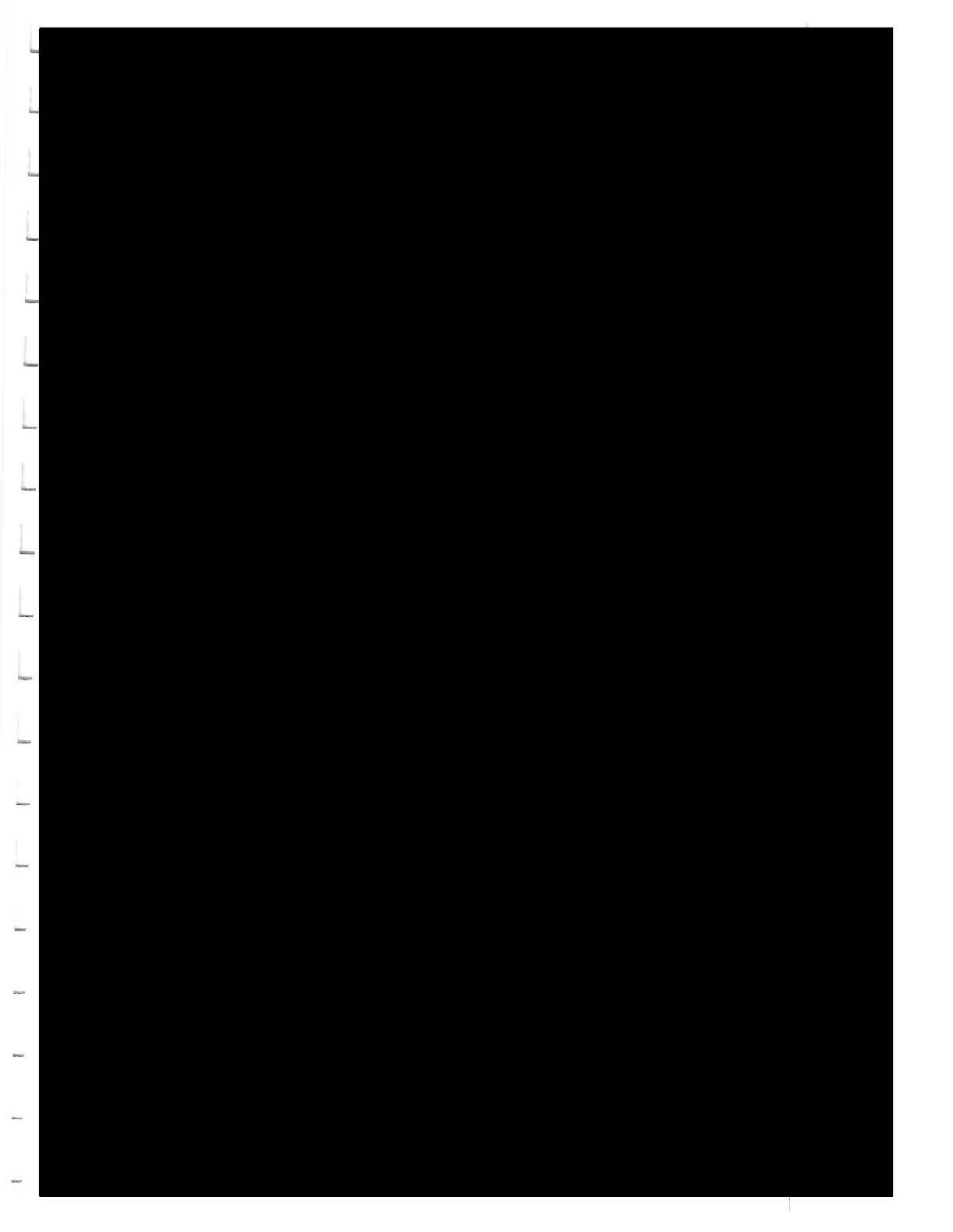


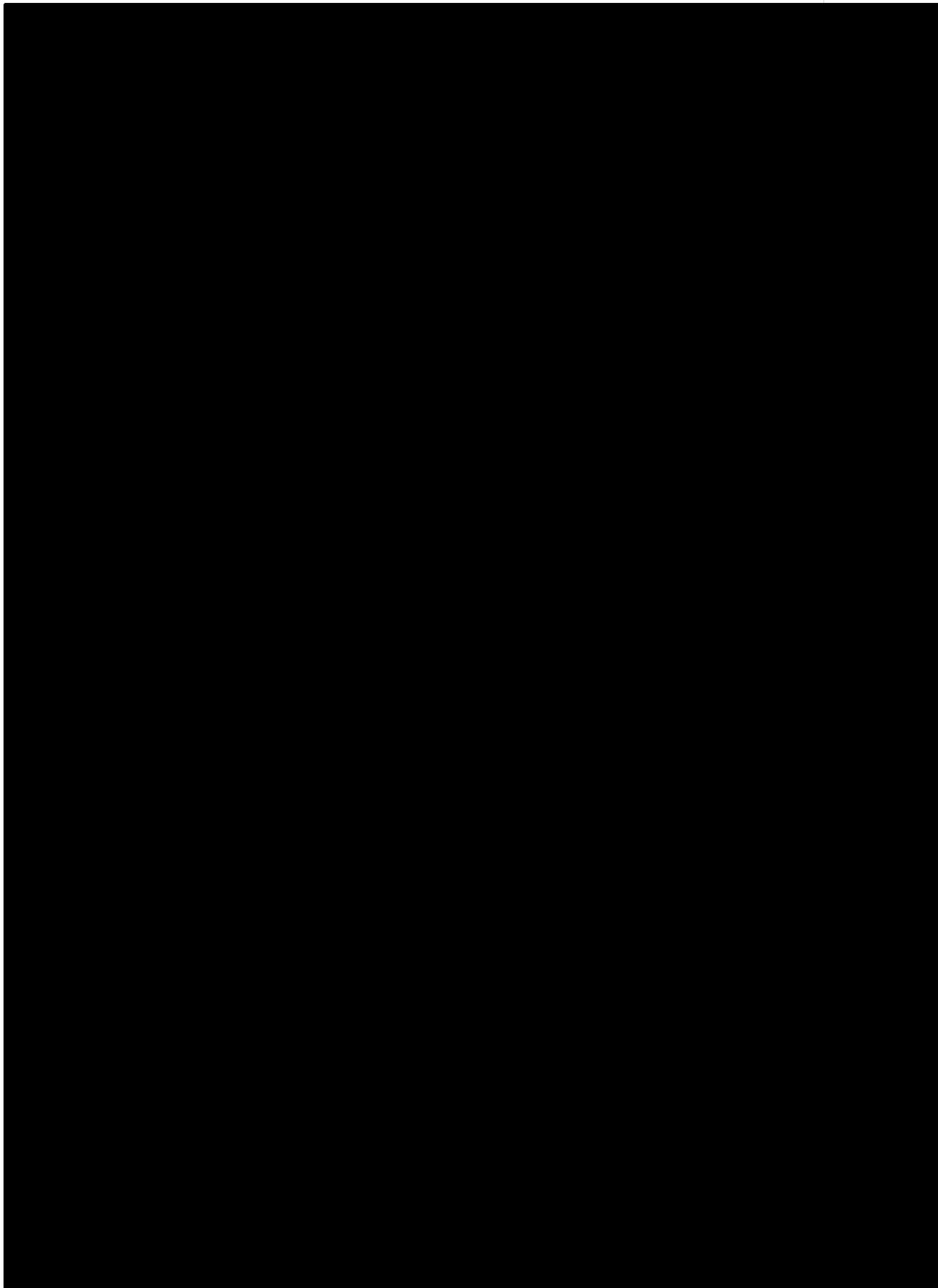


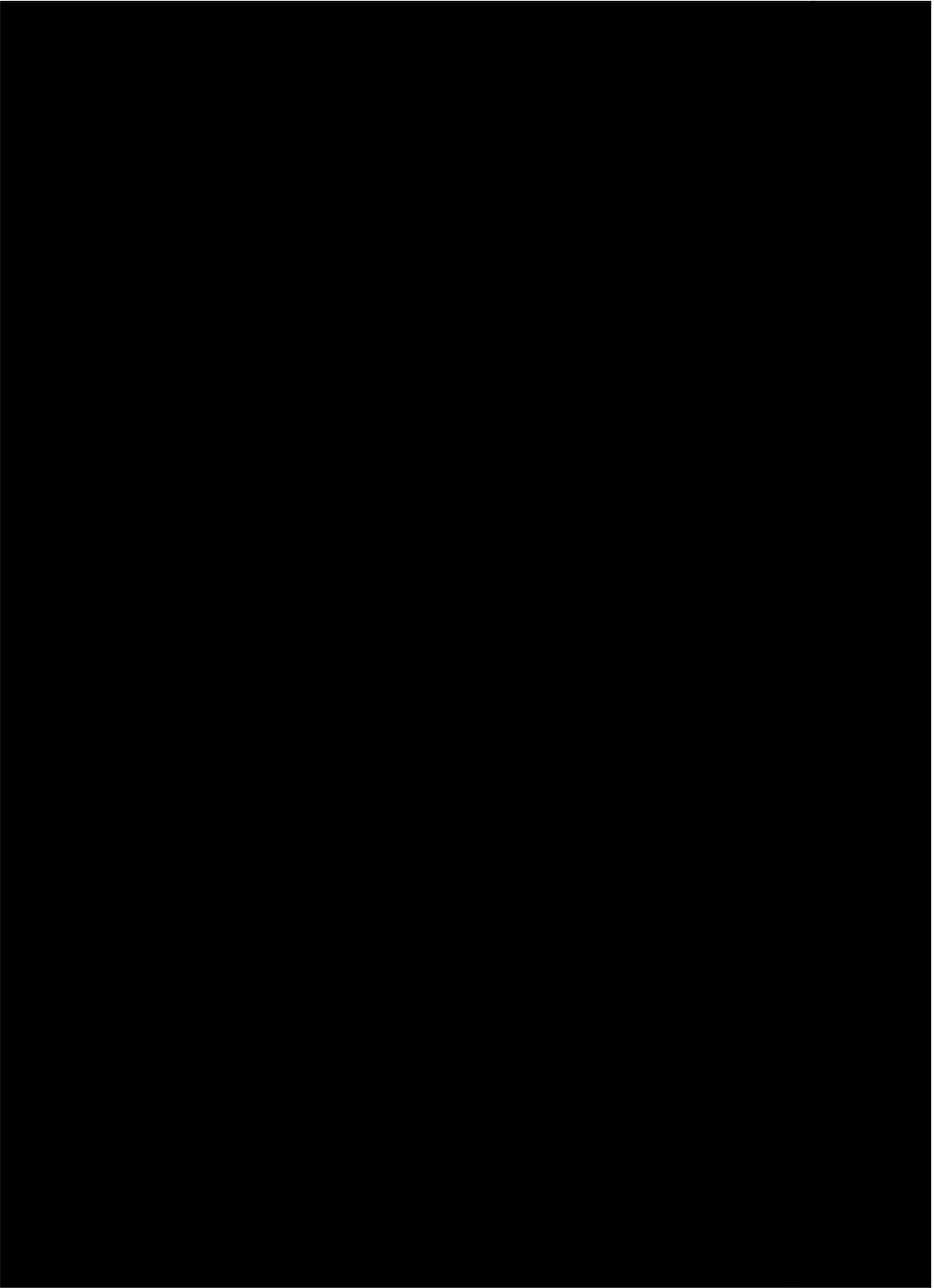
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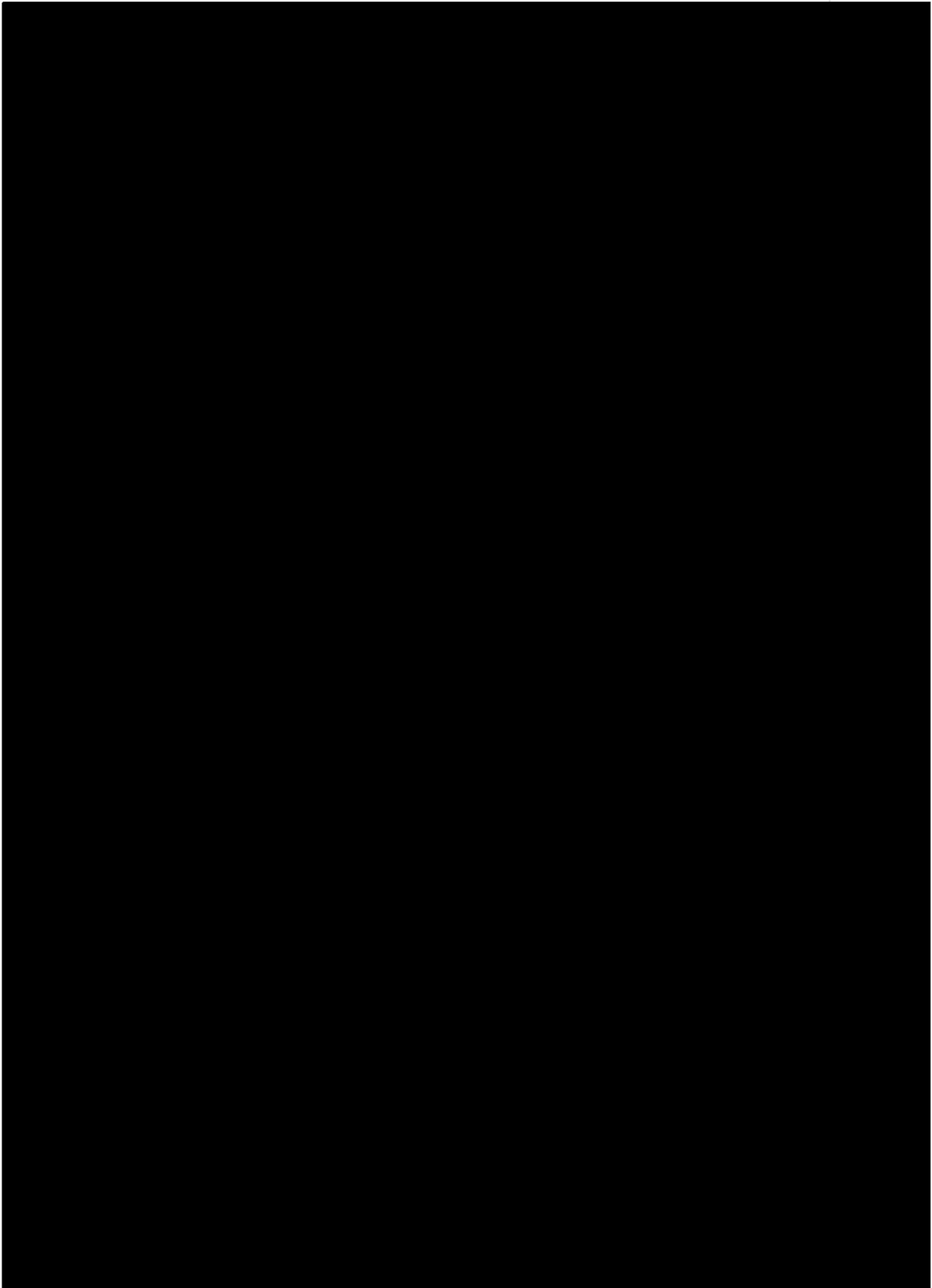




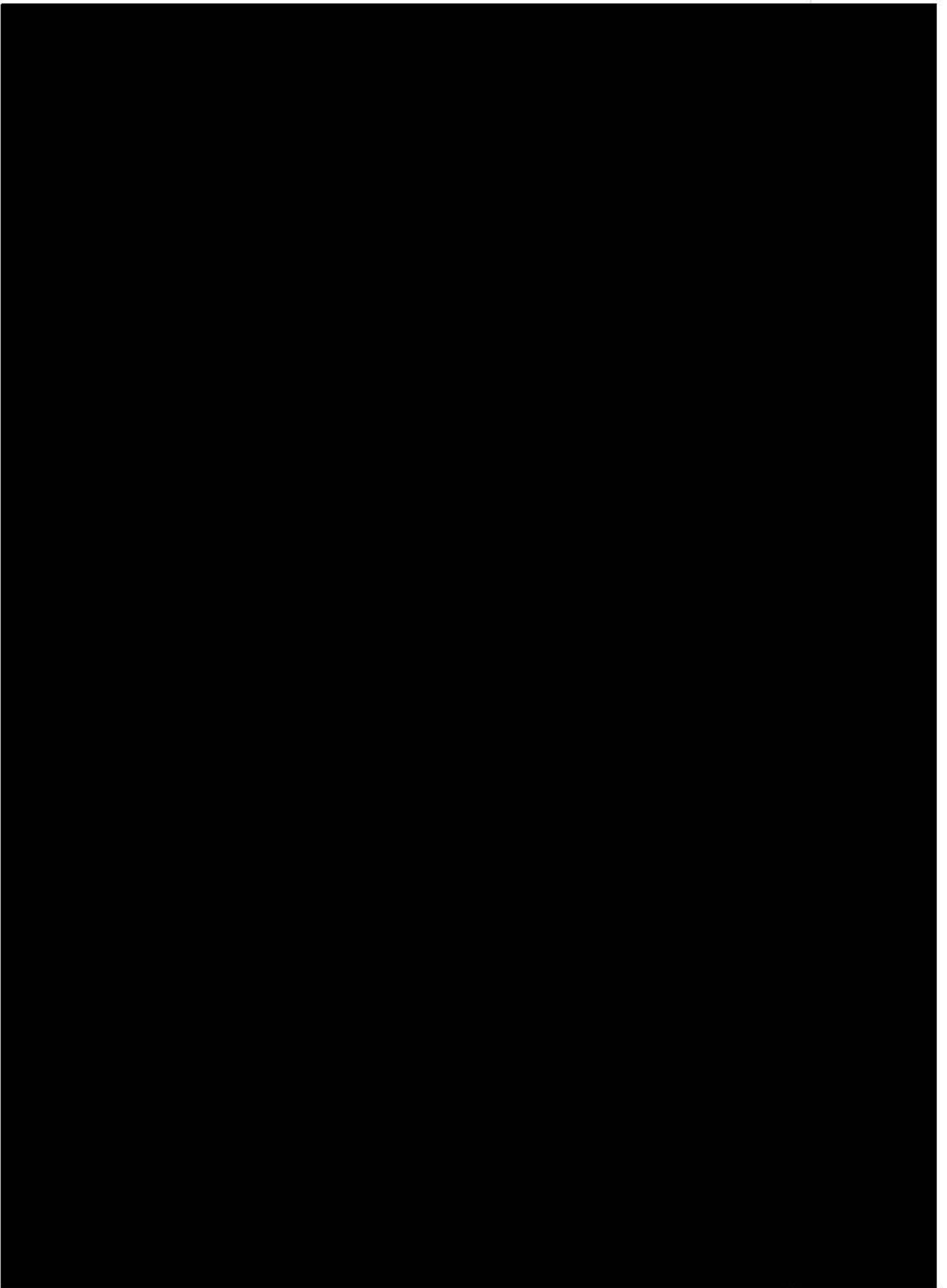




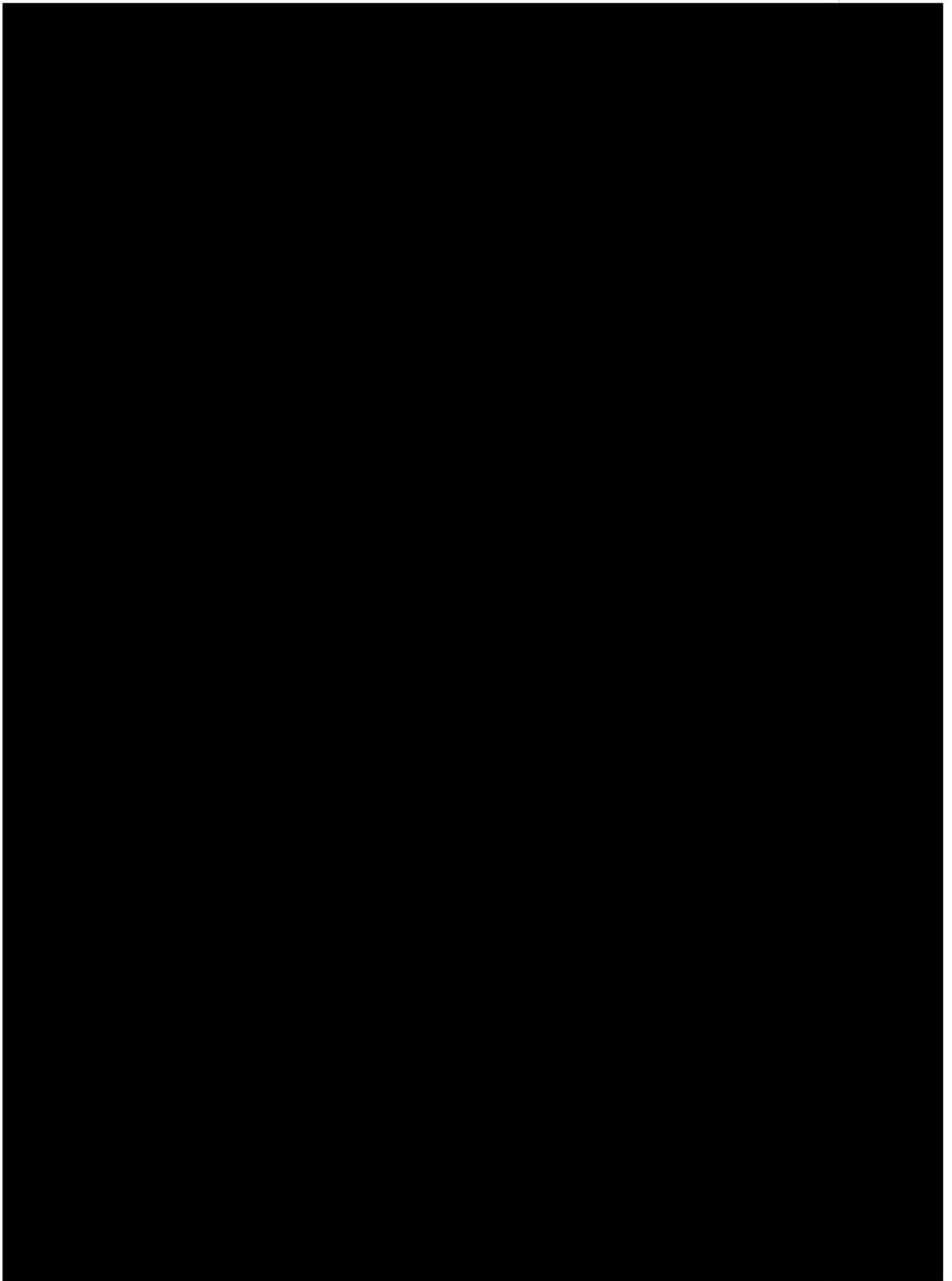


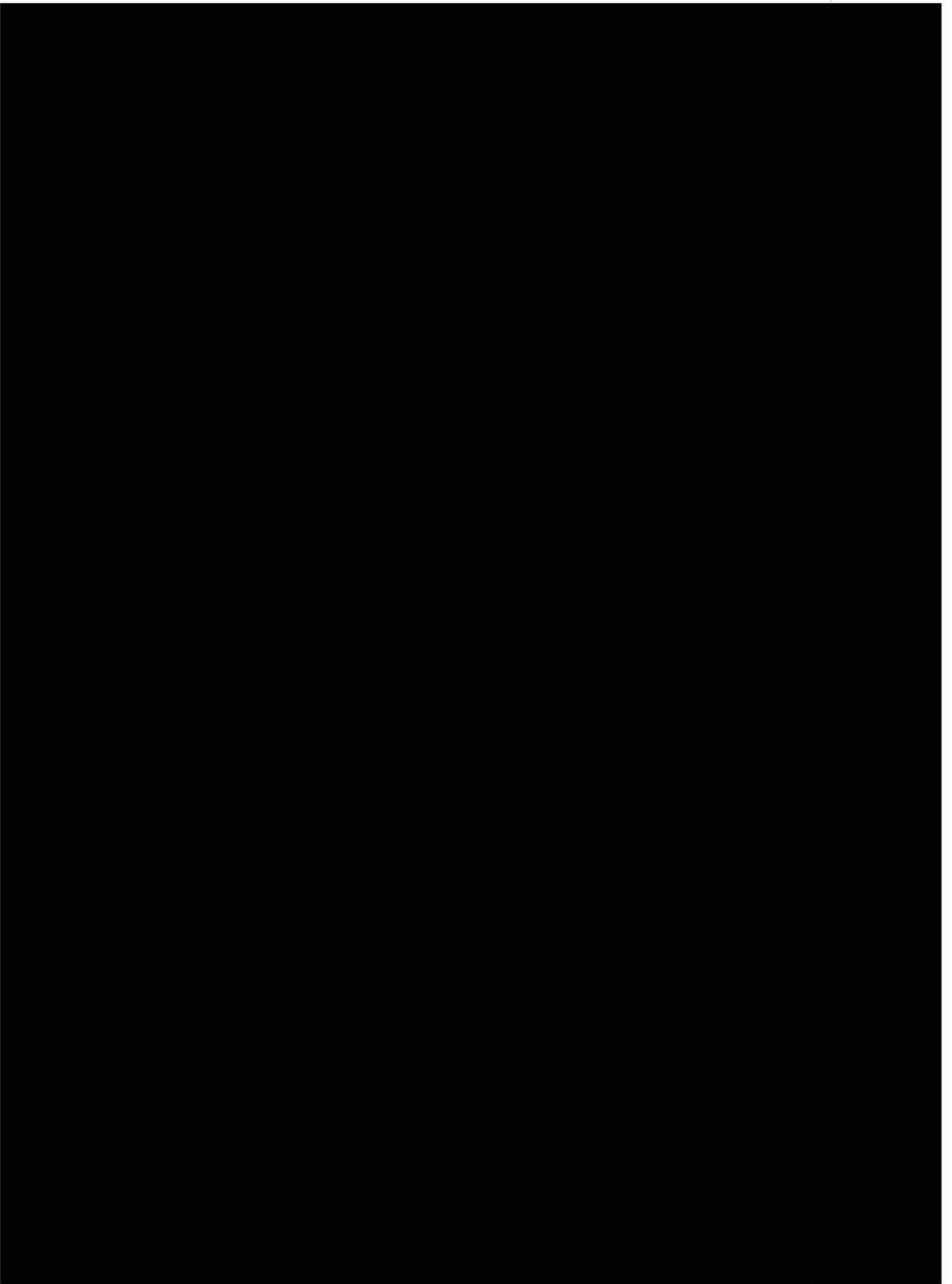


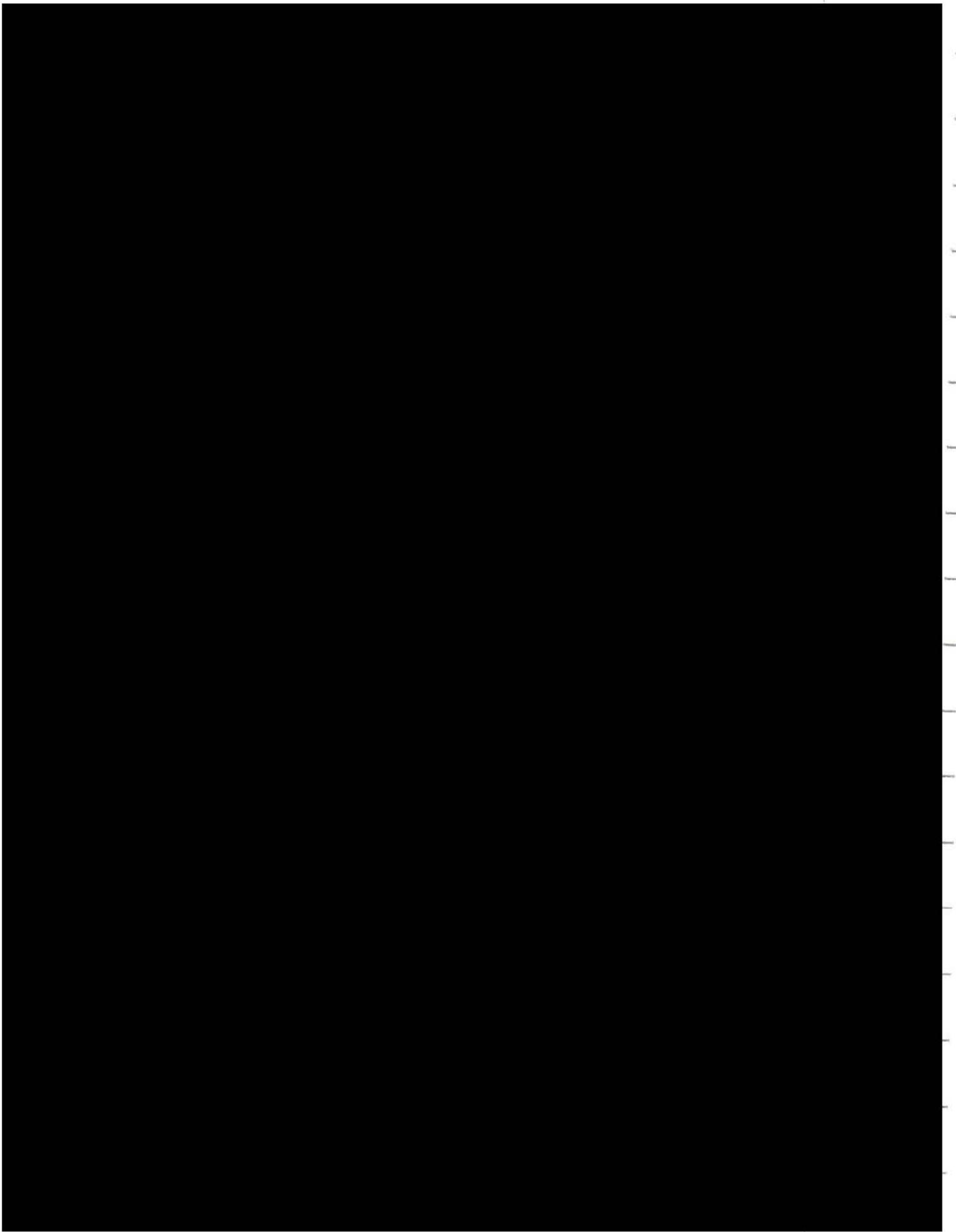
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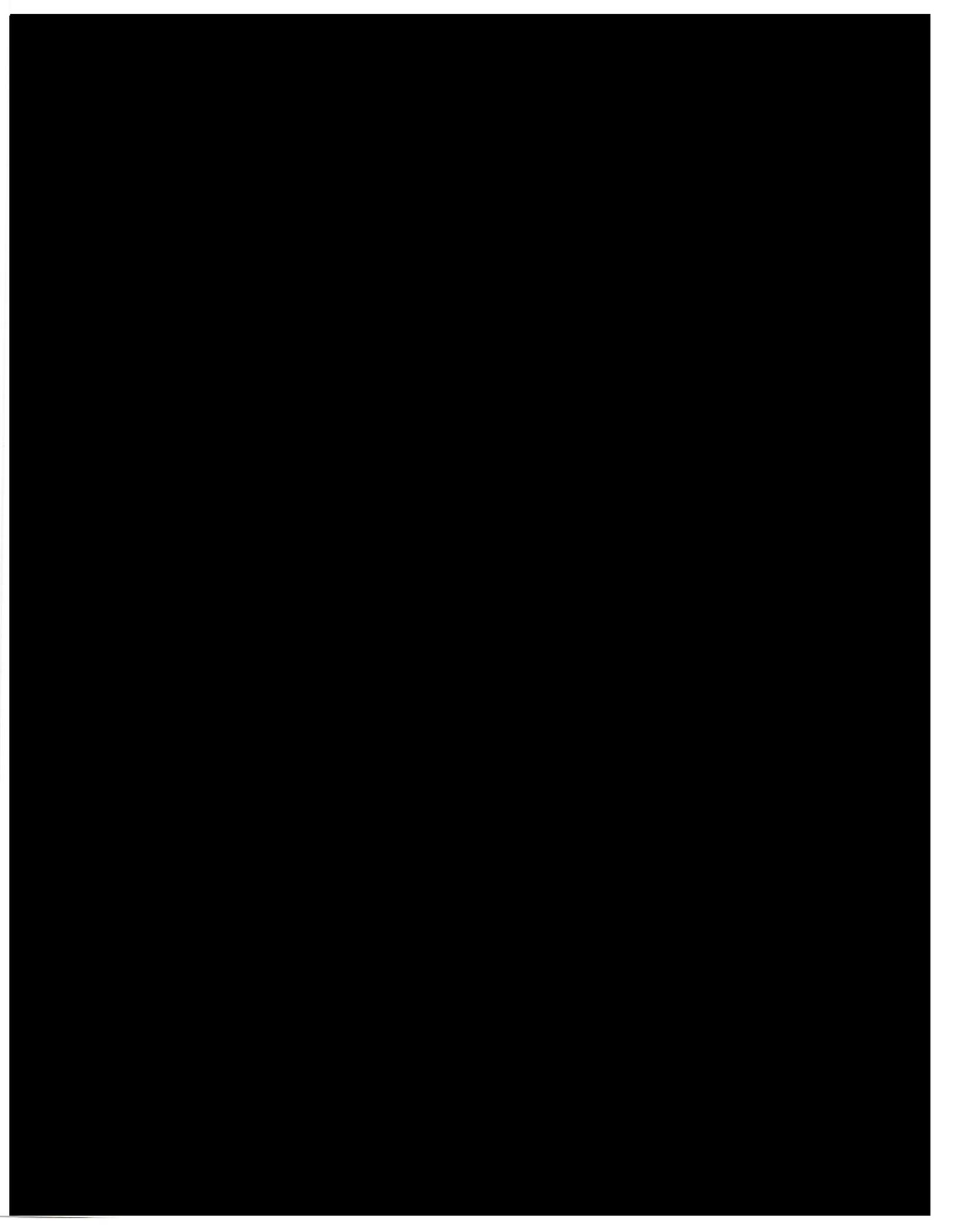


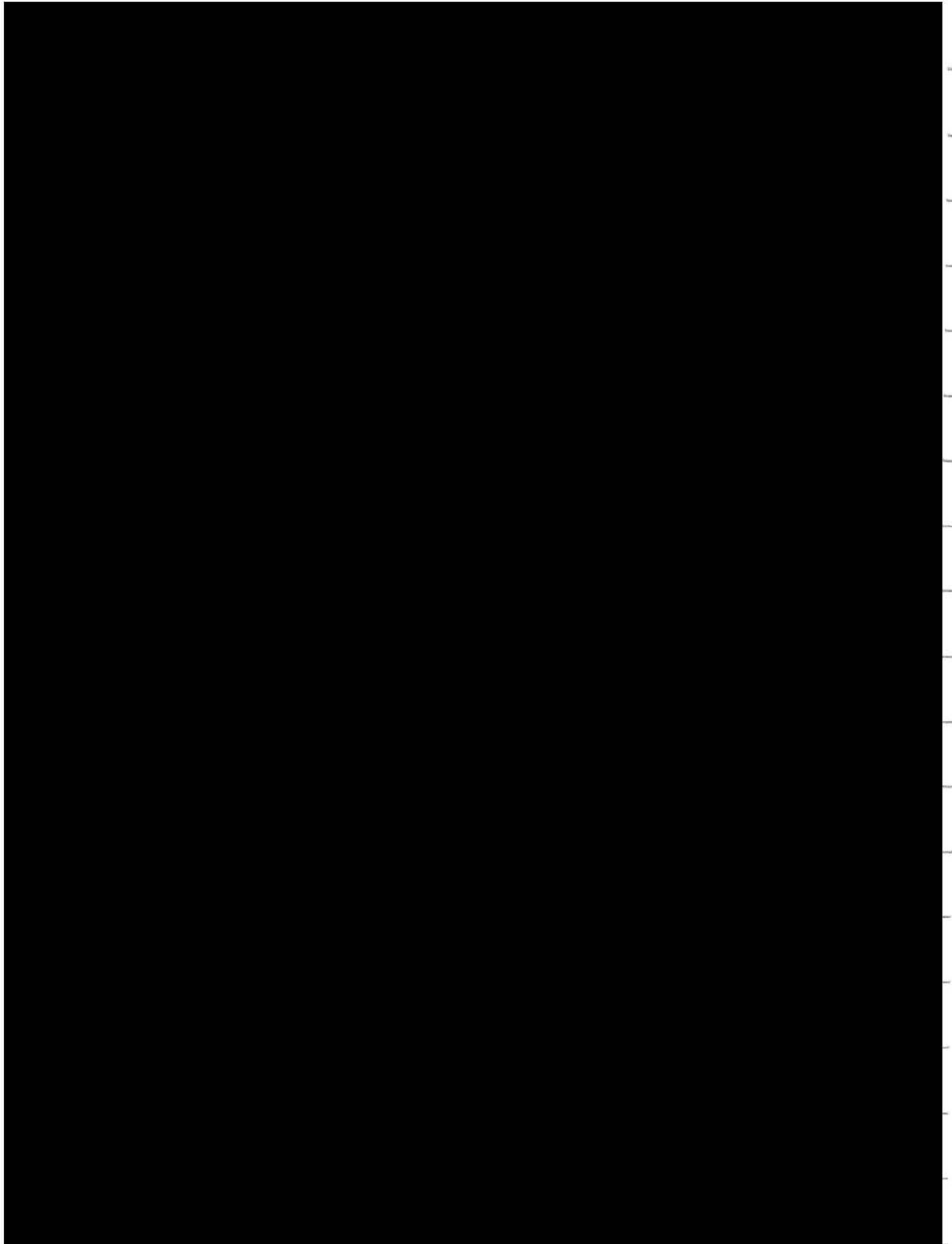
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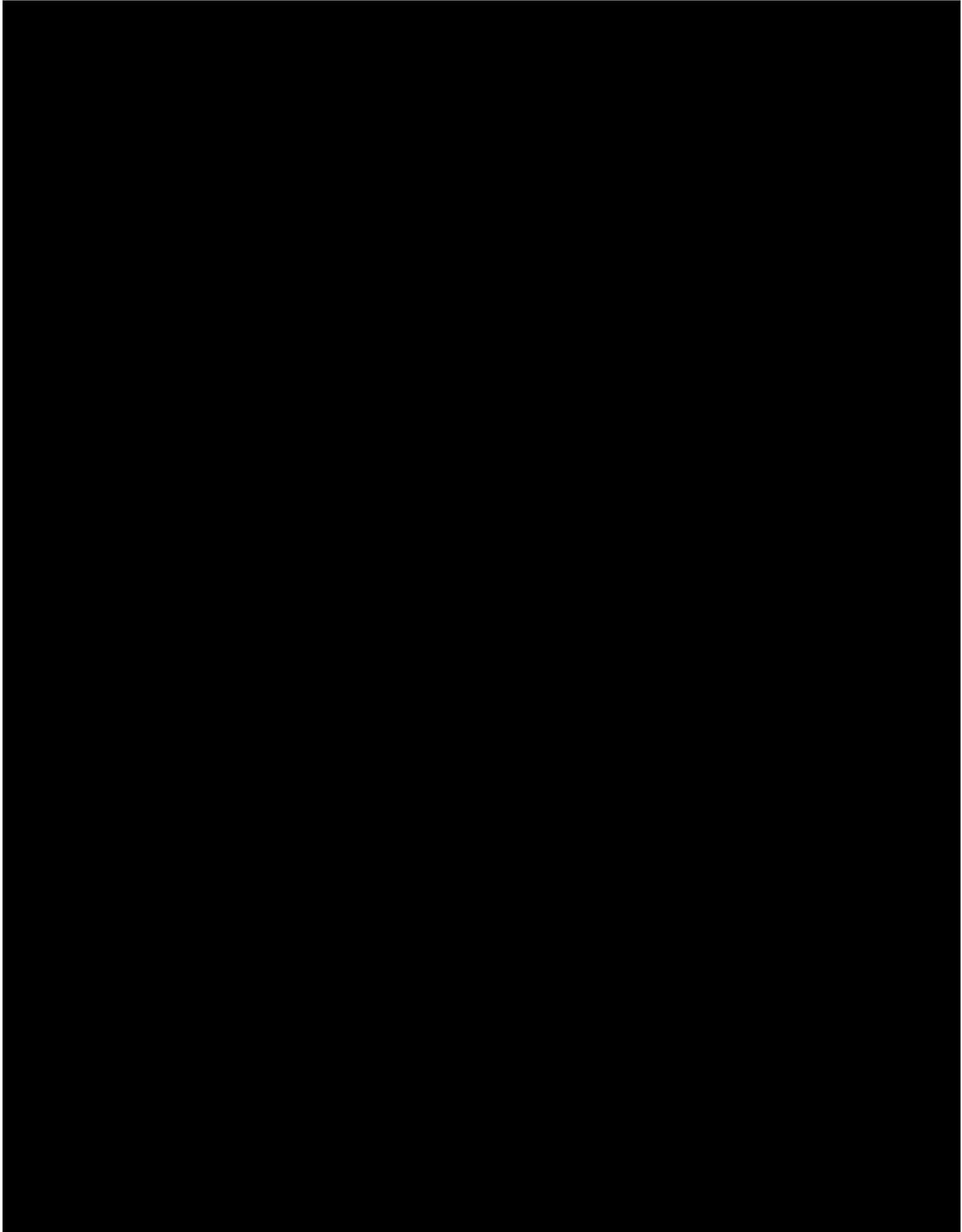




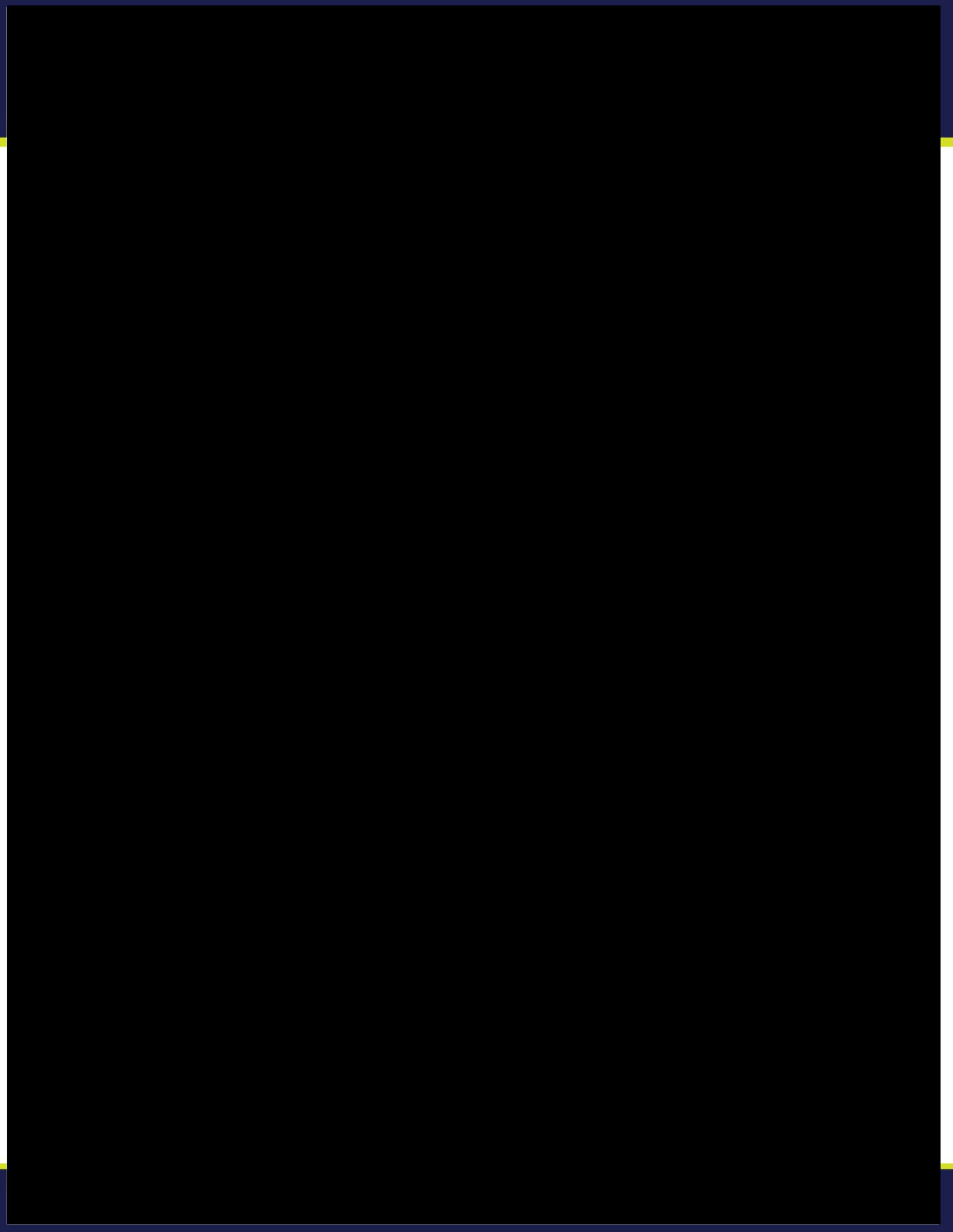








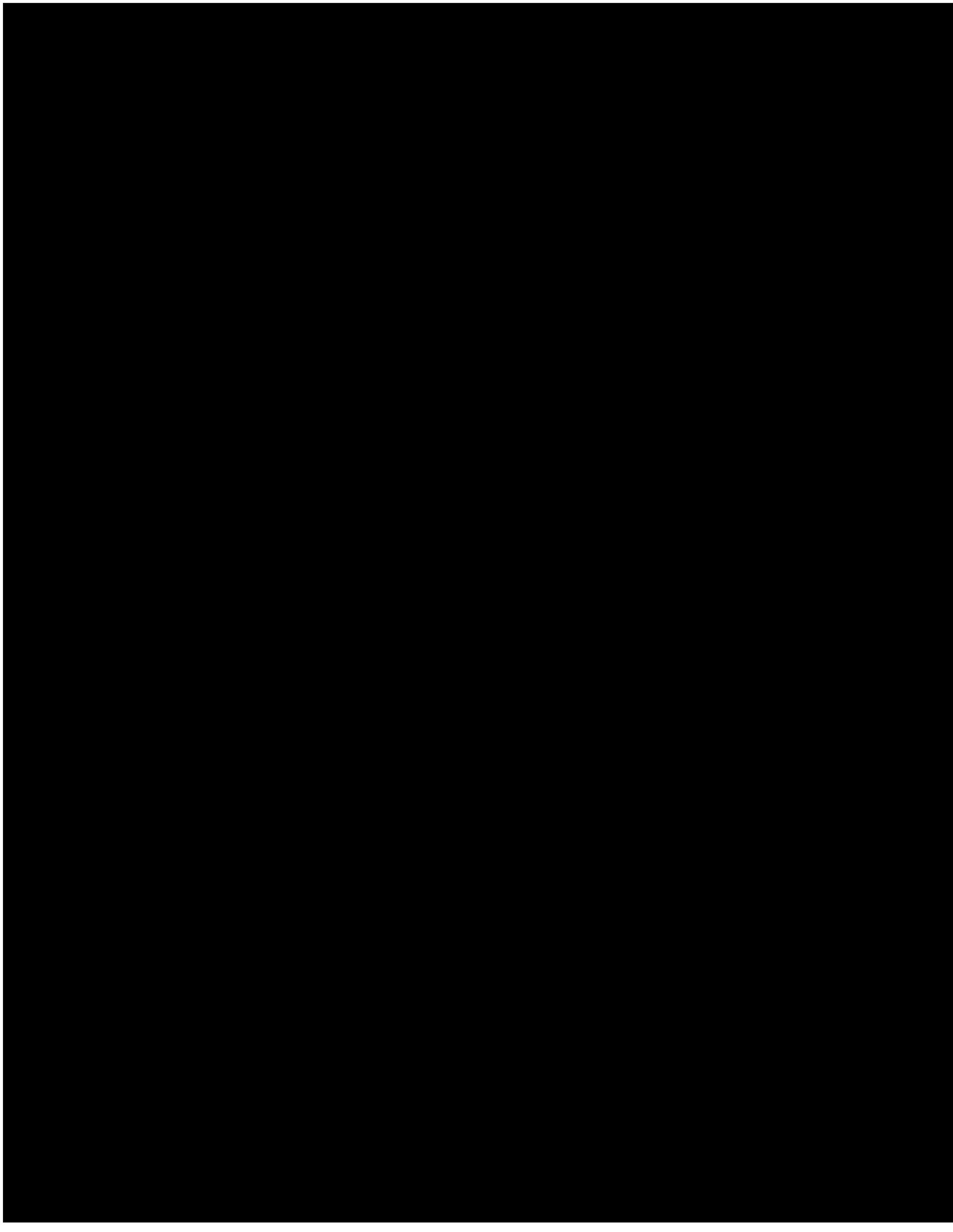


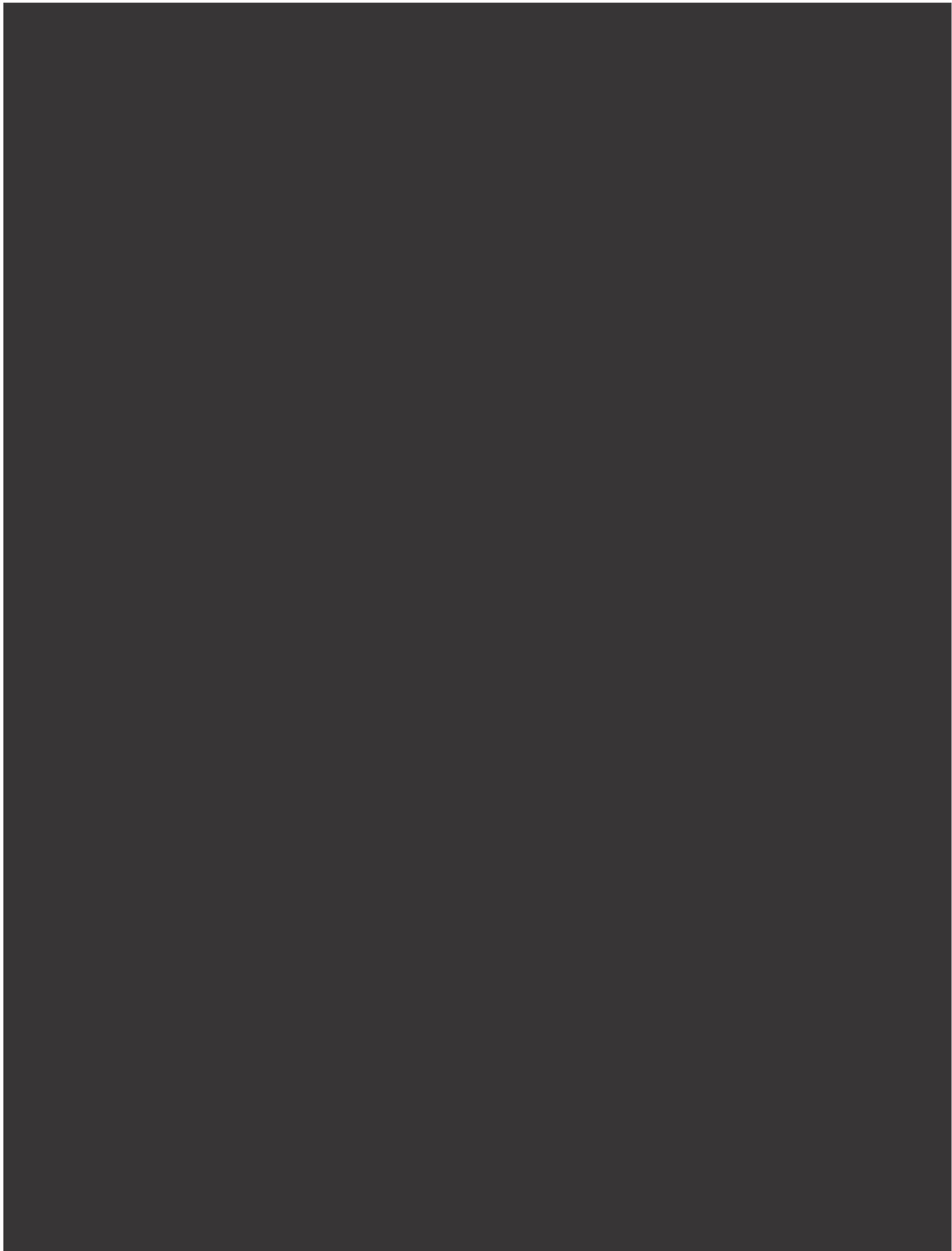


The first part of the document discusses the importance of maintaining accurate records of all transactions. It emphasizes that every entry, no matter how small, should be recorded to ensure the integrity of the financial data. This includes not only sales and purchases but also expenses and income. The document provides a detailed list of items that should be tracked, such as inventory levels, accounts payable, and accounts receivable. It also outlines the procedures for recording these transactions, including the use of double-entry bookkeeping to ensure that the books balance.

The second part of the document focuses on the analysis of the financial data. It explains how to calculate key financial ratios and metrics, such as the gross profit margin, operating profit margin, and return on investment. These metrics are used to evaluate the company's performance and identify areas for improvement. The document also discusses the importance of comparing the company's performance to industry benchmarks and competitors. This helps to provide context and identify trends in the market.

The final part of the document covers the preparation of financial statements. It provides a step-by-step guide to creating the income statement, balance sheet, and cash flow statement. It also discusses the importance of auditing the financial statements to ensure their accuracy and reliability. The document concludes by emphasizing the role of financial reporting in decision-making and the overall success of the business.





The first part of the document discusses the importance of maintaining accurate records of all transactions. It emphasizes that every receipt, invoice, and bill should be properly filed and indexed for easy retrieval. This not only helps in tracking expenses but also ensures compliance with tax regulations.

Next, the document outlines the process of reconciling bank statements. It advises that this should be done monthly to identify any discrepancies between the bank's records and the company's books. Any differences should be investigated immediately to prevent errors from compounding.

The following section covers the preparation of financial statements. It details the steps for calculating net income, determining the cost of goods sold, and preparing the income statement. It also provides a template for the balance sheet and the statement of cash flows.

In the final part of the document, the author discusses the importance of budgeting. A well-planned budget can help a company control its costs, improve its cash flow, and achieve its financial goals. It also serves as a useful tool for forecasting future performance.

The first part of the document discusses the importance of maintaining accurate records of all transactions. It emphasizes that every entry, no matter how small, should be recorded to ensure the integrity of the financial data. This includes not only sales and purchases but also expenses and income. The text suggests that a systematic approach to record-keeping is essential for identifying trends and making informed decisions.

Next, the document addresses the issue of budgeting. It explains that a well-defined budget is crucial for controlling costs and maximizing resources. By setting clear financial goals and allocating funds accordingly, businesses can avoid overspending and ensure that they are on track to meet their objectives. The text provides practical advice on how to create a budget that is both realistic and flexible, allowing for adjustments as circumstances change.

The third section focuses on the importance of regular financial reviews. It states that businesses should conduct periodic audits of their accounts to identify any discrepancies or errors. This process not only helps in maintaining accuracy but also provides valuable insights into the company's financial health. The text encourages businesses to seek professional advice when needed, as an external auditor can provide an objective assessment of the financial records.

Finally, the document discusses the role of technology in modern accounting. It highlights how software solutions can streamline the accounting process, reduce the risk of human error, and provide real-time access to financial data. The text suggests that businesses should invest in reliable accounting software that meets their specific needs and integrates with other systems used by the organization. This technological approach can significantly enhance the efficiency and effectiveness of the accounting department.

The first part of the document discusses the importance of maintaining accurate records of all transactions. It emphasizes that every entry, no matter how small, should be recorded to ensure the integrity of the financial data. This includes not only sales and purchases but also expenses and income. The text suggests that a consistent and thorough record-keeping system is essential for identifying trends and making informed decisions.

Next, the document addresses the issue of budgeting. It explains that a well-defined budget helps in controlling costs and maximizing resources. By setting clear financial goals and limits, individuals and organizations can avoid overspending and stay on track. The text provides practical advice on how to create a budget that is realistic and adaptable to changing circumstances.

The third section focuses on the importance of regular financial reviews. It states that periodic assessments of the financial situation allow for the identification of areas that need attention. This could involve analyzing spending patterns, evaluating investment performance, or adjusting the budget as needed. The document encourages a proactive approach to financial management rather than reacting to problems only after they have become significant.

Finally, the document concludes by highlighting the long-term benefits of sound financial practices. It notes that consistent attention to detail and a commitment to financial discipline can lead to greater stability and growth over time. The text serves as a reminder that financial health is not just about numbers but also about making wise choices and staying organized.

the 1990s, the number of people with a mental health problem has increased in the UK (Mental Health Act 1983, 1990).

There is a growing awareness of the need to improve the lives of people with mental health problems. The Department of Health (1999) has set out a strategy for mental health care in the UK. The strategy is based on the following principles:

- People with mental health problems should be treated as individuals.
- People with mental health problems should be given the opportunity to participate in decisions about their care.
- People with mental health problems should be given the opportunity to live in their own homes.

The strategy also states that people with mental health problems should be given the opportunity to live in their own homes.

The strategy also states that people with mental health problems should be given the opportunity to live in their own homes. This is a key principle of the strategy and is reflected in the following text:

People with mental health problems should be given the opportunity to live in their own homes. This is a key principle of the strategy and is reflected in the following text:

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People with mental health problems should be given the opportunity to live in their own homes. This is a key principle of the strategy and is reflected in the following text:

The first part of the document discusses the importance of maintaining accurate records of all transactions. It emphasizes that every entry, no matter how small, should be recorded to ensure the integrity of the financial statements. This includes not only sales and purchases but also expenses, income, and transfers between accounts.

Next, the document outlines the process of reconciling bank statements with the company's records. This involves comparing the bank's record of transactions with the company's ledger to identify any discrepancies. Common reasons for discrepancies include timing differences, such as deposits in transit or outstanding checks, and errors in recording or data entry.

The document then provides a detailed explanation of the accounting cycle, which consists of eight steps: 1) identifying and recording transactions, 2) journalizing, 3) posting to the ledger, 4) determining account balances, 5) adjusting entries, 6) preparing financial statements, 7) closing the books, and 8) reversing entries. Each step is described in detail, including the necessary journal entries and ledger postings.

Finally, the document discusses the importance of internal controls to prevent fraud and errors. It suggests implementing a system of checks and balances, such as requiring two people to authorize transactions, separating duties, and conducting regular audits. The document also provides a checklist of key internal control procedures for management to review.



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In the second section, the author addresses the common challenge of reconciling bank statements with the company's internal records. It provides a step-by-step guide to identifying discrepancies, such as timing differences or errors in recording. The advice is to compare the bank's records against the company's ledger regularly to catch any mistakes early on.

The third part of the document focuses on budgeting and financial forecasting. It explains how to create a realistic budget based on historical data and market conditions. The author stresses the importance of monitoring actual performance against the budget to make informed decisions about resource allocation and future growth.

Finally, the document touches upon the legal and tax implications of financial reporting. It advises consulting with a professional to ensure compliance with all relevant regulations and to optimize the company's tax position. The text concludes by encouraging business owners to view financial management as a continuous process that evolves with the needs of the business.

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The second part of the document provides a detailed breakdown of the accounting cycle. It outlines the ten steps involved in the process, from identifying the accounting entity to preparing financial statements. Each step is explained in detail, with examples provided to illustrate the concepts.

The third part of the document discusses the various types of accounts used in accounting. It categorizes accounts into assets, liabilities, equity, revenue, and expense accounts. It also explains how these accounts are used to record transactions and how they are balanced at the end of each period.

The fourth part of the document discusses the importance of adjusting entries. It explains how these entries are used to ensure that the financial statements reflect the true financial position of the company at the end of the period. Examples are provided to show how adjusting entries are recorded and how they affect the accounts.

The fifth part of the document discusses the preparation of financial statements. It outlines the steps involved in preparing the balance sheet, income statement, and statement of owner's equity. It also discusses the importance of providing a clear and concise explanation of the financial results.

The sixth part of the document discusses the importance of internal controls. It explains how these controls are used to prevent and detect errors and fraud. It also discusses the various types of internal controls, such as segregation of duties, authorization, and documentation.

The seventh part of the document discusses the importance of ethics in accounting. It explains how accountants are expected to act in a fair and honest manner and to follow the principles of professional conduct. It also discusses the consequences of unethical behavior.

The eighth part of the document discusses the importance of communication in accounting. It explains how accountants must be able to communicate effectively with their clients and colleagues. It also discusses the various methods of communication, such as writing, speaking, and using technology.

The ninth part of the document discusses the importance of continuous learning in accounting. It explains how accountants must stay up-to-date on the latest developments in the field and must be willing to learn from their mistakes. It also discusses the various ways in which accountants can continue to learn, such as through formal education, professional development, and self-study.

The tenth part of the document discusses the importance of integrity in accounting. It explains how accountants must be honest and ethical in all of their dealings and must be willing to stand up for their principles. It also discusses the consequences of a lack of integrity.



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Next, the document outlines the process of reconciling bank statements with the company's records. It stresses the need to identify and explain any discrepancies, such as outstanding checks or bank errors, to ensure that the books are in balance. Regular reconciliation is presented as a key practice for preventing fraud and detecting errors early.

The document also covers the classification of assets and liabilities. It provides guidance on how to categorize different types of property, equipment, and debts, ensuring that they are reported correctly on the balance sheet. This section highlights the importance of using consistent accounting methods to allow for meaningful comparisons over time and across different periods.

Finally, the document discusses the preparation of financial statements, including the income statement, balance sheet, and statement of cash flows. It provides a step-by-step guide to calculating each component, from determining net income to finding total assets and liabilities. The goal is to ensure that the final statements are clear, accurate, and compliant with applicable accounting standards.

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The first part of the document discusses the importance of maintaining accurate records of all transactions. It emphasizes that every entry, no matter how small, should be recorded to ensure the integrity of the financial data. This includes not only sales and purchases but also expenses and income. The document provides a detailed list of items that should be tracked, such as inventory levels, supplier payments, and customer orders. It also outlines the procedures for recording these transactions, including the use of standardized forms and the importance of double-checking entries for accuracy.

The second part of the document focuses on the analysis of the recorded data. It describes various methods for identifying trends and anomalies in the financial records. This includes comparing current performance with historical data and industry benchmarks. The document also discusses the importance of regular audits to detect and prevent errors or fraud. It provides a step-by-step guide for conducting an audit, from the selection of samples to the final reporting of findings. The document concludes by emphasizing the value of accurate financial records in making informed business decisions and ensuring long-term success.

the 1990s, the number of people in the UK who are aged 65 and over has increased from 10.5 million to 13.5 million, and is projected to reach 17.5 million by 2020 (Office for National Statistics 2000).

There is a growing awareness of the need to address the health care needs of the elderly population, and the need to improve the quality of care for this population.

The aim of this paper is to review the current state of research on the health care needs of the elderly population, and to identify areas for further research.

The paper is organized as follows. First, we discuss the current state of research on the health care needs of the elderly population. Second, we identify areas for further research.

Finally, we conclude with some thoughts on the future of research on the health care needs of the elderly population.

1. The current state of research on the health care needs of the elderly population

The current state of research on the health care needs of the elderly population is characterized by a number of key findings.

First, there is a growing awareness of the need to address the health care needs of the elderly population, and the need to improve the quality of care for this population.

Second, there is a growing awareness of the need to address the health care needs of the elderly population, and the need to improve the quality of care for this population.

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The first part of the document discusses the importance of maintaining accurate records in a business setting. It highlights how proper record-keeping can help in decision-making, legal compliance, and financial management. The text emphasizes that records should be organized, up-to-date, and easily accessible.

Next, the document addresses the challenges of data management in the digital age. It notes that while digital storage offers convenience, it also introduces risks such as data loss, security breaches, and information overload. Solutions like cloud storage, encryption, and regular backups are suggested to mitigate these risks.

The third section focuses on the role of technology in streamlining business processes. It describes how automation and software solutions can reduce manual errors, save time, and improve overall efficiency. Examples of tools used for project management, communication, and data analysis are provided.

Finally, the document concludes by stressing the need for continuous learning and adaptation. As technology and market conditions evolve, businesses must stay informed and be willing to adopt new practices to remain competitive and successful.

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In the second section, the author provides a detailed breakdown of the company's financial performance over the past year. This includes a comparison of actual results against budgeted figures, highlighting areas of both success and concern. The analysis covers various departments, from sales and marketing to operations and R&D.

The third section focuses on the company's strategic initiatives and future outlook. It outlines the key goals for the upcoming year and the strategies being implemented to achieve them. This includes plans for market expansion, product development, and operational efficiency improvements.

Finally, the document concludes with a summary of the overall financial health and a call to action for all employees to continue their commitment to the company's success. It expresses confidence in the team's ability to overcome challenges and reach their full potential.

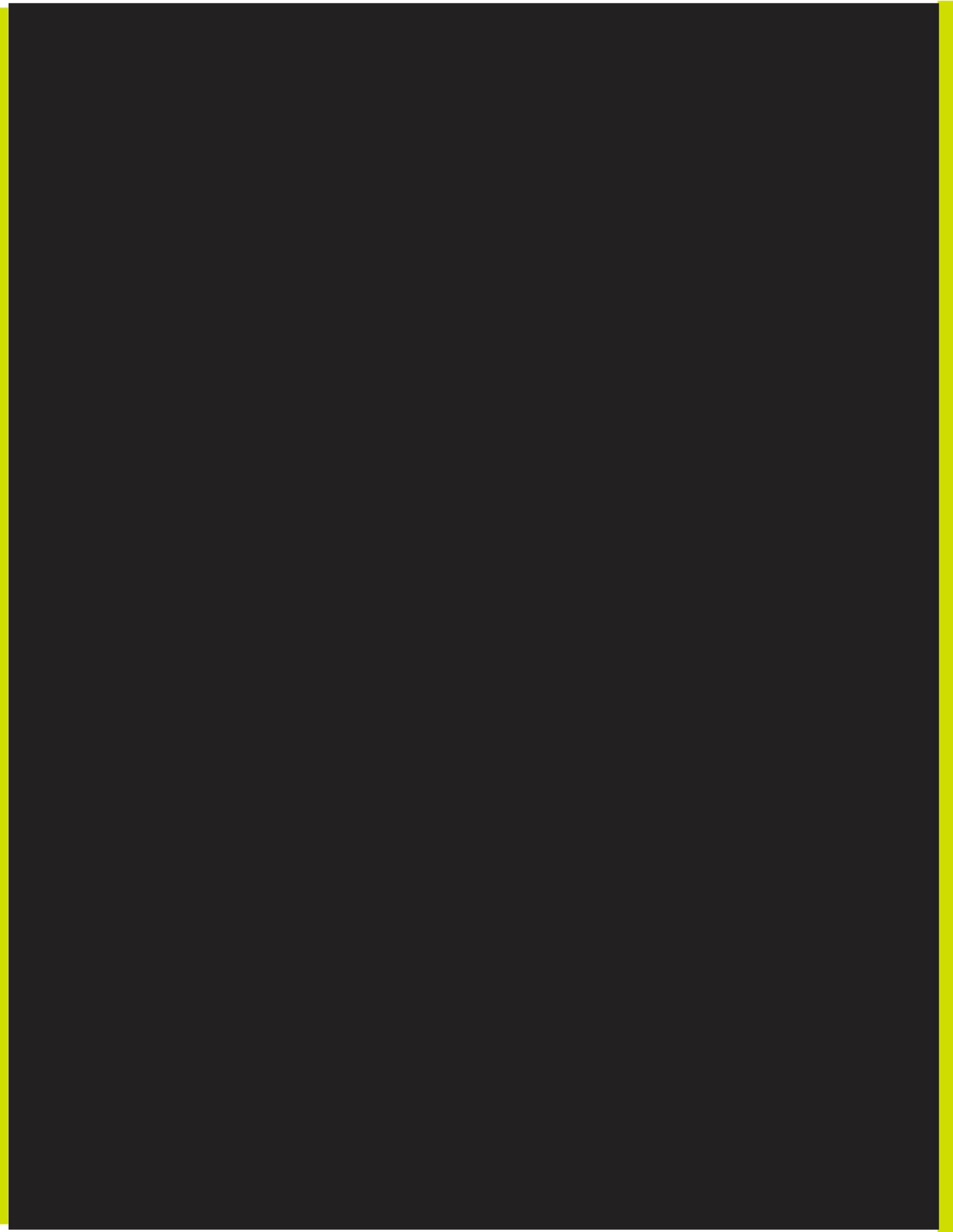
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Next, the document outlines the process of reconciling bank statements. It explains that this process involves comparing the bank's records with the company's internal records to identify any discrepancies. Common reasons for these discrepancies include timing differences, such as deposits in transit or outstanding checks, and errors in recording or transcription.

The document then moves on to discuss the preparation of financial statements. It details the steps involved in calculating net income, determining the cost of goods sold, and preparing the income statement, balance sheet, and statement of cash flows. It also touches upon the importance of adhering to generally accepted accounting principles (GAAP) to ensure consistency and comparability of the financial data.

Finally, the document concludes by highlighting the role of the accountant in providing accurate and timely financial information to management and other stakeholders. It stresses that this information is crucial for making informed business decisions and for maintaining the trust of investors and creditors.





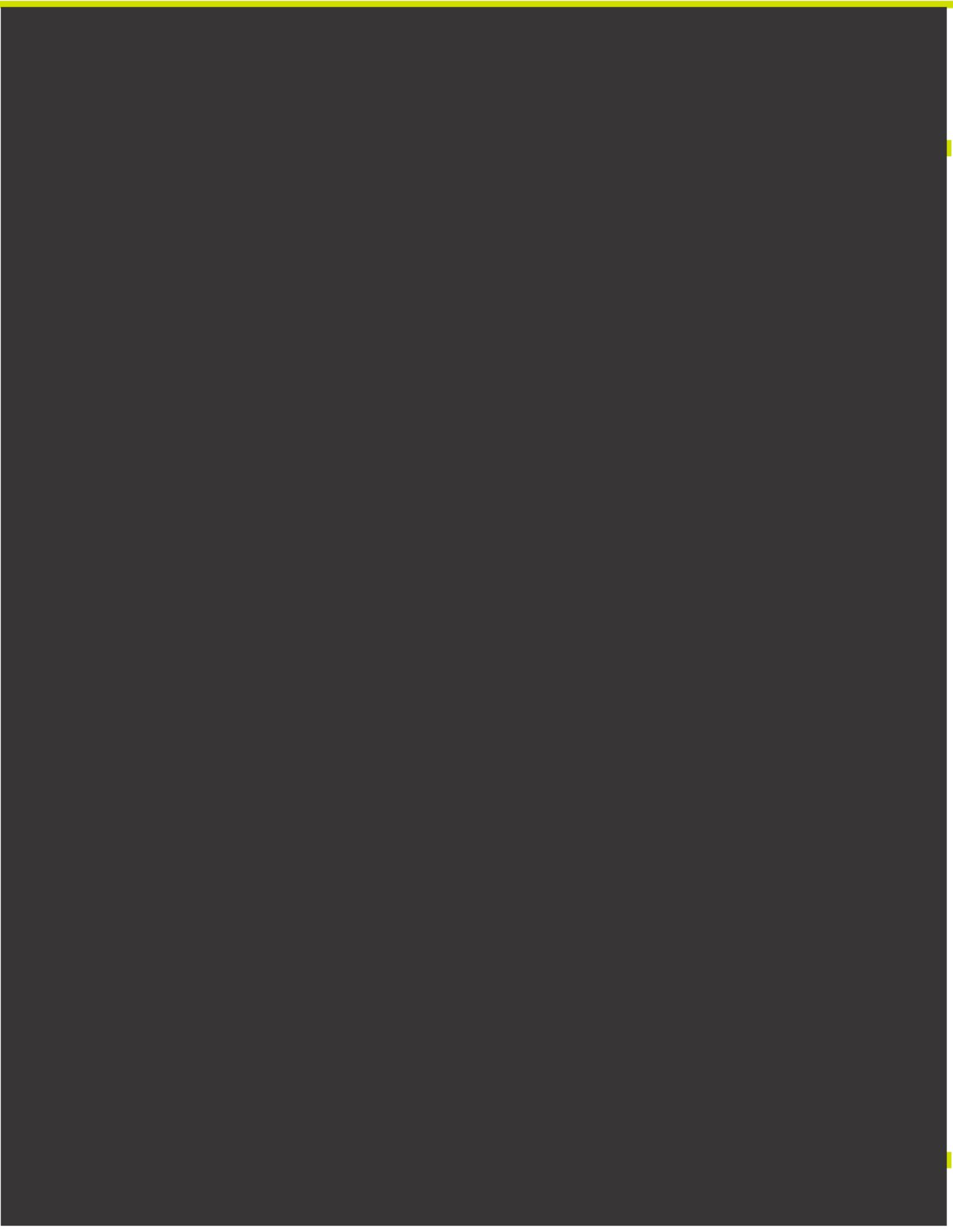
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The second part of the document focuses on the process of reconciling the records. It explains how to compare the recorded transactions against the actual bank statements and receipts to identify any discrepancies. This process is crucial for detecting errors, such as double entries or missing transactions, and for ensuring that the records accurately reflect the true financial position. The document provides step-by-step instructions on how to perform a reconciliation, including how to identify and investigate any differences between the recorded and actual amounts.

The third part of the document discusses the importance of regular reviews and audits. It emphasizes that records should be reviewed on a regular basis to ensure their accuracy and to identify any potential issues. This includes not only the records themselves but also the overall financial system, including the methods used for recording and reconciling transactions. The document provides guidance on how to conduct a thorough audit, including how to select a qualified auditor and how to prepare for the audit process.

The final part of the document provides a summary of the key points discussed and offers some final thoughts on the importance of maintaining accurate records. It emphasizes that accurate records are essential for making informed financial decisions and for ensuring the long-term success of the business. The document concludes with a call to action, encouraging the reader to take the time to review and improve their record-keeping practices.





The first part of the document discusses the importance of maintaining accurate records in a laboratory setting. It emphasizes the need for clear labeling and organization of samples and reagents. The second part details the procedures for conducting experiments, including the use of standard protocols and the importance of safety. The third part covers the analysis of results, highlighting the need for statistical methods and the interpretation of data. The final part discusses the reporting of findings, including the preparation of reports and the presentation of results in a clear and concise manner.

The document also includes a section on the history of the laboratory, which provides context for the current work. It mentions the contributions of previous researchers and the evolution of the laboratory's focus over time. This historical perspective is intended to provide a broader understanding of the scientific community's progress in this field.

In addition, the document contains a list of references to other relevant works, which are provided to support the research and to acknowledge the contributions of other scientists. These references are carefully selected to represent the most current and authoritative information available on the subject.

The document is intended to serve as a guide for researchers and students alike, providing a comprehensive overview of the laboratory's operations and the scientific process. It is hoped that this document will be a valuable resource for anyone interested in the field of research and the importance of maintaining accurate records and following established protocols.

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The third section focuses on the company's strategic initiatives and future outlook. It outlines the key goals for the upcoming year, such as expanding into new markets and investing in research and development. The author expresses confidence in the company's ability to achieve these goals, provided that the current market conditions remain stable.

Finally, the document concludes with a summary of the key findings and recommendations. It stresses the need for continued vigilance in financial management and a commitment to transparency in reporting. The author encourages the board and management to work together to address the challenges ahead and seize the opportunities that lie in front of them.

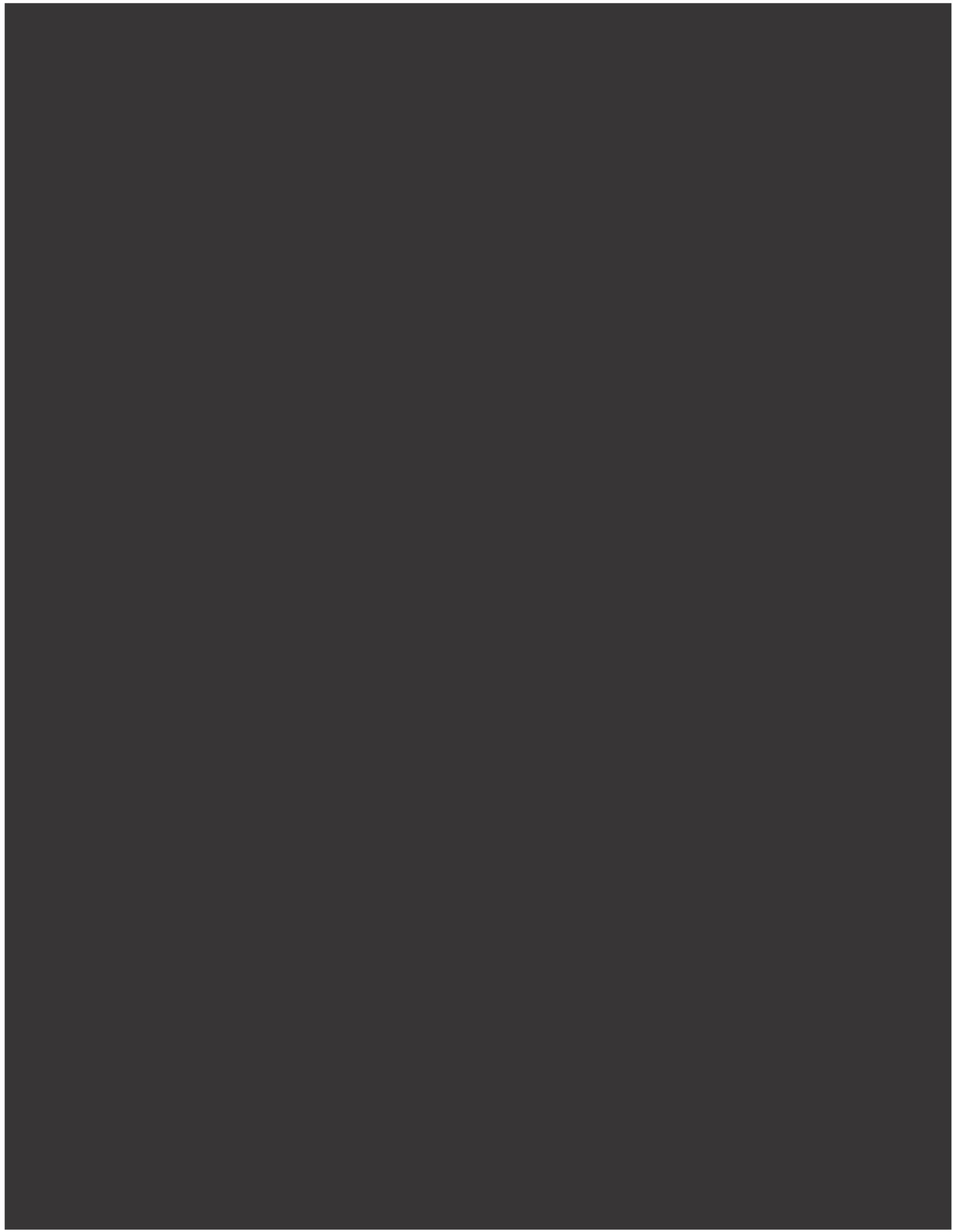
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The second section focuses on the classification of transactions. It details how different types of activities should be categorized into specific accounts within the general ledger. For example, sales revenue is recorded in the Sales account, while operating expenses are tracked in various expense accounts. This systematic approach allows for a clear and organized representation of the company's financial performance.

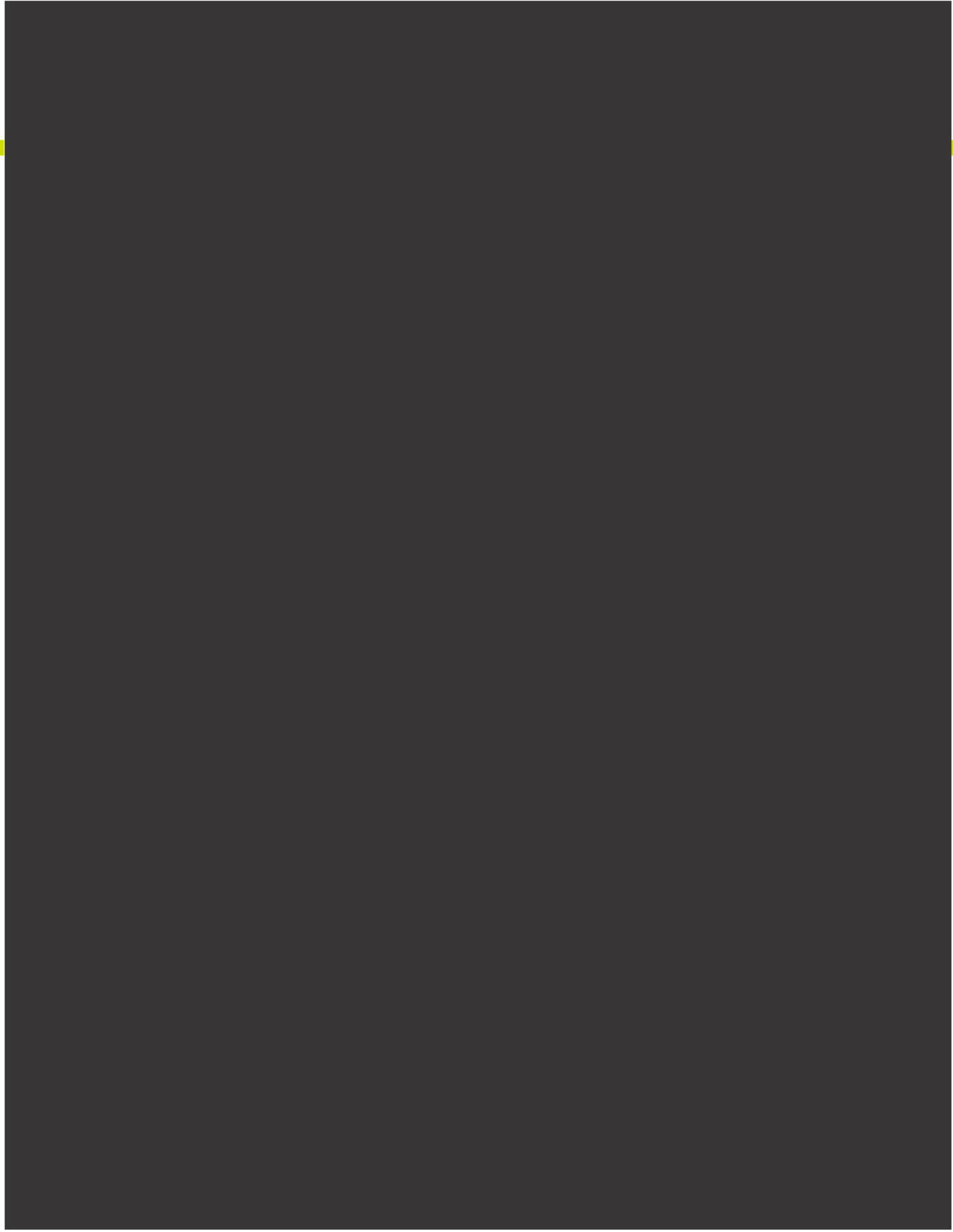
The third part of the document addresses the process of reconciling accounts. It describes how the balances in the general ledger should be compared against bank statements and other external records to identify and resolve any discrepancies. This process is crucial for ensuring that the company's books are accurate and up-to-date.

Finally, the document concludes with a summary of the key principles of bookkeeping. It reiterates the importance of honesty, accuracy, and consistency in all financial reporting. The text encourages the use of standardized practices and the regular review of financial statements to maintain a healthy and profitable business.









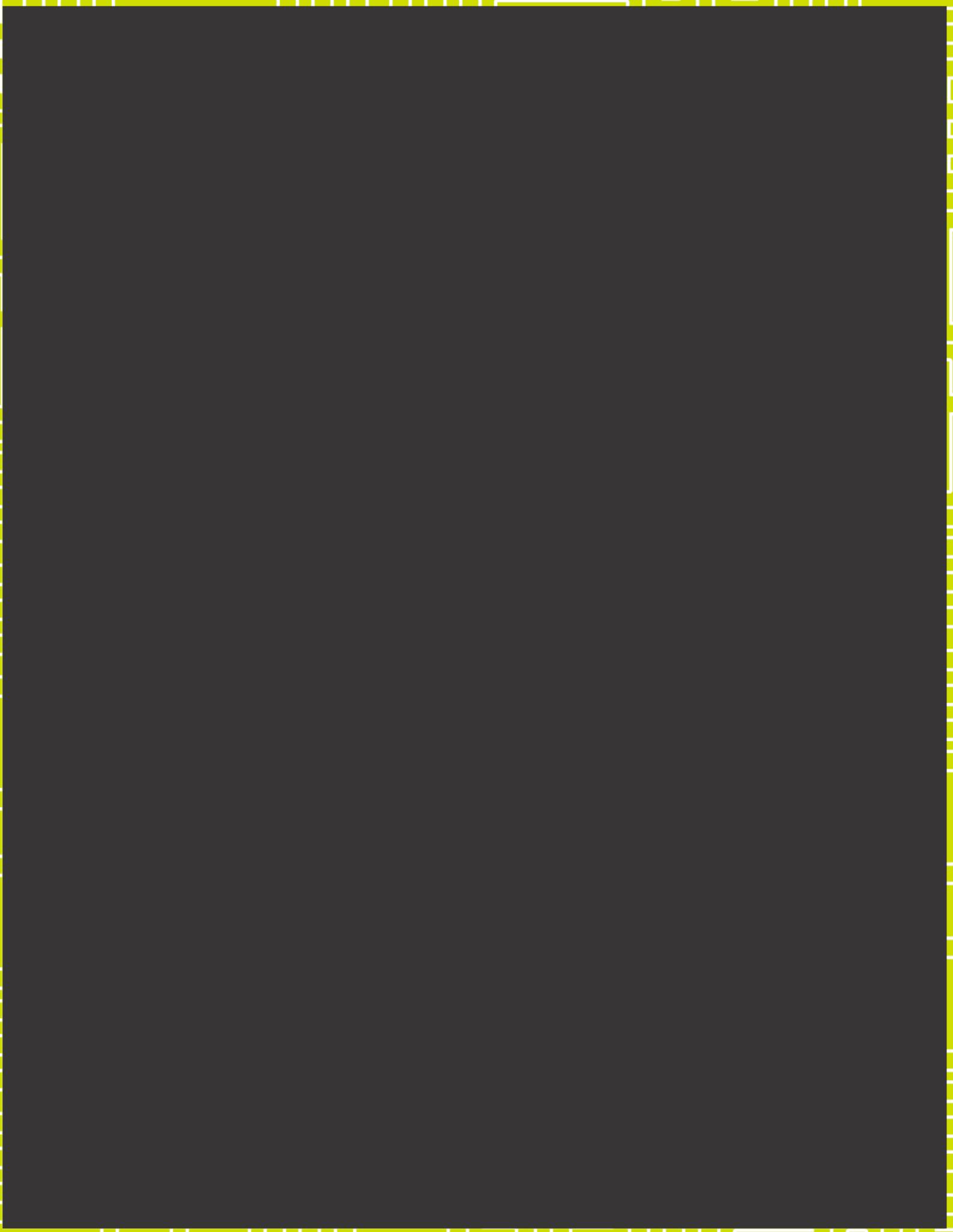
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Next, the document covers the process of budgeting and forecasting. It explains how a well-defined budget can help in controlling costs and maximizing profits. The importance of reviewing the budget regularly is stressed, as it allows for adjustments to be made in response to changing market conditions or internal needs. Forecasting is also discussed as a key tool for planning future operations and identifying potential risks.

The document then delves into the topic of tax compliance. It provides a comprehensive overview of the various taxes that may apply to the business, including income tax, sales tax, and property tax. It offers practical advice on how to stay up-to-date with the latest tax regulations and how to take advantage of available tax deductions and credits. The importance of consulting with a tax professional is also mentioned.

Finally, the document discusses the role of financial reporting in decision-making. It explains how financial statements, such as the balance sheet, income statement, and cash flow statement, provide valuable insights into the company's financial health. The document stresses the importance of presenting this information clearly and accurately to stakeholders, including investors, creditors, and management. It also touches upon the importance of transparency and ethical reporting practices.





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The second section focuses on the classification of expenses. It provides a detailed breakdown of various cost categories, such as direct materials, direct labor, and manufacturing overhead. Each category is defined, and examples are provided to illustrate how different types of costs should be allocated. The text stresses the importance of using consistent classification methods to ensure comparability of data over time and across different departments or projects.

The third part of the document addresses the issue of cost control. It discusses various techniques and tools that can be used to monitor and manage costs effectively. This includes setting budgetary targets, conducting regular cost variance analysis, and implementing corrective actions when necessary. The text highlights that cost control is not just about reducing expenses but also about optimizing resources and improving operational efficiency. It provides practical advice on how to identify areas of waste and implement strategies to eliminate them.

The final section of the document discusses the role of cost accounting in decision-making. It explains how cost data can be used to evaluate the profitability of different products, services, or departments. The text provides examples of how cost information can be used to make strategic decisions, such as pricing, product mix, and investment in new technologies. It concludes by emphasizing that cost accounting is a vital tool for any business looking to achieve long-term success and growth.







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