

State of Idaho

Office of the Secretary of State, Ben Ysursa

Response to

Defense Human Resources Activity

Federal Voting Assistance Program (FVAP)

Volume I Technical Proposal

Catalog of Federal Domestic Assistance Number: 12.217

BAA number: H98210-13-BAA-0001

“Acquisition and Implementation of a Web-based Electronic Ballot Delivery System for Military and Overseas Citizens”

CAGE Code: 
DUNS Number: 

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Volume I

Technical Approach and Justification

Executive Summary

This application is presented by the Idaho Secretary of State to request funding in support of our acquisition and implementation of a web-based electronic ballot delivery system for our military and overseas citizens. The goal of Idaho is to provide online tool to make the voting process more accessible and efficient for our UOCAVA voters by developing a comprehensive set of voter services for all Idaho counties for all elections.

Currently Idaho has received proposals from one (1) vendor, DemocracyLive, and expects proposals from Election Systems and Software and Konnech. Each vendor has a particular strength. Idaho completed a pilot project with Democracy Live in 2010 and developed front end and back end solutions for UOCAVA voters. Konnech was also part of the 2010 pilot program and has been successful in several other states. Election Systems and Software is the current ballot vendor for Idaho and has in place a web-portal for ballot data entry that our counties currently use and is developing a web-based UOCAVA ballot delivery system.

In order to develop and deploy a system that will serve all Idaho counties by the Primary Election on May 20, 2014, the vendor must address the conversion of paper ballot to web-based ballots for all federal and local elections as Idaho has 15 hand count paper ballot counties. Idaho would like to review detailed proposals before selecting a vendor.

The budget for this project is based on the initial proposal from Democracy Live of \$250,000 for a 5 year contract and a received ballot click charge of \$1.00/ballot thereafter.

Idaho recognizes that UOCAVA voters traditionally have a lower voting percentage than domestic voters and that the MOVE Act was passed to narrow the gap between UOCAVA and domestic voters. Idaho has approximately 3600 active UOCAVA voters. All ballots must be returned by mail by statute. A web-based ballot delivery system in Idaho's 44 counties will help reduce the ballot return gap between UOCAVA and domestic voters. By the General Election of 2014 our goal is to raise the number of successfully returned and tabulated ballots by 50 percent.

Voters will be provided absentee ballot notifications, on-demand, accessible ballot delivery, a voter's guide with voter specific sample ballot and ballot tracking for any voter from any Web-connected computer, anywhere in the world. Through this program, Idaho will provide complete usage data and reporting of UOCAVA participation as required by FVAP.

To achieve this result, Idaho must select a vendor that will develop a comprehensive, user friendly web-based ballot delivery system that complies with Idaho election laws, the MOVE Act and provides FVAP with the reporting tools necessary for evaluation and future improvement. Idaho is grateful for this opportunity to apply for the EASE grant.

Goals and Objectives

The primary goals of this project are to increase UOCAVA voter participation and gather and comprehensive data detailing UOCAVA voter activities. More specifically:

- Develop and deploy a comprehensive UOCAVA balloting solution that will work with our existing VR and balloting systems to provide complete web-based voter services for our UOCAVA voters. Our goal is to deliver a complete UOCAVA voter web tool which will include, but is not limited to, voter registration tools, ballot request, on-demand ballot delivery, voter's guide with a specific sample ballot and ballot tracking.
- Develop and deploy data tools to provide comprehensive statistics gathering of the UOCAVA voter services and activities for each election.

Key objectives for this project include:

- Provide tools for eligible Idaho voters to register to vote, determine their UOCAVA eligibility, complete an absentee ballot application and complete and return an absentee ballot by mail in time to be tabulated.
- Improve ballot access for Idaho's UOCAVA voters, while at the same time, lowering long-term MOVE Act and UOCAVA voter services costs.
- Provide a means for Idaho to deploy a web system where any computer can become the balloting tool, without the need to individually email ballot packets.
- Provide a UOCAVA solution that Idaho can build upon in the future.
- Provide analytical information regarding the usage and cost effectiveness of the solution.

How will Idaho establish ballot delivery tools and single POC to research the voting system for voters covered by UOCAVA?

Currently Idaho counties reach out to UOCAVA voters when a FWAB request is received or when a voter contacts the county directly. Each county then emails the appropriate ballot to the voters. Return must be by mail. Some of our larger counties have the staff to accommodate each request as they come in. Although all our counties have consistently met the 45 day UOCAVA deadline, some of our smaller counties would be better served with a central point of contact.

The (3) vendors under consideration all offer a web-based solution that would streamline the UOCAVA process. During the initial selection period the state would define the requirements for the vendors for an end to end solution that would allow UOCAVA voters to access their sample ballot online, check their registration status, download a ballot and return mail package thus streamlining contact with the counties directly. This would save time for the voter and the county and improve the rate of successful ballot return by allowing more time for the physical ballot to be returned to the county by mail.

Each county currently has their own method of tracking ballot requests and successfully returned voted ballots. In the system design for the (3) three vendors the state would specify specific

reporting requirements based on the data report criteria specified in the EASE grant application. All data would be collected automatically through the web-based solution and would be uniform across the state for ease of reporting and compilation by FVAP and for the EAC survey.

Estimation of the reduction in failure rates for UOCAVA voters.

According to Idaho's EAC Survey information for 2008, the average percentage of rejected ballots was 12.77%. In 2010 the average percentage was 20.86%. The survey tracked issues with signatures, undeliverable, spoiled and in person and no request on the FWAB application.

County percentages ranged from 5.6% to 20.78% rejected for one of the above reasons in 2008. County percentages ranged from 0% to 20.67 rejected for one of the above reasons in 2010. Smaller counties have a higher success rate as there are many fewer requests.

With a uniform approach to voter information on a centralized web site many of these errors could be corrected before a UOCAVA voter sends in their ballot. Idaho would specify as part of the requirements from the selected vendor to specifically address each of these common errors in their instructions to voters before and after downloading a ballot.

By making the voter aware of common issues that could invalidate their ballot these percentages could be greatly improved. Specifically state-wide in 2008 nearly a quarter of the unsuccessful ballots were reported "undeliverable". In 2010, 176 of 247 ballots were reported "undeliverable". Out of date addresses and other issues associated with "undeliverable" ballots from election to election could be greatly reduced with a centralized web-based system that emailed a blank ballot directly to a UOCAVA voter on request.

How would the development of the proposal benefit other jurisdictions?

In 2010, when Idaho participated in a UOCAVA pilot program, there were several conference calls with other states in the program. Best practices, specific language, technical issues and good ideas were shared. For example one state was already collecting email addresses for UOCAVA voters and was able to notify previous voters in advance of the go-live date of their web based solution thus increasing online participation significantly.

Although each state had different vendors, registration systems, ballot styles and absentee requirements, each time the project was discussed on the phone improvements were suggested and the overall impact of the web-based ballot delivery concept was improved both at the state level and the federal level. Idaho would like to be in contact with other states, with the same or other vendors, and continue the discussion of how to seriously improve UOCAVA participation. State roundtable discussions, progress updates and issue resolution will be included in the vendor specifications.

Also, unification of voter instructions and reporting requirements would benefit Idaho's 44 counties for EAC reporting and the proposed FVAP research. All reporting requirements would be built into the specifications for Idaho's online ballot delivery tool.

What security measures will be instituted to protect users' personal identifying information and any transmitted election material?

Ballots may be marked online and printed by the voter locally, or printed and hand marked by the voters. All ballots will be returned in a secrecy envelop with no identifying information. The security envelop will be returned in an outer envelope to protect the privacy of the voter. Ballot envelopes will be available as part of the ballot download package for the voter. Return ballot envelopes are also available from voting information officers.

In the vendor specifications for an online ballot delivery tool Idaho will ask for each vendor's encryption plan for communications, security features including hardening of servers and overall system backup. Each of the vendors is familiar with the risks associated with online ballot portals.

Schedules and Milestones

The initial phase of this project would consist of documenting requirements to allow for the configuring of the selected system. During this phase, the vendor, in cooperation with the state and counties will perform the following tasks to identify and specify requirements.

The design and features of the pilot project in 2010 with DemocracyLive will be used for the baseline design and requirements for all vendors as their proposals are evaluated.

This approach will provide Idaho a tested blueprint for the development of an ongoing system that meets the FVAP requirements, provides uniformity and consistency to Idaho counties and serves UOCAVA voters worldwide.

Anticipated Grant Award Date: September, 2013 (Q3, 2013)

Milestone 1- Requirements: October-December, 2013. 1/3 of contract payment. (Q4, 2013)

- Provide onsite/web-based workshops demonstration of the proposed online ballot delivery system to the state and counties.
- Setup working group sessions to document our business and technical requirements
- Identify VR election file import requirements
- Identify ballot data file import requirements and procedures for all types of elections
- Identify onscreen instruction requirements
- Identify user roles and associated permissions for the ballot delivery tools
- Identify Return Ballot Packages and custom ballot package form requirements
- Identify requirements for election set-up and county and state reporting FVAP data

Milestone 2 - Development: January-March, 2014. 1/3 of contract payment. (Q1, 2014)

- Analyze the results from requirements gathering and determine configuration
- Configure the tools to address election file import requirements

- Develop ballot data file import procedures for all types of elections
- Develop onscreen instruction requirements based on requirements
- Setup user roles and associated permissions for based on identified requirements
- Create Return Ballot Packages and custom ballot package forms
- Setup the tool to support elections set-up and county and state reporting FVAP data

Milestone 3 - Testing: March - April 2014 (Q2, 2014)

The Consolidated Election scheduled for March 11, 2014 will serve as an off line test for data gathering and production system acceptance testing.

Any issues/problems uncovered during the acceptance testing will be corrected. All 44 counties will be surveyed to evaluate process and barriers to success. A test report documenting acceptance test performance and remediation plans will be written by the vendor and approved by the state prior to preparations for the May 20, 2014 Federal Primary election and actual use of the ballot delivery tool.

Milestone 4 – Live implementation Federal Primary election, May 20, 2014. Q2, 2014.

Milestone 5 – Evaluation: June - August, 2014. Q2, 2014.

Any issues/problems uncovered during the Primary election will be corrected. Data collection tool and reports will be evaluated and enhanced as necessary to match FVAP and EAC reporting requirements. All 44 counties will be surveyed to evaluate process and barriers to success. A test report documenting acceptance test performance and remediation plans will be written by the vendor and approved by the state prior to preparations for the August 26th consolidated election.

Milestone 6 – Evaluation: August – September, 2014. Q3, 2014.

Any issues/problems uncovered during the August consolidated election will be corrected. Data collection tool and reports will be evaluated and enhanced as necessary to match FVAP and EAC reporting requirements. All 44 counties will be surveyed to evaluate process and barriers to success. A test report documenting acceptance test performance and remediation plans will be written by the vendor and approved by the state prior to preparations for the November 4th General election.

Milestone 7 – General Election November 4, 2014. Q4, 2014

Milestone 8 – Evaluation and Final Payment.

Any issues/problems uncovered during the November 4 General election will be corrected. Data collection tool and reports will be evaluated and enhanced as necessary to match FVAP and EAC reporting requirements. All 44 counties will be surveyed to evaluate process and barriers to success. A test report documenting performance and remediation plans if necessary will be written by the vendor and approved by the state.

When all issues, processes and procedures are accurate and working properly for UOCAVA voters, the counties and the state; and when reporting tools match FVAP required post award reporting requirements so that data collection is unified for the research portion of this proposal; and the vendor's reporting tools facilitate the preparation of the EAC survey by the counties and the state, final payment will be made to the vendor.

Management Approach

Financial Management

Internal financial management for this project will be controlled by the fiscal division of the office of the Secretary of State. The division is familiar with drawdown grants having worked with HHS access grants and the HAVA voting system replacement grants. The office of the Secretary of State is registered with S.A.M. and Grants.gov and will submit invoices as required when project and/or contractual milestones are met.

Vendor contractual management will be tied to performance milestones documented by detailed invoices for services performed successfully. The initial proposal for this project is based on three (3) equal payments to the vendor. The first is tied to start of work, the second payment to a successful launch of the ballot delivery tool for the May 20, 2014 Primary election, and the third and final payment to the successful implementation of all processes and reporting requirements following the November 4, 2014 General election.

Milestones and Measures of Success

Milestone 1- Requirements: October-December, 2013.

- All voter interaction process and timing identified
- VR system data requirements and timing identified
- Ballot data requirements and timing identified
- All county data entry processes and timing identified
- Detailed development calendar set

Milestone 2 - Development: January-March, 2014.

- All voter interaction materials developed and approved
- VR data collection procedure approved and verified
- Ballot data collection procedure approved and verified
- County data entry procedures approved and verified
- Accurate ballot selection by precinct/split verified
- All materials reviewed and posted online
- Timing of data entry for March 20 test of consolidated election set
- Test procedures for participation of all counties statewide set

Milestone 3 – Testing/Evaluation: March 20 - April 2014

- 44 County testing of all ballot types and precincts
- County report of barriers, recommendations

- Vendor report on enhancements and remediations
- Schedule for improvements, preparation outreach for May 20 Primary election

Milestone 4 – Live implementation Federal Primary election, May 20, 2014.

- UOCAVA participation reported in FVAP and EAC format and categories
- Ballots delivered and returned successfully

Milestone 5 – Evaluation: June - August, 2014.

- Vendor and county reports on barriers, performance and enhancements made
- Procedure refinements complete
- Preparation for consolidated election with all ballot types

Milestone 6 – Evaluation: August 20 – September, 2014.

- Consolidated election managed for all counties, especially paper ballots
- UOCAVA participation reported in FVAP and EAC format and categories
- Ballots delivered and returned successfully

Milestone 7 – General Election November 4, 2014.

- VR and ballot data accurate
- County preparation complete on time and impact and cost reduced
- Increased UOCAVA participation reported
- FVAP and EAC reports in correct format and categories
- Ballots delivered and returned successfully

Milestone 8 – Evaluation and Final Payment.

- Complete project
- All VR data acquisition accurate and procedures set
- All VR data acquisition accurate and procedures set
- All ballot data acquisition accurate and procedures set
- All counties trained and comfortable with process and vendor
- All current UOCAVA voters familiar with web portal and process
- All voting assistance officers familiar with web tool and process

Strategic Goals

1. Establish single point of contact to improve ballot access for UOCAVA voters
2. Provide clear and concise instructions and prevent common errors to reduce failure rates
3. Enhance access to voter information and assistance for UOCAVA voters
4. Increase pre-election contact with potential UOCAVA voters through email
5. Provide return ballot tracking
6. Increase successful participation rates by 50% by November 4, 2014
7. Provide a flexible and scalable long term cost-effective solution for Idaho counties
8. Develop unified and comprehensive data collection tools for FVAP and EAC reporting

Current Process Measurement

In Idaho each county responds to a UOCAVA request based on procedures from the office of the Secretary of State. The counties have always met the federal deadline for mailing absentee ballots and take special care to contact and assist UOCAVA voters. The measurement of the process is determined when data is collected by the state from each county based on the EAC survey. Counties report late ballots, problems with signatures, no post marks, undeliverable, spoiled and in person ballots, and FWAB ballots with no absentee request on file.

The category with the highest percentage by far for the 2008 and 2010 federal elections is “Undeliverable”. This is why an email ballot sent directly to the requesting voter would greatly decrease the current failure rate.

Process and elements

Voters apply to vote as a UOCAVA voter using the Federal Post Card Absentee Application. Once registered and in the system, the counties email a ballot and the requisite balloting information to those voters who request their ballot be emailed. Idaho has consistently met the 45 day UOCAVA deadline.

The ballot is returned by mail in secrecy envelope. The secrecy envelope and a signed affidavit attesting to their validity as a registered, eligible voter is enclosed in a mailing envelope and returned to their county by mail. Eligible ballots are processed and prepared for tabulation.

On Election Day ballots are counted by hand in fifteen (15) paper ballot counties or duplicated following state procedures onto ballot stock for tabulation on optical scan tabulators in twenty six (26) counties or on punch card readers in three (3) counties.

Risk and mitigating strategies

There is a risk to success with a web-based ballot delivery system using new technologies to transmit ballot information and blank ballots. Also, other than the technical side of the project, a risk to success is a lack of pre-election information, clear instructions for use of the system and ease of completion of the voting process for the UOCAVA voter. Return mail is also a factor that will be minimized as much as possible by FVAP and military post office procedures.

In order to mitigate the technical risks, acceptance tests at each milestone of the project will be conducted and change orders documented. Any issues will be documented for remediation before the next phase begins.

The user interface, instructions, voter precinct lookup and voter’s guide will be reviewed and tested by all counties after review by the state. From input gathered, further enhancements will be made to design, language, simplicity of completion, clarity, and FAQs. Special attention will be given to common errors that might invalidate a voter or their vote, before final approval.

Performance Indicators

As the reporting portion of the project is designed, Idaho will focus on the elements required by FVAP in the post award reporting requirements. The vendor must be able to automatically track and record the events necessary for the FVAP data collection portion of this project. All applicable data categories will be required in the vendor's solution. In addition required EAC survey data will be included in a county level report that can be consolidated into a state level report.

This comprehensive data set, including all interactions with the web based ballot delivery tool, will provide a measurable assessment of voter registrations, balloting activity and cost tracking for the project. The reports will indicate areas of strength and weakness in the solution that can be addressed with the vendor and the counties in the continuing years of the project.

Justification for modification of current procedure

Our current UOCAVA process is de-centralized and labor-intensive for Idaho counties. Each county has a slightly different way of complying with state and federal procedures. Larger counties have more staff but are faced with more UOCAVA voters to process. Smaller counties have fewer staff to manage the unpredictable number of requests from UOCAVA voters.

By automating the process with a web based system, our UOCAVA voters will register to vote, access their ballot and voter information, and track the status of their ballot in the same manner in all counties. This process would serve the voter in real time on the web and not be dictated by the workflow in a large or smaller county. The real time advantage of a web based system would also increase the completion rate as the voter would be able to complete all phases at their convenience, regardless of time or location.

Reporting would be uniform across all counties. Over the term of the contract with the vendor, 2013 to 2018, accuracy, speed and system enhancements would be facilitated by detailed user data both at the county and state levels.

Projection of effectiveness of modification

Idaho has a relatively small number of active UOCAVA voters in comparison to other states. It is our tradition to support our military voters. A web based ballot delivery system that facilitates voting in the digital age is in line with our traditions and the digital expectations of our UOCAVA voters. By streamlining, clarifying and addressing current completion issues our percentage of UOCAVA registrations and successfully tabulated ballots can be increased by 50% by November 4, 2014.

In the coming years the world and Idaho UOCAVA voters will become more dependent on and accustomed to efficient and effective online tools. This modification to an online ballot delivery system positions and prepares Idaho for the future.

Measurements of performance

Our objective is to continually assess, measure, and track our improvement relating to our UOCAVA voters. The vendor we chose must offer an array of reporting tools to ensure we are able to measure performance, implement improvements and meet all reporting requirements. At minimum Idaho's reporting requirements will include specific FVAP post grant reporting categories and the following categories:

- Number of voters requesting a ballot
- Number of visitors viewing a ballot
- Number of ballots downloaded
- Delivery method requested/downloaded
- Ballots sent by county
- Ballots received by county
- State total ballots sent and received
- Ballot sent to ballot received ratio
- Ballot sent to ballot downloaded ratio
- Locality and Region of voter activity
- Cost Tracker

A final report for each election will be required to summarize all data and financial reports to meet the FVAP data collection requirements. The EAC survey categories will be included to take advantage of the uniform data collection process across Idaho's 44 counties enabled by a centralized web based solution.

Current and pending project proposal submissions:

Idaho has no current or pending programs or proposals developed or planned at this time.

Additional Information

Impact

This grant request will impact all 44 of Idaho counties by establishing a single point of contact for the 3600 currently active UOCAVA voters. With a centralized web based ballot delivery system and data collection tools envisioned for this project, an additional 1800 UOCAVA voters can be added by November 4, 2014. The voter information and address correction properties of email contact and ballot delivery will reduce the number of ballots rejected as "Undeliverable". The coordinated efforts of FVAP, voting assistance officers, Idaho counties and the state of Idaho will also increase the effectiveness of pre-election voter instructions for UOCAVA voters and reduce the number of ballots received after the Election Day deadline. The implementation of the proposed system will also impact all absentee voters for years come and multiply the positive effects of a flexible and efficient digital ballot delivery system over time.

Sustainability

The proposed project has a term of five (5) years from 2013 through 2018. The EASE grant would provide for the development and refinement of the system over several election cycles. After the term of the grant, a per ballot returned charge, as suggested by one of the three vendors that have contacted Idaho, is anticipated and will be negotiated into ongoing contacts with the state. A per ballot charge is sustainable for even the smallest counties in the state.

Scalability

With this proposed project, once the presentation and procedures are in place, enlarging the web based system is a vendor issue. Future capabilities of the proposed system Idaho selects will be negotiated in an ongoing contract with the vendor after the grant period ends in 2018.

Strategic

Idaho counties have done an excellent job to date reaching out to UOCAVA voters. As our population grows and becomes more mobile, and as military installations in the state grow, there is a need to invest in a more future oriented system. The proposed web based ballot delivery tool would position the state for future growth of both the UOCAVA population and all potential absentee voters that would like to access their voter information and ballot online.

Idaho counties will reduce labor and other costs related to MOVE Act compliance and at the same time increase UOCAVA success rates. County and state data will be uniform and facilitate accurate, detailed and timely reporting which would facilitate the mitigation of issues, further refinements to the web based system, and improvements to county and state procedures.

Collaborative

A key objective for Idaho is collaboration with each of our counties. The 44 counties will be asked to review the web based ballot delivery system, before final approval, for ease of use for the voter as well as the county, design and language suggestions to increase successful UOCAVA participation, best practices for ballot data entry procedures, and data categories for required FVAP and EAC reports.

Collaboration with a motivated and forward thinking vendor is also an objective. The vendor Idaho selects must have proven knowledge of web based systems and provide the state with a vision and execution of a system that is secure, user friendly and expandable.

Idaho also has had conference calls and contacts with states developing similar proposals for a web based ballot delivery system. We look forward to collaborating with other states and FVAP to share ideas, cautions, and successes in hopes of better serving all UOCAVA voters.

Cost benefit

Idaho had 738,644 registered voters as of May 1, 2013. We expect to offer the web based ballot delivery system to every UOCAVA voter and every absentee voter for every election in every county. We expect to use this solution for four (4) elections required by statute per year.

Idaho is requesting an EASE grant of \$250,000. The cost benefit below is based on a bid from DemocracyLive of \$250,000. We have not received firm numbers from Konnech or Election Systems and Software at this date.

Idaho's goal for this proposal is to increase successful UOCAVA ballot return by 50% by November 4, 2014. Currently there are 3600 active UOCAVA voters. If the grant amount is divided by our expected goal of 5400 UOCAVA voters the cost would be \$46.30 per active UOCAVA voter on November 4, 2014.

That amount, \$46.30 per UOCAVA voter, spread over four (4) elections the next year, 2015, brings the total per UOCAVA voter to \$11.58.

At the end of the grant term, 2018, the per UOCAVA voter total of \$11.58, divided by 12 more elections over the next three years, would be completely absorbed.

After the initial grant period a per returned ballot charge of \$1 is envisioned and will be negotiated with the selected vendor.

Reduced staff time and costs on the county level for managing UOCAVA requests would be greatly reduced. A web based ballot delivery system will eliminate the need for elections staff to manually register a UOCAVA voter application and send the appropriate paper or email ballot. With the proposed system, county staff would add the voter into Idaho's VR system and send an email to the UOCAVA voter notifying them of ballot availability and voter information online. Reporting time for post award FVAP reporting and the EAC survey would also be streamlined, uniform and the preparation time reduced.

Although Idaho has relatively few UOCAVA voters, the cost for the development and implementation of an ongoing digital ballot delivery system that would benefit the state, 44 counties, all potential absentee voters and most importantly UOCAVA voters is justified. After the grant period is complete, the cost of the system to the state and the counties based on a per returned ballot charge, is manageable and a cost saving from current levels.

In the future the online ballot delivery tool may also benefit voters with disabilities as accessibility of computers continues to improve dramatically.

The state will negotiate a contract with the selected vendor to provide the web based system envisioned with the specified milestones described based on the EASE grant award.

The state of Idaho appreciates this opportunity to enhance our service to UOCAVA and all Idaho voters and position the state for the elections of the future.

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Volume II

Budget Proposal

Executive Summary

Idaho is requesting an EASE grant for \$250,000 to acquire and implement a web-based electronic ballot delivery system for military and overseas voters. As of this writing, the state has received one firm proposal. The Democracy Live proposal is included in the attachments to the application.

The ROI projections in Volume I are based on the \$250,000 proposal. We expect 2 other vendors to submit proposals. We will review applications and specify a budget not to exceed the grant award. It is our intention to find the right system and vendor for Idaho at a fair price as we greatly appreciate this opportunity to improve our UOCAVA system with an EASE grant.

Our goal is to increase successful UOCAVA ballot tabulation by 50% by the November 4, 2014 election by implementing a web-based system, eliminating common errors, reducing “undeliverable” UOCAVA ballots, and automating the email ballot delivery process to allow maximum return mail time for voted ballots.

Costs versus benefits based on initial investment

The long term benefits of developing a web-based ballot delivery system are financially significant for Idaho. The cost of processing UOCAVA ballots will be reduced and at the same time the reach and efficiency of our system will be improved.

We would also expect registrations and applications to increase as UOCAVA voters learn of the option to access their ballots online.

Consistent email communication will increase participation and help avoid common errors that invalidate returned UOCAVA ballots.

Over the five (5) year term of the grant, with initial costs being covered by the grant, we expect in the future a low cost for complete compliance with the MOVE Act and FVAP reporting requirements. State and county funds will cover ongoing expense.

In the future, a web-based system as proposed could be applied to all absentees in the state, again reducing county costs and providing improved access to voter information, sample ballots and actual ballots for many more voters in Idaho.

Access to voter information and online ballots for voters with disabilities is also a future benefit of developing this system. The initial cost, when compared to the potential benefits to UOCAVA voters, absentee voters and our disabled population, is significant and puts Idaho in position to better serve all voters in the years to come.

Description of ROI measures

- Expected number of additional registrations to increase by 35%
- Absentee ballot applications expected to increase by 35%
- Information inquiries expected to increase by 50%
- Ballot transmissions expected to increase by 50%
- Ballot returns successfully completed expected to increase by 50%

Itemized Budget

Selected contractor - \$250,000. 5 year contract.

Direct labor - We do not expect to incur additional labor costs.

Administrative and clerical labor - We do not expect to incur additional administrative costs.

Fringe benefits and indirect costs - We do not expect to incur any fringe benefit or indirect costs.

Consultants - We do not plan to contract a consultant.

Materials and supplies - We do not plan any additional cost for materials or supplies.

Other direct costs – We do not plan on any other direct costs.