ITAC Update

ACCESS VOTER INFORMATION DATABASE (AVID) PROJECT

OFFICE OF THE ARIZONA SECRETARY OF STATE

Introductions

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Agenda

- Background
- Identified Opportunities
- Future Vision
- Project Approach
- Stakeholders
- Evaluation Methodology
- Timeline and Budget
- Next Steps

Background

As Arizona's population increases so does Arizona's voter registration rolls. The AZ SOS and the Counties are consistently look for ways to increase efficiencies in managing the growing number of registrants, maintaining the highest level security of data, and providing ease of registration to Arizona voters. There are currently over 3 million registered voters in Arizona.

- The current Voter Registration solution (VRAZ-II) is built on a core technology (PowerBuilder) that reached it's peak in the late 1990's
- AZSOS and the Counties are currently taxing limited staff resources and using manual processes to overcome the limitations of the current solution
- Proxy integrations with ADOT (the primary provider of data to AZSOS), as well as Maricopa and Pima counties must be improved
- Increasing cyber attacks nationwide on elections infrastructure require Arizona to ensure it maintains a modern, secure voter registration solution
- AZSOS' contract with its current solution provider was set to expire and needed to go through a competitive rebidding process.

In August 2016, AZSOS initiated the AVID Project to take a deliberative, disciplined approach to examining our options and determine the best path forward to ensure we maintain a secure and modern voter registration system

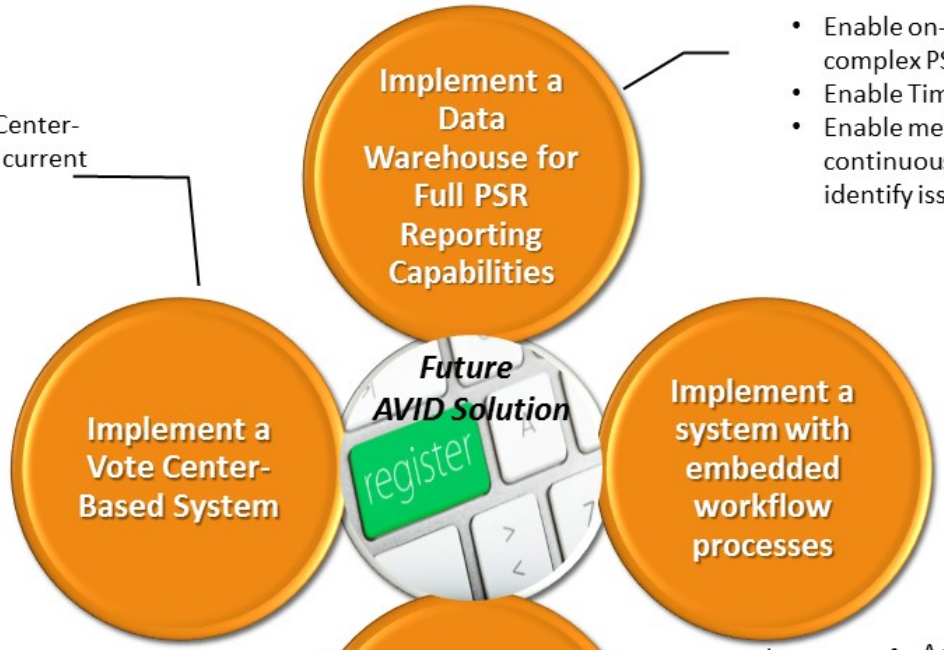
Identified Opportunities

The AVID project team collaborated to identify opportunities that project stakeholders would benefit from in the new AVID environment

- Simplify integration processes with modern web service architecture
- Automate common business workflows and implement data validation to reduce workaround and manual entry errors
- Adjust business logic to accommodate all county and state level needs
- Host application at a FedRAMP certified datacenter that provides security at the access, data in-flight and data at-rest layers
- Provide for a more sophisticated reporting mechanism that leverages a separate and optimized database that will capture point-in-time metrics.

Future Vision

AVID will be a 21st century, cloud-based solution that enhances data integration and analysis, and provides automated workflow to reduce the amount of time spent shuffling paper



- Enable on-demand reports to respond to complex PSRs
- Enable Time Comparison Reporting
- Enable metrics tracking to drive continuous improvement and proactively identify issues

- Plan for future statewide Vote Center-Based system, which is beyond current capabilities of VRAZ-II

- Accelerate key processes through workflow automation and provide alerts and notifications
- Reduce the manual effort to route work to subsequent departments/people.
- Share the workload across multiple people.

- Separate solution into 1.) user access 2.) service interfaces and 3.) data tiers and secure these tiers individually
- The solution can leverage modern authentication and authorizations mechanisms, combining ease of access with strong security.

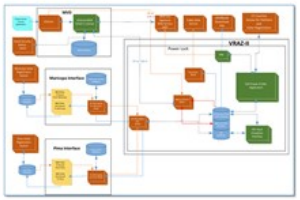
AVID Project Approach

AZSOS engaged Gartner to assist in stepping through an approach that focused on understanding our challenges, needed improvements, alternatives and future-state requirements

August 2016 — September 2017

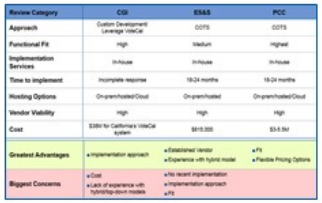
Current State Analysis → **Stakeholder Needs & Future Vision** → **Vendor and State Outreach** → **Alternatives Analysis** → **Procurement**

1 Current State Processes



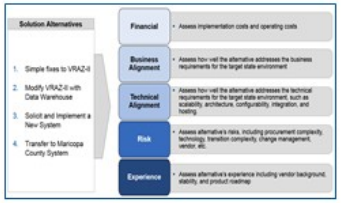
3 Stakeholder Needs

5 RFI Responses & Vendor Demos



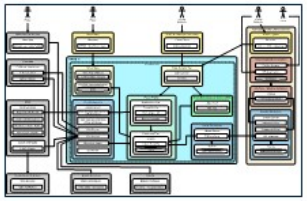
Review Category	CGI	ES&S	PCC
Approach	Custom Development/ Leverage VoteCal	COTS	COTS
Functional Fit	High	Medium	Highest
Implementation Services	In-house	In-house	In-house
Time to implement	Incomplete response	18-24 months	18-24 months
Hosting Options	On-prem/hosted Cloud	On-prem/hosted	On-prem/hosted/Cloud
Vendor Viability	High	High	High
Cost	$36M for California's VoteCal system	$41M-$55	$3-5.5M
Greatest Advantages	• Implementation approach	• Established Vendor • Experience with hybrid model	• Fit • Flexible Pricing Options
Biggest Concerns	• Cost • Lack of experience with hybrid/top-down models	• No recent implementation • Implementation approach • Fit	

7 Solution Alternatives



9 Use Cases & Requirements

2 VRAZ-II Technology Environment



4 Future Vision & Capabilities

6 State Letter Responses

Review Category	California	Washington	Georgia
Number of Registered Voters	30,392,866	4,289,591	6,657,861
Name of Voter Registration System	VoteCal	VRDB	ElectionNet (eNet)
Vendor	CGI Technology and Solutions	Microsoft / Attunix	PCC Technology Group
Year Implemented	2016	2006	2012
Type of Solution	In-house	In-house	Customized COTS
Model	Bottom-up	Bottom-up	Top-Down
Total Implementation Cost	$36 million	$4.3M Annual M&O Costs: $1.15M	Application: $1.6M Annual M&O/Licenses: $850K

8 Alternatives Scoring Matrix

10 RFP & Proposal Evaluation

Criteria for Evaluation	Weight	Vendor A Score	Vendor B Score
Industry and Process Expertise	20	N1	N2
Technology Expertise	20		
Critical Success Factors (Cultural Fit, Contracting Practices, Key Personnel, Time to Market)	20		
Project-Specific Criteria (RFP Adherence, Price Points)	20		
Vendor Organizational Profile	5		
Reference Checks	15		
Totals	100	T1	T2

Stakeholder Engagement

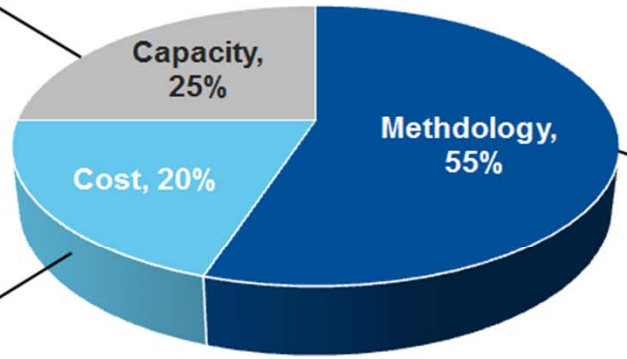
Critical to our approach was to engage closely with our primary stakeholders, the 15 County Recorders. In addition to fully executing a project Communications Plan, AZSOS established formal bodies to ensure constant feedback and engagement

County Involvement	What They Do	Membership	
AVID Advisory Committee 	Provide consultation and advice to the AVID Project Management Team and ensure Counties' and other stakeholders' interests and requirements are represented	• ADOA-ASET (Jason Simpson, Mike Lettman) • Business, AZ SOS • IT, AZ SOS • MVD Representative	• Maricopa County Representative • Pima County Representative • Medium County Representative • Small County Representative • Small or Medium County Representative
County Project Liaison 	Ensures that any future recommendations to change processes, policies or technical solution will be informed by and inclusive of Counties' needs and interests. Helps ensure issues are resolved quickly and solicits direct input from counties on key decisions	Representative Selected by Counties	
Vendor Selection Committee 	Establishes scoring criteria, reviews vendor responses to RFP and selects vendor for future AVID solution	ADOA-ASET, AZSOS, 5 x County Representatives	

Close Collaboration with State Procurement

AZSOS worked closely with SPO over 4 months from RFP development through evaluation.

- Company Profile
- Company Background
- Company Financials
- Project Organization



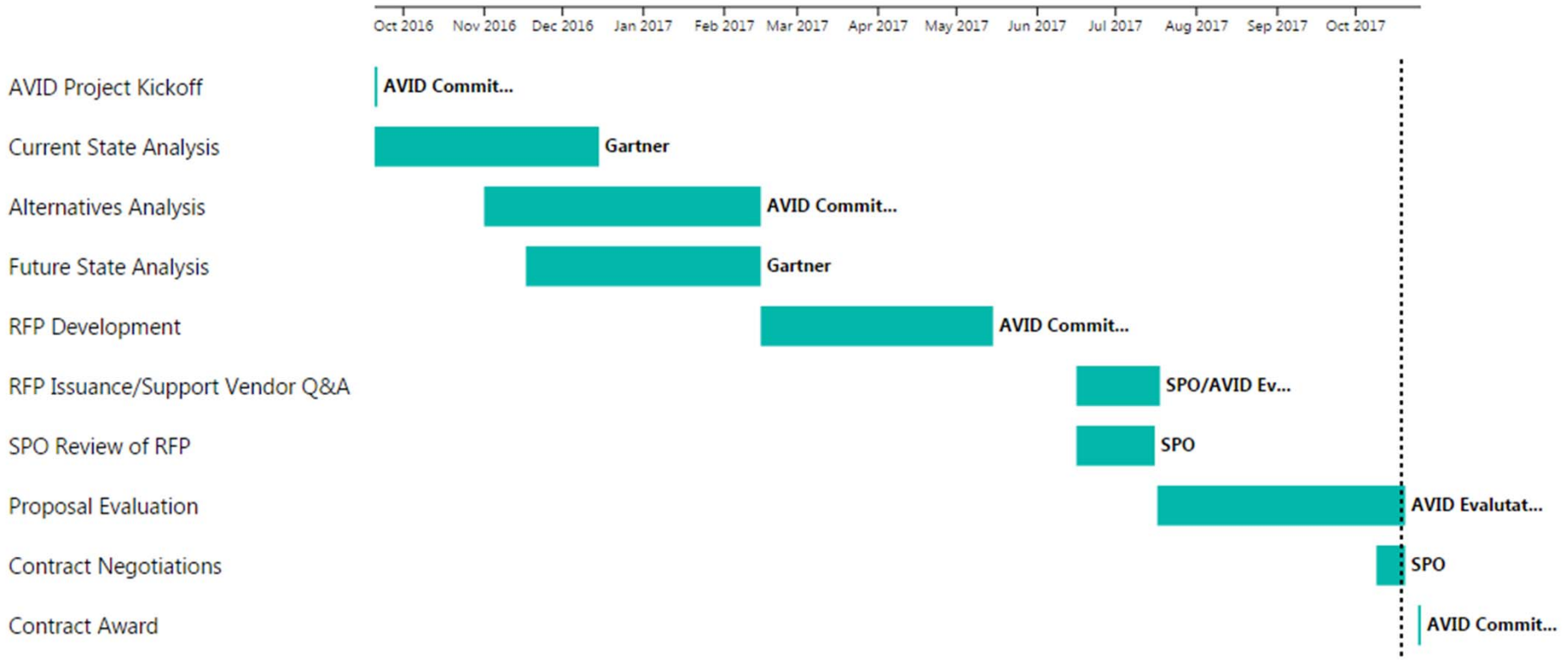
- Functional Requirements Approach
- Functional Requirements Matrix
- Non-Functional Requirements Approach
- Non-Functional Requirements Matrix
- Hardware & Software Requirements

- Implementation Cost
- Annual M&O Costs

Vendors were invited to provide a demonstrations of their solution — evaluation team adjusted scoring based on the demonstration

Project Timeline

The AVID project team is nearing completion of the process.



Project Budget

The numbers represent an approximate range of values presented to the AVID evaluation committee

Project Cost Estimate						
Description	Year 1	Year 2	Year 3	Year 4	Year 5	**Total**
Implementation	$2,000,000	$2,700,000	0	0	0	**$4,700,000**
Maintenance & Operations	0	$750,000	$750,000	$750,000	$750,000	**$3,000,000**

Summary of Funding Sources			
Fund Type	% of Project	$ of Project (Available)	$ of Project (To Be Requested)
Base Budget	44.65%		$3,263,000.00
APF	0.00%		
Other Appropriated	27.36%	$2,000,000.00	
Federal	0.00%		
Other Non-Appropriated	27.99%		$2,045,640.00 (County Cost-Sharing)

Next Steps

- Complete the negotiations with the leading vendors.
- Communicate the final terms, conditions, and costs to the Evaluation Team.
- Evaluation team needs to provide a final decision on the winning vendor based on the capabilities and contract.
- Execute a contract with the winning vendor.
- Finalize cost sharing arrangement with county stakeholders.
- Onboard IV&V/PM Quality Assurance
- Conduct an Implementation planning meeting
- Maintain expected implementation schedule of 18 months