

DIEBOLD ELECTION SYSTEMS' RESPONSES
TO THE STATE OF OHIO CLARIFICATION REQUEST
REGARDING A STATEWIDE VOTING SYSTEM

1. Provide documentation to support the claim of a 20-year DRE life expectancy.

RESPONSE: Based on usage information, the AccuVote-TS unit should last for 1,000 elections. If a customer had 4 elections per year, then the unit would theoretically continue for 250 years before failing.

AccuVote-TS component life expectancies are as follows:

On/off Switch: 50,000 activations

LCD: 50,000 hours

Backlight inverter: 458,000 hours

Touch screen: proven lifetime of greater than 35 million touches in one location without failure, using a stylus similar to a finger

Smart Card Reader: contact durability 100,000 insertions; Secure-Tech ST-20IF, Operation life: 500,000 insertion cycles

Printer: 15,000,000 lines

Keypad: Life 2×10^7 cycles

PCMCIA Connector: 10,000 insertions

The following electromechanical parts from the AccuVote-TS system were used to establish the lowest MTBF component:

Description	Storage Temp. (°C)	Operating Temp. (°C)	Relative Humidity (non-condensing)	Component MTBF	Duty Cycle (Per Election)	MTBF (elections)
On/Off	-40 to +85	-30 to +85	0 to 90%	50,000 Make/ Break	20 operations	2,500
PCMCIA Conn	N/a	N/a	N/a	10,000 Insertions	10 insertions	1,000
Smart Card Reader	Na/	-5 to +55	10% to 90%	500,000 Min. Insertions	350 insertions	1,428
TFT LCD	-20 to +60	0 to +50	0 to 90%	50,000 Hours	14 hours	3,571
Backlight Inverter	-20 to 85	0 to +55	5% to 95%	458,000 Hours	14 hours	32,714
Touch Panel	-40 to +71	-10 to +50	0% to 90%	35,000,000 Touches	7000 touches	5,000
Printer	-20 to +60	0 to +45	10% to 90%	6,000,000 Lines	1094 lines	5,484
VIBS Keypad	N/a	0 to +70	0% to 98%	2×10^7 Make/Break	N/a	N/a

The MTBF for the AccuVote system is based on the PCMCIA Card Connector, which represents the highest failure rate of all components.

MTBF = 1,000 elections x 14 hrs/election = 14,000 hours

2. Are you proposing your optical count system be used for precinct count purposes?

RESPONSE: Diebold Election Systems proposed the industry leading AccuVote-OS Precinct Tabulator for use in the precinct should a county, or counties, select the optical scan based system approach.

The AccuVote-OS Tabulator has also been proposed as the central count solution with or without an Auto Feed device attached depending on the size of the respective county and the number of optical scan absentee ballots to be tabulated.

There are over 900 election jurisdictions, including the State of Alaska, which employ the AccuVote-OS Precinct Tabulator in the polling place and as the absentee tabulator.

3. Provide the number of units built by Diebold versus Global.

RESPONSE: Diebold Election Systems manufactures both the touchscreen and optical units.

Diebold Election Systems built 57,650 touchscreens and 2,805 optical scan systems since the acquisition of Global.

4. Restate number of languages supported.

RESPONSE: Diebold Election Systems currently provides seven languages on our touch screen early voting devices for Los Angeles County, California. It is anticipated that additional languages will possibly be required.

Diebold Election Systems, by utilizing the Microsoft platform, is capable of supporting the Microsoft language suite.

5. What is your definition of small, medium and large counties?

RESPONSE:

Type	Explanation
Small	Less than 100 units
Medium	100-299 units
Large	300-999 units
Extra Large	Over 1,000 units

6. Clarify loaner response to RFP on Election Day.

RESPONSE: On page 2 of 8 in our sample agreement that was provided in our proposal (Phase II-Item 15) states:

- 4.1.3. *In special or unusual circumstances, Customer may request to borrow a hardware unit that can serve as a temporary replacement for the malfunctioning item of DESI Hardware ("Loaner"). DESI may, at its discretion, provide a Loaner for the Customer to use for election activity until the covered item is repaired or replaced. DESI and Customer determine the fee for the use of Loaner hardware, if any, before DESI provides the Loaner to the Customer.*

7. When was your last major upgrade?

RESPONSE: Our latest upgrades have been both the GEMS software and the AccuVote-OS and AccuVote-TS firmware. The GEMS software latest version to pass through ITA and receive a NASED number is GEMS 1.18.18 with NASED number N03060011818. The AccuVote-TS R6 with firmware version 4.3.15 is the newest version that has passed ITA testing and received a NASED number of 010702-4.3.15-1990. The AccuVote-OS Optical Scan with 1.96.4 firmware is the latest version to pass through ITA testing and receive a NASED number of 010701-1.96.4-1990. All 3 versions listed above passed through the ITA testing in May of 2003. These upgrades were only to the GEMS software and firmware for both the AccuVote-OS and AccuVote-TS. There have been no major hardware changes to either the Optical Scan or Touch Screen product since the AccuVote-TS R6 Touch Screen was introduced and certified in 2001.

8. Where will your project management team be located?

RESPONSE: The majority of the PMO will be located in Columbus; the procurement person will be in McKinney. The project managers will be located in the counties.

Where there is a dedicated project manager he/she will be with the assigned county all the time, where there was a regional county project manager he/she will be moving among the assigned counties.

9. How many teams are you proposing?

RESPONSE: There will be one PMO team (7 members), and one team per large county, the number of other teams depends on the number of counties that Diebold is awarded.

10. How many staff members per team?

RESPONSE: The PMO has 7 members. The project teams consist of a project manager, trainers, rovers, and technical staff. There is only one project manager and tech per team; the other personnel depends on the size of the county.

Acceptance Testing

A one-time event completed upon delivery and county acceptance of initial equipment. This is a task that is dependent upon the number of units per county that will determine the resources needed (based upon a time average of one unit per 15 minutes).

Diebold will provide the number of resources to accomplish this task based upon award of the contract.

Training

GEMS Training – Once for each county and in a state or county provided facility. Class size is limited to 15 students. This is accomplished with several trainers following a pre-determined schedule based upon award of the contract.

Pollworker Training – Scheduled 30 pollworkers per class and three (3) classes per day. Also based upon adherence to a pre-determined schedule upon award of the contract.

Election Day Rovers – One (1) per every 25 precincts for the Primary and General Elections of 2004.

Logic & Accuracy (L&A) Testing – Conducted for the Primary and General elections of 2004. This test is also dependent upon the number of units per county, which would determine the resources needed. Average time is one unit per 15 minutes. Diebold will provide the number of resources based upon award of the contract.

11. What are their roles?

RESPONSE: The PMO is made up of two senior project managers: one from Sogeti, one from DESI; the other roles are Communications Management, Procurement Management, Resource Management, cross stream integration management, governance and quality management. The project team roles are Project Manager, Trainer, Rover, and Technician.

Project Manager – The lead for the county(ies) for implementation and the election process.

Trainer – Provides training on GEMS, pollworker, and election staff.

Rover – Provides Election Day support and the day after an election, if there is a run-off.

County Technician – Provides technical support during the election at the county level.

12. How many staff hours are you projecting over the life of the project?

RESPONSE: Base services include: The PMO is planned for 6 months (1000 hours x 7 people or 7000 hours); the project managers, (to be determined by number of accounts awarded) for six months plus an additional two months intermittently throughout the contract. Additionally, there will be one tech onsite for each election through December 2004. Trainers and rovers will be assigned as required and numbers will be dependent upon the number of counties awarded.

13. What output file types can be produced directly from the management system?

RESPONSE: Administrative reports can be exported from the GEMS system in several different formats including the following:

- Excel
- Lotus 1-2-3
- Word
- ODBC
- Comma Separated Text and Values
- Tab Separated Text and Values
- Data Interchange Format

GEMS has an Export Results function that allows the user to define what election data will be contained in the export results file. The export file is basically a text file with a user-selected field delimiter. The choices available to the user in defining the election data export file include:

- Choice of field delimiter
- Activation of quote strings
- Reporting Sets
- Results choices:
 - Election Summary
 - Individual Precincts
 - Precincts Counted
- Choice of data fields to include and the ability to define the number of characters allowed in each field.

14. Acknowledge your intent to accept the state's deliverable acceptance criteria.

RESPONSE: It is DESI's intent at the time of contract negotiations to develop mutually acceptable acceptance criteria.

15. Restate that you will meet all terms of the performance bond as specified in the RFP.

RESPONSE: Diebold Election Systems is prepared to provide a performance bond in accordance with the attached letter for any business awarded in the state.

16. Provide an organizational chart depicting your proposed project structure

RESPONSE: Please see below.

