| | | |
|---|---|---|
| Township of Lucan Biddulph | Township of Adelaide Metcalfe | Municipality of Middlesex Centre |
| Municipality of North Middlesex | | Municipality of Strathroy-Caradoc |
| Municipality of Thames Centre | | Municipality of Southwest Middlesex |

# A System Overview and Description of Services for Intelivote's Telephone and Internet Voting System

Date: June 22, 2021

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intelivote systems inc

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# 1. Vendor Information

## 1.1 Company History

Intelivote has been in business in Canada since 2003 and leads the country in eVoting elections delivered. With its 10 employees, Intelivote has delivered over 800 events constituting over 2,000 elections since the Intelivote application went commercial in 2005 after over 2 years of development. Our subject matter expertise is electronic elections and the accompanying processes, and our concentration in the delivery of internet and telephone election services enabled us to become not only a Canadian leader, but the most experienced company in the world delivering eVoting elections.

Voters have participated from countries and locations all over the world, while on vacation in locations as far away as China, while on active duty in Afghanistan and Iraq, while on Coast Guard duty 200 miles off the coast of Canada, from prisons, from hospital beds, from airplanes, from buses, from wherever business has taken a voter, and from homes and offices across the country. Our system tracks the locations (IP addresses and ANI) a voter originates a vote from and records that data in the system.

We are a successful Private Canadian Incorporated Company operating in Canada since 2003 and count amongst our investors the Government of Nova Scotia through its venture capital corporation, Nova Scotia Business Inc. All our employees live in Canada delivering events for our clients and our strength is in our understanding of the election requirements and our Canadian presence with highly experienced individuals that deliver that capability.

Intelivote corporate office, our system and its personnel have Federal Government of Canada security clearance and are also currently provide contracted services to the Federal Government of Canada's Canadian Industrial Relations Board, to conduct their electronic voting events, and other governmental agencies including the Public Service Labour Relations Board, for events for which they require eVoting services as well. We also provide evoting services to Canadian Consulates and Embassies around the world.

In addition to our Canadian endeavors, we have gained international experience and credibility in the successful implementation of both Internet and telephone based voting applications used to deliver elections for municipal and state governments and agencies in the United Kingdom and the United States.

ISI's extensive subject matter expertise, in conjunction with the experience gained from conducting electronic government elections, leadership elections, and union and association elections, has resulted in a full suite of election system modules that address the needs of both the election officials and voters.

We have seen other organizations comment on the size of their organizations implying nearly 200 employees or more delivering eVoting events, but it is important to note that Intelivote has more employees **in Canada** delivering events for our clients. We do not rely on out of country individuals that might occasionally connect in to talk with their clients via Zoom or conference call, and who try to manage events from afar; we are in country, in province and in your office to assist in the delivery of your event. (Pandemic restrictions allowing). Intelivote's strength is in our understanding of the election requirements and our Canadian presence with highly experienced individuals that deliver that capability.

## 1.2 Additional Synopsis Information:

| | |
|---|---|
| Official Registered Company Name | Intelivote Systems Incorporated |
| Address | 900-202 Brownlow Ave, Dartmouth, NS |
| Main Telephone Number – toll free | 1-888-481-1156 |
| Fax Number | 902-481-0402 |
| Main email address | Dean.smith@intelivote.com |
| Key contact name | Dean Smith – President and Founder |
| Person authorized to bind company | Dean Smith |
| Ontario municipal elections and by-elections delivered | 203 (2006: 8 events), (2010: 34 events), (2014: 48 events), 2018 (99 events) 2006-2021 (14 by-elections) |
| Elections in other relevant fields | 96 Nova Scotia Municipal Elections,<br>2 UK Municipal Elections<br>17 Provincial leadership elections,<br>Over 600 union and association events representing over 2,000 elections. |

## 1.3 Information Technology Infrastructure

ISI maintains a hosted data centre environment in Halifax through Bell Canada, which also hosts some of the most sensitive government and financial applications running in Atlantic Canada. All our client's information is stored in this data centre in Halifax and is not stored anywhere other than in this Canadian location. The full range of services we deliver, including high-speed high-bandwidth data capability, and scaleable IVR (telephone) port availability, further demonstrates our commitment to our ensuring an event with maximum performance, communications path diversity, application redundancy and high survivability. Intelivote does not sell its software; it is provided as a voting service. There is no additional software or hardware for clients to purchase to run an election using the Intelivote suite of modules. All the services are provided with our base service and all the modules are Internet enabled; secured by encryption, digital certificates and login IDs and passwords.

Voter anonymity, PIN security and event auditability are paramount in the design and delivery of the eVoting solutions ISI provides. In addition, the ability to import elector information from clients' eligible Elector Lists (MPAC) and using DataFix's MVV, export updated voter information and perform demographic and statistical analysis on election activity, further demonstrates the flexibility of our voting solution.

The ability for authorized election officials to review information on particular aspects of the election as it progresses (voter participation rates, etc.) provides increased visibility to those election metrics that can define a successful electronic event.

### 1.4 Business Structure to Absorb Additional Customer Base

Intelivote has more experience managing multiple events at the same time than any other service provider in the eVoting sector. Our constantly growing list of Ontario Municipal clients starting in 2006 with 8 concurrent elections, then conducting 34 simultaneously in 2010, and then 48 in 2014, (which represented almost 50% of the 97 municipalities that used eVoting in that 2014 election cycle), and in 2018, 101 municipalities signed with Intelivote, which demonstrates our capability to successfully manage a growing customer base.

Intelivote was also selected as the supplier for the 23 concurrent elections in Nova Scotia in 2016, and in October 2020, we completed 41 simultaneous Municipal and School Board elections for Nova Scotia municipalities servicing over 650,000 eligible electors. It should also be noted that Intelivote is typically running other client events (Unions votes, etc.) which may overlap the municipal election period.

The methods and project management skills, coupled with the election knowledge and experience of the Intelivote team, together with the scaleable system capabilities of our eVoting platform, are all key components in delivering multiple client events simultaneously with industry leading success and client satisfaction.

Structured task level tracking and client engagement are key to managing multiple events and Intelivote has been successfully building this expertise and supporting project tools and checklists that have resulted in an extensive list of successful engagements and referenceable clients. Intelivote supports multiple clients during simultaneous events better than any other eVoting supplier and we have the staff and support infrastructure to continue to do so.

### 1.5 Location(s)

Intelivote's main office is in Dartmouth Nova Scotia, which serves as our control centre for all our elections, and as noted earlier our eVoting system and all the associated client data is hosted in the Bell Canada data centre in Halifax. Intelivote also has staff working on client events and supporting our business needs for Western Canada in Alberta.

## 1.6 Personnel

With our staff of experienced election specialists, who have project management disciplines, Information Technology backgrounds, and hands-on knowledge of all aspects of electronic election delivery, our client's events are delivered in an organized and professional manner resulting in an impressive array of referenceable accounts.

Our entire support team is based in Canada and during the election voting period our teams try to visit our clients at their locations in Ontario.

As noted earlier, Intelivote has conducted more legally binding municipal elections than any other company in the world; and all but two of them have been completed here in Canada; and most of these in Ontario. Those outside of Ontario consisted of two in the UK in 2007 and 96 in Nova Scotia from 2008 to 2020.

While Intelivote has delivered some 203 Ontario Municipal elections and by-elections, it has also delivered 17 Provincial Political Leadership Elections which tend to mimic the voting demands of Election Day activities of municipal elections, typically in a single day over several hours. The experience and capabilities of the team and the system to support this activity further demonstrates the high level of competence demanded in high volume events.

Intelivote has also delivered large union votes that include executive elections and time-sensitive labour action votes, strike action votes, settlement agreement votes, etc. Clients in this arena include some of the country's largest unions including the Teamsters, Unifor, Ontario Teachers unions, Steelworkers, Nurses Unions, Paramedics, Flight Attendants, and the entire group of Government Public Sector Unions under the New Brunswick Union organization, the Nova Scotia Government and Public Employees Union, and the Newfoundland and Labrador Public Employees Union.

Intelivote's attention to detail and developed processes translate into alignment with the governance and by-laws of these types of organizations ensuring elections and votes that result in event compliance and binding and auditable elections and votes.

## 1.7 Demonstrate Qualifications of Project Team

Managing electronic elections requires organization, project management, technical expertise, and election knowledge and experience. Intelivote in Canada has this level of capability, and it is the preeminent entity that has demonstrated that capability in the Ontario municipal election market.

ISI has both technical and operational project management and has successfully conducted elections using our resources in the prime election delivery roles. Information Technology industry standard processes and tools are used to ensure the delivery of the election and the results.

Intelivote provides support throughout the entire voting process and assists officials to ensure smooth operation through all aspects of the event including planning, elector list management, PIN distribution, enumeration, auditing, polling station management and voter support. Intelivote provides all training to elections staff and technical staff as

required and has also conducted public information sessions regarding the eVoting process and Q&A.

All the team members at Intelivote have extensive experience in the relatively young industry of eVoting technology and election support. Our senior resources have been active in the ITC industry for over 35-40 years and even some of the youngest of our team members have worked on Intelivote delivered election services since 2008. Intelivote has the most experienced collection of skilled eVoting consultants and technical resources specializing in eVoting technology of all the suppliers in Canada, and all have extensive experience with actual delivery and support of elections.

### 1.8 Team Members that Support the Voting Process

The ISI team of information systems professionals and eVoting consultants ensure our client's election needs and regulatory requirements are met, and that voters experience a safe and secure alternative voting experience using our technology.

Project Team Members / Roles / Experience

The following information provides an overview of the resources who will be engaged in the elections.

| 1. | Name / Title | Prime Responsibility |
|---|---|---|
| | **Dean Smith**<br>**President and Founder** | **Chief Electoral Officer & Auditor - education and support** |

Dean is the President and Founder of Intelivote Systems Inc. which was formed in 2003. He has over 45 years' experience in the IT industry, many of them directing technical resources in a leading-edge development environment, and many directing the business development in both the telecommunications and ITC industry.

With over 29 years of election experience, Dean is considered an international expert on the subject of electronic voting and the application of eVoting technologies within the elections market. While working at MT&T Technologies he was responsible for the creation and development of the business plan and IVR based technology which was successfully used in the mid '90s in over 50 electronic voting events both in Canada and internationally. Since then, Dean has provided extensive consulting services on the topic of electronic voting. He has provided expert testimony on alternative voting technologies to the US Congress in Washington, D.C. and has consulted nationally and internationally at federal, state, provincial and municipal government levels in respect to the benefits and issues associated with electronic voting.

His past election experience was invaluable in the design of Intelivote's eVoting system and in his role as President, Dean is responsible for both the overall marketing and development of the Intelivote solution. He has been involved in all operational aspects of the elections conducted by ISI over the past years and his specific areas of focus are:

- Assisting clients with legislative compliance;
- Assisting clients with election processes and procedures;
- Providing support to third-party auditors;
- Providing operational support during election events to election officials;
- Official spokesperson for the company.

Dean has presented as a subject matter expert and as a plenary speaker both in Canada and internationally and guest lectured extensively at numerous colleges and universities on the Political, Technological, Social Economical and Financial aspect of eVoting and its use in current democracies in the world.

| 2. | Name / Title | Prime Responsibility |
|---|---|---|
| | **Chris Mosher**<br>**VP – Business Development and Operations** | **Project Management** |

Chris is the Vice President of Business Development and Operations for Intelivote Systems Inc. and has been prime project manager on the delivery of over 90 elections including some of Intelivote's largest client events including Halifax's recent 2020 Municipal election with over 320,000 electors.

Chris has managed events ranging from Municipal Elections to Political Leadership Elections to Union/Association events.

He has over 25 years of extensive experience in management and leadership roles including managing operations for both sales and delivery of services and products. As VP of Business Development and Operations, Chris is responsible for the successful development and delivery of Intelivote's eVoting solution and continues to manage the effort associated with enhancement releases.

When directing eVoting activity Chris performs the role of Project Manager and his key responsibilities include:

- Directing and managing the staff coordinating election planning, execution and support.
- Designing voter communication materials to meet client requirements, coordinating the development of these materials with our printing partners.
- Building positive relationships with clients by communicating all aspects of an event such as project status, task management status and promptly resolving any issues.

Chris holds a Bachelor of Business Administration degree from the St. Mary's University and has completed numerous professional development courses over his career.

| 3. | Name / Title | Prime Responsibility |
|---|---|---|
| | **Brian Young**<br>**Senior Database Architect** | **DBA Prime, list management, reports customization prime** |

Brian Young is an experienced Technical Leader and Senior Database Architect who has worked in the Information Technology industry since 1973. He has been with ISI since the beginning of the electronic voting development project early in 2004. As a Senior Database Architect, he was responsible for the design and implementation of the application database ensuring data security, system performance and functional requirements were met. He has been working as an Oracle Database Administrator for the past 30+ years and has extensive experience in database design, database performance, tuning and backup and recovery areas.

Brian's main responsibilities include:

- Identifying database enhancements to the application ensuring data security, system performance and assuring functional requirements are met to satisfy the eVoting solution.
- Reviewing and tuning SQL code developed by team members and developing complex SQL and stored procedures when required.
- Providing database services and technical support for election events, key responsibilities include:
  - Developing files to receive and load Voter List information.
  - Developing files to be used by designated printing facilities for generation of voter instruction letters.
  - Customizing Election Reporting as per the client's requirements.
  - Managing the eVote application to ensure security and creditability standards and best practices are achieved.
  - Monitoring elections to ensure optimal system performance.

Brian holds a Data Processing Diploma from Nova Scotia Community College in Halifax, NS and has completed numerous technical courses ranging from project management to security to database administration.

| 4. | Name / Title | Prime Responsibility |
|---|---|---|
| | **Bernie Butler**<br>**Senior Business Analyst** | **Security & ID setup, documentation, system setup** |

Bernie has been a part of the Intelivote team since 2006 and has a 37-year background in a variety of IT roles. His IT experience includes application development, database design, application support, systems management, and project management.

Bernie has over 15 years of election experience, his key responsibilities include:

- Documenting election related processes using his extensive process mapping experience.
- Conducting detailed system and end-user acceptance testing of enhancements on all modules of the eVoting application.
- Defining requirements and recommending improvements to the eVoting application.
- Planning and configuring elections into the eVoting application.
- Conducting quality testing on all election events to ensure accuracy and functionality of all configuration elements.
- Conducting training for Election Officials and their staff.
- Providing operational support during election events to all election staff.

Bernie holds a Bachelor of Arts degree from Memorial University in St. John's, NF and has completed numerous professional development courses.

| 5. | Name / Title | Prime Responsibility |
|---|---|---|
| | **John Lee**<br>**Database Administrator / Systems Analyst** | **DBA Support, list management, reports customization, support** |

John is a very experienced IT professional with over 35 years of design, development, and systems architect experience. His expertise crosses multiple platforms and includes Oracle RDBMS, and numerous operating systems and support products. In his role as a database administrator, he is directly involved with designing and implementing database enhancements and providing overall support to the Intelivote project team.

John's main responsibilities include:

- Identifying and designing database enhancements to the application ensuring data security, system performance and assuring functional requirements are met to satisfy the eVoting solution.
- Assessing and testing application configurations to reflect client's election customization requirements.
- Providing technical support during Election events.
- Reviewing and tuning SQL code developed by team members and developing complex SQL and stored procedures when required.
- Providing database services and technical support for election events, key responsibilities include:
- Managing files to receive and load Voter List information.
- Managing files to be used by designated printing facilities for generation of voter instruction letters.
- Customizing Election Reporting as per the client's requirements.
- Managing the eVote application to ensure security and creditability standards and best practices are achieved.
- Monitoring elections to ensure optimal system performance and providing technical support to the team.
- Planning and configuring elections into the eVoting application.
- Providing operational support during election events to all election staff.

John holds a Bachelor of Science Degree from Dalhousie University in Halifax NS; a master's degree in Business Administration/Finance from Dalhousie University; and a Business/Computer Programming Diploma from the Nova Scotia Institute of Technology.

| 6. | Name / Title | Prime Responsibility |
|---|---|---|
| | **Jennifer Simms**<br>**Sr. eVoting Consultant** | **Project Management**<br>**List Management & System Setup Activities** |

Jennifer has been a part of the ISI team since 2010 and is one of Intelivote's most experienced consultants supporting hundreds of our clients as project manager over her career. Jennifer's responsibilities include:

- Executing the election project plan to perform all election related tasks in a timely manner.
- Preparing and configuring election events using the prescribed methodology and processes developed by Intelivote.
- Conducting training sessions for Election Officials and their staff.
- Providing support for the election Help Line and providing support on general inquiries from Election Officials.
- Creating system requirement documentation for enhancements and conducting application testing on the development of these enhancements.

Jennifer holds a Bachelor of Science degree from Dalhousie University in Halifax, NS.

| 7. | Name / Title | Prime Responsibility |
|---|---|---|
| | **Lindsay Smith**<br>**Sr. eVoting Consultant** | **Event configuration, Module training, HelpLine coordination & support** |

Lindsay joined the Intelivote team in July 2012 as an eVote Consultant. She previously worked for over 2 years on the Intelivote Voter HelpLine providing voters with support for various eVoting events. Lindsay's responsibilities include:

- Preparing and configuring election events using the prescribed methodology and processes developed by Intelivote.
- Providing training and support to Election staff.
- Coordinating and supervising Intelivote's Voter HelpLine.
- Designing customized voter communication materials to meet client election requirements, coordinating the production of these materials with designated printing facilities.
- Interfacing with clients both on-site and remotely, directing activities and resolving issues.
- Developing course curriculum, creating training materials and conducting training sessions for the Election Officials and their staff.
- Conducting quality testing for election events to ensure accuracy and proper reflection of client requirements.
- Conducting regression testing with new eVoting enhancement releases.

Lindsay holds a Bachelor of Arts degree from St. Mary's University in Halifax, NS.

| 8. | Name / Title | Prime Responsibility |
|---|---|---|
| | **Diane Poole**<br>**Christine Cameron**<br>**Bill Poole** | **Event configuration, Module training, HelpLine coordination & support** |

These three individuals have assisted in the development and support of elections over the past 18 months, including acting as prime project contacts for Nova Scotia municipalities during the 2020 Nova Scotia Municipal Elections. All three each have over 25 years experience in various aspects of business and technology support.

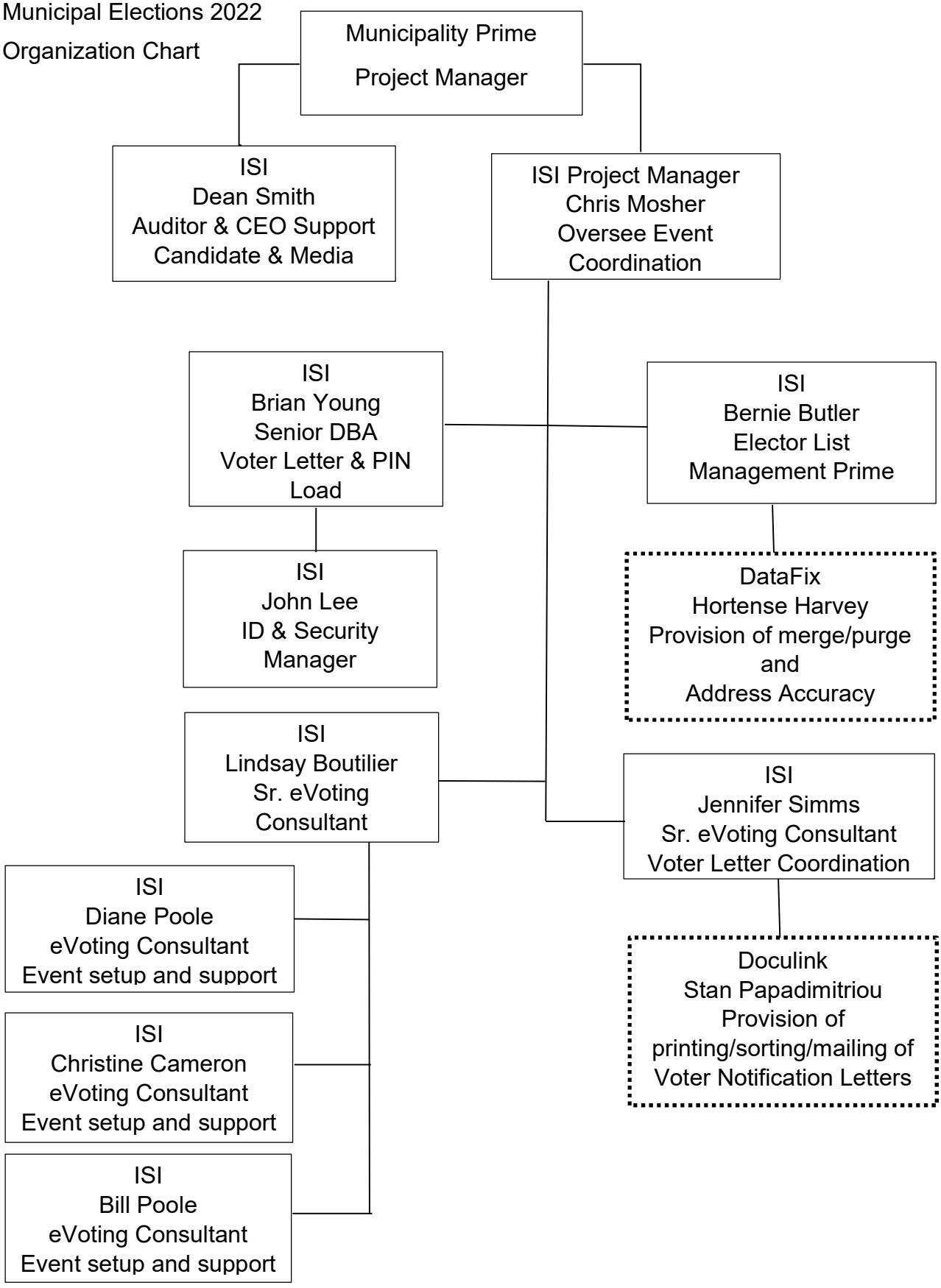
Their support responsibilities include:

- Preparing and configuring election events using the prescribed methodology and processes developed by Intelivote.
- Conducting quality testing for election events to ensure accuracy and proper reflection of client requirements.
- Assisting the project managers in tracking and conducting election tasks on the project schedule ensuring the deliverables continue to be completed by both Intelivote and clients.

The following organization chart depicts the project team and the partners we are working with to bring all the business and technical requirements of the project together. We have worked successfully with both DataFix and Doculink on almost all our Ontario municipal elections and they represent the best in election list management and high-quality printing service.

Municipal Elections 2022

Organization Chart



## 1.9 Intelivote's Past Relationship with Scytl Canada

As the seven municipalities of Middlesex County who used Intelivote in 2018 are all aware, Intelivote partnered with Scytl Canada for the 2018 election under the mistaken belief that the two complementary systems could each provide additional value to Intelivote's clients who had already signed with us for the 2018 election.

Where there were differences in the base systems between the suppliers, Intelivote was led to believe that modifications to the Scytl system, eventually called INVOTE, would add additional value in terms of function, security, and user friendliness, when coupled with the feature richness of Intelivote's Auditor capability, and our Candidate Module.

Intelivote's phone voting capability would not be used and Scytl would contract to build a new phone voting component (IVR) that would provide additional capability and flexibility over a proven system that Intelivote had used for over 15 years. It proved to be inferior in every aspect when compared to the Intelivote IVR system.

There were other features in system performance that Scytl maintained could be delivered and Intelivote sat in on dozens of technical meetings and was led to believe that a full team of developers were sitting in Spain waiting to provide support for this initiative.

The seamless integration and development not only took months longer than the Scytl team in Spain had committed to, but the amount of testing and additional work that Intelivote had to commit to, particularly on the phone voting application, was exhausting to our skilled team back here in Canada. All the while continuing to work with our clients on other aspects of the election preparedness like Voter Instruction Letter development and coordinating with DataFix on the changes that Scytl was developing.

Scytl's integration with DataFix's platform resulted in delays with our clients being able to use Datafix's system in the all-important revision period when updating elector information is so critical, and subsequent delays impacted the timeliness and amount of work our clients had to do to keep the information up to date.

Timely communications with Scytl's development team and the urgency of updates and corrections to election setup and system functionality, were slow and frustrating. It was later discovered that many of the developers who were working on our project were also being pulled off to support another Scytl development and event in Australia, and it often took days for action to be taken on our issues for our Ontario clients.

Intelivote had developed a reputation as the leading supplier of evoting services in Canada, with our professionalism, our system capabilities, our knowledge, and our ability to deliver changes and updates when requested by our clients, and we could feel the concern developing, and confidence waning, in the trust our clients had in our service and the system.

Over 60% of the contracts Intelivote signed with Ontario Municipalities in 2017-2018 were sole sourced primarily because of our capability to successfully deliver elections, and the way we worked with our clients.

While we delivered successful results using the evoting solution that we had jointly developed with Scytl, the process and the manner, and speed, in which we could get back to our clients on a timely basis was exhausting. We would wait days for changes and simple tasks that we could perform on our Intelivote system in minutes.

While I feel Intelivote undertook the partnering for a valid reason, what Intelivote and our client received in services from Scytl, did not meet any of our expectations.

We currently have no business relationship at all with Scytl. They declared bankruptcy in 2019, which, in hindsight in late 2018, we should have realized given the speed of resource response and some departures from the organization. They have since been acquired by an Irish company, but all but one of their original employees in Canada, are no longer with the company.

Intelivote has continued to update our system and our modules and have continued to deliver elections to our client base. In 2020 we won the Nova Scotia RFP for elections here in our home province, over several other competitors including Scytl, and successfully delivered services to over 650,000 eligible electors in 39 municipalities (41 signed but 2 had all acclamations).

Intelivote's team is intact, and our team and our system delivered elections to over 165 municipalities, unions, associations, and political parties in 2020, and we already have over 25 Ontario municipalities that have signed up for our services in 2022. They know our core strength is our capability to successfully deliver elections, and without another entity to get in our way, we would welcome the opportunity to work with the election officials in Middlesex County again.

# 2. Methodology and Approach

## 2.1 Intelivote's Methodology and Approach to Voting System

Intelivote believes that our successful previous experience with Ontario municipal elections and special election requirements provides us with the unique credentials to be able to expertly address all the necessary portions of an eVoting event. This previous experience coupled with our extensive municipal election experience delivering other Canadian municipal elections has resulted in both a process, and specific software modules, that ensure the key stakeholders in an election are able to complete their required tasks and be kept securely informed on the status of the election and the activities of the electorate.

## 2.2 Project Organization

Managing electronic elections requires organization, project management, technical expertise, and election knowledge and experience. Intelivote in Canada has this level of capability, and it is the preeminent entity that has demonstrated that capability in the Ontario municipal election market.

ISI has both technical and operational project management and has successfully conducted elections using our resources in the prime election delivery roles. Information Technology industry standard processes and tools are used to ensure the delivery of the election and the results.

Intelivote provides support throughout the entire election process and assists officials to ensure smooth operation through all aspects of the event including planning, voter list management, PIN distribution, enumeration, auditing, polling station management and voter support.

### Tasks and Deliverables

The following task and activity list forms the basis for our project plan and describes, at a high level, the deliverables (subject to final project actuals), that need to be managed to ensure a successful election. ISI indicates Intelivote.

| Activity Name | Description of deliverables to be accomplished |
|---|---|
| Kick-off meeting with Election officials. | Approval of project schedule and deliverables. |
| Gather configuration details from the Municipality for event setup for both the Municipal and School Board events. | Initial configuration of election. |
| Work with the Municipality and Doculink on details of the voter letter format. | Approved version of the voter letter format from the Municipality. |
| The Municipality provides system user info to ISI. | ISI generates system user IDs, certificates and temporary passwords for the Municipality election staff. |
| ISI provides Voter Help training for Election staff. | Staff trained on how to use the Voter Help module. |
| ISI provides Enumerator training to designated Election staff. | Designated resources trained on how to use the Enumerator module. |
| The Municipality provides preliminary list of electors to ISI. | Preliminary list of electors received and loaded into the ISI system for testing and field matching. |
| The Municipality completes voter record updates and enumerations. | Updated list of electors loaded into system. |
| ISI forwards Voter letter proofs to the Municipality for review/approval. | Voter letter proof sign-off by the Municipality. |
| ISI provides custom report drafts to the Municipality, as required. | The Municipality reviews/approves custom reports. |
| The Municipality identifies auditor(s). | Firm and/or individual name(s) of auditors provided to ISI. |
| The Municipality processes and finalizes MPAC (or DataFix if used) duplicate and updates. | Elector list updates completed. |
| ISI assists with Candidate Info sessions on eVoting. | Candidates educated on electronic voting. |
| ISI assists with the Municipality media information sessions (if required). | Media educated on the use of electronic voting in the Municipality election. |

| Activity Name | Description of deliverables to be accomplished |
|---|---|
| Candidate close date. | Candidate close date. |
| Candidate withdrawal date. | Candidate withdrawal date. |
| The Municipality provides official list of candidates to ISI. | Official list of candidates received and updated in the system. |
| ISI forwards final letter file to Doculink. | Doculink generates production proofs and forwards to ISI. |
| Doculink runs address accuracy check. | Report indicating the address accuracy is greater than 95% ensuring incentive mail rates can be applied. |
| ISI forwards production proofs to municipality for review/approval. | The Municipality reviews/approves voter letter proofs. |
| Voter letter production underway. | Voter letter production complete. |
| ISI generates web ballots views. | The Municipality reviews/approves web ballot views. |
| ISI completes IVR script recordings, forwards to the Municipality. | Approved IVR recordings from the Municipality. |
| ISI provides Candidate module training. | Candidates understand how to use the Candidate module. |
| ISI provides CEO and Auditor module training. | CEO and Auditor(s) trained on how to use their respective modules. |
| Doculink delivers voter letters to Canada Post. | Canada Post receives voter letter shipment; begins processing. |
| Canada Post processes and delivers voter letters. | Voter letters processed and delivered to eligible electors. |
| The Municipality conducts eVote test | Completed Municipality test results. |
| The Municipality provides elector support; ISI provides support to the HelpLine. | The Municipality eVoting HelpLine available. |
| The Municipality auditors conduct eVoting audit. | Pre-event audit activities completed. |
| eVoting Period. | eVoting Period. |
| ISI generates post-election reports. | The Municipality receives required post-election reports. |

## 2.3 Project Management Approach

Intelivote's engagement protocol with our clients ensures that the key individuals from the municipality working on the election have adequate opportunity to understand their modified roles in an election that uses eVoting.

The activities that will involve the Municipality's specific resources vary throughout the project timeline. Municipality resources would include a Project Manager who would be a full-time resource as well as other assigned election staff who have full time responsibilities with the Municipality. Their involvement with the project will be required certainly in the preliminary stages and as each of their respective tasks are impacted by the eVoting system, their involvement will be required. That involvement should be able to be determined as the details of the project are expanded to include specific tasks and project details and timelines.

The table below identifies the Municipality's resourcing required to address high-level project activities.

| Activity Name | Roll |
|---|---|
| Manage Project – manage municipal resources and interface with the Intelivote PM | CEO / Project Manager. |
| Election Configuration Assistance<br>▪ Details of race titles, district titles, district structure.<br>▪ Polling information. | CEO / Authorized resource with subject knowledge of election requirement. |
| Voter Data Integration. | Database Expertise / Municipalities data knowledge. |
| Voter Letter Management<br>▪ Review of voter letter printing format.<br>▪ Approval of voter letter details. | CEO / Authorized resource with capability to authorize/approve info on voter letter. |
| Identify Custom Reporting requirements<br>▪ Identify requirements.<br>▪ View Draft reports. | CEO / Subject knowledge of election requirement. |
| Provision of election staff info for user set-up<br>▪ Revision Period staff.<br>▪ Remaining staff. | CEO / Authorized person to commit resources to work the election event. |
| Municipality staff training on All Modules<br>▪ Voter Help/Enumerator.<br>▪ Remaining Modules. | CEO, Auditor, Election staff. |
| Voter List Management<br>▪ Voter record updates and enumerations.<br>▪ Removal of duplicates and NCOA updates. | Authorized Election Staff. |
| Information sessions; candidates and media<br>▪ Review of Internet voting screens. | Informed individual to present system/issues to candidates/public. |

| Activity Name | Roll |
|---|---|
| Ballot Coordination<br>▪ Review of Internet voting screens.<br>▪ Review of Telephone voting recordings. | CEO / Authorized resource with capability to authorize/approve info on web ballots and telephone recordings. |
| Municipality Voter HelpLine. | Election staff. |

Intelivote's attention to detail and developed processes translate into alignment with the legislation and by-laws for municipalities ensuring elections and votes result in event compliance, and binding and auditable elections and votes.

Intelivote's understanding of the Municipality's needs as it relates to offering electronic voting and other areas of expertise that Intelivote feels it can offer as added value are because of our extensive involvement with Ontario clients with their elections.

## 2.4 Customer Service Model for Elections

### Voting Citizens

Intelivote's electronic voting solution has been designed for ease of use for the voter and for all individuals involved with the voting process. For voters, there will be educational material on the use of the system included in the Voter Instructions mailed prior to the election dates and assistance will also be available through the Voter HelpLine.

Intelivote can service email inquiries regarding the voting process, but our experience clearly shows that most public inquiries via calls and emails, have to do with elector list management issues and PINs that were not received, and how to get assistance from the municipality. As such, Intelivote recommends that each municipality set up an election email mailbox to encourage voters who have questions to forward them to that address. It will be linked to from the municipal website and never from the voting system.

The integrated solution provides tools to make sure that all eligible voters can gain access to the system. Our toolset allows agents to provide up-to-the-minute information on vote activity to ensure that voters have whatever support they require to fully utilize the system. In addition, system messages are available on both the Internet and phone channels for voters to receive information if voters attempt to connect to the system after the advanced eVoting timeline has expired.

Please refer to Appendix C for a Municipal Election FAQs document that can be customized, edited, and uploaded to each municipal website allowing your eligible electors to review the FAQs and address many of the most common questions regarding the voting process.

## Municipal and Election Workers

Intelivote provides support throughout the entire election process and is online with the client as much as required to ensure an effective delivery. Services including planning, voter list management, PIN distribution, enumeration, auditing, polling station management and voter support are all elements that are covered during the election timeline. Our team of experts work with the election officials to operate the systems according to the rules and requirements of the event. The integrated tool set allows teams to perform standard administrative processes such as on-the-spot enumeration, Elector List updates and category (district or ward) changes. In addition, we ensure constant quality control of the event with pre-event checklists, constant monitoring of event activity and audit assistance as required.

Intelivote offers training sessions for all key election personnel; Election Officials, Returning Officers, Deputy Returning Officers, Auditors, Help Staff, Poll Clerks, Candidates, and Elector List Managers.

Below is a list of all Intelivote modules where training is obtained before module use.

| | |
|---|---|
| Chief Electoral Officer (CEO) | Voter Help |
| Deputy Returning Office (DRO) | Ballot Review |
| Auditor | Candidate |
| Enumerator | |

## Training Approach

Intelivote provides training for all the modules used by the election officials, the Voter Help Line staff, the Auditors, and the candidates and in addition, all the modules have user manuals. Intelivote provides live instructor led online training to suit our client's schedule needs, and training is included with the cost of our services.

Intelivote instructor-led online training (Zoom) is also offered for the modules. This allows for more flexibility for our clients who may not be able to attend some of the training scheduled in their region.

Intelivote provides training guides and help videos can be provided on the municipality's website through Intelivote.

Our experience has shown that help desk assistance offered in the municipality using municipal knowledgeable resources, or temporary employees deployed in the municipality's offices, to staff the help desk is significant. We suggest one (1) trained resource per 7,500 voters that use our simple browser-based application to support the calls for assistance. Based on our experience we can tell you that 10 items and situations will constitute 95% of all the calls and training provided to address them, is completed in 2 hours. This has time and time again proved to be the most cost effective and efficient solution for municipalities, as the call takers usually know the area and the local issues, and occasionally the callers.

### Existing training documentation

As noted in the above section, Intelivote has a full set of training documentation for all the modules offered in the Intelivote suite of modules and these are included in our base service fee.

## 2.5 Disaster Recovery Process

### Data Protection

The Intelivote System has been architected to have the highest level of system availability in today's market. All system components are completely redundant, and each tier utilizes various forms of clustering technology which allow for maximum uptime.

All systems are based on industry leading technology components from Hewlett Packard, Juniper Systems, Cisco Systems and Oracle. From redundant network links, power supplies and fiber optics, to highly available file systems and load balancers, each hardware component is paired or grouped to ensure that hardware failures do not cause downtime.

Intelivote's system operational policies including, client information backup, general network securities in concert with our Bell Canada Intrusion Detection Service, our physical security as required by our certification as a Federal Government of Canada security cleared and participating service supplier, our attention to privacy protection handling information covered by the PIPEDA, our incident response protocols in place to advise government agencies and clients of breaches, and our processes and protocols to track and ensure the legislative compliance for election data destruction, all attest to our concentration on ensuring our client information and our system is securely maintained.

### System Redundancy

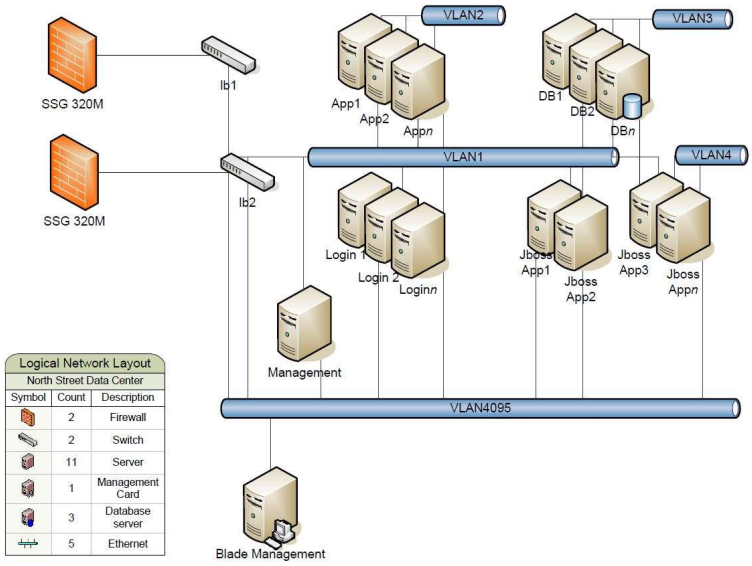
Systems are then clustered, and load balanced to allow for scalability and to provide a higher level of backup capability. If a component fails, the system continues to provide services.

Additionally, a standby system is maintained that can be deployed within the infrastructure to maintain the redundancy even after a failure has occurred.

### System Recovery - Backup

All data within the Intelivote system is stored using Oracle Enterprise Database Technology. Oracle backups allow for recovery up to the last committed transaction prior to a system failure. To facilitate recovery, archive logs are transferred offsite periodically via secure network protocols to a secure storage facility. The system is component fail tested monthly and regular backups occur daily and during prescribed times when elections are running.

The diagram on the right depicts the Intelivote System hosted in the Bell Aliant Data Centre which is fully replicated and allows for the complete switchover to other active services within the configuration if any one of the components has a failure.




Logical Network Layout
North Street Data Center

| Symbol | Count | Description |
|---|---|---|
| | 2 | Firewall |
| | 2 | Switch |
| | 11 | Server |
| | 1 | Management Card |
| | 3 | Database server |
| | 5 | Ethernet |

Multiple servers are load balanced to ensure the flow of transactions are distributed and this allows for traffic bursts in high activity timeframes.

Login access to the system is restricted to the senior systems administrators who along with the network management service monitoring personal from Bell Canada, monitor the health of the system components in real time during the election period.

# 3. Voting System Completeness

## 3.1 Functionality – Common Aspects Requiring Explanation

The following areas are some of the most common aspects of casting a ballot in the evoting system that we are asked to explain, so we have provided them in this section.**Telephone System Process**

The Voter Module is the primary interface to the system experienced by electors authorized to cast their ballots using the eVoting system.

Intelivote has had a phone voting solution that is tightly integrated with our internet voting capability since the inception of our solution in 2003. All the security features and voter session activity monitoring for phone voting has always been a factor in our eVoting events. Other suppliers who are just now introducing phone voting as an add on to their internet voting lack the history and experience Intelivote has gained with our years of actual use of the technology.

## 3.3 Internet System Process

The Intelivote system utilizes standard SSL/TLS technology which when used in conjunction with common web browser technology provides both the user and the voting system with assurance of secure identification and transmission of data. Transaction communication between the voter (client) and the system occurs based on a token authentication protocol that requires a constant validation of the source of the data requested by the system and the client. This protocol ensures the information, and its source is verifiable.

The Voter Module is coded with XHTML transitional document type and conforms to all W3C web standards. Because the system is fully accessible by way of phone and/or the Internet, voters with visual disabilities can vote using the phone, or using screen readers because of W3C compatibility. As each eligible elector selects the method of casting their ballot, and casts it, the system “strikes” them off the elector list. This is done instantly and prevents the holder of voting credentials from voting multiple times. A voter who only votes for one of their eligible races using an eVoting channel, may however, complete their voting activity over a different channel (phone or Internet). This affords a voter maximum flexibility, convenience, and choice.

For each municipality using eVoting, a customized “landing page” that is visited by each voter is setup with information about the dates and times of the election and an option to select their voting language of choice.

Once selected the voter is presented with the details of the election on subsequent pages.

### 3.4 Voter Verification of Vote Selection Prior to Submission

It is important that a voter only ever casts a ballot intentionally; that they cannot accidently cast their ballot. This is accomplished with the Intelivote system with a confirmation requirement that is presented each time prior to any ballot being submitted to the system. During the eVoting process, on any given vote-able ballot the voter is prompted with a Confirmation Message following their initial selection submission.

Online, the Confirmation Message is a separate screen that displays the voter’s selection(s) and provides the voter with the opportunity to either continue to cast their ballot as shown (by clicking the ‘Vote Now’ button) or go back to change their selection(s) (by clicking the ‘Return to Ballot’ button). On the telephone, the Confirmation Message is a prompt that states the voter’s selection(s) and provides instructions (numbered options) to either return to the ballot selection list or proceed to cast the ballot.

### 3.5 Voter Confirmation of Completion

Once a voter has successfully completed their voting session online their status is set to “completed” inside the system, and their credentials will no longer grant access to the system for that PIN to vote. This confirmation is displayed on the system or provided via a voice prompt on the phone is the elector is voting using the phone.

If paper voting or vote-by-mail (VBM) electors who have successfully participated using the online voting option, and who attend a polling location and try to obtain a paper ballot from the election authorities, or try to submit a VBM ballot, will have their voter profile queried on the system and they will be prevented from voting manually as their status will display that they have already cast an electronic vote.

### 3.6 Vote cast logging verification

Log entries are created for each connection to the system which records information about when and how the voter connected to the system and when they cast a ballot in a particular race. The ballot selections are stored separately from this audit trail and are not associated back to the voter in any way. Once a voter has “deposited” their electronic ballot in the ballot box, it cannot be identified or modified. The system does not track how a particular voter has cast their vote only that they have participated.

Voters participating in the election, either by phone, internet or manually by paper, are tracked and updated using a central elector list. In addition, updates to elector list information entered by authorized election officials, (enumerations, deceased electors identified, address/District changes, etc.) are updated and reflected immediately using the real time capabilities of the system, even as voting is taking place.

### 3.7 Customizable for each Group Member and Sorting

A voter’s credentials will only permit them to cast a single ballot for each of the races they are eligible to vote in. The categorization of a voter is based on their record attributes as recorded by the elector roll (Ward/District, etc. on the MPAC file, or updated on the Datafix file). The ISI system uses these attributes to determine which ballot is presented to the authorized voter and the voter must have these attributes to have a race presented to them to vote.

### 3.8 Voting Options Verification and Control Statements

An often-asked question we hear is: How is the vote cast by the eligible elector verified and its inclusion in the vote controlled?

The Auditor Module capabilities of the Intelivote system provide a mechanism that allows the individual fulfilling that role to cast ballots during the entire period of the election and examine the results of the cast ballot. This check ensures that any elector using the same system during the election, can be sure that their ballot is not being impacted as the activities of the auditors are regularly conducting the same process of voting and verifying the encrypted vote is not being modified.

The encryption used during the casting of a ballot by the voter is only part of the security used during the vote casting process. The actual details of the choice made by the voter are obfuscated using hashed values that replaces the actual choice and can only be interpreted by the corresponding session controlled and present in memory of the application server. Using industry accepted and verifiable encryption and hashed values ensures modification cannot be accomplished.

We are often asked: How does the system verify that the option (method) used by the voter (phone or Internet) can control attempts by someone at the same time, or later, to use the same credentials and vote a second time?

The system prevents a particular PIN from voting more than once by disabling the capability (setting a status flag) on the PIN record after they have voted all the races that that PIN was eligible to vote in. This prevents a PIN from being used by a voter more than once. The PIN is also locked when it is first input by a voter, either using an Internet session of a phone session, so the PIN cannot be successfully voted at the same time using different methods.

Each cast ballot has a vote receipt associated with that ballot entry in the vote cast table in the database. This action is only completed when a ballot has been successfully logged and recorded in the system. If during the voting process the transaction is not successfully completed there will not be a corresponding entry made with the vote receipt. As a ballot entry is successfully made, a vote receipt is issued, and the voter is notified "Your ballot has been successfully recorded" signalling to them the transaction completed successfully and their vote and the corresponding ballot/receipt will equal.

### 3.9 Under Voting ability and Confirmation for voters

Voters who under-vote a ballot are presented with an alert that tells them they have not selected the maximum number of options and describes the process for them to follow to either confirm that this was their intent, or to return to the ballot and select additional options.

If the voter desires to under-vote a ballot, they can do so as a process allowed by the system.

Spoiled and/or rejected ballot vote activity can be addressed allowing or disallowing for this activity. This is usually decided and setup when the voting and ballot rules are decided upon by the election authorities in advance of the election, and in concert with legislative requirements. It is important to note that the system prevents over-voting.

### 3.10 Voter Record Compliance

Ensuring that the information associated with each eligible elector is being properly managed, including updating information like name changes, or addresses, or changes in the ward or district someone is associated with, is done through the various modules (Voter Help or Enumerator) in the Intelivote system. For those municipalities that use DataFix, any changes made during the revision period in DataFix will be uploaded to the Intelivote system, ensuring the most current data is available.

During the election any changes to any aspect of a voter profile, (deceased, address, or name change, etc.) is being logged in the system and once the election is over, the data is uploaded to DataFix ensuring that all the information that might have been impacted during the election, is successfully electronically updated by linking the Intelivote and DataFix systems and securely updating the DataFix version of the data to keep it current for future use.

### 3.11 Help System and Voter Support

One of the most effective tools in the Intelivote suite of products is the Voter Help Module. Voters with questions, or issues associated with the election need to be assisted in a complete and secure manner. When coupled with established protocols developed by the electoral authorities, voters who have questions or concerns can have their information and election needs addressed through the extensive support system provided by Intelivote.

Intelivote's Voter Help Module offers a full range of

services and query functions that assist authorized help line agents aid voters, prior to, and during events. Offering a full range of search criteria to locate voters on the official list of electors, election staff can determine the status of any voter and their PIN and address a wide array of voter questions. Support activities performed by agents can include:

- Managing voter profiles to correct list errors including assigning voters to the correct Ward/District.
- Determine if a particular voter has voted or not, searching either by name or PIN.
- Using pre-approved protocols, assist voters who have lost or misplaced their PIN and replace them if warranted.
- View a history of voter calls and actions performed by the Help Line staff.
- Provide callers with information about the election based on their particular district or ward.
- Locate polling locations based on the voter's residence information if paper voting is also being offered, or if poll voting at a location is offering eVoting.

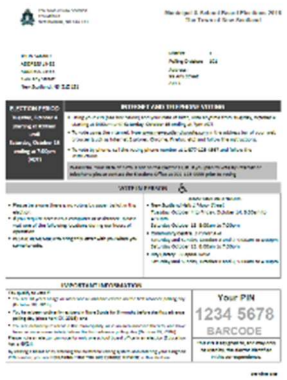
### 3.12 Voter List Updating and Change Logging

As noted previously, the eVoting system's modules provide a secure means for the election officials to maintain an accurate and current list of eligible electors. They are available both prior to and during an Election and are used to add a new elector to the system, or to update a current elector's information. They manage voter profiles to correct list errors including assigning voters to the correct Ward or District. All additions and changes made via the modules are returned to the election officials after the Election to help ensure an accurate, up-to-date Official List.

### 3.13 Exporting of Voter List

The eVoting system has the ability to import elector information from clients' eligible Elector Lists (MPAC) and DataFix's MVV, and export updated voter information.

### 3.14 Exporting Voter Data




As noted earlier, Intelivote has for over ten years partnered with DataFix and Doculink for both the list management and printing of voter information. Any changes made during the election to the elector list information is automatically uploaded to DataFix to maintain its currency. Voter data that is used to create the Voter Instruction Letter for each eligible elector is uploaded to Doculink and the letters are printed during a production schedule managed and coordinated by Intelivote ensuring the Voter Instruction Letters arrive on the scheduled date at the elector's address.

This integrated process and relationship has been in place and has been used successfully for over ten years with these partners generating both elector lists and Voter Instruction Letters for more than 3 million voters. It works well and Intelivote manages the entire process for our clients.

### 3.15 International Access for Out of Province eligible Voters

Voters looking to connect to the eVoting system by phone can call the toll free 800 number from anywhere in continental North America during the voting period. Voters choosing to use the Internet to cast their ballot can connect from any web enabled device from anywhere in the world and cast their ballot. Demographics on the location of voters who participated in the election from different locations around the world is collected by the system and included in post elections reports as well.

## 4. Personal Identification Number (PIN) Creation, Distribution and Security

### 4.1 Upload Requirements of Voter Data

ISI has developed extensive knowledge of the formatting requirements of the MPAC information. The management of the information and the upload and cleansing required will be managed by ISI in coordination with our partner DataFix. As is our experience with previous events, the DataFix process can add assurance that the data elements of the file and the identification of duplicate information can be prepared for examination and treatment by the municipality's staff.

The following section describes the treatment and processes that Intelivote has directed DataFix to perform on the elector list file. This process deals with Address Accuracy/Standardization.

### 4.2 Elector List Management and Address Correction

To ensure the highest possible validation/correction rate and to minimize the potential for invalid corrections, DataFix will use a series of processes in conjunction with multiple address accuracy software packages to process the elector file. Addresses will be corrected and reformatted according to Canada Post standards. The process includes, but is not limited to fixing misspellings, stripping out unnecessary punctuation marks, and verifying the city, province, and postal code.

Address Validation - This function checks addresses against the Canada Post Postal Code Database to verify whether the street or delivery address, postal code, and city meets Canada Post standards.

Address Correction - This function will correct invalid address information and return corrected addresses wherever possible.

The corrected addressing information can either be appended or overwritten.

A series of status flags will be populated on the output file to indicate the address validation and correction results. These flags will include the correction status (valid/corrected/invalid and non-correctable). For invalid/non-correctable addresses, codes will be provided to indicate the possible reason for non-correction/error.

At the end of this process, an Accuracy Statement will be generated.

### 4.3 Distribution Method of PIN to Voters

Each eligible elector on the DataFix file (MPAC) that will have been uploaded onto the secure Intelivote system will be mailed a Voter Instruction Letter containing a Voter ID PIN and instructions on how to vote. As noted earlier, our printing services partner Doculink will be providing the Voter Instruction Letters to all eligible electors identified on the list of eligible electors stored on the Intelivote system. The Intelivote team link to the Doculink system and upload the list of electors and their PINs and coordinate with Doculink the printing and proofing of the Voter Letters. Once client approval of the proofs is obtained the entire production run of the letters is scheduled and executed by Doculink.

Regular communications will be scheduled during implementation and production of the printed voting kits. This will include planning meetings, regular production review meetings as well as formal Business Review meetings conducted by Intelivote, DataFix's and Doculink's Project Management teams. These touch points are all designed to ensure that Intelivote, DataFix and Doculink have a continuous understanding of the requirements of the Group. In addition to those regularly scheduled meetings, the Project Management teams will be in continual communication as required with the municipality's team to ensure that day to day tasks are understood and addressed, as well as any special or contingency situations that might arise are communicated, understood, and dealt with immediately.

### 4.4 PIN Printing Security and Destruction of Data

As part of the Intelivote project/election management framework we have developed processes around the development, secure printing, and distribution of the Voter Information Letters.

The confidentiality of our client's data is of paramount importance to all three of the suppliers in the proposal; Intelivote, DataFix and Doculink. As companies that specialize in applications that use client data as a prime resource, the security arrangements that we have put in place to ensure confidentiality are vital not only to our clients but to our core business model. Any breach of data confidentiality in any of our processes would be unacceptable, and as a result, the partners have put into place an exceedingly rigid set of controls to ensure the security of all data that is supplied to us.

As a result of Intelivote's current contract with the Federal Government's Canadian Industrial Relation Board as the service provider for all their electronic voting, Intelivote has the required Federal Government of Canada corporate security clearance status, and all our staff have Federal Government of Canada security clearances.

In relation to the printing process, Doculink is a federal government Level II Secret facility. To meet this very stringent standard, a high degree of physical and logical security must be in place. Access to the building is strictly controlled with magnetic cards for all employees, security cameras and intrusion alarms are in place. All employees are security cleared by the RCMP. From a logical perspective, there are very tight protocols in place to prevent external intrusions, and the networks that contain data cannot be accessed from outside the production areas. In addition, only those employees who are

required to work with data can access those systems. Doculink undergoes a CICA 5025 audit for one of their major clients on an annual basis which checks and verifies that all their security policies and practices meet the most stringent requirements of the marketplace.

The integrity and protection of their client's data is the highest priority of each of the partners participating in this proposal and we all have policies and procedures that will ensure the absolute protection of all the municipality's data.

Intelivote ensures that the municipality's sensitive information that may have been partially damaged during a Doculink print process and deemed unusable, or that was printed and did not meet the production standards of Doculink, is securely destroyed.

Intelivote has mandated Doculink utilizes on site document destruction service provided by their secure shredding service who uses proprietary cross-cut technology to follow strict protocols that ensure confidential information stays confidential. Ultra-secure systems protect the privacy of clients, and employees must stay fully compliant with privacy laws. Destruction of paper, both spoiled and test documents, are scheduled for each print run and testing activities. Intelivote places significant emphasis on effective and timely communication, and this emphasis will ensure that the municipality's engagement with Intelivote, and our partners DataFix and Doculink, is exceptionally successful.

### 4.5 PIN Updating/Deleting and Enumerate Voter for New PIN Creation

Voters participating in the election, either by phone, internet or manually by paper (if offered), are tracked and updated using a central elector list. In addition, updates to elector list information entered by authorized election officials, (enumerations, deceased voters identified, address/district changes, etc.) are updated and reflected immediately using the real time capabilities of the system, even as voting is taking place.

Intelivote's easy, step-by-step process allows authorized election staff to verify an elector's information and eligibility to vote. First, the system will check to see if the elector's name already appears on the elector list. If the elector's name is found, the enumerator can update their information if required. If the name is not found, the enumerator can enter key information about the elector to create the voter record which will establish them as an eligible elector in the Election. Once the elector is added to the list, they will be assigned voter credentials (PIN), which relates to the ward or district in which they are eligible to vote (if applicable). Upon completion of the enumeration, the enumerator can print a voter instruction letter personalized to that elector, providing them with their PIN and instructions on how to complete their voting activity. Client specific enumeration forms can also be designed for use within this module and currently this includes the EL15 form.

### 4.6 Secure Personal Identification System, Verification, and Configurability

ISI has a secure process for creating, assigning, delivering, and securing voter credentials including their PINs. ISI tracks all issued and non-issued PINs and has established processes and system functions that ensure the proper allocation of all voter credentials.

All the information that emanates from the voter session is sent in an encrypted format to the eVoting system and session tokens generated by the session subsystem of the application only allow packets of data that can be authenticated to the system sending them to be accepted.

Electronic interception and replacement of the data would fail in the session subsystem and be discarded as non-validated data.

### 4.7 Voter Information Verification to PIN

For any PIN to be successfully used in an election, a secondary credential, typically a date of birth, would have to be used to authenticate the voter to the PIN. This ensures that a Voter Instruction Letter that is lost and subsequently found by another person cannot be voted without knowing the secondary credential (the date of birth).

If a Voter Instruction Letter becomes lost, or is stolen, and the owner alerts the election authorities through the Help Desk, the impacted PIN can be disabled and replaced if the PIN has not yet voted. When inquired upon, if the lost PIN shows it has voted, a protocol would have been established for this scenario, and the voter may, or may not, be offered a replacement PIN depending on the circumstances and the decision of the election authorities. Under Ontario's Municipal Election Act, the ballot in the ballot box associated with that PIN cannot be removed as the ballot box must remain sealed.

### 4.8 PIN System Anonymous Voting

The Intelivote system protects the information, and hence the privacy of all transactions sent through the encrypted transmission of the voter ballot information. The system creates a ballot receipt that is used by the system to protect the anonymity of the voter (i.e., the ballot is not associated with a PIN) and controls role/task level access to system modules for election officials and system administrators who support and audit the integrity of each elector's ballot during the process. The system records each ballot entry randomly inserted into the database with the vote receipt that is recorded in another associated table that ensures the cast and received ballot count will always equal.

### 4.9 PIN Status Tracking and Disabling

Any person who asks that they or another elector be marked for deletion can have the request actioned by the election officials using the Voter Help module. The profile of the voter is searched and displayed, and the status of their PIN is first examined to determine if it has been voted. If not, the electors can be marked for deletion, the status updated, and the PIN assigned to them is disabled.

Any electors who have requested to be removed can be easily accommodated using the Voter Help module. The profile of the elector is searched and displayed, and the status of their PIN is first examined to determine if it has been voted. If not, the electors can be marked for deletion and the PIN assigned to them is disabled.

PINs that are created for the election will only be activated once a valid voter has been assigned to the PIN. The races and District/Ward information associated with that PIN ensures that the PIN can only vote in those assigned races. If a PIN has not been assigned to an elector, the status of the PIN (Unassigned) precludes it from being used in

the election. If a PIN has been identified as lost, stolen, or not received by an elector the PIN is disabled and assigned a status of Rogue.

# 5. Access and Technology Flexibility

## 5.1 Internet Voting Technology Requirements and Limitations

### Internet requirements

Virtually any web enabled device with a recent version browser can access the Intelivote eVoting system and successfully cast a ballot. This includes a wide array of PCs, laptops, tablets, smartphones, gaming systems and other devices. As an example, the chart below shows the number and type of devices that recently were used in the Halifax Municipal Election conducted by Intelivote in October 2020.

| Device | Operating System | Voter Sessions | % |
|---|---|---|---|
| Computer | Linux | 1,565 | 70.1% |
| | Macintosh | 19,626 | |
| | Windows 7 | 3,550 | |
| | Windows 8 | 1,411 | |
| | Windows 10 | 36,557 | |
| | Windows XP | 86 | |
| | Windows Vista | 123 | |
| Smart Device | Android | 9,304 | 29.9% |
| | iPhone | 11,756 | |
| | iPad | 5,729 | |
| Other | Blackberry | 3 | |
| | iPad Touch / iPod | 16 | |
| | SmartTV | 3 | |
| Total | | 89,729 | |

The Intelivote system supports most common browsers up to their most recent versions, including both Opera and Tor browsers. Mobile devices, tablets, smart TVs, and gaming stations are also supported.

The Voter Module is very robust and browsers and versions that are supported include: IE- 9.0 and higher, and recent versions of Mozilla, Firefox, Safari, Netscape, and Chrome.

### Language Options

Currently French and English are the default languages supported. Other languages can be set up but require considerable prior notice and configuration. It should be noted that previous discussions with other Ontario municipal clerks regarding offering additional languages on the ballot have resulted in their decision to only support Canada's two official languages. The issue seems to be twofold. Which languages get to be put on the ballot as an option without receiving negative feedback from other segments of the eligible voting population for not supporting all languages (within reason), and the absence of legislation requiring, or supporting, the use of additional languages other than

French (for school board) or English within the MEA. It should be noted that some municipalities provide voter information brochures and support documentation in a variety of languages, but voting is only conducted in the official languages.

Through the Voter Module the voter has the option of selecting their language of choice upon entering the system; for each municipality using eVoting, a customized “landing page” that is visited by each voter is set up with information about the dates and times of the election and an option to select their voting language of choice.

## 5.2 Telephone voting system requirements

### Options for repeating scripts

The Intelivote system’s telephone voting (IVR) feature has been successfully used in hundreds of elections and is completely customizable to each municipality. The call flow is setup to ensure that if a voter delays for a pre-set period in entering their required information of selection, (varies depending on where in the call flow they pause), the system will automatically repeat the pending prompt. Additionally, the system offers the option to repeat the instruction, or the list of candidates to a voter, ensuring the correct information is always available.

### Language Options

Currently French and English are the default languages supported. Other languages can be set up but require considerable prior notice and configuration. It should be noted that previous discussions with other Ontario municipal clerks regarding offering additional languages on the ballot have resulted in their decision to only support Canada’s two official languages. The issue seems to be twofold. Which languages get to be put on the ballot as an option without receiving negative feedback from other segments of the eligible voting population for not supporting all languages (within reason), and the absence of legislation requiring, or supporting, the use of additional languages other than French (for school board) or English within the MEA. It should be noted that some municipalities provide voter information brochures and support documentation in a variety of languages, but voting is only conducted in the official languages.

A language-specific eVoting telephone number is assigned to the municipality and the voter has the option of choosing their language of choice by dialing the corresponding eVoting phone number.

# 6. Security

## 6.1 Security Features to Prevent Automated Systems from Voting

The eVoting System provides a “Human Interface Challenge” ie. the system thwarts automated entry into the voting system’s internet voting features by implementing a CAPTCHA challenge (Completely Automated Public Turing test to tell Computers and Humans Apart) whenever a connection is made to the voting system. This is a common technique that allows humans to decipher the image/characters and gain access, but not robotic attempts by computers.

## 6.2 Voting Session Interruption and Completion

The Intelivote system is unique in that a voter who is interrupted in the voting process after completing some of the races they are eligible to vote, for example voted for the mayor, but disconnect prior to voting for the councillor race, can reconnect to the system and they will be restarted at the point of their next available race, the councillor in our example. This is important because their mayor ballot will have been successfully included in the ballot count once it was successfully voted, and before the vote was interrupted.

This feature is critical as there are always voters who may not want to vote the School Board ballot. If they are using the phone voting feature of any of our competitors, if the voter selects their choice for Mayor and Councillor and then listens to the School Board race and decides they do not want to vote in it, and hangs up, their vote for Mayor and Councillor will not be counted in the election, and they will not be aware of this situation. This problem does not exist in the Intelivote system. Each race is a separate ballot deposited into the electronic ballot box after the voter votes it, and if they decide to hang up or exit the system while voting using the Internet; their already completed vote is preserved and counted in the election.

If a voter enters their voter credentials again after successfully completing their voting, the system presents them with voter receipt information confirming that their previous voting session resulted in their ballots being successfully recorded by the system.

## 6.3 Public Technology Use Privacy

The Voter Module allows electors to vote from one single computer or phone number (i.e., public computer at a library or a home phone available to many individuals). No data is cached on the computer so subsequent users of a particular system cannot deduce how a previous user marked their ballot and using the “back” button a browser session already connected does not render the previous page.

Additionally, there are no restrictions on groups of people using the same devices (or IP addresses), in fact often events show that many people who occupy the same building or complex have the same outward facing IP address, and internally they are sub-netted on the network. While the Intelivote system does monitor the number of connections originating from a unique IP address or phone number, care should always be exercised

to ensure preventing connections to the system does not result in allegations that the election was somehow contravened.

Operating a location that voters can visit during the election period addresses some of the concerns both the public and candidates often express about electronic voting.

This operation creates a location that voters can visit to enjoy the social aspect of casting a ballot, and it provides a location that those who are not comfortable using PCs can come to vote if they want to vote on the internet and are looking for assistance. This solution is often used by municipalities who stations election staff at common locations where they host support centres for voters who need/want assistance.

### 6.4 Session Time Out Periods

The Intelivote system has prescribed session time out periods that actuate when no activity has occurred for the prescribed time frame. This timeout is customizable by municipality, and typically is set to 5 minutes per race, when voting using the Internet.

Phone voting timeouts are set so that the voter has to respond to the prompts within 5 seconds and if not, then the prompt is repeated allowing more time, and this is offered 3 times before the system assumes the voter is no longer listening or actually planning on inputting something for the session. Once the system hangs up, the voter could simply reconnect to the system to continue their voting session if they planned on continuing to participate in the voting process.

In terms of when a vote can connect to the system to vote, the available voting period is defined during the configuration of the election and once initiated runs from the scheduled start date and time, until the closing date and time is reached.

Voting activity that has started prior to the official closing of the event can be completed even if the voter is in the process of voting when the election status is set to “Closed”. Voters in the system can finish their voting until the system is set to “Final” at which point all voting would have been completed and no further activity from voters could occur.

### 6.5 Fraud and Illegal Manipulation Prevention

Ensuring a successful election involves a partnership between the Municipality’s election officials and the eVoting system provider. However, there are obviously other stakeholders in the election. These include the voters, the candidates, the auditor, the Help Desk personnel and often the media. Each of these stakeholders have a role to play in the success of the election when electronic voting is involved, and they don’t always consider a change to an election process to be a positive thing.

This can create situations where protocols and procedures must be well developed and enforced, to ensure the success of the event, and Intelivote includes this type of consulting in its delivery of its eVoting service.

All the accredited users that will have access to the administrative features of the Intelivote system will be secured with digital certificates, secure IDs and passwords. Random access by non-accredited actors can be mitigated with this level of security and it ensures if both the education of the participants and access to locations where election

information is available are maintained, control of many of the aspects of the election are confirmed.

The distribution of Voter Instruction Letters is often seen as a function of the eVoting process that can result in illegitimate individuals getting access to the system and casting a ballot, disenfranchising the intended recipient of the letter. As noted earlier, secondary credentials (date of birth) are often used to strengthen the requirement to access the system mitigating this fraudulent aspect of the process.

The system itself enforces a level of cryptology that ensures cast ballots cannot be intercepted and modified, alleviating a concern that is sometimes raised with individuals who would suggest vote-by-mail or paper ballots are a safer option.

An important element of a successful eVote is the information and understanding that both the candidates and the media should get regarding the conducting of an eVote event. Intelivote provides candidate training and media sessions to ensure these groups understand how the vote process works and the limits on what someone can and cannot do during the voting process.

A combination of good Information Technology security practices protecting the system, and securing access by accredited individuals, and processes, procedures, protocols, and education are all required to ensure an eVoting event is conducted successfully. Intelivote has all these requirements in the form of documentation, training, and experience and brings these to each event we conduct for our clients.

### 6.6 Validation Process of Election Data after Retention Period

As required by the *Municipal Elections Act of Ontario,* under section 88.1 *Election Record 120-Day Retention Period,* election ballots are to be destroyed after 120 days following the results having been declared, by order of the clerk and in the presence of two witnesses. This activity is to be performed unless there is a court order that they be retained, or a recount has been commenced and not finally disposed of. In an electronic election this information is held in our system until we are directed to destroy it by the election authority. Following the deletion of information, Intelivote provides written documentation attesting to the fact that the ballot information has been destroyed and that activity has been observed by the required number of witnesses.

Similarly, Intelivote works with Doculink to ensure any copies of the data provided to them by Intelivote (for Voter Letter printing) have been destroyed once they have completed their printing process.

# 7. AODA Compliance

## 7.1 Voting System Compliance with AODA Requirements

Intelivote is committed to supporting electors with disabilities and ensuring their voting experience is enhanced if using their assistive devices while connected to our system. Advancements in web technology and software that facilitates the use of devices and adaptive devices enables electors, who previously had to go to a polling location and get assistance to cast a ballot, a thing of the past.

The Intelivote system has been successfully used by disabled individuals in events across Canada. The Voter Module is coded with XHTML transitional document type and conforms to all W3C web standards. Because the system is fully accessible by the internet, voters with visual disabilities can vote using screen readers because of W3C compatibility. It has been our experience that many disabled voters, irrespective of their disability, have assistive devices in their homes or offices that allow them to use a web enabled device (PC, laptop, smart phone, gaming system etc.), thereby affording them the opportunity to vote online using tools and devices they are comfortable with. The Intelivote system has been reviewed against WCAG-2 accessibility requirements and adhere to those standards at AA level.

In addition to Internet based voting, the addition of phone voting addresses a significant number of disabilities. Voters who have accessibility devices included in their homes, that allow them to use the phone include many people with limited mobility or blindness as a disability. Offering phone service significantly broadens the number of disabled voters able to interact with the system at no additional cost using the Intelivote solution.

The kiosk mode that PCs can be set up with when using the Intelivote system also enables a broad use of touch screen tools, or regular PCs with touch screen, as input for all the PINs and pass codes for voters can be input with a visible keypad onscreen.

The size of the text is easily increased or decreased and there exists several USB connectable accessibility devices (sip and puff, touch pads, headsets, etc.) that can be cost effectively attached to regular PCs and phones that can be setup to allow disabled voters to cast their ballots.

## 7.2 Reporting compliance with AODA

The Intelivote system produces a series of standard reports available during the election period on an ad-hoc basis, and reports which include election results after the election period is officially over and the system is closed to voter activity.

The types of reports available enable stakeholders in the election (auditors, election officials, etc.) to monitor and chronicle election activities that demonstrate the continued successful operation of the system and the actions of voters. It is important to note that election results are not available until after the official election period is concluded and

individual voter selections are never viewable.

The type of information available to authorized officials includes participation reports by category (ward or district), PIN activity by channel (phone, Internet and paper), PIN summary reports that track unsuccessful and successful connections to the system, “Struck-off” lists, PIN status reports that track disabled, rogue, lost PINs, etc. The reports are available to be printed, saved as PDF’s, or exported to CSV formats.

In addition to standard reports already incorporated into the system, clients often request custom reports and as this capability exists within the system these requests can easily be accommodated.

**Voter List**

Intelivote’s online based CEO module has the capability to generate a report of the municipality’s Elector List on-demand and in real-time to reflect the most accurate up-to-date information. These reports can be produced in a printable PDF format or exported to an Excel file (CSV) to allow the user flexibility in organizing or filtering the data.

The system’s PDF reports (including the Voter List) will be generated using the user’s default Adobe PDF program which offers a full range of accessibility options including the control of text size and colour, and print options to review on paper.

The system’s exportable reports (including the Voter List) will be produced using Microsoft Excel which also offers a full range of accessibility options such as the zoom view control and print options to review on paper.

**Vote Record**

The status of a voter’s connection to the system (vote record) is recorded in the system logs of the Intelivote system and is available to the election officials during the voting period, and after the election has concluded. It is preserved until the election authorities request that the information be removed.

The logs provide connection information and the status of the PIN assigned to the voter as well as any information that may have changed during the election period, including such information as name changes, address updates etc. It is important to note that the Vote Record associated with a voter does not provide any information about the candidate a voter may have voted for.

**Vote Results Detailed**

Both the Intelivote CEO and Auditor modules offer Vote Count reports in various formats. Detailed Vote Count Results define the electorate categorization (such as District and Ward, or School Support) and display the full race breakdown results by category.

The Detailed Vote Count Results report can be generated using the user’s default Adobe PDF program which offers a full range of accessibility options including the control of text size and colour, and print options to review on paper. The exportable version of this report

can be produced using Microsoft Excel which also offers a full range of accessibility options such as the zoom view control and print options to review on paper.

**Vote Results Simple**

Both the Intelivote CEO and Auditor modules offer Vote Count Reports in various formats. Simple Vote Count Results summarizes all ballot vote counts at a high level.

The Simple Vote Count Results report can be generated using the user's default Adobe PDF program which offers a full range of accessibility options including the control of text size and colour, and print options to review on paper. The exportable version of this report can be produced using Microsoft Excel which also offers a full range of accessibility options such as the zoom view control and print options to review on paper.

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| Vote Count - Summary | Votes |
|---|---|
| Event: **Town of Ontarioville Municipal Election - 2018** | |
| Race: **Mayor** | |
| Gary DENNISON | 12 |
| George HENDERSON | 7 |
| Betty JOHNSON | 6 |
| Jan WYSEMAN | 11 |
| Spoiled | 3 |
| Total | 39 |
| Race: **Councilors** | |
| Susan FERGUSON | 13 |
| Marc LEDUC | 18 |
| Yvonne SMITH | 19 |
| James WARNER | 21 |
| Doris WEAVER | 10 |
| Cameron YOUNG | 13 |
| Spoiled | 5 |
| Total | 99 |
| Race: **Public School Board Members** | |
| Michael CHURCH | 7 |
| Alice CRANSTON | 7 |
| Linda WEBSTER | 11 |

**Re-tally as required by the Act**

The Ontario Municipal Elections Act requires that a re-tally (recount) of vote counts occur in the same manner that the original vote count was conducted. With the Intelivote system the election officials and the auditor, simply request the report from their screen menu and the re-tally occurs automatically by the system.

**Vote Method Utilized**

A variety of methods exist within the system to count ballots cast by electors, with the most common being the first-past-the-post (plurality), and the at-large multi-select, where a voter is required to select a defined number of candidates from a list of many.

Ranked balloting, while an option for the first time in the 2018 election, has not been selected by very many (if any at all) currently in the province and as a result of current legislation changes, is not allowed in municipal elections.

**Other Reporting Options**

The auditor and election officials will have access to real-time screen displays and reports, where they can track PIN activity and voter participation for the election for which

they are authorized. Voter participation and PIN statistics can be displayed by category (e.g.: Ward/District) with an overview of PINs loaded, PINs voted, PINs disabled and manual votes. PIN statistic totals for each race can also be displayed. Other reports include PIN attempts, post-election PIN activity, vote activity and a summary or detailed report on vote counts once the election has completed.

**Voter Demographics**

The information collected by the Intelivote system during the election forms the basis for a further range of valuable demographic information about the election which might otherwise not be available to election officials.

Information on the age of participating voters, grouped into strategic categories, can provide insight to election trends and activity, the types of devices used to cast a ballot, (PC, laptop, smartphones, gaming systems, etc.) providing a glimpse into the technology trends that can be exploited for outreach programs for the municipality, and time-of-day voting which can often correlate to marketing activity the municipality undertook or news coverage of the election and the subsequent actions taken by the voter. All these reports are included in the post-election reports provided by Intelivote.

**Geographical**

Understanding from where voters initiated their connection to the voting system is also provided and both internet IP addresses are collected and grouped, and phone number (ANI) calling information is used to determine the location that voting originated for voters who used the phone. This information allows for additional benefits that may include understanding participation from non-resident voters, or vacation or travelling voters who called from outside of the municipality; typically, a testament to the convenience of offering eVoting.

# 8. Auditing Functionality

The Intelivote system has a valuable auditing tool that allows independent individuals acting as Auditors of the election, to undertake audit testing of the system using the Auditor module as well as other process and procedures they have initiated. The module is fully described, and screen shots are provided in Appendix D.

Our Auditors have varied from experienced provincial chief election officials, forensic accountants (PWC, E&Y, Grant Thornton), numerous IT companies and IT security companies, law firms with IT forensic practices, and previous clients who know the system well and have been asked by other clients to assist with their event.

## 8.1 System Audit Logs

A system audit log exists that chronicles all system and user activity.

Detailed logs are created for all voter sessions that are connected to the system. These logs are used by the help desk agents to assist voters who might have questions regarding their voting activity, and by the auditor or election officials who may want to investigate the actions performed by any voter.

All system administration activity is also logged providing important system performance and monitoring information, as well as the activities of the Intelivote personnel who were managing the system during the event.

## 8.2 Auditor Vote Casting and Controls

Intelivote is the only supplier that has developed this unique Auditor Module to allow the election officials to have the assurance, that as the election is progressing over the timeline of the election, votes are being properly recorded by the system. See the details in Appendix D for a full description and screen images of the module.

# 9. Municipalities Duties and Responsibilities

## 9.1 Outline of Requirements and Tasks Required by Municipality

Intelivote's engagement protocol with our clients ensures that the key individuals from the municipality working on the election have adequate opportunity to understand their modified roles in an election that uses eVoting. Section 2 – Methodology and Approach of this document provided a perspective on how Intelivote delivers its activities in concert with its clients, and our detailed project plan and checklists in Appendix B further detail the tasks and timelines.

The activities that will involve the Municipality's specific resources vary throughout the project timeline. Municipality resources would include a Project Manager who would be a full-time resource as well as other assigned election staff who have full time responsibilities with the Municipality. Their involvement with the project will be required certainly in the preliminary stages and as each of their respective tasks are impacted by the eVoting system, their involvement will be required. That involvement should be able

to be determined as the details of the project are expanded to include specific tasks and project details and timelines provided in our other documents mentioned above.

The table below identifies the Municipality's resourcing required to address high-level project activities. The estimated days of effort will be finalized at the time the size and details of the event has been determined. In this table, the higher estimated numbers relate to a municipality that has not used eVoting services for an election previously.

Regardless of the type of event, these event activities, related effort and scheduled start and finish dates will be inserted into a MS Project plan once an event is confirmed by the municipality.

| Activity Name | Roll/Skill | Effort in Days |
|---|---|---|
| Manage Project | Project Manager | 45 - 75 |
| Election Configuration Assistance<br>▪ Details of race titles, district titles, district structure<br>▪ Polling information | Subject knowledge of election requirement / CEO | 3 - 5 |
| Voter Data Integration | DataFix data knowledge | 5 - 10 |
| Voter Letter Management<br>▪ Review of voter letter printing format<br>▪ Approval of voter letter details | Authorized resource with capability to authorize/approve info on voter letter | 3 - 5 |
| Identify Custom Reporting requirements<br>▪ Identify requirements.<br>▪ View Draft reports. | Subject knowledge of election requirement / CEO | 2 - 3 |
| Provision of election staff info for user set-up<br>▪ Revision Period staff<br>▪ Remaining staff | Authorized person to commit resources to work election | 1 - 2 |
| Municipality staff training on All Modules<br>▪ Voter Help/Enumerator<br>▪ Remaining Modules | CEO, Auditor, Election staff | .5 x number of staff |
| Voter List Management<br>▪ Voter record updates and enumerations<br>▪ Removal of duplicates and updates | Authorized Election Staff | 5 - 20 x number of staff |
| Information sessions candidates and media<br>▪ Review of Internet voting screens | Informed individual to present system/issues to candidates/public | 1 - 3 |
| Ballot Coordination<br>▪ Review of Internet voting screens<br>▪ Review of Telephone voting recordings | Authorized resource with capability to authorize/approve info on web ballots and telephone recordings. | 1 - 2 |
| Municipality Voter HelpLine | Election staff | 10 - 12 x number staff |

## 9.2 Support

Intelivote's client and technical support capabilities is the cornerstone of our success as an electronic voting service provider. Our ability to deliver numerous elections at the same time all with the precision and security required fulfilling the voter's needs and the election officials mandate for an accessible and auditable election is the basis of our delivery and support structure.

A project manager is assigned to each client event and that project manager is responsible to complete the project plan, complete with timelines and resources identified for the event, documenting these requirements and personnel.

In addition, project task lists and check lists form the basis for a regimented documentation of the details that are so important in the setup and configuration of the client's election needs and their inclusion in the election system.

Supporting the project manager are a team of eVoting consultants and technical resources who ensure the configuration and loading of the clients' electors list information, and PIN assignment, are completed using the secured processes prescribed.

Once configured and operational in the test mode, the client and the auditor are trained and can view the balloting process and the ballot faces and hear the audio for the phone voting. Once approved and put in a Loaded Mode, the election is ready for use and the support team assist when and if they are required.

Each client has a primary support project manager and a backup, who in turn has a technical support team monitoring the election as it progresses. Technical support is available 24x7 and network surveillance on the traffic to the system is monitored 24x7 as well by Bell Canada's Network Operations centre, located in the same building in Halifax that hosts the eVoting system.

During the election timelines, clients are visited by the Intelivote teams that are in province, and who can assist or administer any issues or questions that might arise during the election timeline.

Election project managers are available and on call 24 x 7 during the election (via cell if required), and the senior management team are available as well as they have detailed knowledge of both the system operational capabilities and the planning and delivery efforts that occurs when any event is conducted.

With hundreds of successful events conducted, the strength of the processes and the hands-on support supplied by the eVoting consultants and the technical team at Intelivote, it is no wonder our level of customer satisfaction concerning our support is one of the most often referenced benefits of using Intelivote's services.

## APPENDIX A – 2022 Services Price List

The table below describes the evoting rate if each municipality were to proceed on their own without the benefit of a county-wide aggregation of the total number of electors, (Evote Single Rate).

Working as a group, Intelivote is pleased to offer an aggregated evote service rate that provides the municipalities with an average evote savings of 29%.

| # | Municipality | 2018 Number of Electors | Evote Single Rate | Evote Cost Single Rate | Evote Cost Group Rate ($1.10) | Group Savings | VIL Printing Postage ($1.35) | Evote Group Total Cost | % Saved |
|---|---|---|---|---|---|---|---|---|---|
| 1 | Township of Adelaide Metcalf | 2,349 | 2.00 | 4,698 | 2,584 | 2,114 | 3,171 | 5,755 | 45% |
| 2 | Township of Lucan Biddulph | 3,861 | 1.70 | 6,564 | 4,247 | 2,317 | 5,212 | 9,459 | 35% |
| 3 | Municipality of North Middlesex | 4,859 | 1.70 | 8,260 | 5,345 | 2,915 | 6,560 | 11,905 | 35% |
| 4 | Municipality of Middlesex Centre | 13,091 | 1.35 | 17,673 | 14,400 | 3,273 | 17,673 | 32,073 | 19% |
| 5 | Municipality of Strathroy-Caradoc | 16,859 | 1.35 | 22,760 | 18,545 | 4,215 | 22,760 | 41,305 | 19% |
| 6 | Municipality of Thames Centre | 10,478 | 1.35 | 14,145 | 11,526 | 2,620 | 14,145 | 25,671 | 19% |
| 7 | Municipality of Southwest Middlesex | 4,124 | 1.70 | 7,011 | 4,536 | 2,474 | 5,567 | 10,104 | 35% |
| | | **55,621** | | **$81,111** | **$61,183** | **$19,928** | **$75,088** | **$136,271** | |

# APPENDIX B - Sample Project Plan / Event Checklist

A detailed project plan is developed, and task level items and timelines are used to ensure the project progresses as required.

| TASK | START | END |
|---|---|---|
| **EVENT PREPARATIONS** | | |
| Kick-off meeting with Election Officials | 1/10/22 | 1/15/22 |
| Gather configuration details | 1/17/22 | 1/27/22 |
| Confirm ballot format | 1/20/22 | 2/1/22 |
| Finalize rules with RO | 1/20/22 | 2/1/22 |
| Determine training requirements | 3/21/22 | 3/26/22 |
| Determine custom reporting requirements | 4/4/22 | 4/14/22 |
| Obtain Polling Station information | 5/16/22 | 5/26/22 |
| Assist with Voter Help Line setup | 5/28/22 | 6/7/22 |
| Receive preliminary voters list (to be confirmed) | 7/27/22 | 7/27/22 |
| Voter List Revision Period (to be confirmed) | 8/8/22 | 8/23/22 |
| Final list of electors approved | 9/1/22 | 9/1/22 |
| Candidate nominations close | 8/22/22 | 8/22/22 |
| Extension - Candidate nominations if not enough | 8/24/22 | 8/24/22 |
| Municipality provides official candidate list | 8/25/22 | 8/25/22 |

Key communications tasks and collateral are performed and delivered.

| eVOTING COMMUNICATIONS | Start | End |
|---|---|---|
| Develop voter instructions (mail-out) | 1/17/22 | 1/21/22 |
| Work with Doculink re file requirements | 1/20/22 | 1/25/22 |
| Receive Municipal logo for letters | 1/23/22 | 1/26/22 |
| Finalize voter instructions (content) | 1/26/22 | 2/10/22 |
| Receive sample voters file for testing | 2/8/22 | 2/10/22 |
| Generate test file for printing | 2/11/22 | 2/12/22 |
| Test Voter/PIN file with Doculink | 2/14/22 | 2/17/22 |
| Rerun file with preliminary voters list | 7/29/22 | 7/29/22 |
| Obtain Auditor address to include in letter run | 7/30/22 | 7/31/22 |
| Doculink runs address accuracy check | 8/3/22 | 8/7/22 |
| Secure final approval of voter letter proofs | 8/30/22 | 8/31/22 |
| Forward approvals to Doculink | 9/2/22 | 9/4/22 |
| Voter letters printed | 9/7/22 | 9/16/22 |
| Voter letters delivered to Canada Post | 9/17/22 | 9/17/22 |
| Voter Letters delivered to electors | 9/18/22 | 9/23/22 |
| Request certificate of destruction from Doculink | 9/29/22 | 10/4/22 |

System preparation parameters and requirements are confirmed and implemented.

| SYSTEM PREPERATION ACTIVITIES | Start | End |
|---|---|---|
| Initial campaign setup in Vote Manager | 1/24/22 | 2/1/22 |
| Assign 800 voting number | 2/6/22 | 2/8/22 |
| Develop custom forms (if required) | 1/29/22 | 2/3/22 |
| Create ISI version of voter letter | 2/11/22 | 2/15/22 |
| Develop custom reports (if required) | 2/3/22 | 2/8/22 |
| Set up initial web ballots | 2/13/22 | 2/18/22 |
| Complete language translations (if required) | 2/20/22 | 2/24/22 |
| Obtain tentative approvals on initial web ballots | 3/11/22 | 3/21/22 |
| Obtain system user info from Municipality | 8/8/22 | 8/13/22 |
| Set up system user IDs and passwords | 8/15/22 | 8/18/22 |
| Preauthorize certificates | 8/19/22 | 8/20/22 |
| Municipality loads certs on required PCs | 8/22/22 | 8/30/22 |
| Load final voters list | 9/2/22 | 9/3/22 |
| Generate PINs | 9/4/22 | 9/4/22 |
| Lock campaign | 9/5/22 | 9/5/22 |
| Create election webpage | 4/4/22 | 4/9/22 |
| Prepare media demo (if required) | 7/11/22 | 7/16/22 |
| Add/update official candidates | 8/26/22 | 8/26/22 |
| Finalize web ballots | 8/27/22 | 8/28/22 |
| Generate final IVR scripts | 8/27/22 | 8/28/22 |
| Enumerator module available | 8/31/22 | 8/31/22 |
| Voter Help module available | 8/31/22 | 8/31/22 |
| Secure approvals for web ballots | 8/29/22 | 9/1/22 |
| Secure approvals for IVR scripts | 8/29/22 | 8/30/22 |
| Conduct event setup test (ISI) | 8/31/22 | 9/2/22 |
| Event status updated to Loaded | 9/3/22 | 9/3/22 |
| CEO module available | 9/26/22 | 9/26/22 |
| Auditor module available | 9/26/22 | 9/26/22 |

Support for all key stakeholders including training for CEO, election staff, and auditors.

| TRAINING | Start | End |
|---|---|---|
| Update training material | 3/7/22 | 3/22/22 |
| Provide training schedule (all dates to be confirmed) | 4/11/22 | 4/14/22 |
| Secure training facilities (if required) | 7/4/22 | 7/14/22 |
| Conduct Voter Help training for Revisions | 7/18/22 | 7/19/22 |
| Conduct Voter Help training for the Election | 9/19/22 | 9/21/22 |
| Conduct Enumerator training | 9/22/22 | 9/22/22 |
| Conduct CEO training | 9/23/22 | 9/23/22 |
| Conduct Candidate training | 9/12/22 | 9/13/22 |
| Conduct Auditor training | 10/12/22 | 10/13/22 |
| Conduct DRO training (if required) | 10/5/22 | 10/8/22 |
| | | |
| **ELECTION SUPPORT** | **Start** | **End** |
| Municipal Voter HelpLine | 10/11/22 | 10/24/22 |
| ISI eVoting Election Support | 10/11/22 | 10/24/22 |
| **Electronic Voting Period** | 10/19/22 | 10/23/22 |
| **Election Day** | 10/24/22 | 10/24/22 |
| **Evoting Results Complete** | 10/24/22 | 10/24/22 |
| **Post Election Support** | 10/25/22 | 11/4/22 |

# Event Configuration Checklist

| EVENT: Municipal Election | Target Date | Y, N N/A | Notes |
|---|---|---|---|
| **Event configuration details:** | | | |
| Voting Method (Internet, Phone, Paper) | | | |
| Dates/times confirmed | | | |
| Election Start Date & Time | | | |
| Election End Date & Time | | | |
| Language requirement confirmed | | | |
| Confirmation (Double or Single) | | | |
| Abstainable or Spoilable | | | |
| Mandatory/Skips | | | |
| Race types determined | | | |
| Race info for ballots | | | |
| Categories determined (Prelim; Final) | | | |
| | | | |
| **Event setup (Underway; Complete)** | | | |
| Attributes assigned | | | |
| Preliminary voter list loaded | | | |
| Final voter list loaded | | | |
| Final Candidates confirmed | | | |
| Language translations completed | | | |
| User id information recieved | | | |
| User ids and certs assigned | | | |
| DRO ids and certs assigned (if req'd) | | | |
| Reports updated | | | |
| Event loaded 24-48 hrs before start | | | |
| | | | |
| **Voter Letter (Underway; Complete)** | | | |
| Language | | | |
| Deterime if using DataFix | | | |
| Acclaimed races on letter | | | |
| Voter Letter logo provided/approved | | | |
| Address for returned mail provided | | | |
| Special handling for Institutions | | | |
| Indicia info to printer | | | |
| Voter Letter Design (Draft; Final) | | | |
| Voter Letter Draft sent | | | |
| Voter Letter Draft approved | | | |
| Printer Proof sent | | | |
| Printer Proof approved | | | |
| Auditor mailing addresses inserted in file | | | |
| Final files sent to printer | | | |
| Final Voter letter views approved | | | |
| Voter Letters delivered to Canada Post | | | |
| Notify client when letters delivered to CP | | | |
| Add voter letter to Voter Help/Enumeration | | | |
| Request data destruction form from printer | | | |
| | | | |
| **Internet Voting:** | | | |
| Logo for screen banner | | | |
| Custom messages complete | | | |
| Web ballot screenshots prepared | | | |
| Web ballot screenshots sent | | | |
| Web ballots approved | | | |
| Election gateway pages completed | | | |
| Providing voting kiosks | | | |
| Kiosk shortcut prepared & sent | | | |
| | | | |
| **Phone Voting:** | | | |
| 800 voting # assigned | | | |
| Event/candidate recordings complete | | | |
| Custom message recordings complete | | | |
| Phone recordings approved | | | |
| Sample phone vote script prepared | | | |
| Sample phone vote script sent | | | |
| | | | |
| **Paper Voting: (if req'd)** | | | |
| DRO access codes provided | | | |
| Number of polling locations | | | |
| Poll & Location Info provided | | | |

| Activity | Target Date | Y, N N/A | Notes |
|---|---|---|---|
| **Audit:** | | | |
| Auditor secured | | | |
| Auditor contact information provided | | | |
| Auditor mailing addresses provided | | | |
| Auditor Roles & Resp doc provided | | | |
| Auditor by-pass codes provided | | | |
| Notify auditor when letters delivered to CP | | | |
| | | | |
| **Candidate:** | | | |
| Candidate info for ballots | | | |
| Candidate name presentation determined | | | (Random/Alphabetical) |
| Using Candidate Module (Y or N) | | | |
| Candidate Module User information sent | | | |
| Update Candidate URL | | | |
| | | | |
| **Voter Help:** | | | |
| Provided by (ISI/client) | | | |
| HelpLine number(s) provided | | | |
| HelpLine hours of operation | | | |
| HelpLine email address provided | | | |
| Client website address provided | | | |
| HelpLine Protocol | | | |
| ISI Helpline Schedule | | | |
| Call tracking sheet | | | |
| Reason code 'other' tracking sheet | | | |
| HelpLine # in Vote Manager | | | |
| | | | |
| **Training:** | | | |
| Training materials prepared | | | |
| Job Aids prepared | | | |
| Voter Help training completed | | | |
| CEO training completed | | | |
| Enumerator training completed | | | |
| DRO training completed | | | |
| Auditor training completed | | | |
| Candidate training completed | | | |
| | | | |
| **Testing:** | | | |
| Voting by web complete | | | |
| Voting by phone complete | | | |
| Check custom messages | | | |
| Check assigned categories | | | |
| Check start dates and times in Vote Manager | | | |
| Test all languages | | | |
| Test Kiosk voting | | | |
| Test reports | | | |
| | | | |
| **Documentation:** | | | |
| Contract sent to client | | | |
| Contract signed | | | |
| Deposit paid | | | |
| Legislative/by-law changes complete | | | |
| ISI shutdown procedures | | | |
| | | | |
| **Miscellaneous:** | | | |
| Any bug fixes to deploy? | | | |
| Voxeo advised of election timeframe | | | |
| Input provided for h/w estimates for polls | | | |
| Date for election data destruction determined | | | |
| | | | |
| **Post election:** | | | |
| Results delivered to client | | | |
| Event close-out report to client | | | |
| Final invoice issued to client | | | |
| Delete system users | | | after 3 months |
| Data destruction form completed | | | |

# APPENDIX C – Common FAQs

## Municipal & School Board Elections
## Common Voter Questions and Answers for eVoting

1. **Who will get a Voter Instruction Letter with a PIN to vote in the election?**
   A. All qualified electors on the official Municipal Elector's List provided by the municipality.

2. **What if my name is not on the Elector List?**
   A. Eligible electors who are not on the official Elector List will have to go to a location designated by the Election Official and complete the required form to have their name added to the Elector List. Once this is completed you will be given a PIN by the Election Official. The Intelivote system can provide enumeration, which includes producing the required legal documentation.

3. **When should I expect to receive my PIN in the mail?**
   A. Individual PINs will be mailed to eligible electors so that they are received approximately three (3) to five (5) days prior to the first voting day.

4. **What if I do not get a PIN in the mail by Election Day?**
   A. If you are an eligible elector and on the official Elector List, but you did not get a PIN in the mail by the start of the election period, you can request a replacement PIN. If the Election Official's records indicate, you were sent a PIN in the mail then the original PIN will be disabled and cannot be used to cast a vote in the election. A replacement PIN will be issued to you if the original PIN has not been voted and you provide appropriate identification.

5. **Why would I not get a PIN in the mail?**
   A. If you did not get a PIN in the mail one of two things may have happened. First, your name was not on the official Elector List. PINs are only mailed to electors whose names appear on the official Elector List as supplied by the municipality. Secondly, a PIN may have been mailed to you and it has been delayed for some reason in the mail system.

6. **Can anyone tell how I voted if they know my PIN?**
   A: No. The system does not track how a particular PIN has voted, only that the PIN has been used to cast a vote.

7. **Once I have my PIN, do I have to register in advance if I want to use either the telephone or the Internet to cast my vote?**
   A. No, there is no registration required. During the election period, using your PIN

and your date of birth, you can use either the telephone or the Internet to cast your vote or vote using a paper ballot if this is offered by the municipality.

8. **What if I lose or misplace my PIN?**
   A. If an elector loses or misplaces their PIN, they should contact the *Voter HelpLine*. The Election Official can decide to replace the missing PIN if it has not already been voted. They will determine if a voter must travel to a location, sign a form, and then replace the missing PIN, or they can decide to allow the *Voter HelpLine* agent to authenticate the caller and issue a replacement PIN over the phone. In both cases, the original lost or missing PIN will be disabled, and it will not be able to be voted in the election.

9. **How do I access the voting system?**
   A. Voting instructions will be included in the Voter Instruction letter mailed to each eligible elector on the official Elector List. Included in this information are instructions on how to access the voting system. Voters can cast their ballot using the telephone or cell phone by calling a toll-free number. Voters using a web enabled device, (typically a PC, a laptop, smart phone, or a tablet) and will use the Internet to visit a website that will allow them entry into the voting system where they can cast their vote.

10. **Once I enter my PIN and start my voting process do I have to complete all the races on the ballot in one session? For example, what if I am interrupted and must hang up the phone for some reason or, if I am voting using the Internet and have to leave my session?**
    A. No, you do not have to vote all the races on your ballot at one time uninterrupted. You can disconnect from the Internet or the telephone and re-connect later, re-enter your PIN and date of birth, and complete your voting activity at that time. In fact, if you find it more convenient, you can switch from one method to the other and complete your voting using the other method. For example, you can start your voting on the Internet and at some point, close your Internet session, and then later re-start the voting process and re-enter your PIN and date of birth using your phone or cell phone and complete your ballot.

11. **What happens if I access the voting system and am presented with incorrect candidates for my district or ward?**
    A. The list of candidates presented to you as a voter is determined by your place of residence as defined on the Elector List. If you have moved and your new address was not updated on the Elector List, (and your Voter Instruction letter and PIN were forwarded to your new address), then you will see the list of candidates associated with your old place of residence. You should call the *Voter HelpLine* and the Election Official will authenticate you and, if satisfied, can then electronically “re-categorize” the PIN. The correct list of candidates will be presented to you once you re-connect to the voting system.

12. **What do I do if I am not sure if I completed a race or the ballot**?
A. During the voting period you can connect to the voting system and enter your PIN and date of birth. If you have yet to complete all ballots assigned to you, the system will begin where you left off - at the next race you are eligible to complete. When you have completed voting all ballots assigned to you, entering your PIN and date of birth online in the voting system during the voting period will display a message containing your vote status. This message will advise if you have completed voting. You can also contact the *Voter HelpLine* to get more information.

13. **If I am using the telephone to vote, how will I know what number to press to vote for the candidate of my choice or what if I make a mistake and select a different candidate than the one I want to vote for?**
A. The Voter Instruction letter mailed to you has the list of candidates included on it for your reference purpose. In addition, each time the system presents you with a race to vote for; it lists the eligible candidates running for that position and instructs you to select the corresponding number for that candidate.

**FOR EXAMPLE:**

***"TO SELECT JANE DOE – PRESS 1"***
***"TO SELECT FRED DUNN – PRESS 2"***
***"TO SELECT JOE HOWE – PRESS 3"***

Once you enter the corresponding number, the system will verify your selection with a statement, and ask you to confirm your selection.

**FOR EXAMPLE:**

***"YOU HAVE SELECTED JOE HOWE. TO CONFIRM THIS SELECTION, PRESS THE NUMBER SIGN (#) KEY NOW. OR TO CHANGE YOUR SELECTION PRESS ZERO (0) NOW."***

If you want to change your selection you would press zero (0) and make your change at this time. It is only after you have confirmed your selection with the number sign key (#) that your vote for that candidate will be "dropped into the ballot box". You will get a confirmation message once your vote has been deposited in the virtual ballot box.

**FOR EXAMPLE:**

***"YOUR SELECTION HAS BEEN RECORDED FOR JOE HOWE."***

14. **Once a vote has been confirmed, can it be changed?**
A. No. Once a vote has been confirmed it cannot be changed. This process is the same as dropping the ballot into the ballot box in a traditional paper-based election ensuring complete voter anonymity and secrecy of ballot. The system does not know how the ballot was voted; only that the PIN was used in the election to cast a vote and thus it cannot be removed from the vote count.

15. **How do I vote if I am away from home, out of town, out of the province, or out of the country?**
    A. You can vote during the election voting period using the Internet from anywhere in the world. You can also use telephone service and connect to the voting system toll free from anywhere in North America simply by dialing the toll-free number contained in your Voter Instruction letter.

16. **What if I have a rotary phone at home, no cell phone and do not have a computer with Internet service. How can I vote?**
    A. You do not have to vote from home. You can vote from any location using any phone with touch tone service or from any computer. You can also vote in person at polling stations if the municipality is offering PC's and phones at these locations, and/or paper ballots in concert with the electronic voting options. The location of the polling stations can be found in the Voter Instruction letters sent to eligible electors.

17. **If someone calls me and asks for my PIN, what should I do?**
    A. You should treat your voting PIN with the same level of secrecy and confidentially you reserve for your bank card and PIN. Do not give your PIN to anyone who may call or approach you for the number.

18. **What do I do if the phone line is busy when I call and try to vote?**
    A. If the phone lines are busy, simply hang up and call back a short time later. The voting system is capable of handling a significant volume of calls simultaneously but there is always the possibility that many voters are attempting to call in the same timeframe. Voters will be able to connect to the system over the course of several days during the voting period.

19. **Could someone steal my PIN and vote it?**
    A. Stealing and opening another person's mail is illegal. It is also illegal to represent yourself as another person and steal their right to vote in an election. Both these acts are illegal and have penalties defined by law.

    If you know someone has voted your PIN illegally you should report it to the Election Official. You can obtain a replacement PIN to cast your vote by presenting yourself to the Election Official and swearing an affidavit that the PIN assigned to you was not voted by you but by someone else.

20. **If I am a voter with a disability; deafness, blindness, or a mobility disability, can someone help me with the voting process?**
    A. Electronic voting allows increased rights of privacy to voters with physical challenges that make traditional voting at polling stations more difficult. Blind voters can make use of the telephone and deaf voters can use the Internet to vote with little or no assistance required from others. If you need assistance at the polling station to cast your vote, the Election Official present will be able to assist you.

21. **Would it be possible for me to be sent more than one PIN?**
    A. If you received more than one PIN, it is because your name appeared on the Elector List more than once. This rare situation might occur if you changed your place of residence and have been enumerated in both locations or own property and are the registered resident at both locations. You are only permitted to vote once in a municipality, and you should only cast a vote using the PIN associated with your primary place of residence. Notify the Election Official of the additional PIN and they will disable this PIN rendering it unusable for the election.

# APPENDIX D – Intelivote Modules

Intelivote Systems has a fully functional eVoting system that includes the following modules and capability.

- Auditor Module
- Chief Electoral Officer (CEO) Module
- Voter Help Module
- Voter Help Supervisor Module
- Enumerator Module
- Deputy Returning Officer (DRO) Module
- Candidate Module

**Auditor Module**

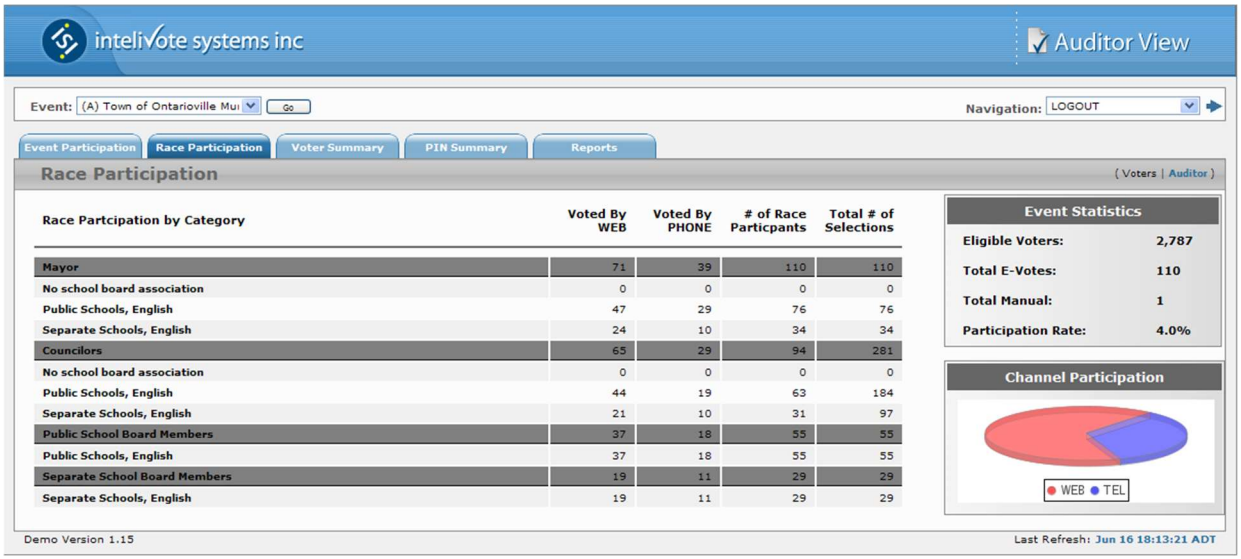
Intelivote's Auditor module is a digital certificate enforced, password and ID controlled program that allows an authorized user to monitor an election through a series of tools and features. This affords election officials the opportunity to have an independent Auditor entity scrutinize the election activity and offer an official opinion on all the major functions of the eVoting system.

The Auditor will have access to real-time screen displays and reports, where they can track PIN activity and voter participation for the election for which they are authorized. Voter participation and PIN statistics can be displayed by category (eg: ward/district) with an overview of PINs loaded, PINs voted, PINs disabled and paper votes. PIN statistic totals for each race can also be displayed. Other reports include PIN attempts, post-election PIN activity, vote activity, and a summary or detailed report on vote counts once the election has completed.

A unique feature of the Auditor module is the ability to cast Audit votes for any category and/or race. Under the 'PIN Details' link, the Auditor has the ability to assign PINs specifically for Audit purposes. Once the Auditor enters their generated PIN in the Voter application, they will proceed through the voting process in the same way a voter would. This process helps to ensure that all aspects of the electronic voting process are functioning as expected. Audit votes are not included in the final tally. The Auditor module features allow the Auditor the opportunity to examine the contents of the ballot box prior to, and after, casting an Audit ballot, allowing them to attest to the fact that the ballot was counted.

Similar testing can also be completed for each candidate by the Auditor. If granted authorization, the Auditor will be able to cast test or 'Audit' votes for each candidate and view the vote count summary by candidate to demonstrate the cast ballots are being properly assigned to the candidates selected.

By using the Intelivote Auditor module, the election Auditor will be able to access any information they require to ensure the integrity of the voting process is maintained, and they can confidently report or create an official opinion on the authenticity and legitimacy of the election.




## Chief Electoral Officer (CEO) Module

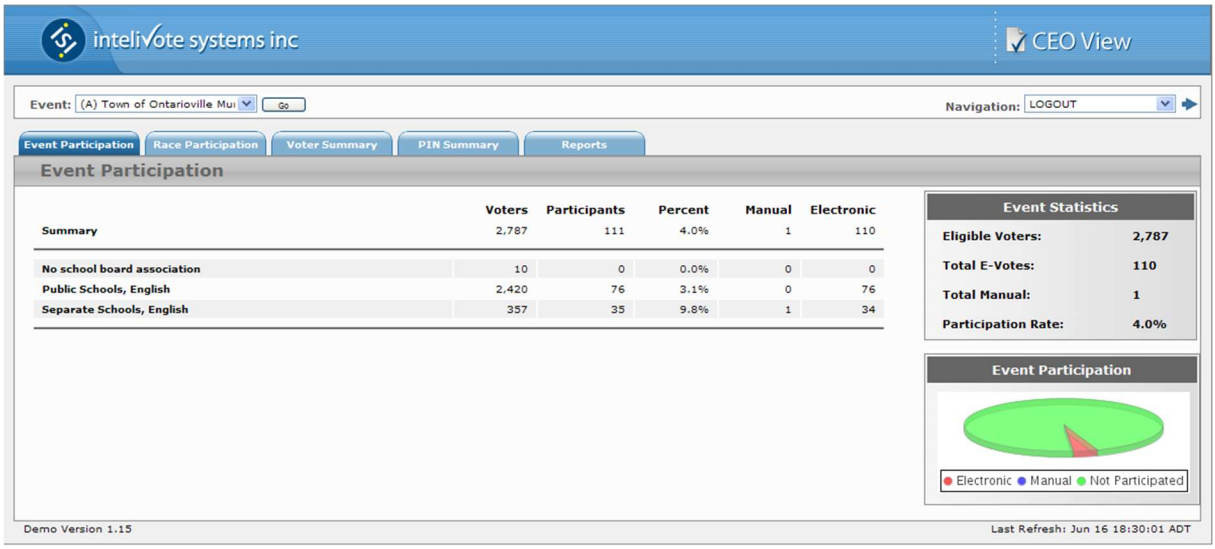
The Chief Electoral Officers (CEO) module delivers important election information in a full range of reports and query capability to those authorized individuals who are responsible for the administration and execution of the election.

The CEO module affords these election officials a quick and secure tool that allows the CEO to observe their election and monitor numerous portions of the event as it is proceeding. Intelivote's election management modules allow authorized election officials access to a variety of election and voter information during the complete election timeline. Participation rates and advanced voting participation statistics are easily accessible allowing detail reporting on a scheduled or ad-hoc basis.

A CEO will get a detailed breakdown of electors' method of access by channel: web, phone or manual vote at the polling stations and drill down to statistics on individual races viewing total ballots cast and/or voter participation. Dynamically view elections details on participation rates of all eligible voters or voters by ward/district or polling region. Monitor PIN statistics in respect to the status of issued or disabled either by race or by district/ward. They also can monitor PIN statistics to see how many PINs have been issued or disabled.

All this information is available by race and/or district or ward. The CEO has access to many of the same statistics and reporting capabilities that the auditor does allowing them to keep up to date on important election metrics.

As with all the security equipped modules in the system, the CEO module can only be used on systems setup with pre-authorized digital certificates and activated by users who have been authorized with login id's and passwords.



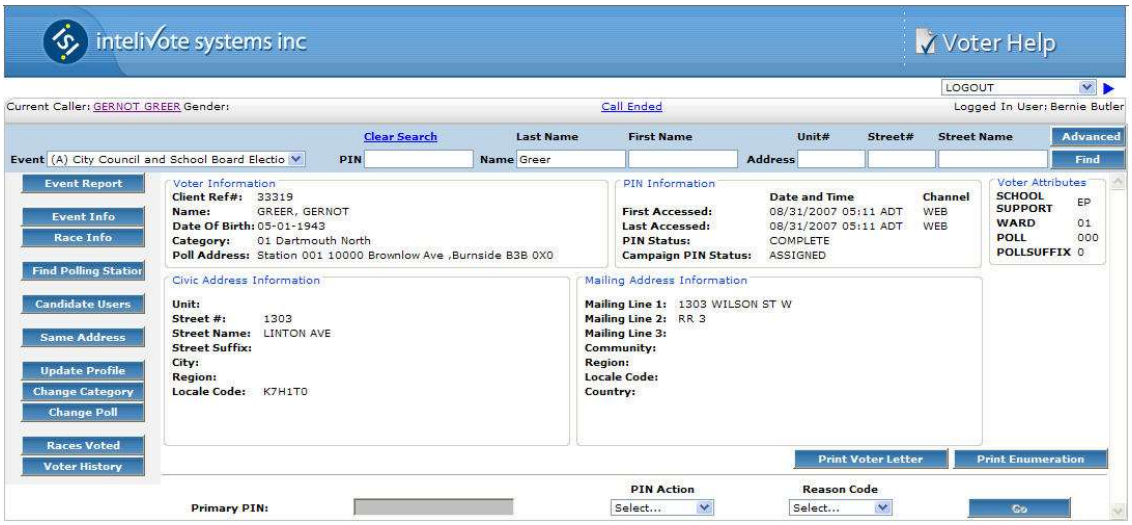

## Voter Help Module

Intelivote's Voter Help Module offers a full range of services and query functions that assist authorized help line agents aid voters, prior to, and during events. Offering a full range of search criteria to locate voters on the official list of electors, election staff can determine the status of any voter and their PIN. Support activities performed by agents can include:

- Managing voter profiles to correct voter list errors including assigning voters to the correct ward.
- Determine if a particular voter has voted or not, searching either by name or PIN.
- Using pre-approved protocols, assist voters who have lost or misplaced their PIN.
- View a history of voter calls and actions performed by the Help Line staff.
- Provide callers with information about the election based on their district or ward.
- Locate polling locations based on the voter's residence information.

When coupled with established protocols developed by the electoral authorities, voters who have questions or concerns can have their information and election needs

addressed through the extensive support system provided within the Intelivote Voter Help Module.



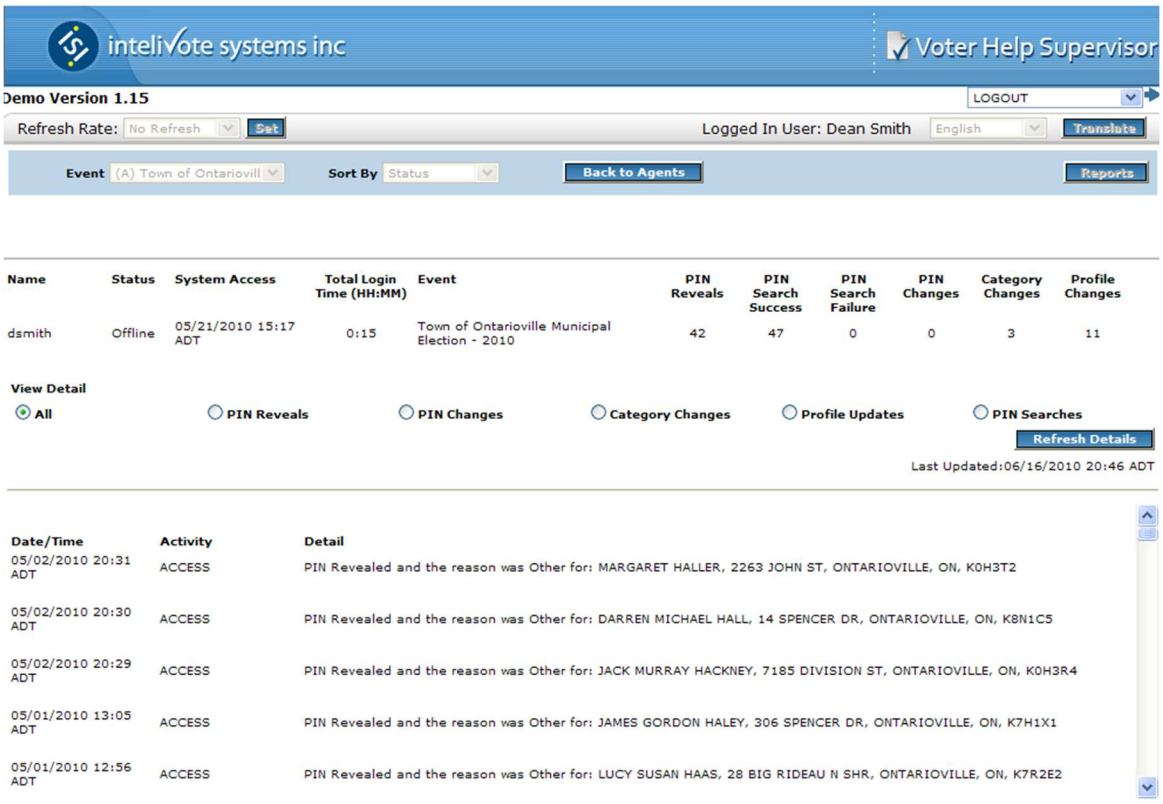

## Voter Help Supervisor Module

Supervisory monitoring activity of Voter HelpLine agents is provided through the Help Supervisor Module affording electoral authorities the opportunity to have the direct activity of the agents monitored and managed.

The role of the supervisor is enhanced with the capability to observe and report on agent activity which can be viewed by agent ID, the status of the agent, (online or offline), or by the specific election event they may be involved in.

Detail level drill-down capability assists the supervisor in both training and assistance for the agents allowing the supervisor to review the actions and activities of the agents. This reporting can be reviewed using radio buttons assigned to categories of actions of each of the agents.

Agent activity in respect to voter PIN searches, voter profile changes, category changes and other activity which is tracked by the system is available to the supervisor to assist in their role of managing the agent team and identifying abnormal or suspect activity.




## Enumerator Module

The Enumerator Module provides a secure means for the election officials to maintain an accurate and current list of eligible voters. It is available both prior to and during an Election and is used to add a new voter to the system or to update a current voter's information. All additions and changes made via the Enumerator Module are returned to the election officials after the Election to help ensure an accurate, up-to-date Official Voters List.

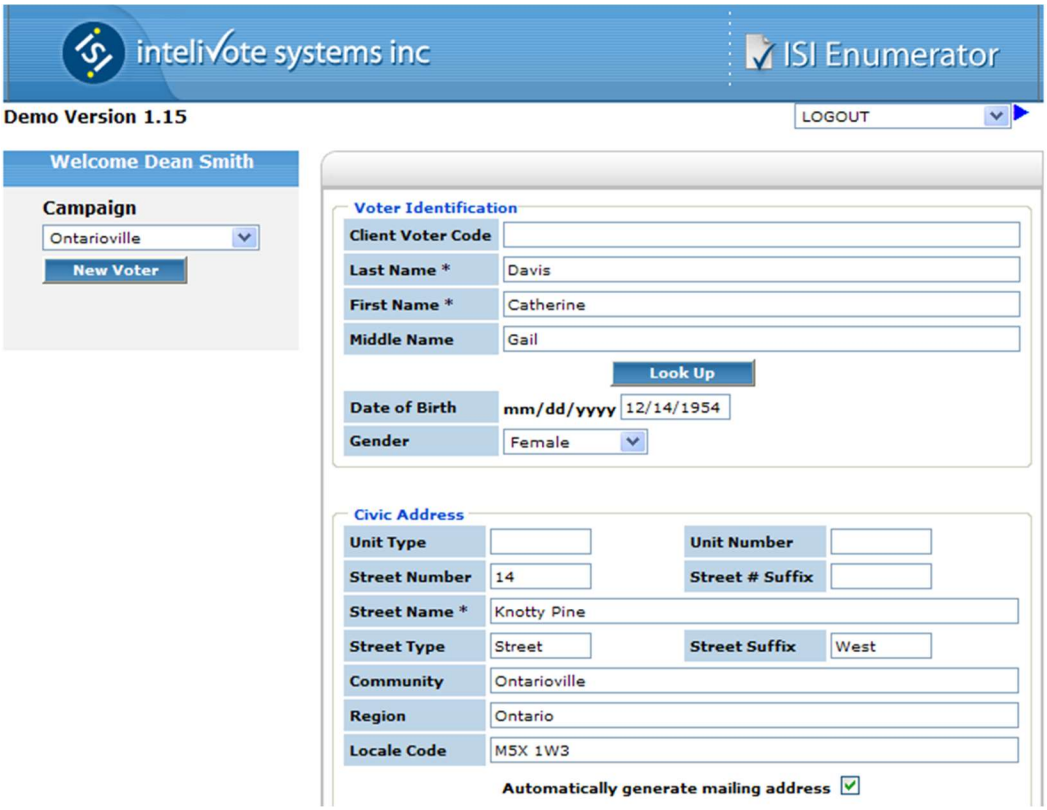
Intelivote's easy, step-by-step process allows authorized election staff to verify a voter's information and eligibility to vote. First, the system will check to see if the voter's name already appears on the voters list. If the voter's name is found, the enumerator can update their information if required. If the name is not found, the enumerator can enter key information about the voter to create the voter record which will establish them as an eligible voter in the Election.

Once the voter is added to the list, they will be assigned voter credentials (PIN), which relates to the ward or district in which they are eligible to vote. Upon completion of the enumeration, the enumerator can print a voter instruction letter personalized to that voter, providing them with their PIN and instructions on how to complete their voting activity. Client specific enumeration forms can also be designed for use within this module.

At the time the Election is configured in the Intelivote system, the client is provided with the option to tailor the list of voter specific information according to their needs. The system can require more or less information about a voter depending on the requirements of the election authorities.

Intelivote's Enumerator Module is a quick and easy way for election officials to enumerate voters in minutes while helping to maintain an accurate list.

Sample Screen - Enumerator Module: This screen shows the top portion of the enumerator data entry screen. The bottom portion (not shown) would allow for additional data entry in respect to the races the voter would be eligible to vote in.



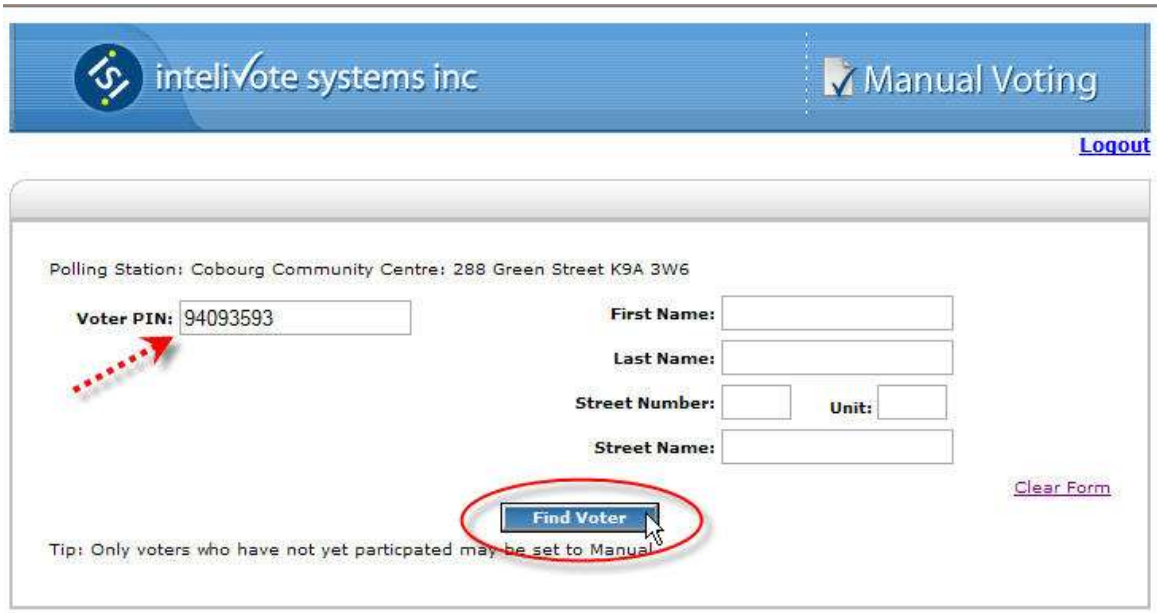
## Deputy Returning Officer Module

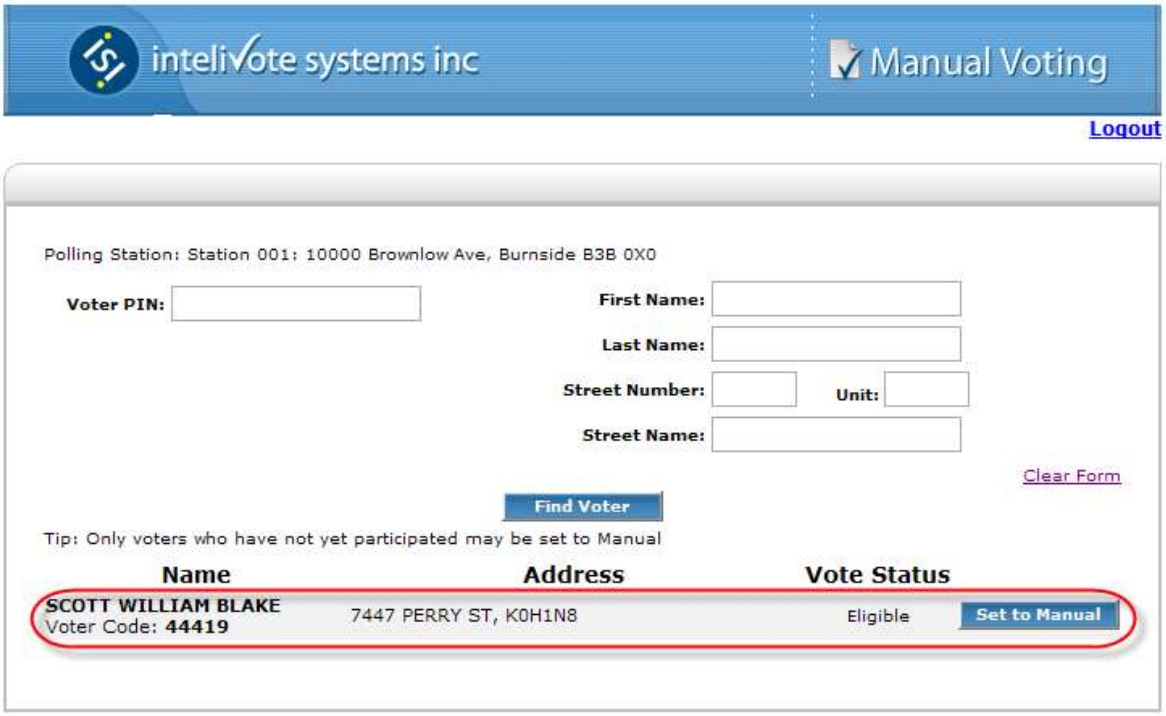
Although the DRO has many responsibilities in the management of an election, the DRO Module specifically addresses their ability to authorize manual (paper) voting. Security access to the DRO Module is controlled through the use of assigned user ID's and passwords coupled with an access code specific to the Election.

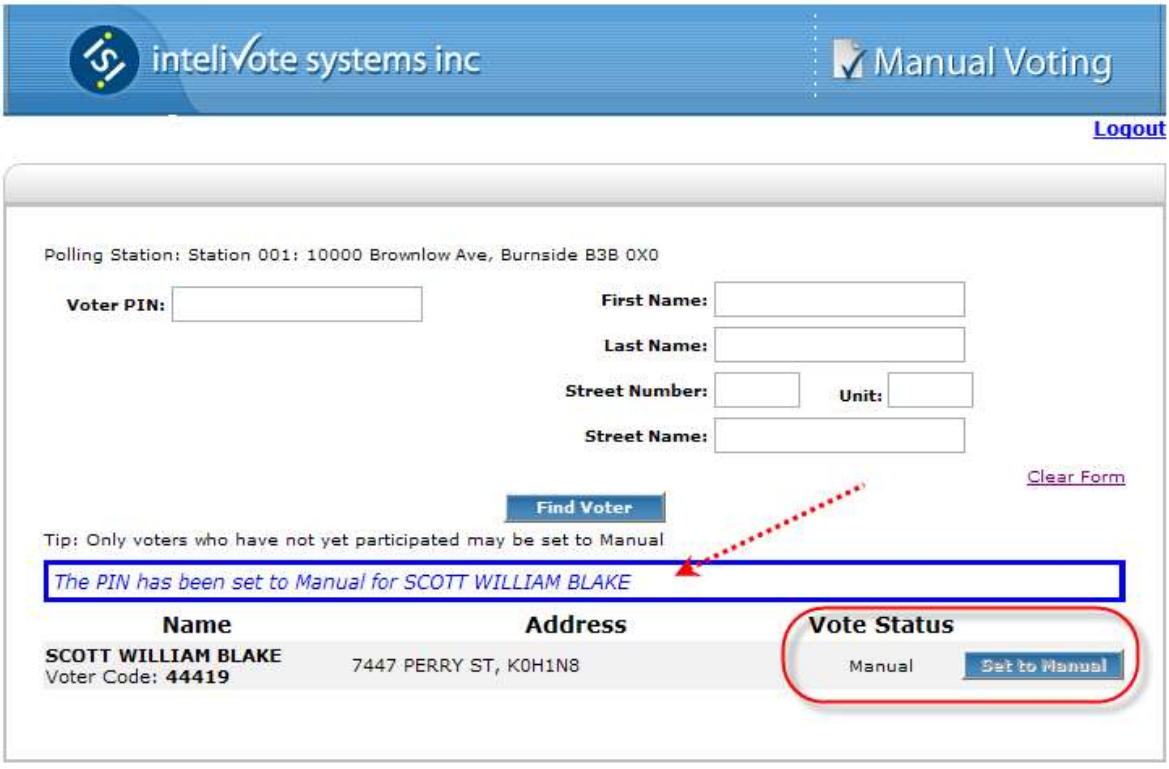
Authorizing manual voting is a simple process which begins with looking up a voter by name, by address or by PIN and determining if they have already participated in the election, either electronically using eVoting, or by paper perhaps at a different location.

If the voter has not already participated, the DRO can change the PIN to a 'Manual' status and check to determine the appropriate paper ballot to provide to the voter. The DRO can easily determine if the voter has already participated, and if they have, changes to their PIN status will not be permitted by the system, clearly indicating to the DRO that the voter is not eligible to vote manually.

With many elections, the DROs also provide for electronic kiosk (voting computer stations) or phone voting at their polling locations. In this case, at the close of the election the system provides for the ability to keep the voting kiosks available to those voters eligible to vote and already inside the polling location at the scheduled close time. These voters can still complete their voting activity electronically, however electronic voting is no longer available to the general voting public outside of the polling location.




intelivote systems inc
Manual Voting
Logout
Polling Station: Station 001: 10000 Brownlow Ave, Burnside B3B 0X0
Voter PIN:
First Name:
Last Name:
Street Number:
Unit:
Street Name:
Clear Form
Find Voter
Tip: Only voters who have not yet participated may be set to Manual
Name
Address
Vote Status
SCOTT WILLIAM BLAKE
Voter Code: 44419
7447 PERRY ST, K0H1N8
Eligible
Set to Manual


intelivote systems inc
Manual Voting
Logout
Polling Station: Station 001: 10000 Brownlow Ave, Burnside B3B 0X0
Voter PIN:
First Name:
Last Name:
Street Number:
Unit:
Street Name:
Clear Form
Find Voter
Tip: Only voters who have not yet participated may be set to Manual
The PIN has been set to Manual for SCOTT WILLIAM BLAKE
Name
Address
Vote Status
SCOTT WILLIAM BLAKE
Voter Code: 44419
7447 PERRY ST, K0H1N8
Manual
Set to Manual

### Candidate Module

Intelivote's Candidate Module assists registered candidates and their campaign workers by providing up-to-date statistics and information throughout the duration of a campaign.

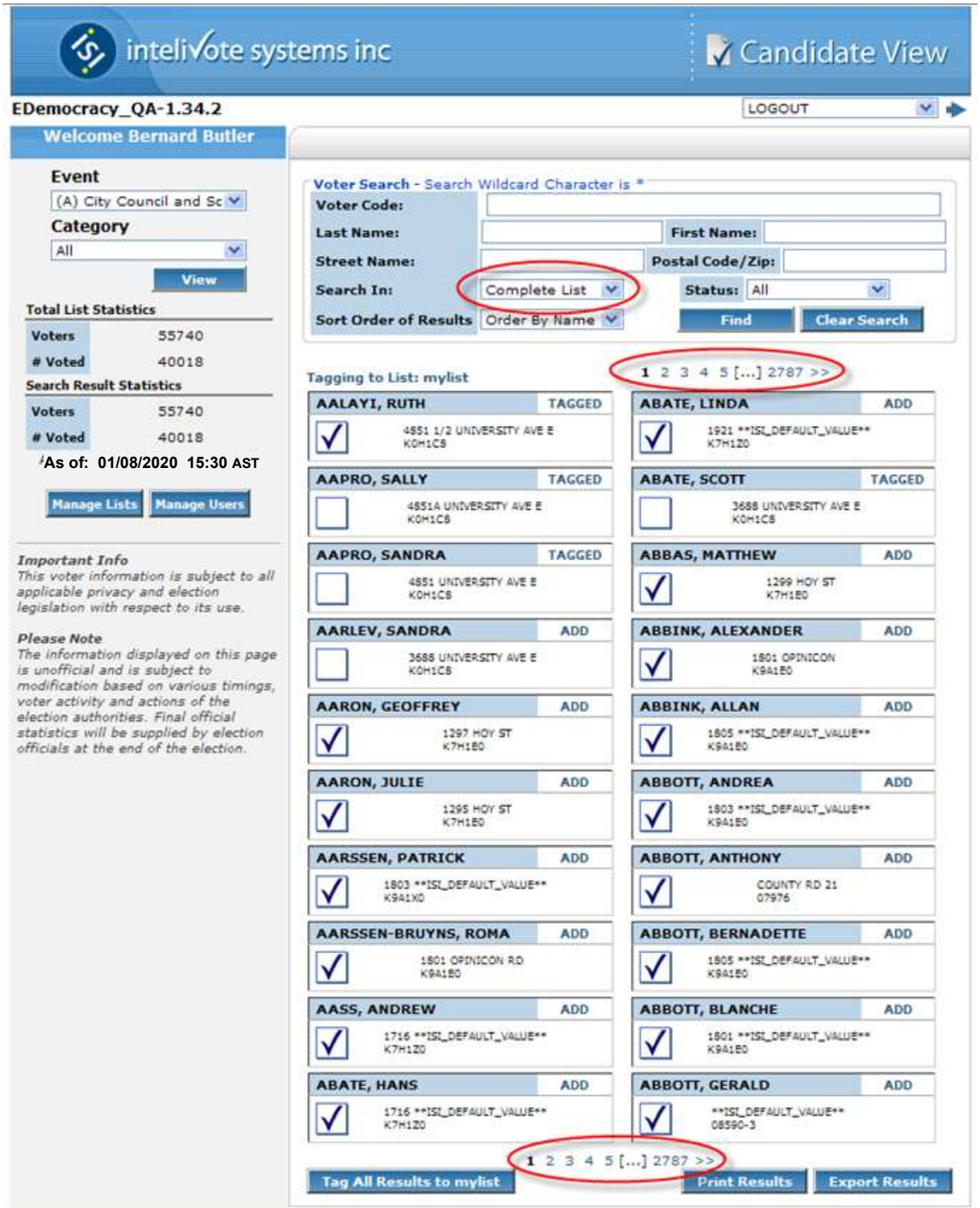
By entering an authorized username and password, candidates have access to a list of voters who are eligible to vote in the race in which they are running. Similar to the process by which candidates or their authorized scrutineers sit in polling stations to monitor voter participation and update strike off lists, the Intelivote system allows a candidate to monitor the electronic participation of voters who participate via Internet, telephone or manually at the polls.

With the manual voting process, candidate agents or scrutineers spend much of their time traveling to and from various polling stations and their campaign headquarters. With Intelivote's Candidate Module, candidates and their campaign team save time, money and energy by simply logging in on a computer using their authorized credentials to view the latest voter participation rates in their ward or constituency.

In addition to the capability to view the electors list, a candidate can view a customized 'My List'; a list comprised of electors who have indicated their support for that particular candidate and have been placed on the list by the candidate or the campaign team. Flexible search capabilities allow candidates to search for voters by full or partial name or address.

This unique feature allows candidates to flag the names of the individuals who they want to ensure have voted. A candidate cannot see how any individual has voted, but simply whether they have cast a ballot. With the ability to refresh this list on a regular basis, candidates can effectively target their campaigning efforts based on voter participation rates leading up to Election Day.

The Intelivote Candidate Module reduces manpower requirements while improving campaign management efforts; it's an effective way for a candidate to ensure a successful campaign.


intelivote systems inc
Candidate View
EDemocracy_QA-1.34.2
LOGOUT
Welcome Bernard Butler
Event
(A) City Council and Sc
Category
All
View
Total List Statistics
Voters 55740
# Voted 40018
Search Result Statistics
Voters 55740
# Voted 40018
As of: 01/08/2020 15:30 AST
Manage Lists
Manage Users
Important Info
This voter information is subject to all applicable privacy and election legislation with respect to its use.
Please Note
The information displayed on this page is unofficial and is subject to modification based on various timings, voter activity and actions of the election authorities. Final official statistics will be supplied by election officials at the end of the election.
Voter Search - Search Wildcard Character is *
Voter Code:
Last Name:
First Name:
Street Name:
Postal Code/Zip:
Search In: Complete List
Status: All
Sort Order of Results: Order By Name
Find
Clear Search
Tagging to List: mylist
1 2 3 4 5 [...] 2787 >>
AALAYI, RUTH TAGGED
4851 1/2 UNIVERSITY AVE E K0H1C8
AAPRO, SALLY TAGGED
4851A UNIVERSITY AVE E K0H1C8
AAPRO, SANDRA TAGGED
4851 UNIVERSITY AVE E K0H1C8
AARLEV, SANDRA ADD
3688 UNIVERSITY AVE E K0H1C8
AARON, GEOFFREY ADD
1297 HOY ST K7H1E0
AARON, JULIE ADD
1295 HOY ST K7H1E0
AARSSEN, PATRICK ADD
1803 **ISI_DEFAULT_VALUE** K9A1X0
AARSSEN-BRUYNS, ROMA ADD
1801 OPINICON RD K9A1E0
AASS, ANDREW ADD
1716 **ISI_DEFAULT_VALUE** K7H1Z0
ABATE, HANS ADD
1716 **ISI_DEFAULT_VALUE** K7H1Z0
ABATE, LINDA ADD
1921 **ISI_DEFAULT_VALUE** K7H1Z0
ABATE, SCOTT TAGGED
3688 UNIVERSITY AVE E K0H1C8
ABBAS, MATTHEW ADD
1299 HOY ST K7H1E0
ABBINK, ALEXANDER ADD
1801 OPINICON K9A1E0
ABBINK, ALLAN ADD
1805 **ISI_DEFAULT_VALUE** K9A1E0
ABBOTT, ANDREA ADD
1803 **ISI_DEFAULT_VALUE** K9A1E0
ABBOTT, ANTHONY ADD
COUNTY RD 21 07976
ABBOTT, BERNADETTE ADD
1805 **ISI_DEFAULT_VALUE** K9A1E0
ABBOTT, BLANCHE ADD
1801 **ISI_DEFAULT_VALUE** K9A1E0
ABBOTT, GERALD ADD
**ISI_DEFAULT_VALUE** 08590-3
1 2 3 4 5 [...] 2787 >>
Tag All Results to mylist
Print Results
Export Results

# APPENDIX E – Typical Required and Desired Services and Features

| # | Service / Feature | Required / Desired | Provided or Available |
|---|---|---|---|
| 1. | The system must allow the voter the choice to determine how they will cast their ballot including via telephone or internet without having to pre-register their choice of method. | Required | **Provided**<br><br>Voters have the choice of which method to cast their ballot without having to pre-register.<br><br>The voter simply calls and 800 number to vote by phone or connects to the website identified in the Voter Instruction letter to perform their voting.<br><br>In respect to phone voting, in addition to the flexible nature of the customized voice prompts provided to the voter by Intelivote's solution, the voice used by Intelivote is a local Canadian person. This ensures that the accent sounds neutral to Canadian voters and letters such as "Z" are recorded and played back as 'zed' not 'zee' (an Americanized pronunciation). |

| # | Service / Feature | Required / Desired | Provided or Available |
|---|---|---|---|
| 2. | The system must utilize a Human Interface Challenge – a mechanism that will prevent automated computerized devices from attempting to enter the system. | Required | **Provided**<br><br>The Intelivote system thwarts automated entry into the voting system's internet voting features by implementing a CAPTCHA challenge (**C**ompletely **A**utomated **P**ublic **T**uring test to tell **C**omputers and **H**umans **A**part) whenever an entry is made to the voting system. This is a common technique that allows humans to decipher the image/characters but not robotic attempts by computers.<br><br>Phone voting attempts are thwarted by forcing the calling entity to correctly enter a PIN and if it is not successfully inputted after a predetermined number of times (currently set to 3), the caller is disconnected from the system. |
| 3. | The system must make use of a secure Personal Identification Number (PIN), and each unique PIN is only associated with one elector and not associated with the vote cast. | Required | **Provided**<br><br>The system generates a unique PIN for each eligible elector on the Municipality's List of Electors.<br><br>As a vote is cast and confirmed, the cast ballot and the PIN associated with the ballot are not related thus ensuring the privacy, anonymity and integrity of the voter and their ballot. |

| # | Service / Feature | Required / Desired | Provided or Available |
|---|---|---|---|
| 4. | The system must support the capability to require those accessing the system to use additional credentials in addition to PINs, if required for the event, including date of birth. | Required | **Provided**<br><br>Intelivote's eVoting system has the capability of including additional credentials which are required for a voter to authenticate to the system.<br><br>If a date of birth (DOB) is to be included as a required secondary credential, there are some voters on the MPAC file sent to DataFix that do not include a DOB. In these instances, the Intelivote process includes a notification in the Voter Instruction Letter that identifies this situation to the voter and instructs them to contact the voter Help Line at the Municipality to have the DOB added to their profile prior to attempting to vote.<br><br>Missing DOB information has been estimated to be a very small number of all records on any municipality's MPAC file. |
| 5. | The system must support anonymous voting. The PIN is not attached to selections the voter made on their cast ballot. | Required | **Provided**<br><br>The Intelivote system protects the information, and hence the privacy of all transactions sent through the encrypted transmission of the voter ballot information. The system creates a ballot receipt that is used by the system to protect the anonymity of the voter (i.e. the ballot is not associated with a PIN). |

| | | | |
|---|---|---|---|
| 6. | A voter must be able to re-enter the system if their session is interrupted or terminated. (Intentionally or not).<br><br>The solution must allow a voter who has started a voting session via any electronic method (telephone or internet), to re-enter the system to finish an interrupted voting session. The voter must be able to choose the method that they want to use to complete the vote electronically. (i.e.: if they started voting using the telephone, were disconnected, then they could re- connect, using the internet **or** telephone, and continue voting from where they were interrupted). | Required | **Provided**<br><br>Voters interrupted during the voting process, using either the phone or the Internet can re-connect, re-enter their PIN and continue the voting process from where they left off.<br><br>Additionally, the voter can re-connect using the channel of their choice irrespective of which channel (phone or Internet) they started voting on.<br><br>**It is important to note that Intelivote is the only company currently offering this level of flexibility.** All our competitors allow an interrupted voter to reconnect, but they must start the entire voting process over again from the first race; that is to say they **cannot** start the voting session from where they left off.<br><br>This unique feature works on the Intelivote system because each race is a separate ballot to our system allowing the system to service the voter one race at a time.<br><br>All our competitors treat all the races as a single ballot and thus any completed races will be discarded if the voting session is interrupted and not completed in the single session. This problem has led numerous voters using our competitors system to think their ballot has been cast when it is actually discarded and **their vote is not counted**. |

| # | Service / Feature | Required / Desired | Provided or Available |
|---|---|---|---|
| 7. | The voter must be offered the capability to confirm their selection prior to their selection being committed to the system. | Required | **Provided**<br><br>The Intelivote system provides for the capability for a voter to confirm their selection before it is recorded by the system. In addition to this, it also includes the functionality required to change a selection prior to submitting a vote using either the phone or Internet.<br><br>When voting by Internet, after the voter makes the selection(s), the voter gets positive acknowledgement confirming their selection and is provided with the option of returning to the ballot to make a change or to submit the ballot as cast.<br><br>When voting on the phone, after making the selection(s), the voter hears a message confirming their selection. At this point the voter is instructed to either press 0 (the zero key) to change their selection, or press # (the number sign key) to confirm their selection. |
| 8. | The voter must receive a confirmation of their vote to validate unequivocally that their vote was accepted and included in the tabulation process. | Required | **Provided**<br><br>With either method of voting, when the voter confirms their selection, the ballot is securely transmitted and deposited into the virtual ballot box, and the voter hears or is presented with a message advising the ballot has been recorded. |

| # | Service / Feature | Required / Desired | Provided or Available |
|---|---|---|---|
| 9. | The vendor must confirm the ability to prevent voters from seeing how a previous voter cast their ballot when using a public computer in public access areas. | Required | **Provided**<br>The system is designed so that no information is cached or stored on any recordable media on the users web voting device thus preventing subsequent voters from viewing web pages or data stored in any temporary internet files. |
| 10. | The system must use predefined time-outs to disconnect computers that stay connected past a pre-set time and which display no activity. Voters must be able to reconnect after their computers have timed out. | Required | **Provided**<br>The Intelivote solution provides this step for both phone and internet voting.<br>When using the Internet, the voter has 5 minutes to complete each voting step (a one minute warning is displayed when they only have a minute left). This time-out length is customizable by event.<br>When voting by phone, the phone voting subsystem asks the voter to input their data and if nothing is inputted in 10 seconds the system requests input two more times (each time waiting 10 more seconds) and then disconnects the voter if nothing is entered.<br>In both situations the voter can simply reconnect to complete their voting from wherever race they last left off. |

| # | Service / Feature | Required / Desired | Provided or Available |
|---|---|---|---|
| 11. | The system provides secure identification and authentication of information transmitted on the system and ensures:<br>• When voter clicked for candidate A, that the vote was recorded for candidate A<br>• When all ballots are cast, that they are for the correct ward and poll and that no external, unauthorized ballot or votes are cast.<br>• That the vote was counted<br>• That the voter can only vote once<br>• That a vote is secure from tampering | Required | **Provided**<br><br>See below. |

The system will verify that a vote is recorded correctly through the testing activities of the Municipality's appointed Auditor who will cast audit votes following the same process as a voter, allowing them to attest to the fact each vote cast was recorded to the appropriate candidate and was counted accordingly. This process is conducted repeatedly during the election timeline and detailed audit logs are generated and maintained to ensure the process and activities are securely chronicled.

Connection and data flow to the application using encryption protocols ensures the proper identification and authentication of information to the system. All information in the ISI system is secured via encryption from the voter to the voting system and relies on voter credentials being used which include the PIN and, if required, the associated date of birth.

The ISI system prevents a unique PIN held by a voter from accessing the system more than once to vote again in the election. Once a PIN has been used, and all the races have been voted, it is assigned a "COMPLETE" status and cannot be used again to cast a ballot. Using the information provided on the list of electors, a category is assigned to each PIN which indicates the proper ballot to display and associate with the voter ensuring they get the correct ward and poll associated with their place of residence.

A cast ballot secured in the system cannot be modified by anyone. Other actors in the election have access granted to other modules and data viewing of information (except votes as noted) which is controlled by privileges and rights based on these roles. Only authorized actors with digital certificates, valid IDs and passwords can access these modules and all access and activity is logged in the system. The system employs open standards Secure Sockets Layer (SSL) communication that requires remote users to present a signed digital certificate to the system before being able to authenticate to the system. Procedures are in place to ensure that certificates are only issued to users once their identity has been verified.

Secrecy is ensured as the ballot is encrypted once it is cast by the voter and stored in this format in the system where it is tabulated. In addition, voter anonymity is ensured because of the combination of encryption and the vote casting process. Voter information is not associated with the ballot in the ballot box, but rather internally a vote receipt stored in the system confirms that a legitimate ballot has been received.

Legitimate votes cast and contained in the system are not discernible to anyone in their encrypted state and controls for access to the administrative services of the system are controlled by digital certificates, IDs and passwords as noted earlier.

| # | Service / Feature | Required / Desired | Provided or Available |
|---|---|---|---|
| Digital transmissions of phone messages/conversations make the privacy of a phone call highly secure. It should be noted that any location that has multiple phones on the same line can be in use by more than one person and caution should be exercised if a voter is casting a ballot when other people may have access to the same phone line in a location. Nothing in any voting system prevents this from happening as it isn't a function of the system but of the phone service in a house or other location. | | | |
| 12. | The system must be protected against abuse, tampering, fraudulent use, illegal manipulation by electors, election officials, or any other individual or group and must not allow marketing pop-up screens. The system must preserve the integrity of the voting process. | Required | **Provided**<br><br>See below. |
| Authorized individuals who have been given credentials to access the system have included in those credentials the requirement for digital certificates to be installed on their personal system. This, in combination with valid IDs and passwords, offer controls that restrict access to the modules associated with those certificates. While this access control information restricts other individuals from getting to module data, cast ballot information is not viewable to any actor in the election.<br><br>Election data within the Intelivote system is controlled at the lowest levels through Database Policies implemented through Virtual Private Database (VPD) functionality of Oracle Enterprise Database.<br><br>Users access the system and are granted access to information based on a combination of the role(s) in which they are assigned, elections they have been given access to, and status of specific events they are allowed to work in.<br><br>All access to any portion of the system is monitored and recorded in system logs resident on the system.<br><br>The ISI system does not support marketing pop ups screens. | | | |

| # | Service / Feature | Required / Desired | Provided or Available |
|---|---|---|---|
| 13. | The system must be intuitive, easy to use and customizable to the municipality's standards. | Required | **Provided**<br><br>Some cosmetic customization is permitted in terms of voter actions required etc. Voter information that needs to be provided to the voter is fully customizable. |
| 14. | The system interface must be via a web-browser in standard HTML and JavaScript. | Required | **Provided**<br><br>See below. |
| | Today, many browser versions and platforms are available to access information on the Internet. For this reason, all pages on the Voting interface have been defined as valid XHTML and CSS structure.<br><br>To help alleviate some of the common issues in HTML design such as transfer of data and interfacing issues, the ISI system also uses some Java scripting to transfer data in the background or disable a button once clicked. These enhancements are designed to give the voter a smoother Internet experience overall. The application is designed to function on standard Internet browsers and requires nothing to be installed on the client. Even though the system utilizes some client side scripting, ISI NEVER relies on this type of technology to make the application function.<br><br>ISI has designed the application in such a way that enhanced methods are tested on the user side and, if not available or if they do not perform as designed for any reason; they will automatically revert back to server-side technology to ensure that there is no interruption to the voting process. | | |

| # | Service / Feature | Required / Desired | Provided or Available |
|---|---|---|---|
| 15. | The system must have the capability to generate fixed length Personal Identification Numbers (PINs). The fixed length must be configurable. | Required | **Provided**<br><br>PINs are created using our customized PIN generator application and are unique, are a set length (configurable - usually 8 digits), do not include sequential numbering (12345678), do not use more than 2 replicated numbers in sequence (33 is OK, but 333 is not), and never start with a leading zero. (This can be confusing as voter's are not sure whether to include a leading zero in the PIN entry process or not.) |
| 16. | The system must have the capability to output a file in a flexible format that can be used by a print and mailing facility to create voter mail-out letters for PIN distribution. | Required | **Provided**<br><br>Intelivote coordinates the entire printing process extracting information and electronically providing the information to our printing partner Doculink who coordinate the mail-out of the Voter Instruction Letters that are sent to the voters. |
| 17. | The voter mail-out letters must include the information related to traditional printed ballot method of voting. | Required | **Provided**<br><br>All the information a voter will require to locate a polling location, see the list of candidates running in each race, and when and how to cast a paper ballot will be on the letter provided to them. |
| 18. | The vendor must provide a validation process that ensures all PIN information has been deleted from the system providing the PIN printing service. | Required | **Provided**<br><br>Intelivote manages the print process through a detailed checklist of activities one of which is the requirement of a Letter of Confirmation for Data Destruction to be completed by the printing company. |

| # | Service / Feature | Required / Desired | Provided or Available |
|---|---|---|---|
| 19. | The system must be able to electronically support a voter's request to have their PIN changed (valid reasons to be determined with the election officials). | Required | **Provided**<br><br>During the setup and training associated with the HelpLine module, protocols are established by the election officials who determine the actions to be taken by their Voter HelpLine staff when assisting voters, one such action is the ability to assign a new PIN.<br><br>A full range of voter request scenarios has been developed by Intelivote based on our years of setting up and assisting HelpLine staff for elections. |
| 20. | The PIN issued must ensure the voter is presented with the correct candidates based on their school support. | Required | **Provided**<br><br>The configuration stage of the election setup enables the system to be configured with wards, school support, or any other classification or category of segmentation that would include a voter in their proper category and thus present them with their correct ballot. |

| # | Service / Feature | Required / Desired | Provided or Available |
|---|---|---|---|
| 21. | The system must have the capability to enumerate (add) voters to the official elector's list. If a new voter needs to be added to the list of eligible voters, the system must provide the capability to add the new voter to the valid voter's list and issue them a valid voting PIN. | Required | **Provided**<br><br>The Intelivote system has a full enumeration module that validates new electors that can be added to the system. It allows voter lookup to ensure the new voter isn't already included on the list and if they are not, allows for the addition of the new voter.<br><br>Once added it provides the capability for the Election Official to generate and print the required EL15 form as well as a voter instruction letter so they can be provided to the new elector. |
| 22. | The system must be able to meet any legislative requirements for adding or editing a voter record and create the required form. (example: EL-15.) | Required | **Provided**<br><br>See #21 above. |
| 23. | With reference to 22. above, the required form must be formatted as per an EL-15 form. | Desired | **Provided**<br><br>The current format of the approved EL-15 form is included with the system as one of the outputs the election officials can select. |

| # | Service / Feature | Required / Desired | Provided or Available |
|---|---|---|---|
| 24. | The system must have the capability to disable an existing PIN and ensure the PIN cannot vote in the event. | Required | **Provided**<br><br>Disabling a PIN occurs through the Voter Help module and is supported by a series of log entries that describe why the PIN was disabled so that if other calls from the same voter are generated, a full chronology of actions taken by the election officials can be presented to the HelpLine team.<br><br>Once a PIN has been disabled, it cannot be used in the election, but it can be tracked if someone attempts to use it.<br><br>Another important feature unique to the Intelivote system is to ensure a complete audit process PINs are never “Deleted” from the system, they are simply made unvoteable. |
| 25. | The system must have the capability to isolate a PIN and set the PIN into a status that allows activity of the disabled PIN to be tracked (Suspect PIN). This tracking should include the time and date the PIN accessed the system and where possible the phone number and/or the originating IP address that the disabled PIN was entered. | Required | **Provided**<br><br>A ‘Rogue’ status is available in the system which provides details to the level requested. ISI has a series of forensic capabilities to detect, identify and advise of suspect activity in the system using a variety of tools.<br><br>The system also has a series of standard reports that can be used by auditors and/or election officials to review system identified activity that is tracked during the event. |

| # | Service / Feature | Required / Desired | Provided or Available |
|---|---|---|---|
| 26. | The system must be able to electronically change voter list information to update any aspect of the voter information that is offered by a voter, prior to and during, the event. This should include the voter's address, or any name change, or any other attributes maintained on the profile record of the voter. | Required | **Provided**<br><br>Modules exist in the Intelivote system to allow authorized election workers the capability to update any voter profile information that is required. |
| 27. | The system must have an export capability to provide the municipality with an updated voter's list upon completion of the event. | Required | **Provided**<br><br>Full capability exists to provide an electronic or printable list after the election is over. The information is also stored and exported in a format that can be electronically updated to DataFix's MVV as well, ensuring that any data changed in the Intelivote system during the election can be maintained if the municipality is using Datafix for its elector management after the election. |
| 28. | The system must have the capability to present the list of candidates, or voter's options, in a predetermined sequence, based upon the election requirements. This sequence must be prescribed in advance but must include the following capability:<br>• alphabetical<br>• random presentation | Required | **Provided**<br><br>Candidate listing can be displayed in one of three ways, as entered, randomly, or in alphabetical order.<br><br>The MEA of Ontario requires that the candidates in a municipal election be listed in alphabetical order unless a by-law has allowed otherwise. |
| 29. | The system must provide the ability to vote on multiple races that are exclusive of one another. | Required | **Provided**<br><br>Races and/or questions on the ballot are assigned based on criteria determined by the Municipality. |

| # | Service / Feature | Required / Desired | Provided or Available |
|---|---|---|---|
| 30. | The system must be capable of providing the municipality with the option to allow "under voting" on a particular ballot. (i.e. If a voter is directed to select up to 4 candidates from a list of 10, the voter will be allowed to select 0 to 4). | Required | **Provided**<br><br>If the voter desires to under-vote a ballot, they can do so as a process allowed by the system. |
| 31. | Informational messages will be presented to voters when they under-vote ballots with the option to "continue and under-vote" or "return and correct their ballot." | Required | **Provided**<br><br>Voters who under-vote a ballot are presented with an alert that tells them they have not selected the maximum number of options and describes the process for them to follow to either confirm that this was their intent, or to return to the ballot and select additional options. |
| 32. | The system must not allow over-voting of the ballot (i.e.: the voter cannot mark more selections than they are allowed). | Required | **Provided**<br><br>The system prevents over-voting. |
| 33. | The voter must be allowed to submit a "blank" or "spoiled" ballot where they are required to select a candidate or option. | Required | **Provided**<br><br>The Intelivote solution provides this step for both phone and internet voting. The voter is alerted to the fact that they are performing this action and are asked to confirm that this is their intent, ensuring that this cannot be accidently done. |

| # | Service / Feature | Required / Desired | Provided or Available |
|---|---|---|---|
| 34. | The system must provide the voter with the option to repeat telephone scripts without looping. | Desired | **Provided**<br><br>After each race and associated candidates are read to the voter, they are provided with the option of pressing the * (star) key to repeat the information.<br><br>If an action is not competed by the voter when prompted by the system, the prompt is repeated up to three times before a corrective action is automatically performed by the system. |
| 35. | The vendor must provide controlled access to the system using ID's and passwords for all election personnel. This control must exist, prior to the election, during the election and after the election. | Required | **Provided**<br><br>In addition to the required ID's and Passwords for each individual authorized election official, a digital certificate is required to be installed on the user's device (PC, Laptop, iPad etc) which further secures the access to the modules assigned to the election workers. |

| # | Service / Feature | Required / Desired | Provided or Available |
|---|---|---|---|
| 36. | The vendor must provide a controlled access to the list of eligible voters by the candidates (or their designate), to electronically identify his/her "supporters" prior to or during the election. The electronic confirmation of a voter having voted must be viewable by the candidate or their designate during the event in real time. This feature would replace the manual "struck- off list" function regularly performed during the election by candidate agents at the polls. | Desired | **Provided**<br><br>The Candidate Module affords the authorized candidates and their official agent or scrutineer(s) the ability to identify supporters and provides the opportunity to review voter participation rates and actual participants and non-participants in the election.<br><br>Because the information is contained within the Intelivote system and it is updated within the system as it occurs, there is not a need to have other systems try and feed voter status back to the voting system via some sort of data exchange. All voter information is secured within the Intelivote system and there is no other dependency on other providers to have their system available to link to get the data; for example, DataFix.<br><br>Additional details of the Candidate Module are provided in the Module Description section of this document. |

| # | Service / Feature | Required / Desired | Provided or Available |
|---|---|---|---|
| 37. | The system must provide a Voter Help Agent capability that facilitates the support of voters by the municipality and election staff who can call a central phone number seeking assistance in any aspect of the voting process. | Required | **Provided**<br><br>The Intelivote system provides the most extensive and complete Voter Help capability within the eVoting industry. The range of services and the ability to assist voters is based on the years of experience our organization has and the hundreds of events we have conducted.<br><br>The module allows authorized election workers to view all aspects of voter interaction with the system, with the obvious exception that they cannot see voter selections made for candidates. A more detailed description of the Voter Help module is provided in the Appendix G of this document. |
| 38. | The Voter Help Agent feature must offer support to voters in the following areas:<br>• Change - ward/region/category to allow the system to present the voter with the correct races because of errors on the original voters list.<br>• Update voter's address details (voter moved since last elector list update).<br>• Add a new or missed voter prior to Election Day. (depending on enumeration rules)<br>• PIN support (lost PINs; never received PIN; etc)<br>• Vote status (partially voted; races voted)<br>• Poll location look-up | Required | **Provided**<br><br>See #37 above; all areas are included in the Voter Help and Enumerator modules. |

| # | Service / Feature | Required / Desired | Provided or Available |
|---|---|---|---|
| 39. | The system must have the capability to generate detail vote results reports. | Required | **Provided**<br><br>The results of the election can be outputted in a variety of formats compatible with a variety of standard applications including, XLS, PDF, CSV, HTML, DBF, ODBC. |
| 40. | The system must be capable of conducting a re-tally, which re-tally is agreed by the parties to be a "recount" for the purposes of the Act. | Required | **Provided**<br><br>The capability to recount the electronic ballots is included in the Intelivote system, and simply requires the election officials to select the “Vote Count Results Report”, from the list of reports to have the system recount the votes and produce the report, thereby supporting the requirement of a recount. |
| 41. | The system must have the capability to report on the access channel (internet or phone), that voters used to access the system.<br><br>This information must include the date and time information. | Required | **Provided**<br><br>System reporting both in the CEO Module as well as the Voter Participation report includes details associated with the method of voting (channel) as well as the associated date and time. |
| 42. | The system must be able to produce the results by ward and/or poll. | Required | **Provided**<br><br>A detailed vote report is available as a standard report to both the Auditor and the Election officials. This report breaks down vote results from any category that is setup in the system in the configuration stage including wards and polls. |

| # | Service / Feature | Required / Desired | Provided or Available |
|---|---|---|---|
| 43. | The system must have the capability to provide an electronic copy of the vote results in removable digital format (CD, flash drive) from the system. | Required | **Provided**<br><br>Data can be removed and stored on a variety of media once the election is over. As the information is available on the PCs of the election officials, they can store information on any media available to them. |
| 44. | The vendor must provide a validation process that ensures all the results of the election have been removed from the vendor's system once the legislative requirement for data retention have been met and the Returning Officer have directed the supplier to destroy the election information. | Required | **Provided**<br><br>All the voting data associated with the election is archived and held for the required period: in this case a minimum of 120 days following the declaration of the results date.<br><br>As per the timelines stated, Intelivote communicates with our clients typically one week prior to the 120-day period and asks clients if there is any current or pending legal issues that would prevent the destruction of their information.<br><br>On the day after the 120th day, Intelivote will send the Municipality an email asking them to confirm that there are no legal reasons why the data should not be destroyed and ask for confirmation that the data should be permanently deleted.<br><br>Once the Municipality replies to the email with instructions to destroy the information the data is destroyed, and a Certificate of Destruction is prepared and sent to the election official. |

| # | Service / Feature | Required / Desired | Provided or Available |
|---|---|---|---|
| 45. | The system must maintain detailed Audit logs to allow analysis or any suspected activity to be reviewed. | Required | **Provided**<br><br>All information associated with every session that connects to the eVoting system, either by phone or the internet, is recorded and logged. Not only does the system log information about the voter session but all actions taken by any user irrespective of their role in the election process. |
| 46. | The system must provide an Auditor function, which provides the capability for an individual to perform a pre-defined or a randomized set of audit functions on the voting and reporting features of the system. | Required | **Provided**<br><br>An Auditor module is available which provides the Auditor with the capability to conduct audit functions prior to, during and after the election timelines, including casting audit votes and viewing the recording of those votes within the system. |

| # | Service / Feature | Required / Desired | Provided or Available |
|---|---|---|---|
| 47. | The system must provide the capability for an Auditor to cast a specified audit ballot for each, or any, candidate, prior to and during the election. | Required | **Provided**<br><br>Through the Auditor Module, the Auditor has the capability to cast audit ballots following the same process as a voter, prior to and during the election, allowing them to demonstrate that the cast ballots are being properly assigned to the candidates selected.<br><br>**This capability is unique to the Intelivote system.** Our competitors only offer the capability to actually cast and validate ballots prior to the election starting which doesn't offer the capability sought by this requirement and doesn't allow the continuing audit of the system during the entire election timeline by the auditor. |
| 48. | The system must provide the capability for an Auditor to review the number of audit votes currently in the system and the status of each of those ballots. | Required | **Provided**<br><br>Once again this is a unique feature of the Intelivote system.<br><br>In the Auditor Module the Auditor can run a series or reports that can be viewed or printed showing audit vote counts as well as review the status of individual votes cast during the event.<br><br>As a vote is cast by the Auditor, they can view the logging action taken by the system and review how the ballot was recorded ensuring that ballots are being properly deposited and counted. |

| # | Service / Feature | Required / Desired | Provided or Available |
|---|---|---|---|
| 49. | The solution must be supported with a manual for training and reference purposes. | Required | **Provided**<br><br>All modules have training and reference manuals that allow the users to reference any feature of the module. |
| 50. | The vendor must provide a fail-safe solution in the event of a power failure to ensure the integrity of all ballots voted. | Required | **Provided**<br><br>The Bell Canada data centre that hosts the Intelivote solution has redundant power supplies and regularly tests that feature. In addition, the redundant systems that constitute the eVoting system ensure that if a component has a power supply problem the redundancy feature is fully engaged.<br><br>Voters who have power problems with their PCs that they are using to vote, simply reconnect to the eVoting system, (via web or phone) to determine if their vote has been recorded. |
| 51. | The vendor must provide a list of all staff and provide the contact information of the staff that will be assigned to each municipality along with their duties, responsibilities, and working hours and explain how you will provide customer service to support each municipality throughout the election process. | Required | **Provided**<br><br>See below.<br><br>Refer to Section 2 for vendor staff responsibilities/duties. |

| # | Service / Feature | Required / Desired | Provided or Available |
|---|---|---|---|
| Our team of eVoting professionals works with our clients during the months in advance of your election and continues that support during the voting period. Support includes event planning, voter list management, voter communication support, training and education for election staff, candidate training, assisting the HelpLine workers with queries from voters, Auditor support, system technical support and media support where required.<br><br>Each client is assigned a prime support eVoting consultant and a backup who have a team of technical resources supporting the election process and the voting system. Support is delivered remotely from our operations centre, over the phone and via Zoom where required, as well as on site where our team travels between our various clients when possible.<br><br>Technical support is available 7x24 during the active voting period. | | | |

| # | Service / Feature | Required / Desired | Provided or Available |
|---|---|---|---|
| 52. | The system must integrate with DataFix. | Desired | **Provided**<br><br>As stated in the Scope and Approach section, Intelivote partners with DataFix, using an extract of the MVV voter file obtained over a secure upload site to create the elector database in the eVoting system. Once the electors are loaded, the Election workers will switch to the Intelivote system to add any new voters or update existing voter information after the final list is made available from MPAC. After the election is over Intelivote will provide an updated voter's file back to DataFix for update to the MVV application, ensuring that the voter information is kept up-to-date.<br><br>It should be noted that DataFix is not required by the municipality to experience the full benefits of the Intelivote system. Our flexibility allows for the exchange of information with MPAC as well if the municipality does not use Datafix. |
| 53. | The system and the vendor/sub-contractors must have the capability to accommodate all clients across Ontario and their voters during the voting period without interruption of service, and, your competitors using the same vendors / subcontractors will not interfere with your service. (Ex. Bell Canada) | Required | **Provided**<br><br>See below. |

| # | Service / Feature | Required / Desired | Provided or Available |
|---|---|---|---|
| | The Intelivote system allows voter participation from anywhere in the world via the web and has the capability to offer phone voting based on 800 network controls allowing for North American wide calling or calling that may be restricted to specific regions based on the caller's phone number.<br><br>The ISI system is completely redundant with multiple systems sharing the functional requirements of the system, and distributing the load on the system. Communication channels have diversity and connect to the data centre via different sources and networks. All the switches and firewalls have redundancy and the system is load balanced to ensure the load is effectively shared across all the nodes in the system.<br><br>Voters will not be using the same supplier in most of the regions offering both internet and phone service. In addition to Bell Canada as a supplier to voters, Rogers, Telus, and a large collection of other cable suppliers will be used by voters during the election period as their internet or telephone service is provided by different carriers. Election usage over a period of numerous days do not qualify as 'mass calling events" in Bell Canada terms and the capacity of the national communication network capability is not stressed given its massive capability. | | |

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