



Response to:
**New Hampshire
Electronic Poll Book
System
Request for
Information V 0.1**

Cross-Reference Table

This section gives a table of all indicative requirements in this document along with their page numbers. Vendors are encouraged to state whether they can comply or suggest alternate means of accomplishing the implied goal. To enable comments in the fields below, this RFI has been provided in both MS word and PDF format.

Title and Identifier	Page Number	Compliance: Yes/No	Comments on Potential Requirement
AR-1: At least (8) eight EPBs in an EPBS; (12) if adding new voters.	31	Yes	Our EPBS concurrently supports 8 live EPBs in a singular location, or 12 EPBs if supporting election day registrants. The function of the EPBs remains unaffected in the instance of any singular unit(s) becoming inoperable.
AR-2: No single point of failure.	31	Yes	EPBS avoids single point of failure by utilizing redundancies in any scenario where a single point of failure would be considered a risk.
AUR-1: Audit log.	35	Yes	Our EPBS is auditable and maintains an audit log.
AUR-2: Log voter registration record queries and updates.	35	Yes	The audit log retains time stamped queries and updates to voter records by any authorized user.
AUR-3: Log user actions.	35	Yes	The audit log retains time stamped records of actions performed by any authorized user. The audit log can be customized to flag and time stamp records for additional user actions.
AUR-4: Log system deviations.	36	Yes	The audit log retains time stamped records of system deviations. The audit log can be customized to flag and time stamp records for additional deviations from expected system behavior.
AUR-5: Printable audit log.	36	Yes	Our Audit Log is printable.
AUR-6: Exportable audit log.	36	Yes	Our Audit Log can be exported via external, removable storage device.
AUR-7: No audit log encryption.	36	Yes	Our Audit Log is not encrypted. It is exportable in a plain text format.

Title and Identifier	Page Number	Compliance: Yes/No	Comments on Potential Requirement
AUR-8: Audit log format compliance.	36	Yes	Documentation in regards to the Poll Pad Audit log is available. KNOWiNK can provide audit log definitions document.
DOCR-1: Set up, use, and shutdown instructions.	37	Yes	Documentation with complete instructions for use of our EPBS can be provided.
DOCR-2: Functionality specification.	37	Yes	Documentation including specification of implemented system functionality can be provided.
DOCR-3: Training materials.	37	Yes	KNOWiNK produces client specific training materials as specified, and offers hands on training support for new jurisdictions.
DOCR-4: Data recovery procedures.	37	Yes	Documentation pertaining to data recovery options can be provided.
DOCR-5.1: System architecture.	38	Yes	Documentation of the EPBS including an architectural model can be provided.
DOCR-5.2: End user documentation.	38	Yes	End user documentation and training materials is supplied to each client.
DOCR-5.3: System level documentation.	38	Yes	KNOWiNK can submit documentation to satisfy this requirement.
DOCR-5.4: Developer documentation.	38	Yes	KNOWiNK can submit documentation to satisfy this requirement.
DOCR-6: Consumables documentation.	38	Yes	KNOWiNK can submit documentation to satisfy this requirement.
DOCR-7: Quality assurance procedures, test data, and reports.	39	Yes	Documentation on quality assurance procedures and test data and reports to satisfy this requirement can be provided.
DOCR-8: Repair and maintenance policies.	39	Yes	KNOWiNK can supply this information prior to the procurement process.

Title and Identifier	Page Number	Compliance: Yes/No	Comments on Potential Requirement
DOCR-9: Audit log specification.	39	Yes	Documentation in regards to the Poll Pad Audit log is available.
DOCR-10: Usability tests.	39	Yes	Documentation for our EPBS including usability tests addressing all aspects of user facing features as specified can be provided.
DOCR-11: List of all EPBS programs.	39	Yes	Detailed documentation on program functions and program storage can be provided.
DOCR-12: List of system configuration data.	40	Yes	KNOWiNK can submit documentation to satisfy this requirement.
DOCR-13: User interfaces.	40	Yes	Extensive UI documentation and end user training materials will be provided.
DOCR-14: Non-functional (potential) requirements documentation.	40	Yes	KNOWiNK can submit documentation to satisfy this requirement.
DOCR-15: List of files containing voter information.	40	Yes	KNOWiNK can submit documentation to satisfy this requirement.
DOCR-16: File format specification.	40	Yes	KNOWiNK can submit documentation to satisfy this requirement.
FR-1: Adding a new EPB to the EPBS.	21	Yes	Additional EPBs may be introduced to the EPBS at any time during or outside of the voting period per the specifications of this requirement.
FR-2: Removing an EPB from the EPBS.	21	Yes	EPBs may be removed from the EPBS at any time during or outside of the voting period per the specifications of this requirement..
FR-3: Identifying an EPB.	21	Yes	Every EPB is uniquely identified and can be uniquely identified by system components as specified.
FR-4: Restricted access to voter information.	21	Yes	Our EPBS does not permit access to information outside of local voter database.

Title and Identifier	Page Number	Compliance: Yes/No	Comments on Potential Requirement
FR-5: Constrained data storage.	22	Yes	The EPB can be restricted to store data as outlined in referenced requirements.
FR-6: <i>Voter list</i> storage.	22	Yes	A copy of the voter list may be stored locally and on the removable storage unit.
FR-7: Voter information lookup.	22	Yes	The Poll Pad EPB is able to look up voters as specified.
FR-8: Voter information updates.	22	Yes	The EPB allows modifications in the local voter database per requirements specified, and is customizable to include future flags.
FR-9: Generating and printing reports.	23	Yes	Thermal printer supports these criteria as specified.

Title and Identifier	Page Number	Compliance: Yes/No	Comments on Potential Requirement
<p>FR-10: The <i>electronic poll book</i> must maintain a printable format of the <i>voter list (voter registration record and plus voter activity record)</i> <i>{(potential) requirement Type: mandatory}</i></p> <p>Description: It must be possible to continue with an election should the electronic poll book <i>system become inoperable</i>. To that end, the electronic poll book <i>must maintain</i> a printable checklist format of the voter list <i>on removable storage</i>, reflecting voter activity record to that moment.</p> <p>Ref: New Hampshire RSA 654:25, RSA 659:13, RSA 659:14, RSA 659:102.</p> <p>FR-11: Deliberately Left Blank.</p>	<p>23</p>	<p>Yes</p>	<p>Customization and thermal printer supports these criteria as specified.</p>

Title and Identifier	Page Number	Compliance: Yes/No	Comments on Potential Requirement
<p>FR-12: User accounts. <i>{{(potential) requirement Type: mandatory}}</i></p> <p>Description: The <i>electronic poll book system</i> must permit an <i>administrator</i> to manage user accounts within its <i>configuration</i>. This includes adding and disabling user accounts, and setting user roles for existing accounts.</p> <p>Ref: None</p> <hr/>	<p>24</p>	<p>Yes</p>	<p>Our EPBS can be customized to meet these requirements as specified.</p>

Title and Identifier	Page Number	Compliance: Yes/No	Comments on Potential Requirement
<p>FR-12: User accounts. {{(potential) requirement <i>Type: mandatory}</i></p> <p>Description: The <i>electronic poll book system</i> must permit an <i>administrator</i> to manage user accounts within its <i>configuration</i>. This includes adding and disabling user accounts, and setting user roles for existing accounts.</p> <p>Ref: None</p> <hr/> <p>FR-13: RSA Chapter 654 and 659 requirements. See Ballot Clerk Procedures for State Primary and General Election</p>		Yes	Our EPBS meets or can be customized to meet the elements of these requirements as specified.
FR-14: System event confirmation.	24	Yes	Our EPBS meets these requirements as specified.
FR-15: Diagnostics mode.	25	Yes	KNOWiNK's EPBS allows for password protected diagnostic mode functions as specified.
FR-16: Program execution.	25	Yes	Managed settings and guided access prevent any other program from running on our EPBS.
FR-17: Printing voter list.	25	Yes	Printable list from thermal printer can be customized to meet New Hampshire's specifications.
FR-18: Retaining voter information.	25	Yes	KNOWiNK's EPBS allows for authorized users to extract and retain all voter information from the EPBS

Title and Identifier	Page Number	Compliance: Yes/No	Comments on Potential Requirement
FR-19: Compatibility with SVRS.	26	Yes	KNOWiNK satisfies this requirement.
FR-20: As a part of the local voter database import, the electronic poll book system must require the user to confirm that they are importing the intended local voter database	26	Yes	Our EPBS requires an authorized user to confirm they are importing intended local voter database and overwriting what is currently stored on the EPB.
FR-21: One voter/ one vote within EPBS.	26	Yes	Duplicate voting is prevented in KNOWiNK's EPBS. A check-in may be cancelled by an authorized administrator in the case that the wrong voter has checked in, or the voter flees.
FR-22: Local voter database import.	26	Yes	Our EPBS enables the import of local voter database through a removable hardware interface.
FR-23: Local voter database export.	26	Yes	Our EPBS enables the export of local voter database through a removable hardware interface.
FR-24: Supplemental local voter database.	27	Yes	Supplemental import functions can be disabled for New Hampshire within our EPBS.
FR 25: Deliberately left blank.	27	N/A	N/A
FR-26: The electronic poll book must not change invariant data	27	Yes	KNOWiNK's EPBS can customize particular data to be modified, or as fixed (invariant) data, and will comply with New Hampshire state law.

Title and Identifier	Page Number	Compliance: Yes/No	Comments on Potential Requirement
FR-20: As a part of the <i>local voter</i> database import, the electronic poll book system must require the user to confirm that they are importing the intended <i>local voter database</i> .	19	Yes	In KNOWiNK's EPBS, authorized user confirms in the manner FR-20 specifies. Polling place setting may be confirmed before or after import. User confirms that the polling place record counts are accurate after database import.
HIR-1: USB port.	20	Yes	The Poll Pad contains a lighting port that can accommodate an iSync drive through which voter information can be imported/exported.
HIR-2: Card reader.	20	Yes	The iPad's camera utility has been integrated into the Poll Pad application to scan barcodes. Alternatively, a magstripe reader can be deployed to scan barcodes for voter lookup.
PR-1: <i>Electronic poll book</i> capacity during peak usage.	28	Yes	KNOWiNK's EPBS complies with specified requirement.
PR-2: <i>Voter throughput</i> per <i>EPB</i> .	28	Yes	KNOWiNK's EPBS complies with specified requirement.
PR-3: <i>Voter list</i> export.	28	Yes	KNOWiNK's EPBS complies with specified requirements. Can specify anticipated printing time frames per various printer types and town sizes when specs are provided in inquiry.
PR-4: <i>Voter list</i> import.	28	Yes	KNOWiNK's EPBS complies with specified requirement.
PR-5: <i>Electronic poll book</i> system setup.	28	Yes	KNOWiNK's EPBS complies with specified requirement.
PR-6: <i>Electronic poll book</i> boot up and configuration.	29	Yes	KNOWiNK's EPBS complies with specified requirement.
PROCR-1: Vendor to provide two <i>electronic poll book</i> systems.	17	Yes	KNOWiNK can submit the Poll Pad EPBS and the EA Tablet EPBS for review.

Title and Identifier	Page Number	Compliance: Yes/No	Comments on Potential Requirement
PROCR-2: Vendor to provide list of customers.	17	Yes	KNOWiNK will provide a current list of clients upon the date of application for approval of our EPBS with the Secretary of the State
PROCR-3: Vendor to provide list of known anomalies.	17	Yes	In some lighting environments, overhead lighting will cause a glare on the Drivers License and impact its ability to scan. In such instances Manual Search is used to locate the appropriate voter record. Poll Pad has never had a failure or any issues that impacted its ability to accurately capture voter checkins on Election Day.
PROCR-4: Compiling, importing, and exporting local voter database.	18	Yes	Both solutions offered by KNOWiNK are designed to be autonomous systems. Involvement from KNOWiNK is not needed unless requested by the jurisdiction.
PROCR-5: Vendor to provide a pre-use fitness test for the <i>electronic poll book system</i>.	18	Yes	KNOWiNK is willing to support and participate in any pre-use fitness testing deemed sufficient to satisfy this requirement.
PROCR – 6: Vendor to suggest trial format that enables check of EPB accuracy against marked paper checklist.	17	Yes	KNOWiNK is willing to support and participate in Pilot elections at the behest of the interested jurisdiction.
PROCR – 7: Vendor to suggest trial format that enables check of EPBS in the event of failure of electronic components.	17	Yes	KNOWiNK is willing to support and participate in any connectivity testing deemed sufficient to satisfy this requirement.
RR-1.1: Voter check-in during interruption of connectivity.	29	Yes	Connectivity is not required for the completion of the voter check-in process.
RR-1.2: Upon restoration of connectivity.	29	Yes	Utilizing our peer-to-peer functionality, the devices deployed will synchronize to represent the same voter list consistency once connectivity is restored.

Title and Identifier	Page Number	Compliance: Yes/No	Comments on Potential Requirement
RR-1.3: Identify double voting.	29	Yes	KNOWiNK's EPBS can be configured to comply with specified requirement. Double voting is auditable.
RR-1.4: Indicate interruption of connectivity.	29	Yes	KNOWiNK's EPBS can be configured to comply with specified requirement.
RR-2: Loss of power.	30	Yes	KNOWiNK's EPBS exceeds this requirement.
RR-3: Data recovery.	30	Yes	KNOWiNK's EPBS provides for database data recovery, should one of the physical memory storage components fail. EPB supports importing an exact replica of another EPB that failed, essentially becoming a mirror image of that EPB. Alternatively, if a new EPB is introduced into the localized EPBS network at a polling place, it will automatically populate with the check-in data from the other EPBs.
RR-4: Simultaneous data storage.	30	Yes	KNOWiNK's EPBS provides for the specifications of this requirements.
RR-5: Local voter database replicas.	30	Yes	KNOWiNK's EPBS provides for the specifications of this requirements.
RR-6: Local voter database replica consistency.	30	Yes	The local voter database is consistently replicated in a quiescent state.
RR-7: Operational consistency.	30	Yes	Updates are synced across all EPBs within a peer to peer network, and reflect all changes made on any particular EPB at that polling place.
RR-8: Environmental robustness.	31	Yes	KNOWiNK's EPB is operable between temperatures ranging from 50°F to 90°F
SR-1: EPBS must prevent injury or damage.	31	Yes	KNOWiNK's EPBS is designed to prevent injury or damage to any individual or the hardware.

Title and Identifier	Page Number	Compliance: Yes/No	Comments on Potential Requirement
SR-2: Isolation from other electronic election systems.	31	Yes	KNOWiNK uses a Mobile Device Management System that provides access to the EPBS system. Only devices configured by KNOWiNK will be allowed to access the data contained in the EPBS system. Hence our EPBS is isolated from all other electronic election systems
SR-3: Restricted access and communications.	32	Yes	All data and communications in the EPBS are encrypted
SR-4: Eavesdropping attack prevention.	32	Yes	All data and communications in the EPBS are encrypted
SR-5: Man-in-the-middle attack prevention.	32	Yes	All data and communications in the EPBS are encrypted
SR-6: Replay attack prevention.	32	Yes	All data and communications in the EPBS are encrypted
SR-7: Imports restricted to HIR-1 (USB port).	32	Yes	Imports may be restricted to the USB (lightning) port on the EPB. This would disallow the use of Wi-Fi import
SR-8: HIR-1 (USB port) restrictions.	32	Yes	File types imported through the USB (lightning) port on the EPB are restricted to allowable file types only.
SR-9: File format verification.	33	Yes	KNOWiNK's EPBS provides for the specifications of this requirements.
SR-10: File authenticity verification.	33	Yes	KNOWiNK's EPBS provides for the specifications of this requirements.
SR-11: Signed exports.	33	Yes	KNOWiNK's EPBS can be configured to meet the specifications of this requirement.
SR-12: Use by account holders only.	33	Yes	KNOWiNK's EPBS can be configured to meet the specifications of this requirement.
SR-13: User roles.	33	Yes	KNOWiNK's EPBS can be configured to meet the specifications of this requirement.

Title and Identifier	Page Number	Compliance: Yes/No	Comments on Potential Requirement
SR-14: Access to UI-1 (authorized EPBS user interface).	34	Yes	Access requires authorized password authentication on the EPB.
SR-15: Access to UI-2 (configuration interface).	34	Yes	Access requires authorized password authentication on the EPB.
SR-16: Access to UI-3 (diagnostic interface).	34	Yes	Access requires authorized password authentication on the EPB.
SR-17: Access to UI-4 (administrative interface).	34	Yes	Access requires authorized password authentication on the EPB.
SR-18: Access to UI-5 (local voter database).	34	Yes	Access requires authorized password authentication on the EPB.
SR-19: File integrity verification	35	Yes	KNOWiNK's EPBS can be configured to meet the specifications of this requirement.
SR-20: Tamper evident cases.	35	Yes	Cases are fitted with the necessary hardware to accommodate a wide variety of locks and tamper evident seals used across the election industry.
UIR-1: Ballot clerk and Supervisor of the checklist interface.	19	Yes	Poll Pad provides a broad range of functionality to the Ballot Clerk on Election Day. Functions can be password protected to ensure the proper protocols are being followed.
UIR-2: Configuration interface.	19	Yes	KNOWiNK's EPBS can be configured to meet the specifications of this requirement.
UIR-3: Diagnostic interface.	19	Yes	KNOWiNK's EPBS can be configured to meet the specifications of this requirement.
UIR-4: Administrative interface.	20	Yes	KNOWiNK's EPBS can be configured to meet the specifications of this requirement.
UIR-5: Local voter database interface.	20	Yes	KNOWiNK's EPBS can be configured to meet the specifications of this requirement.

Title and Identifier	Page Number	Compliance: Yes/No	Comments on Potential Requirement
UR-1: Ease of use.	37	Yes	Poll Pad is easy to use, easy to set up, and easy to train on!

RFI - Supplemental Potential Requirements

March 20, 2017

Title and Identifier	Page Number	Compliance Yes/No	Comments on Potential Requirement
NH-1: Add new voters resulting from Election Day Registration to EPBS	9, 10, 11	Yes	EPBS accommodates this and has already done so in a live election.
NH-2: Extend simultaneous electronic poll books processes for voter intake over a distance of X feet. X = 70 feet 100 feet 150 feet	9, 10, 11	Yes	Cloud and Cradlepoint will accommodate this. If no cloud, will require additional hardware at the polling place.
		Yes	Cloud and Cradlepoint will accommodate this. If no cloud, will require additional hardware at the polling place.
		Yes	Cloud and Cradlepoint will accommodate this. If no cloud, will require additional hardware at the polling place.
NH-3: Extend electronic poll books processes in include voter registration. Add to the above distances: 30 feet 70 feet 100 feet	9, 10, 11	Yes	Cloud and Cradlepoint will accommodate this. If no cloud, will require additional hardware at the polling place.
		Yes	Cloud and Cradlepoint will accommodate this. If no cloud, will require additional hardware at the polling place.
		Yes	Cloud and Cradlepoint will accommodate this. If no cloud, will require additional hardware at the polling place.

Title and Identifier	Page Number	Compliance Yes/No	Comments on Potential Requirement
NH-4: Integrate return-to-undeclared activity in State Primaries: Add to the above distances: 30 feet 50 feet 70 feet		Yes	Cloud and Cradlepoint will accommodate this. If no cloud, will require additional hardware at the polling place. This can also be accommodated by a process on the EPB where the party change is performed. This is not necessary as a separate station.
		Yes	Cloud and Cradlepoint will accommodate this. If no cloud, will require additional hardware at the polling place. This can also be accommodated by a process on the EPB where the party change is performed. This is not necessary as a separate station.
		Yes	Cloud and Cradlepoint will accommodate this. If no cloud, will require additional hardware at the polling place. This can also be accommodated by a process on the EPB where the party change is performed. This is not necessary as a separate station.
NH-5: Integrate address change by ballot clerk at voter intake.	9	Yes	EPBS supports address and name change.

<p>NH-6: Support quick transition to back-up EPB process in event of mid-day synchronization or connectivity failure. Transition might be to previously-used process whereby voters line up opposite discrete alpha letters, e.g. A-C, D – G, H – M, etc. EPBs would be used at voter check-in but would not be synchronized until a much later time in the day. EPBs would not be used at voter registration.</p>	<p>9, 10,11</p>	<p>Yes</p>	<p>EPB can be customized to filter based on first letter of last name.</p>	
<p>Title and Identifier</p>	<p>Page Number</p>	<p>Compliance Yes/No</p>	<p>Comments on Potential Requirement</p>	
<p>AR-1(A): In general elections, to accommodate each voter registration station, synchronization of additional electronic poll pads, and connectivity thereof, capacity in single polling place for up to:</p>	<p>15 EPBs</p>	<p>9, 10, 11</p>	<p>Yes</p>	<p>Peer to peer is capable of supporting up to 15 EPBs</p>
	<p>20 EPBs</p>		<p>Yes</p>	<p>Cloud and Cradlepoint will accommodate this. If no cloud, will require additional hardware at the polling place.</p>
	<p>25 EPBs</p>		<p>Yes</p>	<p>Cloud and Cradlepoint will accommodate this. If no cloud, will require additional hardware at the polling place.</p>
	<p>30 EPBs</p>		<p>Yes</p>	<p>Cloud and Cradlepoint will accommodate this. If no cloud, will require additional hardware at the polling place.</p>
	<p>35 EPBs</p>		<p>Yes</p>	<p>Cloud and Cradlepoint will accommodate this. If no cloud, will require additional hardware at the polling place.</p>
	<p>40 EPBs</p>		<p>Yes</p>	<p>Cloud and Cradlepoint will accommodate this. If no cloud, will require additional hardware at the polling place.</p>

FR-8(A): Fulfill NH's Ballot Clerk Procedure, enabling voter to give name and be checked off, then leave the line in middle of check-in process so that voter can obtain Challenged Voter Affidavit. Voter then returns to another line, finishes the process, picks up a ballot, and EPB name reflects voter has voted.	9, 12	Yes	Voters that leave the line in the middle of the process are marked Pending and may be resumed on another EPB in the network.
FR-13(B) Enable entry of 2-character state abbreviations from a known list of 2-letter state abbreviations.	9, 12	Yes	EPBS supports all 50 state abbreviations.
Title and Identifier	Page Number	Compliance Yes/No	Comments on Potential Requirement
Tech -1:Connectivity: Describe combination of router, hotspot, Bluetooth, Wi-fi, hard-wiring, etc. Please comment on single point of failure risk.	9	Yes	The EPBS uses peer to peer to communicate between EPBs at the polling place. Peer to peer uses a combination of Bluetooth and Wi-Fi radios to communicate within the network. Each EPB has the ability to communicate with any EPB in the network, so if one EPB or one network service (Bluetooth or Wi-Fi) goes down, the system will continue to function.
Tech -2: Customizability: Requires/does not require a development team to customize.		Yes	The EPBS is fully customizable by the end user and does not require a development team to do so.
Tech -3: Support Model: Supports different EPB operating systems, including iOS, Palm Pilot, Android, Windows, etc.		Yes	iOS is main platform. Android and Windows are also supported.
Gen – 1: Customer Retention: Identify any customers that have not been retained and the reason.		Yes	KNOWiNK has retained all customers.



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