

REQUEST FOR PROPOSAL (RFP)

Electronic Poll Book Solution & Support Services

- **RFP Ref:** Election Services – 2026-02
- **Issuing Agency:** San Benito County Clerk-Recorder's Office, California
- **Release Date:** June 19, 2026
- **Questions Due:** June 26, 2026, by 5:00 PM
- **Submission Deadline:** July 10, 2026, by 5:00 PM

1. PURPOSE AND OBJECTIVES

San Benito County is seeking competitive proposals from qualified vendors to provide a comprehensive, fully functional Electronic Poll Book software solution. The successful vendor must deliver a system equal or superior to the County's baseline functionality, guaranteeing full operational capabilities, training, and deployment in time for the November 2026 General Election.

Per California government rules, this competitive solicitation is being issued to establish a new contract. In the interest of fiscal responsibility and maximizing existing taxpayer-funded assets, the County is evaluating both software-only solutions capable of utilizing the County's currently owned hardware infrastructure (22 Apple iPad 10th Generation kits) and alternative turnkey hardware/software solutions. All proposals will be uniformly evaluated based on the 3-Year Total Cost of Ownership (TCO).

2. GENERAL TERMS & CONTRACT STRUCTURE

- **Initial Contract Term:** Three (3) years from the date of contract execution (Expected August 2026 through August 2029).
- **Option to Extend:** The County reserves the right to extend the contract for additional subsequent terms upon mutual written agreement.
- **Termination for Convenience:** Either party may terminate this contract, with or without cause, by providing a minimum of thirty (30) days' advance written notice to the other party. In the event of termination, the County shall compensate the vendor only for work satisfactorily performed prior to the effective date of termination.

3. SCOPE OF WORK & TECHNICAL REQUIREMENTS

3.1 State Certification (Mandatory Pass/Fail Criterion)

The proposed electronic poll book solution (including software and any proposed alternative hardware) must be fully certified by the California Secretary of State at the time of proposal submission. Proposers must attach official state certification documentation to their proposal.

3.2 Current County Inventory & Infrastructure Baseline

The County currently maintains a physical hardware fleet purchased under a prior deployment. The County's existing baseline inventory consists of:

- **Tablets:** Twenty-two (22) Apple iPads, 10th Generation (10.9" screen, 64 GB storage) with standard charging blocks and 3' USB-C cables.
- **Peripherals:** Apple Certified 6' USB-C cables and wireless thermal receipt printers (Epson TM-m30II).

3.3 Dual-Track Hardware Compatibility

To ensure fair competition, proposers may submit under either Track 1 or Track 2.

Track 1: Software-Only Deployment

- The proposed electronic poll book software must install, securely lock down, and operate natively on the County's existing fleet of 22 iPad 10th Gen tablets.
- **Peripheral Drivers & Compatibility Certification:** Proposers under Track 1 must explicitly confirm and certify within their technical submission that their certified software has native, production-ready compatibility with the Epson TM-m30II printer model via iOS without requiring additional custom software or driver development by the County.
- **Device Decommissioning & MDM Handover:** Upon contract award, if a new vendor is selected under Track 1, the incumbent vendor (Tenex) will perform the final system data wipe and de-enroll the 22 iPads from their enterprise environment to return the devices to a clean factory status. The newly selected vendor shall then be solely responsible for enrolling the wiped devices into their own secure Mobile Device Management (MDM) environment, pushing out their certified software, and establishing all necessary endpoint security profiles required for the November 2026 election.

Track 2: Turnkey Hardware & Software Deployment

- Proposers whose software cannot operate on the County's existing iOS/iPad 10th Gen infrastructure must provide an "or equal" turnkey solution.

- This turnkey solution must include all necessary tablets (Android, Windows, or alternative iOS), mounting stands, thermal printers, and transit cases to support a 22-tablet deployment footprint.
- If submitting under Track 2, all hardware procurement, leasing, configuration, implementation, and shipping costs must be completely absorbed by the vendor and explicitly itemized in the Cost Proposal. Track 2 vendors must supply their own self-contained universal or proprietary mounting stands and transit cases.

3.4 Functional Capabilities

The solution must offer features equal or superior to the current baseline:

- **Voter Processing:** Real-time lookup, verification of voter eligibility, and electronic signature capture.
- **Data Integrity:** Capability to maintain, update, and securely host voter lists, casting statuses, and election reporting.
- **Hosting & Security:** High-availability cloud hosting (e.g., AWS or equivalent industry standard) utilizing multi-tenant or dedicated secure environments compliant with California security guidelines.

4. TIMELINE & IMPLEMENTATION DELIVERABLES

- **Go-Live Deadline:** Fully functional deployment, staff training, and acceptance testing must be completed by **September 18, 2026**, ahead of the November 2026 Election.
- **Training Allocation:** Proposal must include a minimum baseline of twenty (20) hours of remote or hands-on administrative and technical training for County election staff.
- **Project Schedule:** Proposers must submit a detailed project timeline from contract execution to Election Day.

5. SUPPORT, SLA, & WARRANTY REQUIREMENTS

5.1 Warranty Period

The vendor must provide a minimum twelve (12) month Warranty Period following final County written acceptance. During this period, the vendor will correct any material software deficiencies or bugs at no additional cost to the County.

5.2 Error Correction & "Prime Time" SLA

- **Updates:** Standard system and security updates must be delivered automatically at no additional charge for the duration of the contract.
- **Loading Time:** Data must be uploaded and complete by 29 days before Election Day.
- **Prime Time Hours Support:** The County requires a heightened Service Level Agreement (SLA) during critical election cycles. "Prime Time Hours" are defined as: the 30 days prior to Election Day, Election Day itself, and 21 days post-Election Day.
- **Major Downtime Mitigation:** Proposers must outline immediate, high-priority mitigation strategies for "Major Downtime," defined as any problem that significantly interferes with voter check-in reliability at the polls.

6. COST PROPOSAL FORMAT

Proposers must complete the fee structures below corresponding to their deployment track. The County will evaluate the financial impact of each proposal based on the 3-Year Total Cost of Ownership (TCO) required to achieve a fully functional deployment.

Note: All invoicing must occur annually at the beginning of each contract year, and the vendor is responsible for all expenses unless approved in advance by the County.

Table 6.1: Track 1 – Software-Only Cost Structure (Utilizing Existing Hardware)

For vendors utilizing the County's current 22 iPads and peripherals.

| Fee Description | Year 1 Cost | Year 2 Cost | Year 3 Cost | 3-Year Total |
|---|-------------|-------------|-------------|--------------|
| Annual Software Licensing (22 Units) | \$ | \$ | \$ | \$ |
| SaaS Cloud Hosting & Security (e.g., AWS) | \$ | \$ | \$ | \$ |
| Implementation, MDM Configuration, & Training | \$ | \$ | \$ | \$ |

| Fee Description | Year 1 Cost | Year 2 Cost | Year 3 Cost | 3-Year Total |
|--|------------------------|------------------------|------------------------|-------------------------|
| Annual Technical Support & Election SLA | \$ | \$ | \$ | \$ |
| TRACK 1 TOTAL EVALUATION COST | \$ | \$ | \$ | \$ |

Table 6.2: Track 2 – Turnkey Solution Cost Structure (Vendor-Provided Hardware)

For vendors requiring the replacement of County tablets and peripherals.

| Fee Description | Year 1 Cost | Year 2 Cost | Year 3 Cost | 3-Year Total |
|--|------------------------|------------------------|------------------------|-------------------------|
| Annual Software Licensing & SaaS Hosting | \$ | \$ | \$ | \$ |
| Hardware Purchase/Lease (22 Tablets & Mounts) | \$ | \$ | \$ | \$ |
| Peripheral Equipment (Printers, Cases, Cords) | \$ | \$ | \$ | \$ |
| Hardware Deployment, Config, & Training | \$ | \$ | \$ | \$ |
| Annual Technical Support & Election SLA | \$ | \$ | \$ | \$ |
| TRACK 2 TOTAL EVALUATION COST | \$ | \$ | \$ | \$ |

7. PROPOSAL SUBMISSION & EVALUATION CRITERIA

7.1 Submission Requirements

All submitting vendors must provide:

- Proof of current California Secretary of State Certification.
- Technical Specification Sheets demonstrating software compatibility with Apple iOS architectures (specifically 10th Generation iPads) and wireless printing peripherals.
- **References:** At least three (3) references from California counties currently utilizing the proposed software for live elections, preferably demonstrating successful data integration with a DFM Associates Election Management System (EMS).
- Detailed data security protocols concerning voter data encryption, both in transit and at rest.

7.2 Evaluation Methodology

The County will evaluate all conforming proposals using a Best Value methodology based on technical capability, experience, and the 3-Year Total Cost of Ownership.

8. ADMINISTRATIVE & LEGAL DISCLOSURES (COUNTY PROTECTIONS)

8.1 Fiscal Non-Appropriation Clause

The County's obligation for payment under any contract resulting from this RFP beyond the current fiscal year is contingent upon the availability and appropriation of County funds. In the event that the San Benito County Board of Supervisors fails to appropriate necessary funds for subsequent fiscal periods, the County shall have the right to terminate the contract at the end of the then-current funded fiscal period without penalty, liability, or further recourse.

8.2 County Rights Reserved

The County reserves the right, at its sole discretion, to:

- Cancel this RFP in whole or in part, or reject any or all proposals received in response to this solicitation.
- Waive minor irregularities or informalities in any proposal that do not affect the fairness of the competitive procurement process.
- Disqualify any proposer who fails to certify peripheral device driver compatibility as required in Section 3.3.

- Assume no financial liability for any costs incurred by proposers in the preparation, submission, or presentation of proposals.

8.3 Bid Protest Procedure

Proposers wishing to protest the award evaluation must file a formal written protest with the San Benito County Clerk-Recorder's Office within five (5) business days following the County's issuance of the official "Notice of Intent to Award." Protests must explicitly state the legal or factual grounds upon which the protest is based. Failure to file within the specified timeframe constitutes a complete waiver of the right to protest.