

**City of Toronto – Election Services**  
**Internet Voting for Persons with Disabilities – Demonstration Script**  
**December 2013**

<b>Demonstration Time:</b>	<b>9:00 AM – 4:00 PM</b>
<b>Scheduled Breaks:</b>	10:15 AM – 10:30 AM 12:30 PM – 1:30 PM (Lunch) 2:30 PM – 2:45 PM
<b>Demonstration Format:</b>	<p>The Proponent is required to provide the City with a sample agenda with session timing details at least <b>one (1) day prior</b> to the demonstration.</p> <p>The presentation material must be made available in softcopy, machine-readable format no later than two days after the demonstration and emailed to the City's Corporate Buyer, Nadia Barone at <a href="mailto:nbarole@toronto.ca">nbarole@toronto.ca</a>.</p> <p>The City requires that your Solution:</p> <ul style="list-style-type: none"> <li>– Be demonstrated according to the script provided. The use of presentation material will only be accepted to provide additional support to the functionality that is being demonstrated. Please refer to <b>Section 4.2.3 – Stage 2B – Demonstration and Presentations</b> of the RFP (No. 3405-13-3197) for detailed information on the process.</li> <li>– Use the demonstration website(s) as prepared in your proposal and required under Mandatory Requirement number 1.9.</li> <li>– The demonstration website must be available and operational to City-appointed evaluators and subject matter experts for a duration of no less than 60 days after the demonstration date or until the contract has been awarded to a proponent, whichever occurs first.</li> </ul> <p>For functionality that <b>does not</b> currently exist in your Solution (identified as 'Configuration' or 'New Development' in your Proposal), the City requires you to demonstrate your application using its current functionality, highlighting the areas requiring change. The City also requests that you provide details on the change, and how you intend to meet the City's requirement with it.</p> <p>Times are approximations. Please govern your time according to a complete day of demonstration. In the interests of fairness to all Proponents, the City will not extend any demonstration times.</p> <p>Proponents must provide their own reliable, secure connection to the internet in order to demonstrate the functionality of their Solution.</p>
<b>Question Period:</b>	<p>The Question Period will be used to:</p> <ul style="list-style-type: none"> <li>(a) Answer any questions that have arisen as a result of the demonstration.</li> <li>(b) Allow for any questions that may have arisen during the week prior to the demonstration.</li> </ul>

<b>Schedule</b>	
<b>9:00 AM – 9:15 AM</b>	<b>Introduction</b> Provide a high-level overview of your company, team and solution. The representatives of a Proponent at the demonstration are expected to be thoroughly versed and knowledgeable with respect to the requirements of this RFP and the contents of the Proposal.
<b>9:15 AM – 12:30 PM</b>	<b>Registration &amp; Accessibility, Voting, Question Period</b>
<b>1:30 PM – 4:00 PM</b>	<b>Voters' List Management (CEVL), Administration, Reporting, Question Period</b>

**City of Toronto – Election Services**  
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**REGISTRATION & ACCESSIBILITY, VOTING, QUESTION PERIOD**  
**9:00 AM – 12:30 PM**

Demo No.	Req. Ref. No.	Description
<b>REGISTRATION &amp; ACCESSIBILITY</b>		
1.	2.73 3.26 3.27 3.39	Demonstrate how the Solution can provide: (a) Automatic measurement or assessment of the reliability of home computers, including the process for ensuring a voter's computing device is free of any virus, malware, spyware or other software, prior to using the Solution, to prevent unintentional client-side intrusion once the voter accesses the Solution; (b) Elegant handling of voters who attempt to use unsupported browsers, including how the Solution degrades gracefully with older versions of web-browsers; and, (c) Maintenance of voter privacy, including how the Solution protects voter data from exploratory hacking.
2.	2.74	Demonstrate how the Solution is compliant with HTML4 Browsers.
3.	2.12	Demonstrate how the Solution allows the voter to register or vote using multiple platforms, browsers and devices, and describe the processes and any limitations.
4.	2.72	Demonstrate how the Solution supports screen resolutions of 800 x 600 or higher, without the need to scroll horizontally. Demonstrate any limitations.
5.	2.70	Demonstrate how the Solution adheres to Responsive Web Design Principles.
6.	2.71	Demonstrate the design of the graphical user interface (GUI) and navigation. Demonstrate and describe all aspects of buttons or menus and address the different means of accessing those items, for example: key combinations, function keys, voice command, mouse.
7.	2.76	Demonstrate how the Solution handles browser navigation and if buttons can be disabled to ensure that the navigation between offices is easy and that the voter cannot get lost during the voting process (e.g., the use of “previous” and “next” buttons built into the voting pages to allow a voter to navigate back and forth within the ballot and allow for changes to any candidate selections).
8.	2.64	Demonstrate the Solution's ability to provide accessible experiences to voters with a variety of disabilities.
9.	1.3	Demonstrate how the Solution supports assistive software tools and common Assistive Technology software such as screen readers (e.g. JAWS, NVDA, VoiceOver), screen magnification software (e.g. ZoomText), voice dictation software (e.g. Dragon NaturallySpeaking) and on-screen keyboards.

Demo No.	Req. Ref. No.	Description
10.	1.4	Demonstrate how the Solution is usable with common Assistive Technology hardware devices such as alternative keyboards, joysticks, touch screens, etc.
11.	1.10	Demonstrate how the Solution supports both Official Languages of Canada (English and French), including the display of French characters (i.e., accents).
12.	2.66	Demonstrate how the Solution would allow voters to change the language used by the Solution when they access the application, and at any point within the registration or voting process.
13.	2.75 2.77	<p>Demonstrate how the Solution is structured according to the logical information flow on a page so information is presented in the same order for users with assistive devices as for users without assistive devices.</p> <p>Demonstrate the ways in which the Solution will help voters logically and intuitively navigate the order of links and forms, find content, determine where they are on the page, and how all Solution functionality will be made available using one (assistive) device.</p>
14.	2.69	Demonstrate the Solution's ability to provide an expected response to a sequence of actions by a user, using identical terminology and abbreviations throughout, and ensuring that any prompts, messages or directives from the Solution always appear in the same place.
15.	2.68	Demonstrate the Solution's ability to provide an "Activity Indicator," notifying the voter that their action is being processed.
16.	2.1	Demonstrate how the Solution will ensure the voter receives clear and accessible instructions on the registration and voting procedure, and how the voter would complete these processes.
17.	2.4	Demonstrate how the Solution will give notification to a voter that user-supplied information will be stored on servers outside the City infrastructure.
18.	2.5	<p>The City requires that voters declare they are a person with a disability at the initial registration step, in order to use the Internet Voting Solution.</p> <p>Demonstrate how the Solution will confirm a voter has read the declaration and has sworn under oath that they are eligible to use the Solution before allowing the voter to proceed.</p>
19.	2.2	Demonstrate the Solution's voter registration process.
20.	2.3	<p>Demonstrate how the Solution will allow a user to process self-registration, including any ability for a voter to add their own registration into the database as a new user.</p> <p>Demonstrate if this feature can be controlled to ensure data integrity and any validation methods that ensure the user is not already in the database.</p>

Demo No.	Req. Ref. No.	Description
21.	2.81	As CAPTCHA authentication may be inaccessible to many users, demonstrate the process(es) the Solution uses to confirm that the user attempting to register or use the Solution is a human being.
22.	3.31	<p>Demonstrate the Solution's use of strong passwords for voters' accounts, such as minimum password length, required pass phrase composition (e.g., required use of letters, numbers and symbols), and recently-used passwords.</p> <p>Demonstrate the Solution's response when a password does not meet recommended strength or length requirements.</p>
23.	2.79	Demonstrate the Solution's Help tools and error messages/warnings.
24.	3.32	Demonstrate how the Solution provides voter password protection with multiple security levels to limit access to the data.
25.	2.9	Demonstrate or provide examples on how the Solution will communicate to a voter their unique Elector ID or PIN in an accessible format of the voter's choice (i.e., postal mail, Braille, email or telephone).
26.	2.42	Demonstrate the Solution's use of a voter's shared secret as a method of authenticating the voter's identity, in the event a voter needs to retrieve a lost PIN.
27.	2.41	Demonstrate the Solution's feature for self-service retrieval of a lost password, if applicable, including how a voter who does not have access to email would retrieve a password and PIN.
28.	2.13	Demonstrate how the Solution will allow voters to directly communicate (or initiate contact) with an agent at the Voter Contact Centre to register, including how live-chat or email are used.
29.	2.46	Demonstrate how the Solution would provide Voter Contact Centre support in other languages (in any available format).
30.	2.8	<p>Demonstrate the means by which a voter automatically receives notification for confirmations, registrations, changes, vote cast, and vote cancellations, and if these notifications are customizable.</p> <p>Demonstrate how a voter who does not have access to email would receive this notification.</p>
31.	2.6	Demonstrate how the Solution will manage a voter registration if a voter has already registered under the same name and the same address.
32.	2.7	Demonstrate how the Solution will manage a voter registration if a voter has already registered under the same name and a different address.
33.	1.19	Demonstrate how the Solution will ensure the integrity of the voting process and voter privacy by controlling access using a VPN or 2-Factor Authentication.

Demo No.	Req. Ref. No.	Description
34.	1.8 2.15	<p>Demonstrate how the Solution will manage voters who log in to the system before the Internet Voting Period begins (for example, to test their PIN), without permitting those voters to cast a ballot until the Internet Voting Period begins.</p> <p>Demonstrate any notification(s) the voter would be presented with and how the notification(s) may be customized, if applicable.</p>
35.	1.11	<p>Demonstrate how the Solution will allow a voter to customize all text or audio content within the Solution, at any point, to either French or English, including respect to how it will conform to the Web Content Accessibility Guidelines (WCAG) 2.0 Level AA.</p>
36.	2.80	<p>Demonstrate how the Solution supports audio and video capabilities.</p>
37.	2.14 2.65	<p>Demonstrate what other languages are supported by the Solution's audio component, and/or any available language service(s) and how a voter will access them.</p>
38.	4.23	<p>Demonstrate any self-paced training opportunities or the ability to play back training videos for users within the Solution, including any informal help tools.</p>
39.	2.44	<p>Demonstrate the Solution's ability to display online help, and online help tools in other languages.</p> <p>Refer to "How to Vote" at: <a href="http://www.toronto.ca/elections/voters">www.toronto.ca/elections/voters</a></p>
40.	2.45	<p>Describe how the Voter Contact Centre will allow voters to change school support, change address, add their name to the voters' list or retrieve their voter PIN, while ensuring that only the voter themselves is able to access or change their information, and preventing others from accessing voter information.</p>
41.	2.55	<p>Demonstrate how the Solution will ensure the voter is presented with the correct ballot based on their Ward and school support.</p>
42.	2.16	<p>Demonstrate how the Solution will display all candidate names for an office (Mayor, Councillor or Trustee) and how it will ensure a voter views all candidate names for an office prior to making a selection and casting their ballot.</p>
43.	2.17	<p>Demonstrate how the Solution will prompt a voter to confirm their candidate selection prior to navigating to the next office. If the Solution offers the voter an opportunity to start the voting process over, demonstrate the process.</p>
44.	2.19	<p>Demonstrate how the Solution supports a voter's ability to decline a ballot.</p>
45.	2.20	<p>Demonstrate how the Solution will allow a voter to submit a blank ballot.</p>

Demo No.	Req. Ref. No.	Description
46.	2.18	Demonstrate how the Solution will notify a voter of any under-votes or over-votes (i.e., spoiled ballots), and how it will allow the voter to either correct the ballot or to cast the ballot as marked, with only valid votes being counted.
47.	2.67	<p>Demonstrate the ability for the Solution to provide confirmation for actions which cannot be undone, including conformity to WCAG2 SC 3.3.4 Error Prevention (Legal, Financial, Data).</p> <p>For more information on WCAG2 SC 3.3.4 Error Prevention, see: <a href="http://www.w3.org/TR/WCAG20/#minimize-error-reversible">http://www.w3.org/TR/WCAG20/#minimize-error-reversible</a>.</p>
48.	2.21	Demonstrate how the Solution verifies the authenticity of a ballot and ensures it is a valid ballot.
49.	2.23 2.24 4.16	<p>Demonstrate how the Solution ensures that a voter's ballot, once cast, is counted and that the vote(s) marked on the ballot are recorded for the correct candidate(s).</p> <p>Demonstrate how the Solution ensures that a voter's ballot, once cast, cannot be viewed, tampered, or altered in any way, even if a public machine (e.g. Public Library Computer) is used.</p> <p>Demonstrate how the Solution provides an end-to-end verification process that may create a receipt that would enable a voter to verify, post facto, that their vote has not been altered, without revealing which candidates they voted for.</p>
50.	2.22	Demonstrate how the Solution will provide a confirmation (number or other information) to a voter to indicate that their ballot has been cast successfully or unsuccessfully.
51.	2.25	Demonstrate how the Solution ensures no data showing a link between a voter and their selection(s) is stored, maintaining the integrity and anonymity of the vote.
52.	2.29	Demonstrate the message(s) or notification(s) a voter would receive if they have already been marked as voted ("struck off").
53.	2.27	<p>Demonstrate how the Solution will ensure that a voter can only cast one ballot, and does not allow a voter to cast multiple ballots with only the last ballot counted.</p> <p>Alternatively, demonstrate how the Solution would allow the voter to cast multiple ballots, with only the last ballot counted.</p>
54.	2.30 2.31	<p>Demonstrate how the Solution will only allow for one active Internet Voting session per voter.</p> <p>Demonstrate how the voter will be notified in the failed session that the vote has been rejected due to the presence of another cast vote.</p> <p>Describe how the Solution will deal with a situation where a voter's voting session is interrupted (e.g., session time-out, power outage, etc.).</p>
55.	3.29	Does the Solution use a secure mechanism for ensuring that each ballot is for a particular voter, and that no external, unauthorized, or "rogue" ballots or votes are cast? Describe the secure mechanism and its process.

Demo No.	Req. Ref. No.	Description
56.	2.38	Demonstrate the Solution's built-in survey tool, if available.
<b>QUESTION PERIOD</b>		

**VOTERS' LIST MANAGEMENT, ADMINISTRATION, REPORTING, QUESTION PERIOD  
1:30 PM – 3:30 PM**

Demo No.	Req. Ref. No.	Description
<b>VOTERS' LIST MANAGEMENT (CENTRALIZED ELECTRONIC VOTERS' LIST)</b>		
57.	2.53	Demonstrate the Solution's capability to produce files in a format (e.g., PDF, Microsoft Word) that can be used by a print and mail facility for Elector ID (EID) and PIN production and distribution.
58.	2.56	Demonstrate the Solution's capability to add a voter to the voters' list and issue the voter a valid EID and PIN, in addition to the Solution's ability to ensure: (a) The ability to audit the process of generating EIDs and PINs; and, (b) Safeguards are present in the generation of EIDs and PINs to ensure randomness and prevent scripted attacks.
59.	2.57	Demonstrate adding or editing a voter record and the Solution's ability to create/generate any forms required (while meeting any legislative requirements).
60.	2.10	Demonstrate how the Solution will handle re-assigning a voter to a different Ward.
61.	2.11	Demonstrate how the Solution will handle re-assigning a voter to a different address within the same Ward.
62.	2.51	Provide a demonstration of any hardware and software that would be required for the implementation of a Centralized Electronic Voters' List (CEVL) management system at an on-site advance vote location.
63.	2.52	Demonstrate the Solution's options for allowing the City's Election workers to access the voter's list electronically and in real-time, including different levels of user access at the same location and user access restricted by Ward.
64.	2.61	Demonstrate the Solution's compatibility with other input devices, including barcode scanners (for scanning the barcodes found on Voter Information Cards at the on-site Advance Vote).
65.	2.59	Demonstrate the Solution's process for handling voter "strike-offs" (i.e. marking a voter as voted).



Demo No.	Req. Ref. No.	Description
66.	2.28	Demonstrate how a CEVL management system used in conjunction with the Solution will ensure a voter cannot cast more than one ballot (using the Internet Voting Solution, and voting on-site at an Advance Vote location).
67.	2.62	Demonstrate the Solution's method of handling the balancing process, ensuring the number of voters marked voted matches the number of votes cast, plus declined ballots and any blank ballots.
68.	3.61	Demonstrate how the Solution ensures that the number of ballots cast equals the number of ballots counted, plus the number of spoiled ballots (over-votes and under-votes).
<b>ADMINISTRATION</b>		
69.	3.25	Describe how the Solution will process and store data related to 1.6 million voters?
70.	3.23	Describe how the Solution will be load tested and the results verified to ensure they meet the City's requirements detailed in Appendix J of the RFP (No. 3405-13-3197.
71.	3.33	Demonstrate the complete lifecycle of user provisioning, including the process for management of user passwords and PINs, including expiration, notifications to reset and security questions, etc.
72.	3.42	Provide an example of the Solution's user tables at the database level.
73.	3.34	Demonstrate the Solution's ability to control access based on login attempts, specifically the amount of times a user or voter is locked out, the number of times a user or voter is locked out before the account is frozen and the user role responsible for resetting a locked-out user or voter.
74.	3.37 3.40 3.41 4.14	<p>How are Administrative and support staff IDs roles segregated in delivering the Service or supporting the environment? To maintain the integrity of the Solution, user IDs cannot be shared.</p> <p>Demonstrate and describe how the Solution deals with different user profiles (e.g., Administrator, Election Official, Voter, etc.).</p> <p>Demonstrate how the Solution manages user security groups based on roles and data access requirements.</p> <p>Demonstrate how the Solution supports fine-grain authorization for administrative users and voter accounts to underlying functionality, congruent with the principle of least privilege.</p>
75.	3.3	Demonstrate how the Solution will support the ability to customize the time allowed for a voting session prior to the system timing out.

Demo No.	Req. Ref. No.	Description
76.	3.36	Demonstrate the Solution's ability to perform automatic timeout/sign-out of voters when they have been away from a session for specified a period of time. Is the session timeout function programmable and flexible (e.g., is it possible to have more than one automatic logout feature running)?
77.	3.30	Demonstrate how the Solution will identify and advise Election Officials of any suspicious voting activity or unauthorized access to voting servers.
78.	2.29	Demonstrate how the Solution will manage a situation where a voter has incorrectly been marked as voted ("struck off").
<b>REPORTING</b>		
79.	2.37	Demonstrate the Solution's available report display and print formats including how reports can be exported to the following formats: PDF, CSV, TXT, MS Excel or Word.
80.	2.36	Demonstrate the Solution's ability to identify and report on any ballots that were spoiled (over-votes and under-votes).
81.	2.58	Demonstrate the Solution's export capabilities and how it would provide the City with an updated voters' list upon request.
82.	2.60	Demonstrate how the Solution would provide Candidates with access to the list of voters who have voted using the Solution at the end of each day during the Internet Voting Period.
83.	2.49	Demonstrate the Solution's ability to provide statistics on call volumes, types of calls received, etc.
84.	2.34	<p>Demonstrate how City staff will be able to produce standard reports from the Solution's reporting module, and any dashboard, if applicable, for viewing the following, at a minimum:</p> <ul style="list-style-type: none"> <li>(a) The full voters' list;</li> <li>(b) The list of voters who have registered to use the Solution (including by Ward);</li> <li>(c) The number of votes processed;</li> <li>(d) A list of voters who have completed the voting process;</li> <li>(e) Voting traffic statistics;</li> <li>(f) Failed login attempts;</li> <li>(g) Voting session statistics, including timeouts and lost voter sessions;</li> <li>(h) Errors, system responsiveness; and,</li> <li>(i) Any other measures to indicate quality of service at all times.</li> </ul>

Demo No.	Req. Ref. No.	Description
85.	3.9	<p>Using a sample flat file (provided by the Proponent), demonstrate how the Solution will support the import/export of the City's Voter's List. The City requires that all data transferred into and out of the Solution be encrypted during transit.</p> <p>Describe the process for loading 1.6 million voter records, including any volume or performance limitations.</p>
86.	4.1 4.11	<p>Demonstrate the Solutions auditing capabilities, including system logs showing information that has been added or changed in the Solution since the beginning of the Demonstration (e.g., Req. Ref. 2.2, 2.3, 2.5, 2.10, 2.15, 2.19, 2.20, 2.23, 2.59, 4.16), including system access logs.</p>
87.	3.59	<p>Demonstrate how the Solution will regenerate the internet voting results in the event a recount is required.</p>
<b>QUESTION PERIOD</b>		