intelivote systems inc
202 Brownlow Avenue, Suite 900, Dartmouth, NS, B3B 1T5 Phone 1(888) 481-1156

Mr. Alain Muise, CPA, CA
Chief Administrative Officer
Municipality of the District of Argyle
27 Courthouse Road,
Tusket, NS B0W 3M0

Via Email: admuise@munargyle.com

June 2, 2020

Re: eVoting Services – Intelivote Systems Inc.

Dear Allain,

Thank you for reaching out to us regarding your potential online voting requirements. As the Canadian leader of evoting services, I am pleased to provide you with this quote and description of our services for electronic voting services for your 2020 Municipal and CSAP School Board voting requirements.

This document is provided to you based on preliminary information I have received from your email, the HRM RFP that was issued and awarded to us, as well as some assumptions we have made based on previously conducting over 45 online Municipal and School Board elections and by-elections in Nova Scotia, and over 215 online Municipal and School Board elections and by-elections in Ontario.

Intelivote has assumed that part of your mandate may be to increase eligible elector participation in your election, reduce and/or contain voting costs and manage administrative efforts and costs associated with the conducting of a local election. I know our solution can address all these issues.

It has also become abundantly clear to many of the election officials we have communicated with, that the current Covid-19 situation has added a further series of issues to the safety and willingness of election workers to work elections that require dealing in close proximity with eligible electors who may be looking to cast a paper ballot at a polling location. Added to this, the uncertainty of a potential second wave of the disease possibly becoming an issue in the fall, seems to be the impetus for many councils and election officials to consider evoting and allowing their citizens the option to vote from the comfort and safety of their homes.

I have attached an overview of our services and a detailed breakdown of the evoting services provided and a fee structure for your municipality, as well as the cost for Intelivote to manage the mail-out, by first class Canada Post mail, of the voter instruction letter including Personal Identification Numbers (PINs) to your eligible electors.

Please do not hesitate to contact me via email or call me at 1-888-481-1156 if you have any questions.

Yours truly,

Dean Smith
President and Founder

Electronic Voting (eVoting) - Solution Overview

Intelivote Systems Inc. (ISI) a Canadian owned and operated company, is the recognized Canadian leader in the successful implementation of eVoting; members casting their ballots using the Internet, wireless devices and mobile or land line telephones.

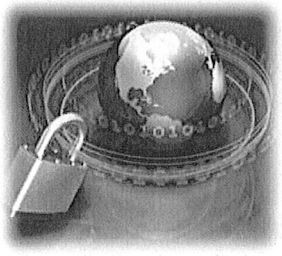
The Intelivote solution even provides a seamless integration of traditional in-person polling station voting and mail-in balloting, with an electronic voting solution which includes telephone and Internet voting. ISI's leadership position comes as a result of our extensive experience in conducting municipal, union, association, and political leadership elections in a secure and auditable fashion ensuring voter anonymity and ballot privacy.

Intelivote has delivered more eVoting events in Canada than all our competitors combined and in addition to our Canadian elections and events, we have gained international experience and credibility in the successful implementation of both Internet and telephone based voting applications used to deliver elections in the United States and the United Kingdom.

Intelivote understands that, in addition to other event requirements, event officials' mandate includes containing event costs, managing administrative time/effort, and providing overall management for the voting event. These requirements are among the key objectives and benefits available through the implementation of eVoting options.

ISI's extensive subject matter expertise in Union, and Association Elections and voting events, Municipal Elections, and Political Party Leadership Elections, has resulted in a full suite of eVoting system modules that address the needs of both the event officials and members.

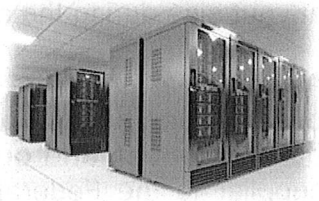
Intelivote does not sell its software; it is provided as a voting service. There is no additional software or hardware for clients to purchase to run a voting event using the Intelivote suite of modules. All the services are provided with our base service and all the modules are Internet enabled; secured 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 member information from clients' membership or eligible Member Lists, export updated member information and perform demographic and statistical analysis on voting activity, further demonstrates the flexibility of our voting solution.

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

Proprietary and Confidential – Intelivote Systems Inc - 2020



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. 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.

ISI's project management capability, coupled with our established processes and procedures is delivered by a team of information systems professionals and electronic voting experts, providing clients with the best in-class Internet and telephone voting solution.

Our experience confirms that several other categories of electors; disabled electors, retirees, shift workers and electors travelling are positively impacted by offering electronic voting. It is clear that eVoting specifically and effectively addresses all their requirements while at the same time offering them a new degree of convenience and secrecy not offered in traditional balloting at a polling location.

The ability to cast your ballot using the telephone, in addition to the Internet, addresses another important social-economic issue often cited in Internet-only voting solutions. The fact that Internet enabled electors have a more ample opportunity to cast their ballot than those who do not have Internet service, has been defined as a form of "digital divide" between certain groups of citizens.

This demographic of electors who for various reasons, either are not comfortable with the technology, or cannot afford the technology (PC) and/or Internet service, or that the technology is not offered in their vicinity, are addressed by Intelivote's solution with the use of our telephone enabled voting. Typically, everyone has access to phone service, and this presents an equal opportunity to all electors. In municipal elections and union events conducted by Intelivote over the past several years, on average, up to 20% of eligible electors casting their ballot electronically used a phone to cast their vote, clearly confirming the value of this option. I expect this would be similar in your particular situation.

Intelivote has been proactive in accommodating persons with disabilities facilitating their comfort and participation when using eVoting services. Intelivote's solution is compliant with the guidelines as listed by the W3C technologies website principles which include organization, functionality and readability of information provided, as well as alternative ways of representing information (audio).

As traditional election costs continue to climb and municipal voting participation rates continue to drop, providing electors with choice in how they cast their ballot offers an opportunity to increase voter participation and selecting Intelivote as the service supplier

Proprietary and Confidential – Intelivote Systems Inc - 2020

provides our clients with the benefit of having one of Canada's most experienced providers at your side during the entire voting period.

As noted earlier we are the Canadian leader in delivering eVoting services and **we are the only eVoting service organization with Federal Government security clearance for all our personnel, and our operations location.** This is in support of our selection as the supplier to the Federal Government of Canada for all the security clearance required eVoting performed by the Canadian Industrial Relations Board, and the Public Service Labour Relations Board.

In addition to having delivered the most Municipal Elections of all the service suppliers in Canada, our client list includes many of Canada's largest unions and associations and includes other organizations we have successfully delivered a variety of events that support their AGM's, executive and board elections, job action votes and agreement votes. A **sample** of our over 2,000 elections include services for these clients:

• Ontario Municipal & School Board Elections - 215 Events	• Nova Scotia Municipal & School Board Elections – 45 Events
• Canada Industrial Relations Board (CIRB) – over 30 events	• State of Washington - Public Employment Relations Commission
• Newfoundland and Labrador Assoc. of Public and Private Employees (NAPE)	• Nova Scotia Gov. Employees Union - NSGEU - over 25 events
• New Brunswick Union of Public and Private Employees (NBPEA)	• Public Service Alliance of Canada – (PSAC) - over 20 events
• Public Service Labour Relations Board	• Nova Scotia Paramedics (IUOE)
• Nova Scotia Nurses Union	• Telecommunications Workers Union
• Elementary Teachers of Toronto (ETT)	• Canadian Flight Attendant Union
• Toronto Secondary Unit Teachers -TSU	• Manitoba Health Authority
• Unifor (numerous locals)	• Association of Cdn. Financial Officers
• Nurses Association of NB	• Teamsters Canada Rail Conference
• CUPE (numerous locals)	• Teamsters (numerous locals)
• IBEW (numerous locals)	• Canadian Merchant Services Guild
• Customs and Immigration Union (CIU)	• ACTRA
• Union of BC Performers	• Canada Actors Equity Assoc. (CAEA)
• Professional Association of Foreign Service Officers (PAFSO)	• United Steelworkers – USW (numerous locals)
• Association of Academic Staff University of Alberta (AASUA)	• Telecommunications Employees Association of Manitoba (TEAM)
• Canadian Broadcasting Corporation	• Doctors Nova Scotia
• Association of Municipal Clerks and Treasurers of Ontario (AMCTO)	• Confédération des syndicats nationaux (CSN) – numerous events
• Canadian Aboriginal and First Nations - over 15 events	• Canadian Political Leadership Elections (14)
• Alberta Labour Relations Board	• Ontario Labour Relations Board

Proprietary and Confidential – Intelivote Systems Inc - 2020

Intelivote Modules

A series of modules are included in the Intelivote system that ensure all the key stakeholders in the eVoting process are provided with the information they require to perform their tasks in support of the event. These include:

- Auditor Module – provides support for an independent third party to formally audit the voting and availability of the system during the eVoting period.
- Ballot Review module – provides the opportunity for event officials to review the spelling and audio quality of information appearing on the eVoting ballots prior to the voting event starting.
- Chief Electoral Officer (CEO) module – provides an interactive monitoring and reporting capability to review the activity of the electors as the eVoting progresses.
- Voter Help module – provides assistance to electors who contact the HelpLine by allowing agents to review and query the status of a elector's activity. It is important to note that the agent can never see how a voter has cast their ballot.
- Voter Help Supervisor module – provides supervisory administration and management of the Voter HelpLine agents and their activities.
- Enumerator module – provides the event officials the opportunity to add eligible elector to the Electors List during a defined enumeration period.
- Deputy Returning Office (DRO) module – provides the DRO the capability to manage the electors appearing at a manual polling location by providing a capability to lookup electors, review their status within the eVoting system and strike them off the official list when a paper ballot is issued.
- Candidate module – offers candidates the opportunity to review and track elector's "attendance" whether they are using electronic voting or manual voting and assists them in "getting the vote out".
- Voter module – facilitates electors casting their ballots using either a phone or an Internet enabled device.

The opportunity to provide your electors with the option of electronic voting is an important step in the evolution of democracy and will give electors the convenience of "Choice" in the method of casting their ballot in your election. Intelivote Systems has the experience and has laid the groundwork to ensure that when this step is taken it will be placed on a firm foundation.

Proprietary and Confidential – Intelivote Systems Inc - 2020

Electronic Voting – Services Table

There is a significant amount of flexibility in both the system capability and the methods by which an electronic vote can occur. Listed below are some of the most common features/services:

1. Voting will be enabled by implementation of the eVoting solution, (phone and Internet) allowing voting over a 7-12 (typically) day period, 24 hours a day.
2. The municipality will provide Voter Help Line services staffed by their personnel. Hours of operation will be determined by the municipality. Intelivote will train your staff to perform the service at no additional cost.
3. Creation and mail-out of the Personal Identification Numbers and Voter Instruction Letters by Canada Post required for electors to vote, will be provided based upon the Electors List provided by the client, through Elections Nova Scotia.
4. Internet and telephone voting are in English and French (if required).
5. All training for election personnel required to assist with the event.

Services Pricing

Pricing ± to be adjusted based on Eligible Electors once the Final Voters List is produced.

Per Elector eVote Fee	Estimated # Eligible Members	Voter Letter Printing & Postage Rate
$1.25	6,445	$1.20
eVoting Costs Summary		
Intelivote eVoting Solution	Electronic voting using the Internet and telephone, provided to the list of eligible electors.	$8,056
Voter Instruction Letter	Cost of creation, production, supplies for producing and mailing the Voter Instruction Letter. This is based on a single page letter with black & white print and includes the cost of Canada Post postage for the mail-out.	$7,734
	Total	**$15,790**

Applicable taxes are additional

Notes:

1. An Intelivote eVoting consultant/project manager is included in the services pricing and assigned to your event to assist and direct all aspects of your vote.

2. Training and support during the event are included in the price of the service.

Proprietary and Confidential – Intelivote Systems Inc - 2020

Base Services

#	Base Fee Services Included	Description	Not Included
1	Multiple voting channels	Provides the elector with a choice of voting channel: internet, wireless device, and mobile or land line telephone. Includes the activities associated with the telecommunications setup for electronic voting; appropriate bandwidth; phone ports; website registration etc.	Elector equipment / hardware; equipment and internet connections for the Polling Stations (if required).
2	Voting event system setup	This eVoting system is fully configurable, facilitating a wide array of voting configuration options. All activity associated with configuring the event is included in the base service. This includes such activities as: candidate or question assignment; race and candidate name recordings; elector list management; secure ID and password management; configuring and loading races/questions (i.e. type of race, sequence and presentation display).	
3	PIN management	Intelivote Systems will generate the PINs using the eligible elector population to determine the required PIN length and to determine the number of additional PINs required as spares. A unique PIN will be created for each eligible elector based on the file provided by the owner of the list. In addition to the PIN, an eligible elector category is created and finally a file is produced suitable for production of voter instruction letters.	
4	Customization of voter instructions	Creation of the Voter Instruction Letter providing specific instructions on how to successfully use the electronic voting process.	
5	Customized welcome webpage	Generation of a customized webpage working with the client ensuring all legislative issues and association by-laws relating to voter notification are adequately addressed.	
6	Full enumeration capability	Provides the ability to add electors to the official electors list, assign the necessary categorization based on geography or local for example, and issue a PIN for voting purposes.	Equipment or hardware used by the returning officer or clerk. A standard PC with internet access is required.

Proprietary and Confidential – Intelivote Systems Inc - 2020

#	Base Fee Services Included	Description	Not Included
7	Support module for Voter's HelpLine	The Voter HelpLine workers will have secure login access to the Voter HelpLine module. It provides a full set of features designed for agents to provide support to electors who may have questions regarding the event or issues relating to the elector profile, PINs, etc.	The Voter HelpLine Centre and the agents who staff it. Telecommunications costs for the Voter HelpLine. Equipment or hardware used by the staff. Standard PCs with internet access are required.
8	Event Official(s) management tools	The Event Officials will have a secure login which will allow for an up-to-the-minute view of critical eVoting data, required for the administration of the eVoting event.	Equipment or hardware used by the Event Official, standard PC with internet access is required.
9	Auditor control & management tools	The Auditor will have a secure login capability to audit the various processes as determined by the eVoting event authorities. They will have the capability to observe the voting event as it progresses, monitoring voting activity to the candidate level in a secure mode available only to them.	Equipment or hardware used by the Auditor. A standard PC with internet access is required.
10	Candidate 'Supporter Tracking' capability	Prior to and during the eVoting event, candidates will have the ability to identify their lists of supporters using a secure login in the Candidate module. During the voting period the candidate or approved designate can track the participation of supporters online.	Equipment or hardware used by the Candidate. A standard PC with internet access is required.
11	Reporting	A series of reports are available both during and after the voting event. These include vote results, audit reports, participation rate reports etc.	
12	Training	Training available on the features and use of the Auditor, CEO, Candidate, Enumeration, and Voter HelpLine modules. Training is normally provided via web training.	
13	Account Management	An experienced eVoting consultant, who assists with all aspects of the event and who is the single point-of-contact for the client.	

Proprietary and Confidential – Intelivote Systems Inc - 2020