DEPARTMENT OF REGISTRAR-RECORDER/COUNTY CLERK

APPENDIX O

GLOSSARY AND ACRONYMS

RFP: #21-006

August 16, 2021

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1.0 Glossary

The words and phrases listed below shall have the meanings given in this Appendix O (Glossary and Acronyms) whenever used in the Request for Proposals (RFP), including the body of the RFP, Exhibits and Appendices thereto. Capitalized terms not otherwise defined in this Appendix O (Glossary and Acronyms) shall have the meanings ascribed to them in the document in which they appear. In the event there is a conflict between how a term is defined in this Appendix O (Glossary and Acronyms) and any other portion of the RFP, the order of precedence for understanding the meaning of that term shall be as follows: (a) how that term is defined in this Appendix O (Glossary and Acronyms), (b) how that term is defined in the body of the RFP, and (c) how that term is defined in the other Exhibits or Appendices. Unless otherwise specified herein, all references in this Appendix O (Glossary and Acronyms) to Sections shall refer to the respective Sections of the body of the RFP (rather than the Exhibits or Appendices thereto).

Administrative Proposal: The documentation submitted by Proposer to the County as described in Section 4.6 of this Main RFP.

Affiliates: Any other Person that directly or indirectly, through one or more intermediaries, controls, is controlled by, or is under common control with, such first Person.

Applicable Law(s): All current applicable federal, state, and local laws, codes, ordinances, rules, regulations, judgments, decrees, directives, guidelines, policy requirements, orders, or other governmental restrictions (including those resulting from the initiative or referendum process) of the County or any federal or state, including agencies, each as may be amended and, in each case, including successor provisions. Without limiting the generality of the foregoing, Applicable Laws include the California Elections Code, all related laws, regulations, and Attorney General guidelines.

Board of Supervisors (Board): The Board of Supervisors of the County of Los Angeles.

Commencement Date: The date mutually agreed upon between Contractor and County following Board approval of the Contract on which the work on the EMS System will begin.

Commercial Off-The-Shelf (COTS): Software, equipment, components, or other devices (i) sold in substantial quantities, (ii) readily available to the County without Contractor or third-party participation, (iii) provided without modification in the same form in which it is sold in the commercial marketplace, and (iv) for which there are at least two (2) readily available alternative solutions or items with the same or substantially similar design, use, or function as the proposed COTS. For the avoidance of doubt, COTS do not include so-called open source software or sole-source software.

Contract: The agreement executed between County and Prime Contractor. Included are all supplemental agreements amending or extending the service to be performed. The Contract sets forth the terms and conditions for the issuance and performance of all tasks, deliverables, services, and other work related to this RFP.

Contract Term (Term): The Term of the Contract as defined by Section 4.1.1 and Section 4.1.2 in the Contract.

Contractor: Person who has entered into a Board-approved agreement with the County to perform or execute the work covered by a Contract.

Contractor IP: All Intellectual Property developed or owned by Contractor either (a) prior to the Commencement Date, or (b) independently of the Services provided under the Contract and without any reference to EMS IP or County Data.

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Contractor Proposal: The Proposal including all attachments, exhibits, references, or hyperlinked materials or information, submitted by Contractor in response to the RFP for the Election Management System (EMS) Implementation, Hosting and Maintenance and Support Services.

Cost Proposal: The documentation submitted by Proposer to the County as described in Section 4.8 of this RFP.

County: The County of Los Angeles, in the State of California.

County Data: Any County information, data, records, and information to which Contractor has access or possession or that have otherwise been provided to Contractor, whether or not intended under or for the purposes of the Contract, and includes any information that identifies, relates to, describes, is capable of being associated with, or could reasonably be linked, directly or indirectly, with a particular consumer or household including name, address, e-mail address, passwords, account numbers, social security numbers, credit card information, personal financial or healthcare information, personal preferences, demographic data, geographic location, marketing data, credit data, or any other identification data.

For the avoidance of doubt, County Data shall include (a) all "nonpublic information," as defined by the Gramm-Leach-Bliley Act (15 USC § 6801 et seq.), (b) personal information as defined by California Civil Code §§ 1798.29, 1798.8082, and 1798.140 (California Consumer Privacy Act of 2018, effective January 1, 2020) as amended and supplemented by the California Privacy Rights Act of 2020 (effective December 16, 2020; operative January 1, 2023), (c) protected health information or individually identifiable health information as defined by the Health Insurance Portability and Accountability Act of 1996 (HIPAA) and the Health Information Technology for Economic and Clinical Health (HiTECH) Act or as defined by the Code of Federal Regulations (45 CFR § 160.103), (d) personal data as defined by the EU General Data Protection Regulation (Regulation (EU) 2016/679), and/or (e) affidavits of voter registration, voter registration information, and voter registration records as set forth in California Government Code section 6254.4 and California Code of Regulations (CCR) section 19001.

For the further avoidance of doubt, County Data is not limited to proprietary or confidential information, and need not constitute trade secret information.

County IP: All Intellectual Property owned, or sufficiently licensed to, the County, excluding any Intellectual Property licensed under and for purposes of the Contract.

Deficiency or Defect: Something that is missing in a component.

Deliverable: Each deliverable to be provided under the Contract.

Department: The Los Angeles County Department of Registrar-Recorder/County Clerk.

Deployment: The series of activities to make the Election Management System available for use.

Department Head: Either the head of a department responsible for administering a particular contract for the county or the designee of same.

Developed IP: All Intellectual Property created, authored, invented, or reduced to practice under and for the purposes of the Work, the Contract, Services Documents, or any Deliverable the Project, whether or not such Intellectual Property is incorporated into the EMS System IP.

Data Information Management System (DIMS): The current software system that manages voter data, vote by mail data and functions, petitions data and functions, audio scripts, translations, and reporting. DIMS is integrated with the CA SOS VoteCal and shares a variety of data with the State, including voter data and election results.

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Deductions: 1) Standard local, state, and federal tax deductions associated with payroll transactions. 2) Reductions in contractual payments to the Prime Contractor due to non-compliance with performance standards.

Election Contest and Ballot Management System (ECBMS): The current software system that manages contest, candidate, and other ballot layout information for an election.

Election Management System (EMS): A collection of software systems that manages voting operations for the County.

Electronic Pollbook (ePollbook): A device that contains and updates the digital roster that Vote Center staff use to check in a voter at a Vote Center. Electronic Pollbooks replaced traditional paper rosters as the method for determining voter eligibility, identifying the appropriate ballot for the voter, crediting voter participation, and capturing voter signatures. Vote Center staff can access the voter record database via laptop or tablet and the database can be hosted locally or accessed over a network.

EMS IP: All Contractor IP, Third Party IP, County IP, and Developed IP required by, incorporated into, or combined with the EMS System, Services, or Deliverables under this Contract.

EMS System: (See also System) individually and collectively, Intellectual Property, Software, hardware and firmware procured by the County under this Contract that meets the functional, technical and other specifications and any performance or results required by the Contract, provided in the Contractor Proposal, and as outlined in any Statement of Work including the Implementation Statement of Work (Technical Proposal, J.2), Hosting Statement of Work (Technical Proposal, K.2), and the Maintenance and Support Statement of Work (Technical Proposal, L.2). For the avoidance of doubt, the System does not include County Data that is collected, processed, stored, or distributed by the System.

EMS System Source Code: Consists of the computer program or programs for all components of the EMS System. It also includes complete build and configuration instructions, related documents for compiling the source code into object code, and documentation for which COTS products and versions are compatible with the EMS System in use in a county in the state. Any EMS vendor that does not use build and configuration instructions and related documents for compiling the source code into object code because it uses COTS compilers or standard industry procedures for compiling the source code, documentation is not required. A document describing this shall be provided with the escrowed source code. (See 2 CCR 20621(c).)

Error: The result of a process (within or between systems or as part of a workflow) that is not as expected, such as from a mistake in software code, processes not running in the correct sequence, or an incorrectly defined user workflow.

Established Precinct: Boundaries defined according to established boundaries (streets) within a County. When an election occurs, established precincts can be grouped into one (1) consolidated precinct and these voters may receive election material with the same ballot group.

Final Acceptance: The successful result of the County testing and evaluation efforts as defined by Exhibit A.1 (Implementation Statement of Work).

Hardware: Physical equipment, such as automated signature recognition machines, servers, scanners, and printers.

Help America Vote Act (HAVA): A law passed in 2002 that establishes mandatory minimum standards for states to follow in several key areas of election administration.

Holdbacks: A portion held back from the payment amount associated with a specific completed deliverable pending and contingent upon the completion and acceptance of all deliverables.

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In-Scope Components: All the components to be provided by the Contractor as described in the Statements of Work.

Intellectual Property (IP): All current and future legal and/or equitable rights and interests, anywhere in the world, in know-how, patents (including applications), copyrights (including moral rights), trademarks (registered and unregistered), service marks, trade secrets (as defined by the Defend Trade Secrets Act § 2(b)(1) (18 USC § 1839(3)), and pursuant to US state and federal laws), designs (registered and unregistered), utility models, circuit layouts, mask works, business and domain names, inventions, solutions embodied in technology, and other intellectual activity, and applications of or for any of the foregoing, subsisting in or relating to the Proposal or IP Materials. Without limiting the foregoing, Intellectual Property includes Software and County Data. For the avoidance of doubt, Intellectual Property is distinguished from the physical, electronic, and/or mechanical embodiments of such Intellectual Property (see IP Materials).

Interfaces: The boundary between two systems or components through which Information is shared. Interfaces can be bidirectional or unidirectional.

IP Escrow: An escrow of Software Source Code or other Intellectual Property.

IP Escrow Agent: An escrow company or other neutral depository engaged in the business of receiving and maintaining escrows of Software Source Code, including all changes or modifications and new or amended versions, or other Intellectual Property. (See 2 CCR 20622.)

IP Materials: All physical, electronic and/or mechanical embodiments of, and documents disclosing, Intellectual Property. Without limiting the generality of the foregoing, IP Materials include embodiments, documents and/or any Proposal incorporating concepts, inventions (whether or not protected under patent laws), works of authorship, information, new or useful art, combinations, discoveries, formulae, algorithms, specifications, manufacturing techniques, technical developments, systems, computer architecture, artwork, Software, source code, executable code, decompilation instructions, programming, applets, scripts, designs, schema, procedures, processes, and methods of doing business, and any other media, materials, plans, reports, project plans, work plans, documentation, training materials, and other tangible objects produced under the Contract or required by, incorporated into or combined with the Services or the EMS System.

Joint Enterprise Development Infrastructure (JEDI): An enterprise application infrastructure with responsibility for most departmental customer-facing and external interfaces. It is comprised of a suite of interoperable services that handle core functionality like Security, Messaging, Data Access, Audit Logging, Image Storage/Retrieval, Reporting, Address Validation, Point-Of-Sale Integration, and presentation layers. It is used for a variety of functions, including financial accounting and others.

Key Personnel: All persons employed in the roles included in Section G.3 Proposer's Key Personnel in the Technical Proposal.

Maintenance and Support (M&S): The stage after the Warranty period in which the Contractor will fix Deficiencies for the County on the basis of a fixed fee for a period of time.

National Change of Address (NCOA): A secure dataset of approximately 160 million permanent change-of-address (COA) records consisting of names and addresses of individuals, families, and businesses who have filed a change-of-address with US Postal Service. It allows the County to process mailing lists and update lists with new addresses prior to mailing.

Parent Company: A Person that has at least a majority ownership interest in (or power to elect a majority of the board of directors or other governing body of) another Person or is otherwise able to control the operations and management of such Person.

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Party: Individually, the Contractor or the County, or cumulatively both the Contractor and County as the "Parties."

Person: An individual, corporation, partnership, limited liability company, association, trust, or other entity or organization, including any governmental entity.

Personally Identifiable Information (PII): Any data that could potentially identify a specific Person.

PollChief: The current software system used to recruit and manage Election Workers and voting locations (including Vote Centers, Drop Boxes and Check-in Centers.

Prime Contractor: The Contractor responsible for delivery of all of the In-Scope Components, who the County has entered into a contract with after being selected through this RFP, whose work shall include the management of Subcontractors (if identified in such Prime Contractor's submitted Proposal) involved in providing such In-Scope Components.

Project Control Document (PCD): The project management document described in Task 1.1.2 of the Implementation Statement of Work that encompasses all activities related to the design, development, configuration, testing, and implementation of the EMS. Activities included in the PCD reflect the Project through Maintenance and Support.

Project Information Library: A single online repository used to store, organize, track, control, and disseminate all information and items produced during the EMS Project.

Project Management Institute® (PMI): A nonprofit membership organization for individuals in the project management profession.

Project Management Professional® (PMP): A certification offered by the PMI.

Proposal: The document submitted by Proposers that outlines their solutions to meet the needs of the County as outlined in the RFP and the cost to do so.

Proposer: The potential Prime Contractor who is submitting a Proposal in response to this RFP.

Proposer Team: The team of vendors who are submitting a Proposal under the leadership of a Proposer.

Registrar-Recorder/County Clerk (Department): The entity of the Los Angeles County government that is tendering this RFP and is responsible for providing essential records management and County elections registrar functions. For more information visit https://www.lavote.net/

Release: A release is the distribution of the final packaged version of all components of a system with a defined list of the version of each component and the assumption that these versions of those components have been adequately tested to work together to perform the functions of the system.

Service(s): All efforts, labor, work, provision of goods, rights, title, certification, or other services including contracting or negotiating for any rights, licenses, title certification, or other services, for the purposes of the Contract or for the benefit of the County by any Person including Contractor or any Subcontractor. For the avoidance of doubt, Services include all reporting, creation, modification, or delivery of Deliverables under the Contract, including Deliverables that constitute IP Materials, all Services identified in the Implementation Statement of Work (Section J.2 in the Technical Proposal), Hosting Statement of Work (Section K.2 in the Technical Proposal), and the Maintenance and Support Statement of Work (Section L.2 in the Technical Proposal), or the creation, authorship, or invention of any Intellectual Property rights. As used in the Contract, the term "work" is synonymous with Services.

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Software: individually each, and collectively all, of the computer programs developed or provided by the Contractor under this Contract (including EMS IP, Contractor IP and/or Third-Party IP), including as to each such program, the processes, and routines used in the processing of data, the object code, interfaces to be provided hereunder by the Contractor, Updates, Upgrades, and any and all programs otherwise provided by the Contractor under this Agreement.

Source Code: The version of a computer program in which the programmer's original programming statements are expressed in a source language (e.g., C++, C#, Visual Basic, Java, etc.) which must be compiled or assembled and linked into equivalent machine-executable object code, thereby resulting in an executable software program. (See 2 CCR 20621.)

Statement of Work (SOW): Describes the services and deliverables being requested of the Prime Contractor, including directions, provisions, requirements, and special provisions pertaining to the method, frequency, manner, and place of performing the Contract Services.

Subcontractor: A Contractor that is a member of a Proposer Team who will provide some or all of the product(s) and/or service(s) for the EMS Implementation and Services under the applicable Prime Contractor's leadership and accountability if a Contract results from this RFP.

Subject Matter Expert (SME): An expert in a given subject matter such as election operations or IT.

Subsidiary: With respect to any Person, any other Person which owns, directly or indirectly, stock or other equity interests having ordinary voting power to elect more than fifty percent (50%) of the board of directors or other governing body of such first Person.

System (See also EMS System): Individually and collectively, Intellectual Property, Software, hardware, and firmware procured by the County under this Contract that meets the functional, technical, and other specifications and any performance or results required by the Contract, provided in the Contractor Proposal, and as outlined in any Statement of Work including the Implementation Statement of Work (Section J.2 in the Technical Proposal), Hosting Statement of Work (Section K.2 in the Technical Proposal), and the Maintenance and Support Statement of Work (Section L.2 in the Technical Proposal). For the avoidance of doubt, the System does not include County Data that is collected, processed, stored, or distributed by the System.

Technical Proposal: The documentation submitted by Proposer to the County as described in Section 4.7 of this RFP.

Third Party IP: Intellectual Property owned by any Person unrelated to the Contractor. For the avoidance of doubt, any Subcontractor Intellectual Property (whether as Software or otherwise) that is required by, incorporated into or combined with the EMS System, Services, or Deliverables under this Contract constitutes Third Party IP.

Uniformed and Overseas Citizens Absentee Voting Act (UOCAVA): Act passed in 1986 ensuring military/uniformed service members and United States citizens living outside the territorial limits of the United States or the District of Columbia for reasons of employment, study programs, or military service (including the spouse or dependents of one serving in the military) are eligible to register to vote and request a Vote by Mail (absentee) ballot. This act is administered by the Federal Voting Assistance Program. For more information visit: http://www.fvap.gov/

Unit Testing: The method of software testing used to determine whether individual units of a project, such as a piece of source code or functionality, are tested to determine if they are ready for use.

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Update(s): Modifications or improvements to Software created in the normal course of the Software owner's business operations to (i) fix delay, malfunction, or so-called "bugs" in Software, (ii) to make the underlying Software compatible with any commercially available Software, Hardware or firmware, or (iii) any modification related to statutory or regulatory requirements, including without limitation any modifications or improvements to Software pursuant to the Maintenance and Support SOW (Contract, Exhibit A.3). For the avoidance of doubt, Updates do not constitute an Amendment whether or not the modifications or improvements of the Update are identified as a specification or otherwise identified in the Contract, and whether or not requested by the County.

Upgrade(s): Improvements, expansions or enhancements to Software created in the normal course of the Software owner's business operations to improve commercial value of the Software, Software market penetration, or expand product offerings. For the avoidance of doubt, Upgrades do not include Software created under and for the purpose of this Contract or any Amendment.

User Acceptance Testing (UAT): The final phase of testing in which users test software using scenarios reflecting expected, regular user workflows.

User Interface: The technology, particularly the design of the technology, through which the user interacts with an application, process, content, service, or other users.

Vendor: A vendor is the Contractor, including any person, group, organization, company, or entity, whether or not incorporated, who sells, leases, or grants use of, with or without compensation an EMS for use by jurisdictions that conduct elections subject to the Secretary of State's Code of Regulations. (See 2 CCR 20626).

VoteCal: The State of California's Federally mandated statewide voter registration database managed by the California Secretary of State.

Vote by Mail (VBM): The voting option in which voters are mailed a ballot that they mark and then return by mail or at an authorized location.

Vote Center: A voting location that enables any registered voter in the jurisdiction to vote the specific ballot style of that voter at the site. With the use of connected Electronic Pollbooks, the voter need not vote provisionally and can choose to vote at the Vote Center convenient that day regardless of location within the jurisdiction.

Voter's Choice Act (VCA): Voter's Choice Act (2016 CA Senate Bill 450), as codified by California Elections Code § 3017, 4005, 4006, 4007, 4008, and 15320, modernizes elections in California by allowing counties to conduct elections under a vote center model which provides greater flexibility and convenience for voters. The VCA allows voters to choose how, when, and where to cast their ballots. Under the VCA, voters can return their vote-by-mail ballot by mail, by dropping the vote-by-mail ballot in a secure county ballot drop box, or by visiting any vote center in the county where they are registered to vote. The VCA expands voting options by (i) mailing every voter a vote-by-mail ballot, (ii) expanding in-person early voting, and (iii) offering increased vote-by-mail ballot drop-off locations. For more information, visit: https://www.sos.ca.gov/elections/voters-choice-act

Voting Solutions for All People (VSAP): The project, previously known as the Voting Systems Assessment Project, was developed by the Department in 2009 to address an aging voting system and an increasingly large and complex electorate. The project took a collaborative approach to voting system design that puts voters at the center and maximizes stakeholder participation. The project name was changed to Voting Solutions for All People in Fall 2017 to highlight the transition from an assessment to a branded solution implementation.

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Warranty: Excluding use for purposes of Contract representations, warranties and covenants, the period after implementation, and following all review, testing, and County acceptance pursuant to the Contract, in which the Contractor will guarantee at no extra cost to County that each In-Scope Component is free from all Deficiencies, including by fixing any Deficiencies that arise.

Withholds/Withheld: See Holdbacks.

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2.0 Acronyms

Acronym	Meaning
A-C	Auditor-Controller
API	Application Programmer Interface
CA SOS	California Secretary of State
CIC	Check-in Center
CRC	Cyclic Redundancy Checks
CVR	Conditional Voter Registration
DBA	Database Administrator
DCBA	Department of Consumer and Business Affairs
DED	Deliverable Expectations Document
DIMS	Data Information Management System
DVBE	Disabled Veterans Business Enterprise
EFT	Electronic Fund Transfer
EMS	Election Management System
ETL	Extract-Transform-Load
FICA	Federal Insurance Contribution Act
FTP	File Transfer Protocol
GIS	Geographic Information System
HAVA	Help America Vote Act
HIT	Health Insurance Tax
HIPAA	Health Insurance Portability and Accountability Act
HTTP	Hypertext Transfer Protocol
iDP	Identity Provider
ITB	Information Technology Bureau
ITIL	Information Technology Infrastructure Library
JEDI	Joint Enterprise Development Infrastructure
JSON	JavaScript Object Notation
KPI	Key Performance Indicator
LDAP	Lightweight Directory Protocol
LLC	Limited Liability Company
LSBE	Local Small Business Enterprise
M&S	Maintenance and Support
NCOA	National Change of Address
NDA	Non-Disclosure Agreement
NVRA	National Voter Registration Act
OAuth	Open Authorization
OCM	Organizational Change Management
ORCHID	Online Reviewable Campaign History and Information Database
PCD	Project Control Document

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Acronym	Meaning
PDF	Portable Document Format
PHI	Protected Health Information
PII	Personally Identifiable Information
PMI	Project Management Institute
PMP	Project Management Professional
PVBM	Permanent Vote by Mail
RBAC	Role-Based Access Control
RFP	Request for Proposal
RPO	Recovery Point Objective
RR/CC	Registrar-Recorder/County Clerk
RTO	Recovery Time Objective
SAML	Security Assertion Markup Language
SE	Social Enterprise
SLA	Service Level Agreement
SLR	Service Level Requirement
SME	Subject Matter Expert
SMS	Short Message Service
SMTP	Simple Mail Transfer Protocol
SNMP	Simple Network Management Protocol
SOW	Statement of Work
SSL	Secure Socket Layer
TCP	Transmission Control Protocol
TDM	Test Data Management
TLS	Transport Layer Security
UAT	User Acceptance Testing
UI	User Interface
UOCAVA	Uniformed and Overseas Citizens Absentee Voting Act
USB	Universal Serial Bus
USPS	United States Postal Service
VBL	VSAP Ballot Layout
VBM	Vote by Mail
VCA	Voter's Choice Act
VIG	Voter Information Guide
VNC	Voter Notification Cards
VPH	Voter Participation History
VPN	Virtual Private Network
VSAP	Voting Solutions for All People
WBS	Work Breakdown Structure
WCAG	Web Content Accessibility Guidelines
XML	Extensible Markup Language

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