

University Neighbourhoods Association
Online Voting System for 2024 Board of Directors Election

Closing Location

#202-5923 Berton Avenue
Vancouver, BC V6S 0B3

Closing Date and Time

3:00 pm Pacific Standard Time
Friday, February 16th, 2024

Submit to:

Chris Hakim
University Neighbourhoods Association
Email: chris.hakim@myuna.ca

A. INTENT

The University Neighbourhoods Association is seeking Proposals from Proponents to supply an online voting system for the Association’s 2024 Board of Directors election. The online voting system shall meet the requirements outlined in the RFP and, preferably, the desired deliverables as well.

B. DEFINITIONS

Throughout this Request for Proposal, the following definitions apply:

“**Association**” means the University Neighbourhoods Association.

“**Proponent**” means an individual or a company that has been requested to and submits, or intends to submit, a proposal in response to this Request for Proposal.

“**Proposal**” means a submission in response to this Request for Proposal.

“**RFP**” means this Request for Proposal.

C. PROPOSAL SUBMISSION REQUIREMENTS

1.0 PROPOSAL SUBMISSION

- a) Responses should be delivered by email to the following contact no later than 3:00 pm Pacific Standard Time on Friday, February 16th, 2024, (Closing) and should be clearly marked ‘**University Neighbourhoods Association Online Voting System 2024**’:

Attention:
Chris Hakim
University Neighbourhoods Association
Email: chris.hakim@myuna.ca

- b) Proposals should include the following information, but is not required to be presented in this exact format:

i) General

This section should identify the Proponent’s company name, address, main telephone number, and name, title, and contact information of the Proponent’s primary contact for the purposes of the Proponent’s Proposal.

ii) Background & Relevant Experience

This section should provide information regarding the Proponent’s company background. This section should also describe the Proponent’s experience in Canadian municipal elections, non-profit community-based association elections, and/or other relevant fields.

iii) Proposal & System Description

This section should detail the Proponent's Proposal and the main features and benefits of the Proponent's online voting system. This section should also include an overall description of the online voting system; security features to avoid any breach in privacy, data, and secrecy of the vote; procedures to be completed before votes can be cast; procedures to validate voters; languages that the online voting system can be translated into; and any technical and logistical support that may be provided during the installation of the system and during the period of the election.

iv) Deliverables – Mandatory and Desired

In this section, the Proponent should detail its level of compliance and ability to deliver the features and/or services from the lists included in Appendix A.

v) Fees

This section must include all fees associated with the Proposal. This should include a breakdown of all fees, including any mandatory fees on behalf of the Proponent to supply their online voting system and other optional fees that the Proponent includes as part of the Proposal.

vi) References

A list of references from a minimum of 2 clients who have engaged the Proponent to complete similar projects, include the name, address and phone number of references.

2.0 ENQUIRIES

All enquiries related to this RFP shall be directed to:

Chris Hakim
Corporate Services Specialist
University Neighbourhoods Association
Telephone: 604.822.3901
Email: chris.hakim@myuna.ca

D. SCOPE OF WORK

1.0 OVERVIEW OF THE UNIVERSITY NEIGHBOURHOODS ASSOCIATION

The Association provides municipal-like services to and represents the approximately 15,000 residents who live in five neighbourhoods in the University of British Columbia (UBC) Vancouver campus.

The Association holds elections every three calendar years to elect 7 individuals to its board of directors. Prior to September 2023, the Association's elections were conducted using paper ballots. During the Association's elections in 2021, 1,209 ballots were cast.

In 2023, the Association's bylaws were changed to have voting in the Association's elections take place online, using a secure online voting system. The Association's next election will be held in November 2024 (the exact date has not yet been set).

2.0 PROJECT OVERVIEW

The purpose of this project is to select a Proponent to supply an online voting system that will be used for the Association's 2024 Board of Directors Election. The Proponent is not expected to initiate or manage the election, but to assist with the supply, implementation, and use of an online voting system.

Although not a municipality, the Association provides municipal-like services to residents, and therefore has electoral expectations similar to those in a municipal setting.

The Association's 2024 Board of Directors Election will be held in November 2024, with the voting occurring over a period of at least 21 days. Voters will be able to vote remotely using their own devices, or to use one of the voting kiosks made available by the Association. It is estimated that approximately 7,000 residents may be registered as members of the Association and eligible to vote by November 2024.

It is expected that the successful Proponent will supply an online voting system, train any relevant Association staff on the administering and usage of the online voting system, and provide ongoing support to the Association's staff prior to, during, and after the election.

3.0 DELIVERABLES

Working with the Association's staff, the successful Proponent will supply and assist with the implementation and use of an online voting system. The supply and implementation of the online voting system must be completed prior to the election. The online voting system must meet the mandatory requirements listed in Appendix A, and preferably also meet the desired features and/or services listed in Appendix A.

4.0 SYSTEM DEMONSTRATION

Proposals that have been determined by the Association to meet the mandatory deliverables, as listed in Appendix A, will have their respective Proponents invited to provide an up to one-hour demonstration of their online voting system's features and technical capabilities to the Association's staff.

System demonstrations will take place via videoconference during the period of **February 26, 2024 to March 1, 2024**. The Association will work with the Proponent's primary contact to schedule a system demonstration date and time during that period.

APPENDIX A – MANDATORY AND DESIRED DELIVERABLES

#	Mandatory Deliverables
1	The online voting system and all other information distributed to voters shall be in English.
2	The Proponent shall provide technical support to the Association’s staff, including IT, at all stages during the election process.
3	The Proponent shall provide a presentation to the Association’s Board of Directors, if requested.
4	The Proponent shall provide training and training resources to the Association’s staff.
5	During the voting period, the Proponent shall be available to help the Association’s staff via email or telephone.
6	The online voting system ensures that only one ballot per voter is accepted.
7	The online voting system provides voters with a method to verify that their vote has been successfully processed.
8	The online voting system can only be used to vote by a voter with a password, personal identification number, or other authentication code.
9	The online voting system will only accept eligible voters, based on a list provided by the Association.
10	The online voting system allows an administrator assigned by the Association to update the list of eligible voters at any time to the end of the second business day before the last day of the voting period.
11	The online voting system generates a password, personal identification number, or other authentication code for individuals added to the list of eligible voters.
12	The online voting system protects the privacy, anonymity, and integrity of the voter’s ballot, and offers no possibility once the vote is cast to make a connection between the voter and the vote cast.
13	The online voting system provides an administrator assigned by the Association the ability to tally, and re-tally, the votes.
14	The online voting system provides an administrator assigned by the Association the ability to categorize/segment candidates on the ballot, based on a field specified by the administrator (e.g. candidates on the same ballot can be segmented based on which neighbourhood they live in).
15	The online voting system allows voting from any computer and any mobile device, including smartphones, tablets, and touchscreens.
16	The online voting system includes an audit log that records, in sequence, the steps that were performed by the voter.
17	The Proponent encrypts data provided by the Association and stores it in a secure manner.
18	The online voting system includes intrusion detection programs, firewalls, anti-virus, and other protection against hacking or similar harmful activities. If

	requested, Proponents are to provide a detailed description of how data provided by the Association is protected against unauthorized access.
19	The Proponent's data centre/server is located in Canada and any data provided by the Association is stored in that data centre/server.
20	The Proponent is able to provide the Association with the procedure for data decommission and a certificate verifying the decommissioning, if requested.

#	Desired Deliverables
1	The online voting system offers translations of the voting interface and other relevant information in a user's language of preference. The languages offered preferably includes French, Traditional Chinese, Simplified Chinese, Korean, and Farsi.
2	The online voting system can be operated in kiosk mode (i.e., a special version of the voting platform that can be loaded on a designated Association's device and will log out each voter automatically after they vote).
3	The online voting system can include information regarding candidates (e.g., candidate statements), inputted by an administrator assigned by the Association.
4	The online voting system can accommodate "auditor" or "scrutinizer" users, who can cast a specified audit ballot and review the tallying of ballots.
5	The Proponent can provide a support telephone line for voters to call, toll-free, for technical assistance with voting.