

Section 16 – Supply Chain Continuity

File 16-1 Supply Chain

16.1 Describe your measures in place and commitments to assure availability of products, components, software, services, and other deliverables for possible length of contract with renewals (15+ years). Describe whether second sourcing of generic or proprietary products is available or could be obtained by the GASOS or counties in the event of a failure or disruption in supply by the Supplier; price protection available to assure reasonable market prices for the life of the contract; and options available for services or upgrades from independent service organizations (if any) authorized or licensed by Supplier.

Dominion

Dominion utilizes a variety of extensive forecasting activities, product road mapping and the stocking of required inventory to ensure the availability of products, components, software services and other deliverables including the Commercially-Available-Off-the-Shelf hardware for our customers. Dominion maintains warehouses in San Leandro, CA, Jamestown, NY and McKinney, TX. Dominion will also occupy and operate a launch and support facility in the Metro Atlanta area, conveniently located to the new GASOS facility on Interstate North Parkway in the 175 corridor. The facility will house the inventory of equipment and software which will permit Acceptance Testing to be performed in an efficient and timely manner. We intend to establish an internal Depot Repair department to immediately address any issues during Acceptance Testing and to address issues that arise during the initial warranty period. The facility will provide space to house the Project team members, product specialists and subcontractor partners to help provide all services to the State of Georgia.

These long-term supply models are developed through a number of different techniques which include, but are not limited to:

- The purchasing and monitoring of safety stock inventories to permit the fast response to customer requests on active material. Forecasts based on historical and projected fallout rates are developed for each potential replacement part to determine the appropriate inventory stocking level.
- Last time buys for end-of-life materials stocking are generated by analyzing historical fallout rates to determine appropriate purchase levels through the life of the product as well as appropriate succession planning for next generation material.
- Quarterly Business Reviews are held with strategic partners which includes the manufacturers of ImageCast third-party Commercial-Off-the-Shelf components (printers, scanners, displays, laptop, servers, modems,

etc.). This strategic alliance ensures a seamless supply chain transition as products develop from generation to generation.

- Detailed product road mapping activities are reviewed on a monthly basis both internally and externally to assess lines of supply. These activities ensure that Dominion has proactive transition plans which include:
 - Access to a new and developing products to permit the early testing and succession planning as well as backward compatibility.
 - Advanced purchasing opportunities for new product or end-of-life materials to ensure component availability.
 - Development and training of Dominion personnel for repair activity which includes analysis of component stocking levels for potential replacement inventory.
 - Implementation of Dominion Quality Standards at Georgia Elections sits in advance of product supply to ensure quality standards are met and don't adversely affect supply.
 - A consistent and methodical review of supply lines for each product.
 - Audits, completed by Dominion personnel, on each production build to ensure outgoing quality levels comply to company's standards.

KNOWiNK

KNOWiNK will keep stock of inventory to repair, replace or upgrade all non-electronic Poll Pad accessories throughout life of contract (payment may be required to repair/replace/upgrade certain items). Replacement of electronic hardware such as iPads, printers or wireless hotspots with identical models are subject to availability by manufacturer (payment may be required to repair/replace/upgrade certain items). Updates to software will be available throughout the life of the contract.

Certain accessories and consumables (e.g. iPad stands, stylus pens, cases, receipt paper) can be purchased separately from KNOWiNK, as long as these items work in conjunction and do not interfere with the operation of the Poll Pad software.

Throughout the life of the contract, all prices on additional software licenses and additional or upgraded equipment & accessories will be quoted by KNOWiNK before any purchase. KNOWiNK will strive to keep prices on all software, equipment & accessories reasonable and competitive within the electronic poll book industry.

Any service organization would need to be authorized by KNOWiNK to provide services in connection to the Poll Pad software; and KNOWiNK is the sole source provider of updates to the Poll Pad software.

Clarification Question

How long does the equipment last? Will the equipment be available for the life of the contract? If the equipment becomes obsolete what is the proposed plan for continuity.

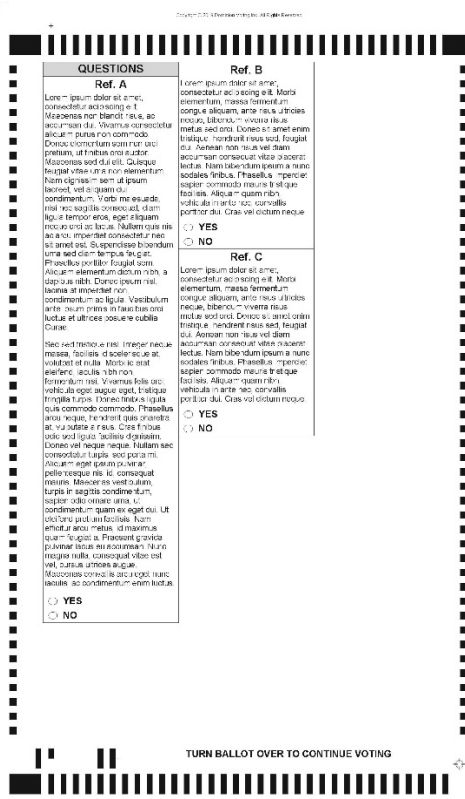
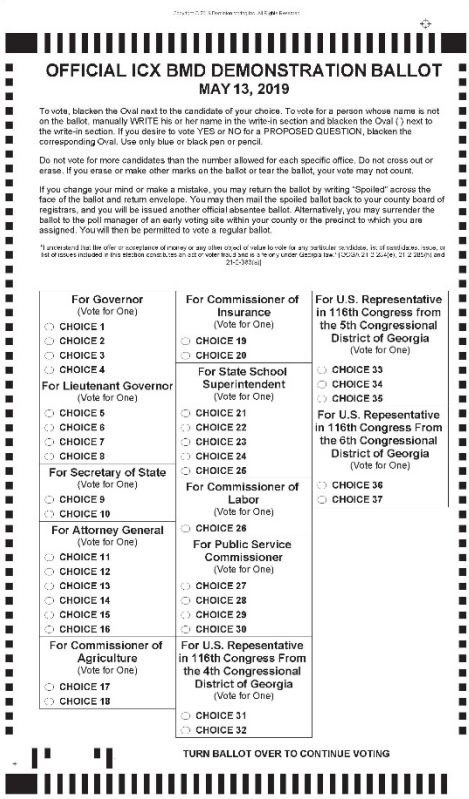
Dominion

The equipment is designed to last for the length of the contract and including its renewal years. Since the majority of the equipment are COTS devices, the version upgrades made by the manufacturers of like equipment will be certified as replacements.

Dominion mitigates the risk concerning proprietary hardware with our partnerships with our manufacturers. Our partnership allows us to provide product availability for 10+ years. Our manufacturers along with our development staff continuously identify any end of life concerns and recertifies any parts with State and Federal certification authorities.

Based on the State's license agreement, all certified software improvements, enhancements, bug fixes and/or updates are available as detailed in the Standard License Agreement.

Dominion announces the option for our customers to elect either the BMD ballot with the voter's choices recapped in a bar code OR printing a full-size ballot from the BMD printer that does not contain any bar code but is an actual full-size ballot that contains the voter's choices. When printed, the ballot looks exactly like the full-size ballots marked by mail-in absentee voters or voters requesting a hand marked paper ballot at the polls. A sample of the BMD ballot without a bar code is attached below. This feature will be offered as a no cost upgrade once certification is complete at the EAC.



Georgia will have ongoing visibility as to which future version of Democracy Suite will include any Georgia-specific upgrades or updates; Dominion will devise an upgrade plan as required by the State.

The proposed voting system is supported by Dominion for the duration of the agreement with the State, including the initial two years on the original warranty, with an eight-year extension, plus for the 10 year annual extensions..

Dominion is constantly working with Commercial off the Shelf equipment providers, such as Canon, Avalue and Dell, to ensure visibility regarding end-of-life components and available replacements. This is done in conjunction with managing ongoing state and federal certification campaigns, to ensure that Democracy Suite remains fully operational and available to customers. Where possible Dominion strives to integrate any new product offerings and enhancements to the currently certified system version to prevent having to replace certain infrastructure components.

Dominion understands that election officials need to ensure that the significant investment required to upgrade a voting system is made with confidence and peace of mind that the technology will keep up with changing requirements and public expectations. Dominion's development team is continually working on



refining existing products and functionality, leading to annual federal certification campaigns with the EAC, as well as state certifications where required.

KNOWiNK

KNOWiNK equipment is also designed to last for the length of the contract. However, the iPads may require a refresh in years seven or eight but may last for the 10-year contract term. We recommend the refresh in year seven or eight because, after several years, Apple has historically stopped updating the iOS on the older iPad models which may affect KNOWiNK's ability to update the Poll Pad application to use new features.

All equipment proposed for KNOWiNK's Poll Pad solution will be available for the life of the contract. In the unlikely event equipment were to become obsolete, KNOWiNK will notify the GASOS and provide information on replacement equipment that is of similar quality and function.