

- 2.16.1.7 Early Voting Processed Returns Data File – This file will include the exact records sent to MCED in the Early Voting Returns Data File, and a variety of signature verification dispositions that the Early Voting Contractor will use for processing the returned ballots.
- 2.16.1.8 Early Voting Ballot Storage Batch File - This file will include the information about the batch the early voting envelope will be stored in.
- 2.16.1.9 Early Voting Full Affidavit Image File – This file will include all full early voting affidavit envelope images that must be captured for a given election. These images will be in a .TIF format.
- 2.16.2 All files inbound/outbound will be in a zipped format and will be accessed via SFTP or by other secure electronic means as established by the Secretary of State.
- 2.16.3 All files transferred at a given time will require real-time email conformation to a selected distribution list. This notification provides for both MCED and its Early Ballot Contractor the information on the exact date/time, number of files, and types of files that are being transferred and ready for processing.
- 2.16.4 All clipped and full envelope images will be sent daily during the inbound and outbound scan process, via SFTP, to MCED for the purpose of downloading and storing the data. Retention of these images will be maintained by the Contractor until MCED has verified receipt and validity of the images provided via the secure method.
- 2.16.5 Storage folder names and file name convention for all of the above files will be provided by MCED in concert and collaboration with RES.

Exhibit C

Disaster Recovery Plan

- 1.0 Runbeck Election Services (RES) has developed a Disaster Recovery Plan (DRP) for Maricopa County that anticipates multiple possible events from facility disasters to loss of data events. Each will be addressed in detail within this document.

Our Disaster Recovery Plan encompasses the following major categories:

- ☐ Data including Maricopa County early voting request data, in process data, ballot files and all other electronic information necessary for the production of multiple versions of ballots and the processing of outgoing and incoming mail packets.
- ☐ Business continuity including the ability to resume ballot production and mail processing at an alternative location.
- ☐ Materials recovery to include having access to specialized paper and mailing supplies required by Maricopa County
- ☐ Human Resources to include deployment of key individuals to any back up facilities

2.0 **DATA**

RES's DRP for data is multi-tiered and is designed to minimize data loss, allow for rapid recovery of production processes and to know the disposition of each piece within the production cycle; to guard against duplication or non-fulfillment of any portion of the project.

3.0 **SERVERS**

RES will have two back up servers for all data and file recovery needs. Because of the unique relationship between RES and Maricopa County, we will back up all applicable information directly to a server designated by Maricopa County within their facility. This will allow for direct access to the information by the county and on RES' behalf as necessary based on circumstances. The second backup server will be at a secure offsite location RES utilizes for the backup of mission critical data and files. The connection to this external server is through a dedicated circuit and adheres to the security requirements of the county.

4.0 **SCHEDULE**

All data will be backed up every night at a time when it is least likely to interrupt production processes, typically between the hours of midnight and 4AM. Because of production schedules, it is sometimes necessary for RES to work 24 hours per day. In those periods, backups will be done in a staged fashion, coordinating different back up processes with production activities happening in the facility. If necessary, production will be stopped to allow the backup process to occur.

5.0 **DATA TYPES FOR BACKUP**

Following is the data that RES expects to back up as part of this DRP for Maricopa County:

- ☐ Actual prepped and approved ballot files-These are files approved for printing and already backed up. These files will be backed up only when there are changes to the previously backed up files.
- ☐ Early Voting request files-This is the data file RES receives from Maricopa County for the printing, assembly and processing of ballots for voters that are either on the AEVL or make a request for a one-time Early Voting Ballot to be mailed.
- ☐ Processed outgoing files-These are files that have been processed through the print, insertion and sorting equipment. The purpose of backing up this data is to enable RES to

accurately determine the status of any project for management at either a backup location or our own location when we resume production.

- Processed return mail files-These are files that represent those EV ballots that have been returned by the voter and are in various stages of processing.
- Image Files-All outbound and inbound image files that are captured by the sorting system in binary format.
- Internal production documentation-This is information that details the requirements of a project. These files are backed up as part of RES' internal corporate back up and will be backed up to the Runbeck recovery server only.

6.0 **BUSINESS CONTINUITY**

The DRP allows for RES to resume production and mailing as soon as practical after a disaster event utilizing a number of local and non-local alternatives. The goal of the Business Continuity plan is to minimize disruption of all mission critical production processes.

7.0 **LOCATIONS AND FACILITIES**

7.1 RES will ensure the continued production of Maricopa County's projects using a combination of long- standing partnerships and our own facilities located outside of Maricopa County when necessary. Each facility has many years of ballot printing and mailing experience. In addition, the combinations of backup partners encompass all types of production equipment and processes needed to produce the products required by the county, adhering to strict parameters for quality and schedules required.

7.2. In the event RES needs to transition production and mailing of Maricopa County's projects to an offsite location, we will look to our local partners first followed by eastern options. If necessary, we will split work across locations to facilitate completion in the most efficient manner possible.

7.3. It is anticipated that when coupled with other elements of this DRP, RES will be able to resume production within 6-72 hours depending on the nature of the disruption.

8.0 **MATERIALS**

Materials required to produce Maricopa County's ballots, EV packets and related materials are unique and not readily available in the marketplace. In order to ensure we have the proper materials available to resume production as quickly as possible, we will warehouse a portion of all critical items off site. Following is a list of critical materials that are needed for resumption of work and our plan for off-site storage:

- **Ballot Paper**-RES manufactures paper to meet Maricopa's unique specifications. RES maintains inventory based on 150% of estimated future short-term needs. In order to ensure we have access to paper we split the storage of the paper between our facility in Tempe and the paper merchant's facility in West Phoenix. In addition, RES has access to paper that is not the preferred choice of Maricopa County but is approved by the tabulation company.
- **Envelopes**-The outgoing and affidavit reply envelopes used by Maricopa County are customized in both their construction and the image printed on them. Typically, the county orders large amounts of envelopes to cover multiple elections. In order to ensure we have access to the envelopes if needed, we will split the storage of these similar to how we propose to handle paper. With agreement from Maricopa County, envelopes can also be stored at the Maricopa County warehouse. This would allow for 24-hour access to materials.
- **Ancillary printed products**-These are the pieces we print for Maricopa County that are used for a variety of purposes, mostly for insertion into Early Voting packets. These items are

typically produced on paper that is readily available or can be substituted as necessary. However, Maricopa County orders large quantities of instruction inserts for multiple elections. They also order approximately 1,000,000 Full Text inserts for a general election to be used over a period of several weeks. With agreement from Maricopa County, a portion of these two items can be stored at the Maricopa County Elections warehouse.

9.0 **HUMAN RESOURCES**

The last element of our DRP is ensuring that our DRP partners have access to the knowledge RES possesses relative to Maricopa County's requirements and the election business in general. Should we need to execute on our DRP RES will assign our key employees to those facilities where recovery activities occur to provide management and leadership as needed. In addition, we will use our production and project management staff in the same fashion, augmenting staff at our outside partners and allowing our project management personnel to continue performing their function within a different facility.

10.0 **FINAL COMMENTS**

Disaster recovery is a necessary and critical component of all business continuity planning. Continuing to meet deadlines and conduct elections as planned – in spite of natural or man-made disasters – is the purpose and objective. This plan ensures we will meet your needs even when unexpected events occur.



www.Runbeck.net ■ 877-230-8737
2800 S. 36th Street, Phoenix, AZ 85034

Addendum No. 1

To: Maricopa County
Attention: Kevin Tyne, Chief Procurement Officer
Contract Title: Serial 220121-IGA Printing and
Distribution of Election Ballots
Contractor: Runbeck Election Services, Inc.
2800 S. 36th Street
Phoenix, AZ 85034

In accordance with the above referenced contract, this Addendum No. 1, when properly executed, amends the original contract to insert the following language in Exhibit A, Section 1, after subsection 1.13:

1.14 11" – 19" Ballot Roland VoteSecure Paper, 100# = \$0.02 per ballot card

Addendum shall become effective on the date of the parties' signature below. Except as otherwise modified herein, all terms and conditions of the original contract, including Addendum No. 1, remain in force and effect.

IN WITNESS WHEREOF, the parties have executed this Addendum No. 1 to the Agreement.

Runbeck Election Services, Inc.

Maricopa County, AZ

By:

DocuSigned by:

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Title:

Vice President of Sales

Director, Maricopa County, OPS

Date:

5/5/2022

May 4, 2022



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2800 S. 36th Street, Phoenix, AZ 85034

Amendment No. 1

To: Maricopa County ("Client")
Attention: Kevin Tyne, Chief Procurement Officer
Contract Title: Serial 220121-IGA Printing and Distribution of Election Ballots
Contractor: Runbeck Election Services, Inc.
2800 S. 36th Street
Phoenix, AZ 85034

In accordance with the above referenced Sale and Purchase Agreement ("Agreement"), this Amendment No. 1, when properly executed, amends the original Agreement to incorporate the following additional Statement of Work ("SOW"), and sets forth the terms and conditions that are in addition to those terms and conditions set forth in the original Agreement, and shall become effective on the date of the parties' signature below. Except as otherwise amended herein, all terms and conditions of the original Agreement, including Addendum No. 1 remain in force and effect.

The parties agree to the following:

Background - Maricopa County purchased Runbeck's Verus Pro application ("Software") effective July 1, 2020 until June 30, 2021 for \$159,642 and from July 1, 2021 until June 30, 2022 for \$60,000 to verify if inbound mail packet signatures match the voter's reference signature. Inbound signatures are assigned a score based on the verification; signatures with a score of 10 or higher are routed to a high-confidence manual signature verification queue, and signatures with a lower score are routed to a low-confidence signature verification queue.

Purpose - This additional SOW will add new functionality to Verus Pro, enabling it to detect if an inbound packet has a signature on it. This functionality will not depend on a reference image; it will analyze just the inbound image to assess if a signature is present.

Scope of Technical Tasks

1. Add the ability to detect if a signature is present on an inbound envelope image
2. Add the ability to export results of Signature Detection
 - a. Exported to CSV formatted text file
 - b. Contains the piece's Tracking Number and Disposition Code (0=No Signature, 1=Signature Detected)
3. Add the ability to turn Signature Detection on or off
4. Add the ability to turn Signature Verification on or off

Resources - Like the existing Verus Pro application, the updated application will run in UAT and Production environments within Maricopa County's network.

1. The Production environment will run on a standalone server. It will access inbound signatures from a share maintained by Maricopa County, and will automatically export Signature Detection results to a configured location on the same share.
2. The UAT environment will run on a standalone server. Test signatures will be loaded onto this same server, and Signature Detection results will export to a configured location on the same server as well. The UAT environment will be isolated to the single server and will not touch any shared resources.

DocuSign Envelope ID: 3C02E232-1669-43B4-A71B-9F6458276E04

Schedule - The application will be deployed for User Acceptance Testing by June 13, 2022. Testing feedback should be provided to Runbeck by June 17, 2022. Final changes and fixes will be completed and deployed to UAT by June 27, 2022. The application will be deployed to Production by July 1, 2022.

Acceptance Criteria

1. The system successfully exports Signature Detection results every five minutes.
2. The system processes at least 3,600 signatures/hour.
3. The system correctly assesses if a signature is present on at least 80% of inbound images.

Pricing – The fees for the Software shall be billed in accordance with the following pricing table:

Year Three	Year Four	Year Five (Optional)	Year Six (Optional)	Year Seven (Optional)
July 1, 2022 - June 30, 2023	July 1, 2023- October 31, 2023	November 1, 2023- October 31, 2024	November 1, 2024- October 31, 2025	November 1, 2025- January 30, 2026
\$103,500	\$34,500	\$103,500	\$103,500	\$25,875

The monthly fee for the Software is \$8,625. Client agrees to pay for the first twelve (12) months of service up front, for a total of \$103,500. This payment shall cover the following timeframe: July 1, 2022 through June 30, 2023.

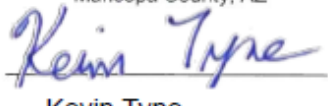
Effective Date – This Amendment No. 1, when fully executed, is effective as of July 1, 2022.

IN WITNESS WHEREOF, the parties have executed this Amendment No. 1 to the Agreement.

Runbeck Election Services, Inc.

Signed By: 
 Printed Name: Rizwan Fiday
 Title: Vice President of Sales
 Date: 6/20/2022

Maricopa County, AZ


 Kevin Tyne
 Director, Maricopa County, OPS
 June 21, 2022