April 25, 2003

Election.com
1001 Franklin Ave. Suite 212
Garden City, NY 11530
Attn: Jim Preston

Re: Invoices for Contract A32660

This is in response to the invoices we received from your office via fax on March 21, 2003 for services rendered during the months of July 2002 – February 2003. **We are denying payment due to unsatisfactory performance.**

The attached documentation outlines our concerns.

Please direct future communications on this matter to Alberto Quintela at 651-296-2309.

Sincerely,

Kathy Hjelm
Fiscal & Administrative Services Manager

C: Alberto Quintela

Election.Com Issues

1. ## Performance Issues -- Slow processing; ODBC errors
   Working with Election.com's technical staff, the following plan was put together last fall:

   Database Changes Phase I:
   - A database review was done in December 2002. There are 700 to 800 indexes altogether in VEMS. Many of the fields have duplicate indexes. There are approximately 537 indexes that could be removed which will decrease the system from 18 gigabytes down to 11 gigabytes.

   Database Changes Phase II - Clustering Indexes:
   - Compound Indexes -- were added and are county specific
   - Removed select stars
   - Dropped unused objects (About 20)

   Election.com said they couldn't make any more database changes without "breaking the system".

2. ## Election Setup is laborious.
   It took Linda about 2 weeks to verify all the March township elections. We encouraged all counties to set up their own elections. Some counties feel it is too difficult for them to understand. The Election Division can only do so much because they need the polling place information from the counties. Linda estimates that it will take her around 4 weeks to set up the Primary Election this fall.

3. ## Reclassification - assistance was poor and there are data integrity issues in the system.
   a. It was decided that we would clean-up non-registered absentee (NRAB) voters and military/overseas records while we are doing reclassification. We relied on logic from election.com to identify all tables involved to properly delete the records. Don had a difficult time explaining and getting complete information from them.

      NRAB and Military voters had bad data because counties were incorrectly linking history to them. VEMS stills needs to be "tightened" to not allow erroneous data to be created.

   b. EC instructed us to run the Update Last Date Voted Utility before running reclassification. This would update any incorrect last voted dates, with a more recent date, and reduce the chance of incorrectly reclassifying the voter. But, the Utility in VEMS had a bug, so EC sent logic directly to Don to use. When Don ran it, 677 out of 862 records were updated with an _older_ date from history. Don never got an explanation on this, so we bypassed the 677 records when reclassification was run. We suspect it could be due to unlinked elections. If so, VEMS needs to be "tightened" to not allow elections to be deleted. And EC needs to correct the Update Last Date Voted Utility.

   c. For the 2002 Reclassification, a date range of 6/25/01 to 10/17/01 had been identified to have incorrect "Date Registered" field for voters who had any update activity during this time. Supposedly, VEMS a new build was implemented on 10/17/01 to fix the date problem.

      Bill Batcher had worked directly with election.com to receive a listing of the erroneous records. He "massaged" the file and approx. 250 voters were excluded from the Reclassification logic. No documentation was available on what steps were taken to identify and select these voters. The records were not corrected, and therefore, election.com stated that we needed to work with this problem again this year.

      In the 2003 reclassification process, we discovered that VEMS is still not updating the "Date Registered" field correctly. But, we do not know the extent of the problem, because we do not know when it started - or was it never fixed properly? We are sure that the "date registered" field is not always updated when a new date when a change is made to a voter record. Election.com verified that the code is erroneous, and provided logic to run a script to identify the records. 1254 records were identified, but we are not sure of the logic they used to identify them or their accuracy. VEMS

needs to be corrected to properly update the Date Registered field. The EC needs to work with us to identify and correct all erroneous records.

4. Builds - are difficult to implement and laced with errors.

We shadowed the last new build on Jan. 31, and rejected it due to flaws in the Merge Utility and some of the reports. Initially, the target date was to have the new build tested and installed by Feb. 24. Instead, due to problems with Reclassification, all effort has been refocused to it. Therefore, we are behind schedule on implementation. We accepted the build on March 3 after shadowing it, but it still has not passed the technical acceptance.

Frequently, the election.com developer who is shadowing the system with us is unprepared, or unfamiliar with the system features because they were not given the information or that they were given different information than what MN received.

When election.com is developing/coding our requirements, then don't notify us to ask any questions. We don't have any interaction with them until the build is completed and we begin shadowing it.

5. Roster printing is laborious, so we had to create our own workaround.

The printing of Rosters for large-scale elections (General, Primary and Township) is cumbersome and time-consuming. Therefore, we spent time and money with another vendor (Arran) to build a Roster printing process outside of VEMS using the PI Extract. EC recognizes this system limitation and is building a PI Extract equivalent in their .Net version.

6. Absentee Ballot module - took months to implement and still is incomplete.

We spent an exorbitant amount of time implementing the Absentee Ballot module last summer. Not all of the requirements have been completed. We have submitted them to EC to be included in a build this spring.

7. SLAs - Were to be completed by 12/31/02.

Since we spent an exorbitant amount of time implementing the Absentee Ballot module, all other SLA work was postponed. In the meantime we have eliminated some of the SLAs:

a. Candidate Rotation - Arran created in Candidate Filing system.
b. Move primary winners and candidates to General election - Arran created in Candidate Filing system.
c. Election Setup for Statewide Elections - Will develop a statewide election-naming standard instead of changing the system.
d. ASCII interface for Roster printing - was not possible. Therefore, we developed the PI Extract Rosters. Then, we developed a workaround by encouraging counties to print own Rosters, and using producing PI Extract file Rosters.
e. ASCII interface for Master Lists - was not possible. We developed a workaround using the .PCL file.

Requirements for all but one SLA have been given to EC.

8. HEATs - Since June, we have reported and closed 58 problems.

As of the end of February there were 27 open issues.

9. PVC processing - Locks out counties when process; Creating our own workaround. No statewide functionality.

When PVCs are run for a county, that county is "locked out" from any system activity. This has also produced ODBC errors for other counties when a specific county is running a large batch. These are just a few of the performanace issues that we have been dealing with for some time.

We had the capability to run PVC on a statewide basis last summer (instead of logging into each county separately). This functionality is no longer in the system. We suspect that it was eliminated in one of the new builds. We cannot track when it was deleted, and EC says it was never delivered to us.

10. **No flexibility with code changes; therefore we fix the problems:**
    a. Would like to incorporate editing for naming standards. Instead, we created procedures for the counties.
    b. Asked EC last year to prevent elections from being deleted. We even gave them our requirements. MN OSS Applications coded a workaround for this.
    c. Deleted elections – OSS locked out the counties from inadvertently deleting elections through the SQL permissions under the users.
    d. Wrong Polling Place Letter – Can't get

11. **Items that once worked, no longer work when a new build is received.**
    a. Statewide PVC processing - worked, but now it does not. What happened? EC says it never was designed to work that way. But, why did we close SLA 11 if it wasn't there? EC forgets that we need a statewide system.
    b. Roster numbering was changed from 1 to 7, to 1 to the last voter in the roster. This supposed was done in v9.3.006.

12. **No user documentation.**
    We write our own documentation according to each new release.

13. **Incomplete system documentation.**
    Received some schema information, but was incomplete.