Implementation Responsibilities of Voting Machine Vendors

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1. Know your customer's requirements and limitations before bidding for the contract

    - Election staff limitations
    - Election department resources
    - County expectations and understanding of and commitment to the project
    - State laws—election deadlines/calendar of events
    - Language requirements
    - Demographics
    - Turnout history
    - History of election related problems

2. Only bid if fully committed to doing whatever is necessary to ensure a successful installation and subsequent elections

3. Provide a dedicated project implementation team with expertise in project management and in all critical function areas

4. Define risks for customer (based upon experience) and develop contingency plans for each

5. Deliver high quality, tested machines and software to customer early enough in election cycle to allow for thorough acceptance testing and testing on actual election ballot

6. Provide voter education video/CD, materials and documentation and assist in performing outreach

7.   Provide experienced trainers and proven documentation to train election staff

8.   Provide experienced poll workers trainers, and a proven training curriculum and documentation

9.   If there are issues, inform the poll workers/public ahead of time in order to prepare them

10. Never make last minute changes to software or procedures (unless absolutely critical to do so)

11. Provide poll worker de-briefings following the election and review Election Day trouble logs and voter complaints in order to implement continuous improvement