



# Fulton County

## Legislation Details (With Text)

**File #:** 21-0611 **Version:** 1 **Name:**

**Type:** CM Action Item - Open & Responsible Government **Status:** Filed

**File created:** 7/21/2021 **In control:** Board of Commissioners

**On agenda:** 9/15/2021 **Final action:** 9/15/2021

**Title:** Request approval of a recommended proposal - Registrations and Elections, 21RFP060921C-MH, Business Process Review and Assessment of Registration and Elections Operations in the amount of \$569,750.00 with The Elections Group, LLC (Indian Head Park, IL) to conduct a comprehensive business process review and assessment of voter registration and elections operations for operational improvement and efficiencies for the Fulton County Registration and Elections Department. Effective upon issuance of the Notice to Proceed, all project deliverables are due no later than April 30, 2022. (HELD ON 8/18/21)

### Sponsors:

### Indexes:

### Code sections:

**Attachments:** 1. Elections RFP-Business Process Improvement 8-18-2021, 2. EVALUATION COMMITTEE RECOMMENDATION LETTER REGISTRATION AND ELECTIONS, 3. CONTRACTOR PERFORMANCE MEMO 4 30 2019, 4. 2021-0611

Date	Ver.	Action By	Action	Result
9/15/2021	1	Board of Commissioners	receive and filed	Pass

## Department

Registration & Elections

### Requested Action *(Identify appropriate Action or Motion, purpose, cost, timeframe, etc.)*

Request approval of a recommended proposal - Registrations and Elections, 21RFP060921C-MH, Business Process Review and Assessment of Registration and Elections Operations in the amount of \$569,750.00 with The Elections Group, LLC (Indian Head Park, IL) to conduct a comprehensive business process review and assessment of voter registration and elections operations for operational improvement and efficiencies for the Fulton County Registration and Elections Department. Effective upon issuance of the Notice to Proceed, all project deliverables are due no later than April 30, 2022. **(HELD ON 8/18/21) (FILED)**

### Requirement for Board Action *(Cite specific Board policy, statute or code requirement)*

In accordance with the Purchasing Code Sections 102-374 or 102-375, all competitive sealed proposals shall be forwarded to the Board of Commissioners for approval.

### Strategic Priority Area related to this item *(If yes, note strategic priority area below)*

Open and Responsible Government

### Commission Districts Affected

All Districts ☒

District 1 ☐

District 2 ☐  
District 3 ☐  
District 4 ☐  
District 5 ☐  
District 6 ☐

### Is this a purchasing item?

Yes

**Summary & Background** *(First sentence includes Agency recommendation. Provide an executive summary of the action that gives an overview of the relevant details for the item.)*

**Scope of Work:** The assessment will include a review of business processes, statutes, ordinances, policies and procedures that govern Registration and Election operations within the State of Georgia, and an operations improvement and efficiency review. The review shall provide recommendations in order to address operational efficiencies and effectiveness as well as deficiencies.

The scope of the work will include the following:

- An assessment of overall election operations, which encompasses a review of elections preparation and planning processes
- Chain of custody
- Election logistics and equipment deployment
- Election equipment inventory and tracking
- Poll worker screening and recruitment
- Poll worker training, poll worker assignment
- Poll worker pay processes
- Early voting processes and staffing plan
- Election night check-in procedures
- Voter education program
- Organizational structure review, to include recommendations of necessary additions to staff levels
- Absentee ballot planning, processes and procedures
- Voter registration processes and procedures
- Standard operating procedures
- Impact of SB 202

**Community Impact:** Trust in the election process is paramount to the foundation of electing our leaders. Acceptance of election results depends upon transparency, trust and accountability. A business process review is an important step forward for opportunities for an institution to create an environment for stakeholders, voters, elected officials and candidates to return to a place in which

acceptance of results is commonplace again. The review of processes, procedures and programs by an objective, reputable organization is an opportunity to learn, to improve as a unit and to increase efficiency outside of the political environment of misinformation and falsehoods that have proliferated and undermine the good work of civil servants. By making marked improvements from a quality Business Process Review, the community impact will be to increase confidence in much of the voter base as it also aids in restoring faith in the process in others that see room for improvement.

**Department Recommendation:** Registration and Elections recommends approval.

**Project Implications:** The implications of a successful Business Process Review will be to evaluate the department within the scope of work, recommend changes that need to be made in accordance with the law, as well as being in line with best practices nationwide and to work with staff to update, define, develop, and document standard operating procedures to create a department of model efficiency.

**Community Issues/Concerns:** Restoring confidence in the election process in segments of the society that are distrustful and increasing confidence amongst stakeholders and voters in supportive communities is important to ensuring that we have successful elections in the future. Successful, accountable and transparent elections will create communities and candidates that trust and accept the results.

**Department Issues/Concerns:** The department has improvements it can make in its processes, programs, and procedures. The SEB monitor noted shortcomings but made note that most were corrected by the January 2021 election. Much has been accomplished since 2021 began. A deputy director position was created and hired. An absentee division of six permanent staff was created, and candidates are being evaluated for hire. Three additional management positions have been created, posted and candidates are being evaluated for hire. Registration management has changed. Standard operating procedures are being updated and developed. An inventory system has been purchased to enable us to track equipment and deliver it more efficiently. Grant funds were expended to relieve Fulton County of the burden of paying for the increases in cost incurred from conducting elections during a pandemic and with the new voting system. Improvements have been made to the absentee by mail portal, which will create efficiencies of scale for processing absentee by mail ballots in elections with high volume. Software is being updated and new software is being added to the absentee by mail process to increase efficiency. A thorough audit has concluded to which the department has responded. After more than a year, Election Central has been identified and is before the BOC for consideration for a March 2022 move for the department. Despite the accomplishments, more can be done to improve performance in the department.

**Contract Modification:** This is a new procurement.

**Contract & Compliance Information** *(Provide Contractor and Subcontractor details.)*

<b>Contract Value:</b>	<b>\$569,750.00</b>
<b>Prime Vendor:</b>	<b>The Elections Group, LLC</b>
<b>Prime Status:</b>	<b>White Female Business Enterprise-Non-certified</b>
<b>Location:</b>	<b>Indian Head Park, IL</b>
<b>County:</b>	<b>Cook County</b>
<b>Prime Value:</b>	<b>\$504,750.00 or 88.59%</b>

**Subcontractor:** L. Gough and Associates, LLC  
**Subcontractor Status:** African American Male Business Enterprise-Non-Certified  
**Location:** Chicago, IL  
**County:** Cook County  
**Contract Value:** \$20,000.00 or 3.51%

**Subcontractor:** RSM Elections Solutions  
**Subcontractor Status:** Hispanic Male Business Enterprise-Non-certified  
**Location:** Washington, DC  
**County:** District of Columbia  
**Contract Value:** \$30,000.00 or 5.27%

**Subcontractor:** Natan Consultancy  
**Subcontractor Status:** Asian Female Business Enterprise-Non-certified  
**Location:** Austin, TX  
**County:** Travis County  
**Contract Value:** \$15,000.00 or 2.63%

**Total Contract Value:** \$569,750.00 or 100.00%  
**Total M/FBE Value:** \$569,750.00 or 100.00%

**Exhibits Attached** *(Provide copies of originals, number exhibits consecutively, and label all exhibits in the upper right corner.)*

Exhibit 1: Evaluation Committee Recommendation Letter  
Exhibit 2: Contractor Performance Memo

**Contact Information** *(Type Name, Title, Agency and Phone)*

Richard L. Barron, Director, Registration & Elections

**Contract Attached**

No

**Previous Contracts**

No

**Total Contract Value**

Original Approved Amount:  
Previous Adjustments:  
This Request: \$569,750.00  
TOTAL: \$569,750.00

**Grant Information Summary**

Amount Requested: ☐ Cash

Match Required:

Start Date:

End Date:

Match Account \$:

- ☐ In-Kind
- ☐ Approval to Award
- ☐ Apply & Accept

## Fiscal Impact / Funding Source

### Funding Line 1:

Funding is subject to approval of funds from the midyear budget sounding

Key Contract Terms	
<b>Start Date:</b> Upon issuance of NTP	<b>End Date:</b> 4/30/2022
<b>Cost Adjustment:</b>	<b>Renewal/Extension Terms:</b> No renewal options

### Overall Contractor Performance Rating:

**Would you select/recommend this vendor again?**

Choose an item.

**Report Period Start:**

**Report Period End:**