



## ATTACHMENT M

### PAST PERFORMANCE QUESTIONNAIRE

The proposer's past performance and experience shall be evaluated at the time of awarding the contract. The evaluation shall be based on the information submitted by the proposer in their proposal and its validation. For this purpose, each proposer must submit, along with their proposal, the information detailed below, as well as any other documents required in these specifications.

The Bidding Board reserves the right to contact clients or references whether provided or not by the proposer to verify their past performance.

| I. HISTORY   |
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| 1. Since when has the proposer been selling the precinct and central machines proposed for Puerto Rico?  |
| 2. Since when have the precinct and central machines proposed for Puerto Rico have been in the market?   |
| 3. For how many years have you been offering services related to the implementation and support of elections?  |
| 4. Disclose any acquisitions, mergers, changes of ownership, restructurings, or name changes of your company during the last ten (10) years that affect the company's history in offering goods and services proposed for Puerto Rico.   |
| 5. Explain if you have had previous contract terminations due to failures related to the proposed goods and services.  |
| 6. Explain your history of litigation, investigations, sanctions, or regulatory actions related to the goods and services proposed for Puerto Rico.  |
| II. REFERENCES   |
| 1. Provide a list of no more than ten (10) clients with whom you have or have had contracts, and, in whose jurisdictions, you have provided a similar number of machines to those required for Puerto Rico. In this list, provide the following information for each client: <ul style="list-style-type: none"><li>a. includes names, direct phone numbers, and email addresses</li><li>b. quantity of precinct machines</li><li>c. quantity of central machines</li><li>d. quantity of ballots processed during the election with the highest participation</li><li>e. identify whether any of these contracts had a period of less than one year between the contract award and the election</li></ul> |

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| <ul style="list-style-type: none"> <li>f. indicate whether any of these contracts correspond to jurisdictions with logistical limitations in relation to the point of production and delivery of scanning machines (islands or isolated regions)</li> <li>g. required shipping by sea</li> </ul> <p>2. List a maximum of the five (5) most recent elections where the precinct machines proposed for Puerto Rico were used and indicate how many of these were used and how many needed to be replaced during the election.</p>  |
| <b>III. DELAYS AND REMEDIATION</b>   |
| <p>1. In the last five years, please indicate whether there were any shipping delays for scanning machines due to causes attributable to the supply of parts, assembly, transport, or whether there were any delays in the configuration and preparation of the scanning machines.</p> <p>If a delay occurred:</p> <ul style="list-style-type: none"> <li>a. indicate whether any of these cases took place within the 90 days prior to an election. <ul style="list-style-type: none"> <li>i. Of these, explain: <ul style="list-style-type: none"> <li>1. if any instance came close to impeding an election from taking place and which required the activation of the contingency plan;</li> <li>2. if any instance <del>ease</del> impeded an election from taking place.</li> </ul> </li> </ul> </li> </ul>  |
| <b>IV. SUPPORT HISTORY DURING ELECTORAL EVENTS</b>   |
| <p>1. From the list provided in section II, titled References, indicate in which elections the company performed election configuration or logic and accuracy testing.</p> <p>2. Provide examples of how you have handled last-minute changes in laws, regulations, or processes (e.g., changes in voting rules, changes in ballot format, new audit requirements) and how you were able to implement the changes without negatively impacting the election in question.</p>   |
| <b>V. AUDITS AND ACCURACY</b>  |
| <p>1. In the last five years, how many audits have been carried out in other jurisdictions and what have been the results of those audits regarding:</p> <ul style="list-style-type: none"> <li>a. the scanning machines proposed for Puerto Rico.</li> <li>b. the election configuration service.</li> </ul> <p>Provide examples of improvements you have made to your product, software, or processes because of audit findings.</p> <p>2. Provide examples where the results reported by the proposed scanning machines for Puerto Rico differed from the results of an audit. Describe how the differences were detected and how they were corrected.</p> <p>3. Provide examples where your system produced “anomalies” or errors such as misattributed votes or inconsistencies in reported votes. What situations have you identified and how have you remedied them?</p> <p>4. Describe your process for making improvements or corrections to configurations when errors are detected in the reported results. This should include which personnel are</p> |

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| responsible for these processes, their level of customer involvement, and remediation time, among others.   |
| <b>VI. SECURITY HISTORY</b>   |
| 1. Provide examples of security issues with the proposed Scanning System for Puerto Rico that required action.  |
| <b>VII. SUPPORT PERFORMANCE AND RELIABILITY IN THE FIELD</b>  |
| 1. Provide your history of compliance with SLAs for warranty and maintenance support (response time, time to repair or replace equipment, among others).  |
| 2. Provide examples where you have faced situations that have required you to increase the number of resources providing support to an electoral process, the reasons for the increase, and the impact on the electoral event.                |
| 3. Share your expertise maintaining inventories of spare parts or spare machines available for repairs or replacements in jurisdictions such as islands or isolated regions, which may be far from your main manufacturing/warehouse centers. |