

SOLICITATION ADDENDUM

Date: **5 December 2025**

Subject: **Questions and Answers**

Solicitation Number: **RFP2025-8**

Due Date/Time: **Wednesday, December 17, 2025 / 1:00PM**

Addendum Number: **001**

To All Suppliers:

The Commonwealth of Pennsylvania defines a solicitation “Addendum” as an addition to or amendment of the original terms, conditions, specifications, or instructions of a procurement solicitation (e.g., Invitation for Bids or Request for Proposals).

Questions and Answers to PSERS RFP2025-8 Board Elections

- 1. Regarding Table 1-1 Service Requirements, Would PSERS accept a proposal for a smartphone web-based voting system with an option for a print and mail alert/notification mailer? We are unclear if the table is asking for all election methods, or for which methods we are proposing.**

PSERS will accept a proposal for a smartphone web-based voting system so long as it does not represent an alternate proposal, as outlined in PART I, Section I-13 (Alternate Proposals). Specifically, Proposals must include a means for all election types outlined in PART III, Section III-6, Table 1-1 (Acknowledgement of Service Requirements). The requirements within this section are required, and Offerors must acknowledge the ability to provide election services through the methods and means outlined.
 - 2. Regarding Requirement 15 Voter Inquiries, would standard office hours for the phone availability be acceptable, with a dedicated email address?**

PSERS preferred period of operation for call center assistance is Monday-Friday, 8:00AM-4:45PM, which aligns to PSERS’s internal call center. PSERS will consider other similar operating structures. An additional proposed, dedicated email address is acceptable if it includes a service level for timely response to emailed questions.
 - 3. Regarding Requirement 18 Eligible Voter Confidentiality, is the requirement for a secret ballot with a secrecy sleeve or only that voters do not know how other individuals voted?**
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Offerors may propose ballot solutions that they believe best addresses the confidentiality/ secrecy provisions identified in PART III, Section III-6 Requirement 18. Voter Confidentiality must encompass the following confidentiality/secrecy provisions:

- Voter identity is protected, and the specifics of the ballot cast not revealed to any persons or entity other than the voter;
- Voter eligibility is confirmed through multi-factor authentication, specifically: the Offeror-provided PIN and PSERS-provided numeric member identifier; and
- Voter is confirmed to have submitted only one ballot.

4. What is the expected award date, or approximate timeline?

Please refer to PART I, Section I-3.

5. We noticed this RFP was reissued. Was there a particular reason for the reissue?

Please refer to the cover page of the Solicitation for the reasons for reissuance.

6. What is PSERS currently doing? Are there obstacles or areas of concern with the current solution that PSERS is specifically looking to improve upon?

Please refer to PART I, Section I-3.

7. Are out of state vendors accepted?

Yes.

8. What are PSERS' accessibility requirements for the proposed online voting and information platform?

PSERS requires all Offerors to comply with current Section 508 Standards (Revised) and the Web Content Accessibility Guidelines (WCAG). Proposed solutions must at a minimum meet WCAG 2.1, Levels A and AA, but are encouraged to meet the current version of WCAG, Levels A, AA, and AAA.

9. Contract Modifications (PART V): Are offerors permitted to request revisions to the contract terms?

Please refer to Part III, Section III-10, Objections and Additions to Commonwealth Terms and Conditions.

10. Contract Modifications (PART V): At what stage should any proposed red line annotations/modifications be submitted—with the initial proposal or after selection?

Please refer to Part III, Section III-10, Objections and Additions to Commonwealth Terms and Conditions.

- 11. Contract Modifications (PART V):** If proposed contract modifications are not accepted by the Board, would the offeror be required to execute the contract as originally written in order to remain eligible for award?

Please refer to Part III, Section III-10, Objections and Additions to Commonwealth Terms and Conditions.

- 12. Client References and NDAs (PART III, Technical Submittal III-2B-C):** Our current client contracts contain confidentiality provisions that restrict our ability to disclose client identifying information. Would PSERS consider accepting general project descriptions demonstrating our relevant experience without client identifying information (names, addresses, telephone numbers, or contact details)?

Please refer to and provide information as instructed in Part III, Section III-2C.

- 13. Client References and NDAs (PART III, Technical Submittal III-2B-C):** Additionally, could you clarify whether material samples are mandatory for this section, and if so, whether anonymized examples would be acceptable?

Material/exact replica samples are not required. Offerors may submit print-ready proof(s) with anonymized data that demonstrates ballot design concept(s) and option(s).

- 14. Financial Statements (PART III, Technical Submittal III-4):** Could you confirm whether three years of financial statements must be included with the initial proposal, or if this documentation may be requested at a later stage in the evaluation process under appropriate confidentiality protections? We typically require a mutual non-disclosure agreement to be executed prior to disclosing our financial statements.

Please refer to Part II, Section 5B and Appendix D, Trade Secret Confidentiality Proprietary Information Notice.

- 15. The RFP indicates that a ballot package should be mailed to each eligible voter within the electorate. However, the Appendix F Cost Submittal indicates the mailing should only reach a subsection of the electorate, the "Estimated Electorate opted in for mail-only", which differs from the process in previous elections. Can PSERS provide clarity on the election process, if ballots are mailed to all who are eligible or only those who opted in for mail ballots?**

All eligible members of an electorate may participate in the election for their representative seat. Paper ballots will be mailed to only members of the electorate who have opted in for mail-only. Members of the electorate who have opted out for mail may receive ballots and voting options electronically through the Member Self Services platform of PSERS's pension administration system. All paper, electronic and telephonic votes will be counted and certified by the selected Offeror.

16. Our per-ballot mailing costs are dependent on a total projected quantity, meaning that if the actual number of mail ballots is lower than the "Estimated Electorate opted in for mail-only", then the per-piece cost will necessarily increase. As the election process may transition to mailing ballots only to those who opt in, how would PSERS prefer that vendors account for potential variations between estimated and actual quantities when establishing a single, fixed per-ballot rate?

See response to question #15. Potential Offerors should submit a cost per ballot for only the estimated electorate opted in for mail only.

17. If the process for outgoing ballots is to only mail to the "Estimated Electorate opted in for mail-only" in Column C, can PSERS allow the Offeror to include caveats to pricing in the Cost Submittal if that quantity fluctuates within 5%?

No. Potential Offerors may not submit conditioned pricing.

18. If PSERS would like to see the difference in the per piece cost for outgoing ballots based on the total quantity, would PSERS consider amending the Cost Submittal by modifying the spreadsheet for the Offeror to provide both 1) the per piece cost to mail each ballot to the total electorate, and 2) the per piece cost to mail only to the "Estimated Electorate opted in for mail-only"?

Potential Offerors may only submit pricing based on Appendix F. No alternative proposals will be considered.

19. Can PSERS double check Column E of the Cost Submittal which currently has an equation "C x E" (which we think might be an error, as it should be "C x D")?

Column E should reflect "C x D". This is a typographical error only. The formula within the cells accurately equates to C x D.

Except as clarified and amended by this Addendum, the terms, conditions, specifications, and instructions of the solicitation and any previous solicitation addenda, remain as originally written.

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