

DHR Electronic Criminal History Check System

PURPOSE

Continuation of the Alabama Department of Human Resources (hereinafter "DHR") electronic criminal history background check system that captures and processes prints, reviews responses, and issues suitability determination letters for DHR licensed/exempt child and adult care licensees/applicants/employees/volunteers, and others. Ala. Code § 38-13-1 et. seq. DHR anticipates an estimated 20,000 livescan/cardscan fingerprints will be obtained statewide on an annual basis, but does not guarantee a minimum number of fingerprints to be processed in regard to this Invitation to Bid ("ITB"). DHR desires to continue and possibly expand a system where a central office DHR site and county DHR office sites will scan in print cards and live scan prints and transmit those prints on private vendor equipment that is able to assure transmission quality by secured internet transmission to a FBI certified private vendor (channeling agent) that transmits to the Alabama Bureau of Investigation/Federal Bureau of Investigation (hereinafter "ABI/FBI") that sends the results back to the private vendor that manipulates the data so results and applicable documentation are sent to appropriate DHR sites where suitability determinations are generated.

ITB SPECIFICATIONS

LINES 0001-0003

Vendor shall provide the livescan/cardscan transaction collection service for DHR related (DHR Fee Paid and Non-DHR Fee Paid (i.e., DHR-provider paid transaction) fingerprint capture transmissions for 31 sites in the following counties: 1. Jefferson / 2. Mobile / 3. Madison / 4. Montgomery/ 5. Tuscaloosa / 6. Lee / 7. Calhoun / 8. Houston / 9. Baldwin / 10. Shelby / 11. Talladega / 12. DeKalb / 13. Chambers / 14. Chilton / 15. Clarke / 16. Cleburne / 17. Colbert / 18. Crenshaw / 19. Cullman / 20. Dallas / 21. Elmore / 22. Etowah / 23. Jackson / 24. Limestone / 25. Marshall / 26. Morgan / 27. Russell / 28. / St. Clair / 29. Tallapoosa / 30. Walker and / 31. DHR Central Office-Montgomery. Transmissions shall be forwarded to the ABI/FBI by an FBI-certified channeling agent (i.e., vendor) that records said transmissions, receives responses from ABI/FBI, including responses regarding subsequent convictions, processes responses, reports and transmits all responses via a secure website interface to DHR-designated sites, providing the capacity for DHR users to process and print applications, criminal history record information ("CHRI"), suitability and other applicable letters and envelopes that meet DHR specifications. *See Attachment #1 (Alabama Department of Human Resources' Electronic Channeling Process for DHR Fee Paid Applicants Chart-1 page) and Attachment #2 (Alabama Department of Human Resources' Non DHR Fee Paid Applicant Chart-1 page); see also Attachment #3 (FBI Appendix F-9 pages) and Attachment #4 (Channeling Agent Regulations and Specifications including FBI Appendix C Configuration Drawings-8 pages).*

DHR's current livescan/cardscan transaction collection service provides electronic criminal history checks for DHR Fee Paid and Non-DHR Fee Paid applicants for licensed/exempt child and adult care licensees/applicants/employees/volunteers, and others. As indicated by the attached charts, the process for DHR Fee Paid applicants requires the completion of the application and fingerprinting at a DHR local office livescan site or fingerprint cards inked at a local law enforcement office and forwarded to the Central DHR Office. DHR Office personnel in either office enter the applicant's information into a vendor-created software program and electronically transmit the fingerprint information to the vendor. The vendor forwards the fingerprint information to the ABI. The ABI forwards the fingerprint information to FBI and subsequently returns the results to the vendor. The vendor, via its secure website, makes the CHRI results available to DHR for viewing and printing. DHR makes the suitability determination within the vendor-created program, which generates envelopes and applicable letters, including, but not limited to, suitability, investigation, and prosecutorial referral letters and attachments for printing and distribution to the applicant and the agency, as appropriate.

The process for Non-DHR Fee Paid applicants requires online pre-registration with the vendor, and printing and completing the application. A Non-DHR Fee Paid applicant may also obtain a copy of the application from the vendor's website without pre-registration or a copy of the application from DHR. Thereafter, Non-DHR Fee Paid applicants forward the completed application packet (including fingerprint cards inked at a local law enforcement office, a chain of custody form, and payment) directly to the vendor for processing. After the vendor verifies that the application packet is complete, including a signed application, the fingerprint information is essentially the same manner described above, with the exception of the vendor being responsible for addressing application deficiencies and providing a copy of the signed application to DHR.

At a minimum, the vendor is responsible for providing DHR and the Alabama Department of Public Safety (ABI) with monthly accounting reports with specific demographic information for reconciliation and invoice payment as outlined herein. Additionally, the vendor is responsible for providing DHR with monthly data importation of demographic data so that an internal registry can be maintained as specified below or otherwise specified by DHR.

DHR has previously purchased equipment and software that meets the specifications described within this ITB for each of the aforementioned 31 sites. Vendor must be certified by i3 to access, service, and maintain the equipment and software previously purchased by DHR to continue the current livescan/cardscan transaction collection service for each of the aforementioned sites without causing delay of transmissions or the issuance of suitability letters. Transition of current operations is the successful bidder's sole responsibility. The 31 livescan/cardscan workstations are comprised of the following:

A. Fingerprint Scanner: i3 DigiID Mini dual mode 500 dpi (Livescan Workstations only)

- Image quality complies with FBI specification EFTS Appendix F
- FBI certified for both civil ID flats and full criminal ten-print rolls and flats
- Sealed PC/ABS polymers case
- Single piece prism and imager with uniform capture
- 500 dpi resolution
- Lightsource – proprietary low energy green light source
- Power (max) 1.9w, current - 500mA(via USB connection)
- Operating voltage – 5.0 VDC
- RoHS compliant
- Operating temperature range, 14 degrees F to 120 degrees F
- Factory calibrated and sealed, with automatic self test/diagnostics at startup
- FCC, UL and CE certified
- Strain relief IP 68 rated connection for capture USB cable

B. Flatbed Card Scanner, Epson Perfection 4490 Photo

- Scanner Type-Flatbed color image scanner with Digital ICE™ Technology for Film
- Photoelectric Device-Color Epson MatrixCCD™ line sensor
- Hardware Resolution-4800 x 9600 dpi with Micro Step Drive™ technology
- Maximum Resolution-12,800 x 12,800 dpi with software interpolation
- Effective Pixels-40,800 x 56,160 (4800 dpi)
- Color Hardware Bit Depth-48-bits per pixel internal, 48–bits per pixel external
- Grayscale Hardware Bit Depth-16-bits per pixel internal, 16–bits per pixel external
- Optical Density-3.4 Dmax
- Transparency Unit-2.7” x 9.3” Transparency Adapter built-in lid, 12 35mm negative, 4 35mm slide, 1 2-1/4”, 6 x 12cm or 120/220mm capacity
- Buttons-4 buttons; Scan, Copy, E-mail, PDF
- Maximum Read Area 8.5” x 11.7” (21.6cm x 29.7cm)
- Light source-white cold cathode fluorescent lamp
- Interface-Hi-Speed USB 2.0
- Scanning Speed-4800 dpi high-speed mode: Monochrome 16.96 msec/line; Full color 16.96 msec/line

C. Computer Dell 360 Mini Tower Desktop

- **Intel Core2 Duo processor with 2.0 GHz 2 GB RAM**
- **80 GB Hard Drive**
- **USB 2.0 interface**
- **Windows XP operation system**

D. XPOS Keyboard, Mouse, and 17” Flat panel Monitor

E. Uninterruptible Power Supply Tripplite, 900VA/465w Rack/Tower, 120v

F. InVize ID Application Software

- Certified WSQ compression
- FBI Appendix F certified
- EFTS 7.0
- DigID L and card scanning supported

In addition to the foregoing requirements, the successful bidder shall operate a livescan/cardscan transaction collection service that adheres of the following:

1. Vendor shall create, control and maintain a system for livescan/cardscan transaction collection service for all DHR-related electronic criminal history checks transmissions for the aforementioned sites and other sites, as designated by DHR. Vendor's system shall facilitate DHR user's ability to electronically process applications by DHR Fee Paid and Non-DHR Fee Paid Applicants, including, but not limited to, the generation and printing of suitability inquiries, determinations, and notices. The system shall also facilitate the DHR user's ability to input, search, and import data, as specified.
2. The vendor-created, controlled and maintained system shall channel EFTS transactions from the i3 live scan and card scan systems and transmit data to the ABI in a secure fashion. Results will be provided by ABI via SMTP and shall be retrieved by the vendor over a VPN. The vendor shall post the results to a secure website for retrieval by ABI and DHR-authorized agents.
3. All vendor-created, controlled and maintained system shall carry ABI/FBI data over them and operate according to the 2010 CJIS Security recommendations. All transmissions and management of CHRI shall be in compliance with FBI CJIS Security Policy Version 4.4 dated July 2007 including any requirements that are scheduled to go into effect on September 30, 2010. Compliance with the aforementioned requirements is the responsibility of the vendor.
4. Vendor livescan/cardscan transaction collection service shall comply with "ABI" electronic fingerprint transmission specifications which includes type 1 and 2 records, type 4 fingerprint images, and transaction control number ("TCN") generation, and incorporates FBI and ANSI/NIST specifications. ANSI/NIST-ITL 1-2000 Data format for the interchange of fingerprint, facial, scar mark and tattoo (SMT) information. IAFIS-IC-0010 (V3). IAFIS Wavelet scalar quantization (WSQ) grayscale fingerprint image compression specification (December 1997). All vendor-supplied equipment shall be FBI-certified according to current or updated specifications.
5. Vendor shall provide DHR users and administrators of the transaction collection service with a toll-free telephone number to call and receive assistance on issues involving any aspect of the system(including, but not limited to, collection equipment, software, CHRI channeling, and the Results webpage). Vendor shall provide Non-DHR Fee Paid applicants with a toll-free telephone number to call and receive assistance in completing the application packet and forwarding the

- same to vendor only. At a minimum, toll-free telephone support must be provided Monday through Friday, 8:00 a.m. to 5:00 p.m., CST.
6. The vendor, via the vendor-created, controlled and maintained system shall archive all fingerprint images and demographic data transmitted or forwarded to vendor in response to this ITB. Said fingerprint images and demographic data shall remain the sole property of DHR. The vendor shall convert all existing fingerprint images and demographic data into a format specified and approved by DHR and submit said information to DHR or an entity specified by DHR at the expiration or termination of the contract. The vendor shall convert all demographic data into a format specified and approved by DHR and facilitate electronic data importation of the same to DHR so that an internal registry can be maintained pursuant to statutory requirements. Unless otherwise specified by DHR, vendor shall provide said electronic data importation to DHR on a monthly basis.
 7. The vendor created and maintained web site shall be customized for DHR to include a graphic banner, the Non-DHR Fee Paid Criminal History Application(DHR-CHC-2177), and text relating/linking the website to the DHR website, which will contain the DHR Fee Paid Criminal History Application (DHR-CHC-2177) as well as provide the ability to complete, view and print the Non-DHR Fee Paid Application by Non-DHR Fee Paid Applicants and DHR users, as applicable. *See Attachment #5 (Alabama Department of Human Resources' DHR Fee Paid Application-2 pages) and Attachment #6 (Alabama Department of Human Resources' Non-DHR Fee Paid Application-2 pages).*
 8. The vendor, via the vendor-created, controlled and maintained system shall display on its website a data-entry screen for DHR user-input information from DHR Fee Paid Applications and for Non-DHR Fee Paid applicants for Non-DHR Fee Paid Applications. Access to the said information shall be protected by user name and password log-in. Fingerprint and demographic information transmitted electronically shall be transmitted via an encrypted virtual private network (VPN) and shall conform to DHR Security Policy for LAN-to-LAN VPN policy. *See Policy Section 640-01, Interconnecting IT Systems located at <http://www.isd.alabama.gov/POLICY/policies.aspx>.* Vendor, via the vendor-created, controlled and maintained website shall notify sender within 12 business hours of transmission difficulties or errors, including bad prints.
 9. Vendor shall receive all Non-DHR Fee Paid Application packets directly from applicants. Non-DHR Fee Paid Application packets consist of the Non-DHR Fee Paid Application, fingerprint cards, the chain of custody form, and payment. Vendor created and maintained website must include a fillable PDF version of the Non-DHR Fee Paid Application so that the applicant may enter his/her demographic information directly into the system for eventual adjudication by the appropriate DHR user. Vendor shall not provide the Non-DHR Fee Paid applicant the ability to electronically sign the application. The Non-DHR FeePaid applicant must manually sign the application and forward requisite documentation and payment directly to vendor. Vendor will operate provider bank withdrawal software for Non-DHR Fee Paid transactions. The vendor shall maintain an electronic copy of the signed, hard copy of the Non-DHR Fee Paid Applications

submitted by Non-DHR Fee Paid applicants. From the vendor created, controlled and maintained website, vendor shall facilitate the DHR user's ability to print the aforementioned application. Vendor, via the vendor-created, controlled and maintained website shall notify sender within 12 business hours of transmission difficulties or errors. Vendor shall display all channeling results within five (5) business days of submission, unless fingerprinting transmission difficulties or errors have occurred, including difficulties related to delays in transmissions caused by ABI or FBI processing of fingerprint submissions. Vendor shall directly address application packet deficiencies, including, but not limited to, incomplete or unsigned applications, fingerprinting errors or rejections regarding Non-DHR Fee Paid applicants with the applicant, missing documents, or payment. Vendor shall electronically notify DHR of the deficiency only. Forwarding communications to the Non-DHR Fee Paid applicant to correct the deficiency is the sole responsibility of the vendor.

10. Vendor shall receive all Non-DHR Fee Paid Application packets directly from applicants. Non-DHR Fee Paid Application packets consist of the Non-DHR Application, fingerprint cards, the chain of custody form, and payment. If not entered by the applicant, vendor shall enter Non-DHR Fee Paid applicant's demographic information as contained on the application into the vendor-created, controlled, and maintained system for eventual adjudication by the appropriate DHR user. Vendor, via the vendor-created, controlled and maintained website shall notify sender within 12 business hours of transmission difficulties or errors. Vendor shall display all channeling results within five (5) business days of submission, unless fingerprinting transmission difficulties or errors have occurred, including difficulties related to delays in transmissions caused by ABI or FBI processing of fingerprint submissions. Vendor shall directly address application packet deficiencies, including, but not limited to, incomplete or unsigned applications, fingerprinting errors or rejections regarding Non-DHR Fee Paid applicants with the applicant, missing documents, or payment. Vendor shall electronically notify DHR of the deficiency only. Forwarding communications to the Non-DHR Fee Paid applicant to correct the deficiency is the sole responsibility of the vendor.
11. Vendor, via the vendor-created, controlled and maintained system, shall display CHRI or other results received from ABI/FBI to the appropriate DHR users, not applicants, within 12 business hours after receipt from ABI/FBI. Vendor-created, controlled and maintained system, shall display CHRI results, including an applicant's initial and subsequent CHRI results, commonly referred to as "RAPBACKS".
12. Unless otherwise specified by DHR, the vendor-created, controlled and maintained system shall generate letters and envelopes that automatically incorporate applicant names and addresses and employer/agency names and addresses from the EFTS records so that the letters are personalized for the recipient. Vendor-created, controlled, and maintained system shall import via its website a maximum of twenty (20) DHR-provided form letters for 68 locations with user customizable fields as well as standard verbiage to include the following: applicant information; employer/licensing authority addresses;

applicant criminal charges; county/state office/district attorney addresses; and signature blocks, including the name, title, and location of the DHR personnel processing the application; the sending county; and the requesting county. DHR Form letters include, but are not limited to Criminal History Suitability: Criminal History Unsuitability and Unsuitability Determination Information Notice; Record of Arrest-Additional Information Needed; Fingerprint Rejection or Application Incomplete; Updated Criminal History Report; Notice of False or Misleading Information; Report to District Attorney; and Updated Criminal History Suitability for Change of Employer. *See Attachment #7 (DHR Criminal History Sample Form Letters-8 pages)*

13. From the vendor-created, controlled and maintained website, vendor shall facilitate the DHR user's ability to print envelopes and letters formatted according to DHR specifications, including the aforementioned form letters, print all CHRI results, and print completed and signed Non-DHR Fee Paid Applications forwarded directly to the vendor onto a local printer.
14. From the vendor-created, controlled and maintained website, vendor shall provide a means by which the DHR user may access an applicant's record information after a determination has been made in order to generate a letter changing the suitability determination based upon Central Office Review or Administrative reversal or updating a suitability letter for applicants that have changed employment. Vendor shall facilitate the DHR user's ability to print envelopes and letters formatted according to DHR specifications.
15. Vendor's operating system shall provide a "results webpage" for DHR transactions. The "results webpage" shall display the following information for each applicant: name; social security number; date of birth; case number; TCN; date entered; date sent; case type; status; response from ABI/FBI; agency; region, sending county; and requesting county.
16. The vendor's operating system shall provide a single point archive function on its "results webpage" so that transactions for all applicants may be searched, viewed, and printed at any time. Vendor's "results webpage" shall provide the DHR users the ability to narrow a search by the following criteria: applicant's last name; case number, social security, or TCN. Vendor's "results webpage" shall provide DHR users the ability to narrow a search by the following stages: in process; completed; and error. Vendor's "results webpage" shall provide DHR users the ability to narrow a search by following status: sent; not sent; error; unclassifiable; and need to close. Vendor's "results webpage" shall provide DHR users the ability to narrow a search by region. Vendor's "results webpage" shall provide DHR users the ability to sort results by the following: last name; social security number; date sent to vendor; date sent to ABI; region; agency; case types, sending county; requesting county, worker ID, and disposition. Vendor shall provide DHR users the ability to print results from its "results webpage", as specified.
17. Unless otherwise specified by DHR, vendor will issue detailed monthly billing report(s) to the DHR Central Office for all DHR-paid transactions processed during the preceding month. Billing report must include, but is not limited to, applicant name, sex, race, DOB, partial SSN, date printed, response date, case type, sending county, requesting county, worker ID, and disposition. Unless

- otherwise specified by DHR, vendor shall issue monthly demographic report(s) to DHR of all DHR-related transactions in the following format(s): Crystal Reports or Business Object reporting tools for ad hoc reporting. Vendor shall provide training for the aforementioned reports.
18. The vendor's operating system shall be able to support up to 40,000 transactions per year with the ability to grow to 100,000 transactions per year for multiple offices.
 19. Five levels of security shall exist within the vendor's operating system: super users have ready access to all data and transactions relating to this effort, regional super users have the ability to see all data associated with the transactions under their jurisdiction (filter by system identifier), and end users can see the specific records submitted on their behalf. End users cannot see any of results status. Super users have shall have the ability to retrieve and print any transaction.
 20. Unless otherwise specified by DHR, vendor's operating system shall provide the DHR Central Office site with the capacity for statewide review, display, search, print documents and data importation and storage of the information specified in and searchable by the terms referenced in Paragraph Nos. 15 through 17. Local DHR sites shall have the capacity for regional review, display, search, print and storage. DHR Central Office site shall meet all the requirements of the items above and have NIST archive software for electronic storage of 100,000 sets of prints expandable for data importation and storage.

The fee for the aforementioned service(s) shall be included in the bid. All necessary transfer and/or conversion of operations and updates of data shall be the sole responsibility of the successful bidder.

Vendor must disclose the transaction collection fee amount to be charged to DHR-Fee Paid or Non-DHR Fee Paid applicants for the duration of the contract period and any extension periods to the contract at the time of the bid. The fee must not exceed \$10 per transaction.

Installation, training, and technical support must be provided by the vendor on an annual basis. Vendor must bid a minimum of two (2) hours of training per region. Regions are currently divided into North, Middle, and Southern sectors.

Hours of Training being bid: _____

LINE 0004

DHR has purchased one hundred (100) software utility units in order to facilitate the operation of its current livescan and cardscan transaction collection service for each of the aforementioned 31 sites. The software utility units enable DHR users, via a secure interface, to access, view, and print CHRI results; adjudicate and process applications; and draft automated DHR-specified letters, forms, and applications. The software utility contains customized web portals, workflows, and reporting mechanism as well as an ABI

interface. The software utility units meet workstation and transaction collection processing requirements stated above. DHR requires one hundred (100) software utility units meeting the aforementioned specifications in order to continue to operate its current livescan and cardscan transaction collection service at the aforementioned 31 sites. Bidder's software utility must be able to operate on the 31 livescan/cardscan workstations and meet the requirements as described in Lines 0001-0003. Installation, training, and technical support must be provided by the vendor. Vendor must bid a minimum of one (1) hour of training per location.

Hours of Training being bid: _____

LINE 0005

The transaction fee required by the ABI/FBI will be listed at the time of the award of the bid, but will be set by those entities. No bid price is required by vendor in regard to this fee.

GENERAL REQUIREMENTS FOR ALL ABOVE ITEMS

All questions concerning purchasing procedures related this ITB must be submitted in writing via email to:

Kati Darnell State of Alabama / Department of Finance / Division of Purchasing
E-mail: Kati.Darnell@purchasing.alabama.gov

All questions concerning line item requirements or special terms and conditions defined herein must be submitted in writing via email to:

Krystle Scott State of Alabama / Department of Human Resources
E-mail: Krystle.Scott@dhr.alabama.gov

Vendors must participate in a Bidders' Conference to be held on December 17, 2009 at 9:30 a.m. at the State Purchasing Auditorium located at RSA Union Building, 100 N. Union St., Suite 192, Montgomery, AL 36130, (334) 242-7250. DHR will supply a court reporter for said Bidder's Conference.

Vendors must provide performance demonstration at DHR site prior to final bid award. This demonstration must be performed within 3 days of email notification by the Department of Human Resources or your bid will not be considered.

Vendors must bid all additional equipment not specified in the ITB including cabling cables, connectors, devices, equipment furniture, hardware and software, peripherals, and any other items which are required for installation and to permit the proposed Live Scan Fingerprinting System to become fully operational in accordance with the specifications.

Vendors shall submit with their bid all recommendations, descriptions, any forms, drawings, narratives, and general information that a vendor deems necessary to present a

clear concise bid. **Vendors must identify all resource documentation/specifications by the Line Item in the ITB.**

All Internet based hardware/software must be FBI year 2010 compliant hardware/software. *See Attachment #8 (FBI year 2010 requirements found in CJIS Security Policy June 2007 Version 4.4 pages 8, 24-26, 28-30, and pages 5-6 of Appendix C19).*

All Hardware/Software must be ABI/FBI certified at time of bid. In order for the vendor's bid to be accepted, the system bid must be certified by the Alabama Department of Public Safety ("DPS"). **Vendor must provide a copy of its DPS certification at the time of the bid.**

Vendor must be able to provide all items listed above in the entire bid announcement with or without partners.

The vendor shall have sole responsibility for the complete effort specified in the contract. Payment will be made only to the vendor. The vendor shall have sole responsibility for all payments due any subcontractor. The vendor is responsible for the professional quality, technical accuracy and timely completion and submission of all deliverables, services or commodities required to be provided under the contract. The vendor shall, without additional compensation, correct or revise any errors, omissions, or other deficiencies in its deliverables and other services. The approval of deliverables furnished under this contract shall not in any way relieve the vendor of responsibility for the technical adequacy of its work. The review, approval, acceptance or payment for any of the services shall not be construed as a waiver of any rights that the State may have arising out of the vendor's performance of this contract.

The vendor is not permitted to issue news releases pertaining to any aspect of the services being provided under this contract without the prior written consent of the DHR Commissioner. The vendor shall not use DHR's name, logos, images, or any data or results arising from this contract as a part of any commercial advertising without first obtaining the prior written consent of the DHR Commissioner.

All vendors who bid on this ITB must have a minimum of five (5) years experience providing and supporting law enforcement and criminal justice system solutions. **Please provide at least five (5) references to support this requirement with contact information such as, entity name, a contact name for the entity, address, telephone and facsimile number and e-mail address.** Vendors must also have AFIS Livescan certification (AFIS Interface Control Document for Foreign Livescan [May 16, 2005: 0026-1269; Revision F] prior to submitting a response to the ITB.

In the event that DHR or the contractor discovers any material omission in the provisions of this ITB that is believed to be essential to the successful performance of the contract, each must so inform the other in writing. DHR and the contractor will follow the procedures outlined in the provisions of the contract addressing change orders.

Hardware/Software and website shall be installed and operational within 5 days of contract award.

Training: The vendor shall provide an on-site training program, including necessary user documentation, materials and supplies. Vendor shall state the number of hours included for this training. The vendor must provide on-site, hands-on and in-depth systems administrator training. The vendor shall state the number of hours included for this training. **The vendor must identify the number of hours they are bidding for training purposes.**

Warranty: Any Vendor bidding on this system must certify that it will provide a one (1) year warranty for any parts and labor against manufacturer defects in materials and workmanship commencing at the time of installation. One (1) year warranties remain in effect for equipment and software purchased for the aforementioned 31 sites. Those warranties provide coverage for labor and parts against manufacturer defects in materials and workmanship commencing at installation or at the time of repair, whichever was last. Contract vendor will be provided a list of installation dates for all existing equipment and software. **Vendor must provide a copy of its manufacturer and labor and parts warranty with at the time of the bid.**

Maintenance and Support: Any Vendor bidding on this system must certify that it will provide maintenance and support for the proposed system for the term of the contract and any period of contract extension for the equipment and software installed by vendor. Any vendors bidding on this system must be certified by i3 to operate, maintain, and support inVize ID application software and i3 DigiID equipment or certify that it will provide facilitation for the referenced support and maintenance by i3 or an entity certified by i3 to perform any necessary maintenance and support for the system for the duration of the contract. Any vendors bidding on this system must certify that its support for the proposed system shall include a toll free technical support help line that will operate, Monday through Friday, 8:00 a.m. to 5:00 p.m., CST. **Vendor must provide a copy of its maintenance and support terms and conditions to include the toll free number at the time of the bid. Vendor must also provide a copy of its certification by i3 to operate, maintain, and support the aforementioned equipment and software at the time of the bid.**

The term of the contract shall be for a period of two (2) years. The anticipated "Contract Effective Date" is provided on the signatory page of this ITB. If delays in the procurement process result in a change to the anticipated Contract Effective Date, the bidder agrees to accept a contract for the full term of the contract. The contract may be extended for all or part of three (3) one-year periods by the mutual written consent of the contractor and DHR. **All bid prices must be held firm through the issuance and term of the original contract and the period(s) of contract extension.**

**Vendor's Questions RE: ITB # 10-X-2205965--DHR Electronic
Criminal History Checks**

Security Biometric Clearing Network (SBCN) Questions

1. Line 0004 indicates "inVISE software licenses" however, we believe that what the State means is the software utility that enables Users to access CHRI results on the SBCN Website. Please clarify.

Response to Question 1:

The Department has amended this Line Item as follows:

DHR has purchased one hundred (100) software utility units in order to facilitate the operation of its current livescan and cardscan transaction collection service for each of the aforementioned 31 sites. The software utility units enable DHR users, via a secure interface, to access, view, and print CHRI results; adjudicate and process applications; and draft automated DHR-specified letters, forms, and applications. The software utility contains customized web portals, workflows, and reporting mechanism as well as an ABI interface. The software utility units meet workstation and transaction collection processing requirements stated above. DHR requires one hundred (100) software utility units meeting the aforementioned specifications in order to continue to operate its current livescan and cardscan transaction collection service at the aforementioned 31 sites. Bidder's software utility must be able to operate on the 31 livescan/cardscan workstations and meet the requirements as described in Lines 0001-0003. **Installation, training, and technical support must**

be provided by the vendor. Vendor must bid a minimum of one (1) hour of training per location.

Hours of Training being bid:

2. The RFP requests that the vendor must certify their ability to provide hardware support and maintenance to the Fingerprint Scanning Systems (i3 Digi and inVise software); however, it is unclear how this will be compensated. Are we to include that in Lines 001-003, a separate line item or what? Please clarify.

Response to Question 2:

The Department intends to “self insure” by paying for existing hardware support and maintenance, as necessary. The estimated amount of repairs is not required to be included in the response to Lines 001-003.

3. With reference to the last paragraph on Page 16 concerning the vendor provisioning of "all additional equipment to permit the Live Scan Fingerprinting System to become fully operational", we seek clarification that the Vendor is not responsible for providing network connectivity between the Livescan and backend processing system.

Response to Question 3:

The Department will be responsible for providing network connectivity between the Livescan and the backend system.

4. Is the "complete exact copy" of the proposal expected to have an Original Signature and Notarization or is the copy to have a copy of the original signature page.

Response to Question 4:

The vendor is required to send an original proposal with original signatures and notarization and an exact copy of that original proposal.

5. Relative to Page 17 "All Hardware/Software must be ABI/FBI certified" the FBI certifies Live Scan devices. With few exceptions they do not, certify "systems" and in particular do not provide a certification of the backend processing systems. Exactly what is meant by "ALL Hardware/Software must be ABI/FBI Certified"? Does this apply to the web solution as well?

Response to Question 5:

Paragraph 17 does not refer to ABI/FBI certification. In the "General Requirements" section of the ITB, a paragraph references ABI/FBI certification. To clarify, FBI certification is required for all Livescan devices as well as software that transmits information to the FBI or ABI. All vendors must have a Certificate of Compliance from the Alabama Department of Public Safety, which serves as notification to DHR that the vendor has met Alabama Bureau of Investigation requirements as outlined in the ABI Live Scan Transmission Specification. All vendors must have a Certificate of Compliance at the time of the bid. Additionally, any and all Livescan devices utilized for the duration of the contract must be certified by the FBI. No FBI certification requirements apply to web solutions.

6. Relative to ITB Specifications 9 and 10, the elapsed time between fingerprint submission and posting of results is primarily dependent on how long it takes the FBI to process the CHRC. These specifications require a minimum of 5 days; however, this is outside of the control of the vendor. We suggest these specifications be adjusted to account for the delays that may be imposed by the FBI.

Response to Question 6:

The Department has amended Paragraphs 9 and 10 to account for delays that may be due to FBI or ABI processing of fingerprint results. The Department understands that the overwhelming majority of the results from the current vendor are received within 48 hours. Therefore, the Department intends to continue to receive the same standard of productivity throughout the duration of the proposed contract. The following sentence in Paragraphs 9 and 10 has been amended to include the underlined language:

Vendor shall display all channeling results within five (5) business days of submission, unless fingerprinting transmission difficulties or errors have occurred, including difficulties related to delays in transmissions caused by ABI or FBI processing of fingerprint submissions.

Cogent Systems (Cogent) Questions

7. Clarification regarding the Line 0004 was sought, as referenced in SBCN Question #1. Clarification was also sought as to whether the response to that question would be forwarded to all vendors. Clarification was also sought as to whether additional questions would be allowed if

additional clarification was needed after the Department rendered an answer.

Response to Question 7:

Please reference the Department's response to Question #1. Line 0004, as amended, clearly defines the Department's specifications for the 100 units of software utility that are required to continue the current livescan/cardscan transaction collection service.

8. Clarification was requested regarding the channeling process regarding DHR Fee-Paid Applicants and whether those applicants' submissions were electronic.

Response to Question 8:

As explained at the Conference, information regarding DHR Fee Paid applicants is entered into the electronic criminal history check system by a DHR employee. However, the submission of a completed and signed application is required of all applicants.

9. Clarification was requested regarding alternative proposals (suggestions for alternative workflows and methodologies) in response to the ITB.

Response to Question 9:

As explained at the Conference, specifications contained in the ITB govern the bidding process, unless and until the ITB is amended. The ITB contains the required processes in paragraph and chart form for the continuation of the Department's

electronic criminal history checks system. Within that context, the processes described in Lines 001 through 003 and the accompanying charts (e.g., Alabama Department of Human Resources' Electronic Channeling Process for DHR Fee Paid Applicants Chart and Alabama Department of Human Resources' Non DHR Fee Paid Applicants Chart) are the only acceptable workflows and methodologies for this ITB. Current processes provide for manual application by Non-DHR Fee Paid Applicants that do not use the online process. As explained at the Conference, "vendors shall submit with their bid all recommendations, descriptions, any forms, drawings, narratives, and general information that a vendor deems necessary to present a clear concise bid." However, bid responses must conform to the specifications contained in an ITB. Bids that do not conform to the DHR specifications contained the current ITB will be considered non-responsive.

Weiser Security (WSS) Question

10. Clarification was requested regarding who would be responsible for entering information into the system, either a DHR employee or an onsite contract employee(supplied by the vendor).

Response to Question 10:

As explained at the Conference, a DHR-employee would enter information into the system for DHR-Fee Paid applicants. Non-DHR Fee Paid applicants have the option of manually submitting an

application packet to the vendor or completing demographic information contained on the application online and subsequently submitting the packet to the vendor. The ITB contains the required processes in paragraph and chart form for the continuation of the Department's electronic criminal history checks system.