

Specifications

The Bidder shall meet the following Bid Qualifications and Specifications to be considered a Responsive Bidder.

3.1 Bidder Qualifications

- 3.1.1 The Bidder and their software shall meet or exceed compliance with the requirements of the most recent version of the FBI CJIS Security policy, see: https://www.fbi.gov/file-repository/cjis/cjis_security_policy_v5-9-1_20221001.pdf The Bidder is responsible for the electronic submission of the biometric fingerprint data to the Agency's Multi-Biometric Identification System (MBIS) while maintaining compliance with FBI CJIS standards, including quality control procedures designed to minimize rejection of fingerprint data submissions.
- 3.1.2 The Bidder shall provide a system that meets all requirements and specifications as outlined in the Agency's Interface Control Document (ICD) that governs the electronic transmission of biometric information by external devices. See attached ICD4 document in Buyer Attachments.
- 3.1.3 The Bidder shall provide a system capable of maintaining compliance with the FBI's Electronic Biometric Transmission Specification (EBTS) standards for submission of biometric fingerprint data. See: https://fbibiospecs.fbi.gov/file-repository/ebts/ebts-11_tou-1-redlines_final.pdf

3.2 Bidder Requirements

- 3.2.1 The Bidder shall provide the necessary server(s) and databases to interface with the Agency's Multi-Biometric Identification System (MBIS) infrastructure. The Bidder shall maintain all hardware and software and ensure that all industry standards are met.
- 3.2.2 The Bidder shall verify valid identification of all applicants prior to being fingerprinted. The government issued identification document must have a photograph of the applicant, the applicant's name, address, and date of birth. Acceptable document examples are:
 - Photo driver's license
 - Passport
 - Photo identification card issued by a municipality, state, or county in lieu of a driver's license OR
 - Municipality, state, county, or federal governmental employee identification card.
- 3.2.3 The Bidder shall ensure that applicants have read, understood, and acknowledged acceptance with his/her signature on a privacy statement provided by the entity

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outlining what the biometric fingerprint data will be used for.

- 3.2.4 The Bidder shall provide all materials, labor, facilities, utilities, equipment, and all other items necessary to successfully perform the services required herein.
- 3.2.5 The Bidder's personnel shall be certified and/or trained to capture fingerprints, and to work with integrity in the collection of applicants fingerprint images.
- 3.2.6 The Bidder shall be expected to provide customer focused, courteous service to ensure a positive experience for applicants. The Bidder will be evaluated on an annual basis, and any negative feedback will be reported to the Bidder for resolution.
- 3.2.7 The awarded Bidder shall agree to not use the "Iowa Department of Public Safety-Division of Criminal Investigation" or any variation thereof, when marketing the electronic fingerprint collection and submission service or any other products and services.

3.3 Applicant Tracking

- 3.3.1 The Bidder shall assign an Incident ID/Tracking Number to each biometric fingerprint submission processed that will be utilized as the tracking number throughout the process. The Incident ID shall have the format "xxPnnnn", where "xx" is the input device location identifier provided by the System Administrator. "P" represents the transaction type and "nnnn" represents a four-character (alpha-numeric) sequence number. The Incident ID/Tracking Number is automatically generated for each submission or with the following Manual-Card Capture (MCC) single card entry profiles:

- Civil Applicant

The State of Iowa will notify the Bidder via email of any rejections including the appropriate rejection message utilizing the appropriate Incident ID/Tracking Number or other mutually-agreed upon electronic method.

3.4 Payments and Fees

- 3.4.1 The Bidder shall be responsible for the collection of the established Bidder, state, and federal fees for the civil applicant fingerprints submission and the remittal of a predetermined fee to the Agency for each applicant's fingerprint submission. See attached Exhibit A - Fingerprint and Payment Process Document in Buyer Attachments for additional details.
- 3.4.2 The Bidder shall establish an accounting function for purposes of Accounts Payable/Receivable for the associated electronic fingerprint recording fees for each Qualified Entity per civil applicant. All required distribution of fees will be made according to generally accepted accounting principles.

3.5 Locations and Service Hours

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- 3.5.1 The Bidder shall provide service locations throughout the state with various convenient hours of operation throughout the workweek and weekend. Each site location shall accommodate a reasonable driving distance (approximately 25-35 air miles maximum radius in most cases) throughout the state. This provision is included in an effort to meet the needs of customers in rural and urban areas in Iowa.
- 3.5.2 The Bidder shall offer appointment scheduling (by phone or online) within 10 days of service requests at a nearby location to the applicant. The applicant shall receive a system-generated appointment confirmation once the appointment is made. It is understood that some less populated areas would require a lower volume of services. In those instances, fewer available hours of operation for those locations would be expected.
- 3.5.3 The Bidders electronic fingerprinting service sites shall be convenient to public transportation, where readily available. The Bidder is encouraged to leverage low-cost shared space agreements for locations with other businesses or governmental agencies for placement of service sites.
- 3.5.4 The Bidder shall coordinate planned service interruptions and provide a minimum of 48 hours' notice to the Agency in advance of any scheduled preventative maintenance and to obtain mutually agreed upon timeframes whenever possible.
- 3.5.5 The Bidder shall immediately notify the State of Iowa, as well as affected applicants, and State Agencies, when events affecting the services provided are encountered. Notification shall include, but are not limited to:
- Location(s) affected
 - Details of the service disruption
 - Time before service is restored
 - Estimated time for corrective action (if available)
 - Contingency plan (if available)

3.6 Reporting

- 3.6.1 The Bidder shall provide agreed upon reports as requested by the Agency in a mutually acceptable format and mutually agreed upon timeframes.
- 3.6.2 The Bidder shall provide reports detailing the number of rejections, reason for rejection, and rejection rates for each of the Bidder's collection locations.
- 3.6.3 The Bidder shall provide secure storage of fingerprint images on their server and maintain all submitted records for the most recent six (6) calendar months. The Bidder shall provide the Agency functionality to run queries on records as required. Some of the data field options may include:

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- Requesting Agency code
- Applicant Name (First, Last, MI, Jr/Sr.)
- Date of Birth
- Sex
- Social Security Number
- Incident ID/Tracking
- Date of Applicant Fingerprinted
- Date Transmitted
- Qualified Entity ORI/OCA Number

3.6.4 The Bidder shall provide status updates/audit logs of all transmissions when requested by the Agency.

3.7 Quality Control

3.7.1 The Bidder shall provide an electronic transmission of all processed fingerprint data to the Agency within 24 Hours of initial capture to the Agency's Multi-Biometric Identification System (MBIS) in a National Institute of Standards and Technology (NIST) format approved by the Agency. See: <http://www.nist.gov/>

3.7.2 The Bidder shall provide Quality Control procedures designed to minimize the rejection of biometric fingerprint data submissions.

3.7.3 The Bidder shall employ a biometric fingerprint data collection system that provides high output resolution 500 ppi (pixels per inch) or 1000 ppi to meet or exceed FBI-CJIS biometric specifications.

3.7.4 The Bidder shall ensure the percentage of Next Generation Identification (NGI) system rejects due to low quality shall not exceed 2% per month. The total percentage of service provider rejects for civil biometric fingerprint data due to insufficient, indiscernible, erroneous, or incomplete image submissions shall not exceed .50% per month.

3.7.5 The Bidder shall agree to recapture an applicant's biometric fingerprint data, at no cost to the applicant or any qualified entity, once rejection notification has been received from the FBI due to the fingerprint quality or entry error.

3.8 Contingency Plans

3.8.1 The Bidder shall develop a contingency plan which at a minimum will include the collecting of biometric fingerprint data utilizing manual ink rolled fingerprint cards that are then transmitted to the Agency through a card scan device within 24 hours of initial capture.