



Oct. 19, 2020

To: All Potential Bidders
From: Ken Discher, Issuing Officer
Subject: RFP1221595002 – Fingerprinting Services

Amendment One

Please amend the subject RFP to include answers to the following timely received questions. This Amendment One shall supersede, modify and/or change all requirements to the contrary in the RFP and associated documents.

1. **Question 1 (Q1):** RFP specifies in section 4.1.5 that fingerprint collection be at 500 ppi or 1000 ppi. However, the Interface Control Document (ICD) states that each livescan must be capable of 1000 ppi. Will the Iowa DCI allow 500 DPI image capture for NFUF civil applicant submissions instead of 1000ppi that is now common for Criminal bookings with palm capture devices? There are only limited number of 1000 PPI Palmprint/Fingerprint capture devices on the market today and the cost of these scanners will dramatically affect the cost of the Livescan capture equipment unless 500 PPI is allowed. Currently the FBI IAFIS Certified Products list shows only 2 devices being manufactured at this time that are capable of Appendix F 1000 ppi device The FBI currently accepts 500 DPI images for NFUF (non-federal user fee) transactions. Is the IA DCI ABIS/AFIS capable of accepting 500 DPI images for Civil based NFUF transactions because these TOT's do not require palm images?

Answer 1 (A1): 500 DPI/500PPI is acceptable as stated in RFP Section 4.1.5.

2. **Q2:** How does the Livescan connect with the Iowa DCI's AFIS /ABIS system? Will each Livescan device connect to the DCI AFIS via the Public Internet and a DCI issued VPN Client? Or, can the Vendor securely route all Livescan records to a central server and have the central Store & Forward server be responsible for a single connection to the DCI AFIS? Is a secure leased data circuit needed for each Livescan location?

A2: Ideally the Vendor will establish one centralized location that will be their central store and forward with this location meeting CJIS standards and the Agency's information technology security standards. Vendor is responsible for the cost for VPN connections to the Agency to address information security concerns, i.e. encryption of data with central location and remote or mobile devices. Also, please reference the Foreign Livescan Interface Control Document section 2 and reference Section 2.4.4.

3. **Q3:** How are SRU messages (Local AFIS Search Results) delivered to the Qualified Entity Authorized Recipient (Employer's ORI (Originating Agency Identification))? Is the SRU supposed to be delivered back to the capturing Livescan Device and then disseminated to the authorized recipient? or does the DCI maintain a secure portal from which all authorized recipient ORI's can log into to receive these reports? Do SRU's contain just Clear or Not Clear determination letters, or the applicants CHRI (Criminal History Record Information Transactions) rap sheet report?

A3: Currently, results are returned to the QE by the Agency in hard copy. The Agency is open to Vendor's proposals for a value-added solution which could include a secure data portal sharing site for access and an electronic format report for delivery in a mutually agreed upon format with the Vendor and the Agency. Responses would be "record" if applicable with a copy of the record or no record found. The Agency does not make fitness determinations.

4. **Q4:** Can ACKT (Acknowledgement Message) and ERRT (Tenprint Transaction Error) messages be sent from DCI's ABIS/AFIS to a central e-mail address hosted by the Vendor? Or does each Livescan need to maintain its own unique email address to receive ACKT and ERRT messages?

A4: Response packages including ACKT and/or ERRT messages can be returned to the central site.

5. **Q5:** Sales service / use tax. Does IA intent to have the vendor pay the state sales tax on the total cost of fingerprinting charged to the customer? (State 26.00 fee or 13.00 fee) Plus the vendor fingerprint service capture fee? Or just sales tax on the vendors fingerprint capture fee only?

A5: The vendor is responsible for compliance with Iowa law concerning the collection of sales taxes.

6. **Q6:** The RFP indicates that the State AFIS Submission fee will be \$26.00 and \$13.00 for Volunteers. Was this just an example in the RFP? Or, is this a new fixed standard fee for each and every ORI submitter?

A4: The fixed rate for national submissions is \$26 or \$13 for volunteers.

7. **Q7:** Does the one percent (1.00%) administrative fee apply to just the vendor fee for each application, or does it apply to the entire amount collected from the application, which is both the vendor fee and the National Criminal History check/search fee submitted to DCI?

A7: The 1% Administrative Fee concerns all sales made by the Vendor, which would mean a 1% fee on all vendor sales (fees). Other fees collected outside of the vendor fees (sales) are excluded, including the example given of the National Criminal History check/search fee.

8. **Q8:** Concerning RFP Section 4.1.6, it states that "The Vendor agrees to have the ability to print and provide a printed hardcopy of the biometric fingerprint data card to the Qualified Entity upon request." Must the printing be done at the live scan location, or can this service be provided at the vendor's main office?

A8: Either option can be acceptable as mutually agreed upon by the Vendor and the Agency.

9. **Q9:** Concerning RFP Section 4.1.6, Can PII fields be omitted from the receipt, such as date of birth?

A9: Personally identifiable information may be removed from a receipt that is provided to the applicant.

10. **Q10:** Concerning RFP Section 4.1.6, Can the receipt for evidence of successful completion of fingerprint data capture be delivered electronically?

A10: Electronic receipt delivery is an acceptable option.

11. **Q11:** Concerning RFP Section 4.1.6, What is the expected purposes that a Qualified Entity would request a printed hardcopy of a biometric fingerprint data card?

A11: There are no requirements for a QE to retain an employee's actual fingerprint card.

12. **Q12:** Concerning RFP Section 4.1.6, What is the expected volume that a Qualified Entity would request a printed hardcopy of a biometric fingerprint data card?

A12: Unknown.

13. **Q13:** Concerning RFP Section 4.1.6, Pertaining to the clause, "The fee for a printed hardcopy of a biometric fingerprint data card shall not exceed the Vendor fee for electronically submitting..." - does this mean a collection is either for electronic submission or hardcopy but not both?

A13: The purpose of the RFP is to implement a system for electronic submission to the Agency. Hardcopy will only be acceptable when no other submission option is available due to technical difficulties such as equipment failure or connectivity issues. Such issues must be resolved in an expedient manner. Vendor has the option to separately print hardcopy upon customer request.

14. **Q14:** Concerning RFP Section 4.1.7, Can the contingency plan include redundant/replacement Livescan location coverage rather than ink rolled solutions?

A14: The use of an alternate location is acceptable on a temporary basis.

15. **Q15:** Will the vendor(s) awarded the contract be the only means to submit fingerprints for licensing? Will real estate, nursing's, medical, etc., still be able to submit applicants? Or, will they all be required to go through the vendor(s) awarded the contract.

A15: The awarded contract will be the only method of submission for civil applicant fingerprints with limited exceptions. Current state agencies with in-house electronic submission capability will be allowed to continue. Volume estimates included in the RFP considered these exceptions.

16. **Q16:** Would the DAS/DPS consider an extension to the proposal due date?

A16: No.

17. **Q17:** Out of the 35,000 annual applicants, how many are volunteers and how many are standard applicants?

A17: The 3-year average of applicants in the volunteer classification was 12.7% for 2017-2019.

18. **Q18:** Concerning RFP Section 1.3 Purpose and Overview: Can a breakdown by agency and location be provided for the 35,000 fingerprints captured?

A18: This information breakdown is not available.

19. **Q19:** Concerning RFP Section 1.2 Background, Will DPS allow individuals to obtain their Iowa state fingerprint-based criminal history background check through the contract vendor?

A19: Iowa currently does not offer a fingerprint-based State of Iowa criminal history records check.

20. **Q20:** Concerning RFP Section 1.3, How many and what state agencies specifically will be utilizing the State contract?

A20: Unknown, the service will be available to all State agencies and Agency customers.

21. **Q21:** Concerning RFP Section 1.3, Are the applicants currently submitting fingerprints to DPS, electronically through law enforcement agencies? Or, submission of ink cards to DPS for processing? Or both?

A21: No, law enforcement agencies are submitting rolled or electronically captured fingerprints to the Agency.

22. **Q22:** Concerning RFP Section 1.3, Will all applicants be required to utilize the State contract vendor upon contract award?

A22: See answer to question #15.

23. **Q23:** Concerning RFP Section 1.3, Can you name the various state agencies that will utilize the Fingerprint Collection and Services contract?

A23: See answer to question #20.

24. **Q24:** Concerning RFP Section 1.3, Just to verify, the contract vendor has 120 to implement fingerprinting services, from Jan. 11, 2021 the execution date of the contract?

A24: The question is unclear and, consequently, the State is unable to provide an answer.

25. **Q25:** Concerning RFP Section 1.3, Regarding Collection of fees by the Agency, what do you anticipate the payment terms of fees to be, Net 30? Payable by Credit Card?

A25: The Agency will receive the \$26.00 or \$13.00 fee from the Vendor through a newly established account. The Agency is responsible for invoicing the Vendor for payment and receipt of the corresponding fees. The Agency will accept payment on the "Net 30" basis but the Agency will not accept credit card payments from the Vendor. The preferred payment methods are EFT or check.

26. **Q26:** Concerning RFP Section 1.3, It is understood that all rural areas within a 25-35-mile radius based on population density are able to be fingerprinted during convenient hours within 10 business days, correct?

A26: Concerning the above question, the State has no additional information to what is outlined within Section 1.3.

27. **Q27:** Concerning RFP Section 1.3, Is the Vendor able to use *all* state agencies served under the Contract to serve *all* agencies under the Contract. In other words, real estate licensing applicants can be fingerprinted at Department of Human Services permitted offices?

A27: As stated in RFP, Vendor may, at their discretion, seek to make arrangements with local or State agencies for office space usage agreements. The Agency will have no influence on the formation or content of those arrangements or agreements.

28. **Q28:** Concerning RFP Section 1.3, Can you identify which agency requires applicants to pay for their own fingerprint services and what agencies will pay the Vendor directly under the contract?

A28: This information is not available.

29. **Q29:** Concerning RFP Section 1.3, Has a determination been made regarding formatting of audit logs?

A29: Will be a mutually agreed-to format between the Agency and the Vendor.

30. **Q30:** Concerning RFP Section 3.2.5, States Section 5, is this supposed to state Section 4?

A30: Yes, the first sentence within Section 3.2.5 should be amended to "Section 4".

31. **Q31:** Concerning RFP Section 4.1.10, Is a valid student ID acceptable for individuals under the age of 16?

A31: Due to security concerns the Agency would only accept a student ID card as a secondary form of ID validation for those under 16. Primary validation would be with an official government ID card, an SSN card, birth certificate or passport. Vendor may require a declaration of identity from the legal guardian or parent of the minor.

32. **Q32:** Concerning RFP Section 4.1.6, Will DPS or the Qualified Entity notify an applicant of the recapture requirement?

A32: The Agency will provide a joint notification to the Qualified Entity and the Vendor for a recapture requirement.

33. **Q33:** Concerning RFP Section 4.1.6, Can the printed hardcopy of the biometric fingerprint card be mailed to the Qualified Entry as per request?

A33: Yes.

34. **Q34:** Concerning RFP Section 4.1.8, Can DPS identify specific Iowa Public Law, if any, that addresses notifying applicants of collection and use of their biographic or biometric information by the Vendor?

A34: Privacy Act of 1974, Title 5, United States Code (U.S.C.), Section 552a, and Title 28, Code of Federal Regulations (CFR), Section 50.12.

35. **Q35:** Concerning RFP Section 4.2.2, Can you indicate the requirements for submission of fingerprints collected under this Contract, same day submission? By next business day?

A35: As stated in RFP Section 4.1.5, within 24 hours of the collection time.

36. **Q36:** Concerning RFP Section 4.2.2, What is the current processing time for non-criminal justice fingerprint criminal history results to the Qualified Entity?

A36: Up to 10 business days.

37. **Q37:** Concerning RFP Section 4.2.2, Can the Vendor accept Iowa out-of-state ink cards for scanning and processing to DPS?

A37: Yes, however the Vendor will be held accountable to the same quality control standards and maximum rejection rate for scanned fingerprint card submissions and their electronically captured fingerprint submissions.

38. **Q38:** Concerning RFP Section 4.2.2, Can the Vendor collect and submit out-of-state electronic live scan fingerprints to DPS?

A38: Yes, provided all Agency requirements are met.

39. **Q39:** Concerning RFP Section 4.2.2, Will the Vendor receive an “answer back” on all successful applicant fingerprint transmissions to DPS for reconciliation?

A39: The Agency will provide the response to the Vendor’s central location. Refer to the answers to questions 3 and 4.

40. **Q40:** Concerning RFP Exhibit A, Can you detail all of the information that will be required on the applicant receipt?

A40: Agency and awarded Vendor will agree to a mutually acceptable format. See RFP Section 4.1.6 for minimum information content.

41. **Q41:** Concerning RFP Exhibit A, Can the receipt be sent to the applicant and/or Requestor via email?

A41: Electronic receipt delivery is acceptable.

42. **Q42:** Can the vendor submit value-added fingerprint service solutions to benefit state agencies regarding the use and storage of applicant and CHRI to the proposal as an additional cost proposal in conjunction with the RFP?

A42: There is nothing in the RFP that precludes a Vendor submitting such a proposed solution within their Proposal. Vendors are encouraged to follow the first paragraph in RFP Section 1.1 concerning submission of a comprehensive Proposal.

43. **Q43:** Concerning RFP Cover Sheet: When will the clock start on the initial three years? When the contract is signed or once implementation is complete?

A43: The clock for the contract term begins when the contract is signed/executed by both parties and a date is designated for when the contract services begin.

44. **Q44:** Concerning RFP Section 1.1, Is the intention of the Agency to award more than one vendor? Given the dependency of the Vendor Fee on the volume of applicants serviced, is it permissible to bid a Vendor Fee per applicant that is contingent on a single vendor award? If multiple Vendors are awarded, the selected Vendors could then propose a revised Fee that takes this into account.

A44: The Agency preferred solution is a single vendor with statewide coverage as stated in the RFP. Nothing precludes a vendor from partnering with other vendors to achieve an acceptable solution. It is acceptable for a vendor to submit a cost proposal based on a single award with a contingent fee for multiple awards. However, regardless of whether the award is to one or to multiple vendors, the cost proposal points will be awarded based on the single award fees that Vendor submits in their proposal.

45. **Q45:** Concerning RFP Section 1.3, How many Standard applicants and Volunteer applicants were processed in 2018, 2019 and 2020 year-to-date?

A45: See answer to question #17.

46. **Q46:** Concerning RFP Section 1.3, Are 100% of such applicants being outsourced to the Vendor? If not, please provide volume of applicants of applicants expected to be outsourced.

A46: See answer to question #15.

47. **Q47:** Concerning RFP Section 1.3, Does the Agency plan to utilize the Vendor for conversion and electronic submission of civil ink cards? If so, what is the anticipated annual volume?

A47: This is not an anticipated service. Refer to answer to question #37 for additional information.

48. **Q48:** Concerning RFP Section 1.3, Will there be any requirements for enrollment agent vetting established by the State?

A48: The Vendor's employees will be subject to an Agency background check.

49. **Q49:** Concerning RFP Section 3.2.5, Did you mean to say? "The Vendor shall answer whether or not it will comply with each specification in Section 4 of the RFP."

A49: See answer to question #30.

50. **Q50:** Concerning RFP Section 4.1.10, Will there be any requirements for electronic document authentication of an applicant's ID?

A50: Responsibility lies with the Vendor's process for determining a valid ID.

51. **Q51:** Concerning RFP Section 5.3, Are you able to provide this information on or before October 19th when vendor questions will be answered?

A51: The information requested will be provided as stated prior to the RFP closing date and time.