State of Alabama
Department of Education

Request for Proposal
RFP# TC0808

Digital Fingerprint Services

Synopsis:
RFP for vendor administered fingerprint and criminal history report system for teachers, administrators and educational support staff

Due Date: September 18, 2008
Time: 5:00 p.m.
Location: Gordon Persons Building, Room 5327
50 No. Ripley St
Montgomery, AL 36104

RFP Public Opening: September 19, 2008
Time: 10:00 a.m.
Location: Gordon Persons Building, Room 5313
Attention: Ray Faircloth
Inquiries related to this RFP are to be directed to:

Ray Faircloth, Information System Services  
Alabama State Department of Education  
50 No. Ripley Street, Room 5327  
Montgomery, AL 36104  
Telephone (334) 353-8578  
Email: rfaircloth@alsde.edu

Only questions submitted by E-mail to Ray Faircloth will be addressed. Questions and answers will be posted for all vendors on the ALSDE web site.

The Alabama State Department of Education (ALSDE) desires to contract with a vendor to perform fingerprint services on its behalf. The purpose of this RFP is to establish a 24 month contract.

ALSDE is not committed to a contract as a result of the RFP. All responses to this RFP become the property of ALSDE and will not be returned to the vendor once opened. Responses become public documents upon submission. ALSDE’s decision to award a contract will depend upon the appropriateness of vendor responses to the requirements outlined herein and to economic considerations. The contract will be awarded to the prospective vendor who meets the specifications herein, exhibits an established history of providing these services to governmental agencies in a satisfactory manner, establishes a service agreement with the Alabama Department of Public Safety, and proposes to provide the specified services at the lowest responsible price.
ALSDE currently maintains a network of approximately 54 scanning sites in colleges and school districts throughout Alabama. ALSDE currently owns the equipment, and purchases software, and maintenance services through a vendor. The store and forward function is performed at ALSDE. ALSDE does not wish to continue to own fingerprint related equipment or to be directly involved in the fingerprint process. Disposition of existing ALSDE owned fingerprint equipment will be handled separate and apart from this RFP process.

ALSDE wishes to enter into a relationship with an experienced vendor who can provide high quality digital fingerprint services for individuals who are applying for certification in teaching and instructional support positions and for employment in educational support positions requiring a criminal history background check. ALSDE prefers that vendor proposals are based on commercial off-the-shelf software that does not require customization to support ALSDE requirements.

Estimated current annual ALSDE volume is approximately 25,000 applicants. ALSDE does not require exclusivity. The vendor may offer these services to other agencies so long as this neither negatively impacts service nor compromises the security of the fingerprints and personal data of ALSDE applicants.

ALSDE does not wish to own nor operate the equipment required to perform these services. Fingerprint sites are to be selected, equipped, and staff trained by the vendor. These sites must be readily accessible to the public and located in areas that minimize any physical threat to the person who is to be fingerprinted. It is highly desirable that the sites be available on an extended-hours basis. Mobile service should be available to accommodate special circumstances.

Finger, thumb and palm prints acceptable to the Alabama Department of Public Safety (DPS) parent agency of Alabama Bureau of investigation (ABI) and the Federal Bureau of Investigation (FBI) are to be captured through livescan equipment that meets all ABI and FBI standards and requirements. To insure compliance with technical and security requirements, ALSDE prefers that the vendor be certified as a channeler by the FBI. The vendor must be able to accept and process rolled prints from cards to accommodate instances in which the applicant cannot go to an authorized scan site.

Fees required by DPS/ABI and FBI for fingerprint processing along with any transaction based fees are to be collected from the applicant by the vendor. Fees charged by DPS/ABI and FBI must be paid to DPS/ABI by the vendor. DPS/ABI will be responsible for paying the FBI fees to the FBI. A local school district or private school should be able to establish an account with the vendor so that they may pay fees for which they are obligated. Services may be provided by the vendor to other state agencies so long as fee processing is separate from that of ALSDE.

Prints, accompanying data, and release documentation are to be transmitted in a secure manner to DPS/ABI to be processed through the DPS/ABI and FBI AFIS systems. DPS/ABI will submit the prints to the FBI. Reports of clear records and criminal history background reports must be returned to ALSDE in secure electronic media. ALSDE will be responsible for issuing suitability letters.
1. Scan sites are to be established by the vendor to serve applicants within the State of Alabama. Scan sites must be situated so that approximately 95% of applicants reside within 20 miles of a scan site.

2. Scan sites must be safe, secure, accessible, and have adequate parking. Hours of operation must be at a minimum 8:00 am to 5:00 pm Monday through Friday with extended and weekend hours highly desirable. The locations must be Americans with Disabilities Act (ADA) compliant.

3. Vendors must allow applicants to schedule appointments for fingerprinting via telephone or internet. Appointments generally will not be required.

4. Vendors must be able to provide mobile scanning services to accommodate extraordinary circumstances.

5. Vendors must have substantial experience in providing fingerprint services through a network of scanning sites and be able to provide references from public entities for which it currently provides similar services.

6. Vendor must be bonded and insured and provide evidence of sound financial standing, including balance sheets and income statements.

7. Vendors must be able to securely process fee payments by credit/debit card, money order, check, cash, or direct agency billing.

8. Vendors must be able to accommodate multiple agency accounts with separate account settlement with each such agency.

9. Vendors must be able to provide activity tracking and transaction reports as required by ALSDE.

10. Vendors must be able to process fingerprint submission in real-time with a legibility and acceptability rate of at least 97%.

11. Vendors must obtain ALSDE required releases as mandated by statute.

12. Vendors must ensure that applicants present proper identification at the time of fingerprinting.

13. Vendors must meet all ABI and FBI standards and requirements for livescan. Vendors must comply with the data encryption mandates required by FBI CJIS. Vendors should be certified by the FBI as channelers.

14. Vendors must meet ALSDE security requirements and have an established protocol to insure that applicants’ personal data and images are secure and are not retained on local machines beyond the time required to complete the fingerprint scanning, transmission, and validation process.

15. Vendor must provide to ALSDE 180 days advance notice of termination of the contract for any reason.
Vendor Inquiries – Point of Contact

All questions should be directed to the individual named in the Contact Information section of this document.

Cost of Proposal

ALSDE shall not be responsible or liable for any costs incurred by the Vendor in the preparation and submission of the proposal.

Confidentiality

All information contained in this RFP is considered to be the exclusive property of ALSDE. Recipients of this RFP are not to disclose any information contained within this RFP unless such information is publicly available. This RFP is provided for the sole purpose of allowing vendors to respond to these specifications.

Rejection of Proposals

ALSDE reserves the right to reject any or all proposals which are deemed to be non-responsive, late in submission, or unsatisfactory in any way. ALSDE shall have no obligation to award a contract for work, goods and/or services as a result of this RFP.

Sub-Vendor Disclosure

If the execution of work to be performed by your company requires the hiring of Sub-Vendors, you must clearly state this in your bid response. Sub-Vendors must be identified and the services they will provide or work they will perform must be clearly defined. ALSDE will not refuse a proposal based upon the use of Sub-Vendors; however, ALSDE retains the right to refuse the Sub-Vendors you have selected. Vendor and associated personnel shall remain solely responsible for the performance of all work, including work that you sub-contract. Sub-Vendors must be bonded and insured.

Describe your rationale for utilizing Sub-Vendors; include relevant past experience partnering with stated Sub-Vendor(s).

Other

ALSDE reserves the right to conduct discussions with potential Vendors in order to clarify information contained in their proposals.
**GLOSSARY**

<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
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<tbody>
<tr>
<td>ABI</td>
<td>Alabama Bureau of Investigation</td>
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<tr>
<td>ALSDE</td>
<td>Alabama State Department of Education</td>
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<tr>
<td>Channeler</td>
<td>An entity authorized to submit fingerprints and data directly to the FBI</td>
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<tr>
<td>FBI</td>
<td>Federal Bureau of Investigation</td>
</tr>
<tr>
<td>Sub-Vendor</td>
<td>A sub-contractor who provides software or services to the Vendor</td>
</tr>
<tr>
<td>Vendor</td>
<td>An entity submitting a proposal to perform services proposed</td>
</tr>
<tr>
<td>Process</td>
<td></td>
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<tr>
<td>Flow Chart</td>
<td>A general description of ALSDE’s vision of how the process might work</td>
</tr>
<tr>
<td>Alabama Child Protection Act of 1999</td>
<td>The legislation under which ALSDE was charged with responsibility for performing criminal history background checks on applicants for positions having unsupervised access to children</td>
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<tr>
<td>Title 16, Chapter 22A and Act 2002 -457</td>
<td></td>
</tr>
<tr>
<td>Rules of the Alabama state Board of Education, Chapter 290-3-2-.02(9)</td>
<td>Alabama Administrative Code guiding administration of Criminal History Background Checks</td>
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</table>

**CURRENT LIVESCAN EQUIPMENT**

| Scanners       | CrossMatch ID1000 20 Units | CrossMatch ID500 38 Units |
### New Fingerprint Flow

<table>
<thead>
<tr>
<th>Applicant</th>
<th>ALSDE</th>
<th>FP Vendor</th>
<th>ABI</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Begin</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Applicant accesses ALSDE website</td>
<td>Link on ALSDE site takes applicant to FP Vendor site</td>
<td>Applicant registers and enters personal data on FP Vendor site</td>
<td><strong>Begin</strong></td>
</tr>
<tr>
<td></td>
<td><strong>Vendor maintains scanning locations</strong></td>
<td><strong>System produces Instructions sheet for printing by Applicant.</strong></td>
<td><strong>ABI receives Prints and Data</strong></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td><strong>Search is performed in FBI IAFIS and ABI AFIS systems</strong></td>
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<tr>
<td></td>
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<td><strong>Results are transmitted to ALSDE</strong></td>
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<td></td>
<td></td>
<td></td>
<td><strong>Vendor pays ABI for ABI and FBI fees</strong></td>
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<tr>
<td></td>
<td></td>
<td></td>
<td><strong>ABI reconciles Fees to Transactions</strong></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td><strong>Suitability Letters, etc.</strong></td>
</tr>
<tr>
<td></td>
<td><strong>ALSDE issues suitability letters and processes rap sheets</strong></td>
<td><strong>Scan location scans prints and transmits to ABI</strong></td>
<td><strong>Applicant goes to scan location</strong></td>
</tr>
</tbody>
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**Alabama State Department of Education**

**Applicant**

- Applicant accesses ALSDE website
- Link on ALSDE site takes applicant to FP Vendor site
- Applicant registers and enters personal data on FP Vendor site
- Applicant pays fees for fingerprinting.
- Applicant selects fingerprinting location on vendor web site
- System produces Instructions sheet for printing by Applicant.
- Applicant goes to scan location
- Scan location scans prints and transmits to ABI
- ABI receives Prints and Data
- Search is performed in FBI IAFIS and ABI AFIS systems
- Results are transmitted to ALSDE
- Vendor pays ABI for ABI and FBI fees
- ABI reconciles Fees to Transactions

**FP Vendor**

- Applicant pays fees for fingerprinting
- Applicant selects fingerprinting location on vendor web site
- System produces Instructions sheet for printing by Applicant.
- Applicant goes to scan location
- Scan location scans prints and transmits to ABI
- ABI receives Prints and Data
- Search is performed in FBI IAFIS and ABI AFIS systems
- Results are transmitted to ALSDE
- Vendor pays ABI for ABI and FBI fees
- ABI reconciles Fees to Transactions

**ABI**

- Applicant registers and enters personal data on FP Vendor site
- Applicant pays fees for fingerprinting.
- Applicant selects fingerprinting location on vendor web site
- System produces Instructions sheet for printing by Applicant.
- Applicant goes to scan location
- Scan location scans prints and transmits to ABI
- ABI receives Prints and Data
- Search is performed in FBI IAFIS and ABI AFIS systems
- Results are transmitted to ALSDE
- Vendor pays ABI for ABI and FBI fees
- ABI reconciles Fees to Transactions
Alabama State Department of Education

Request for Proposal: Digital Fingerprint Services
Bid closing: September 18, 2008 5:00 p.m.

Questions related to the Request for Proposal

*No questions have been received as of August 27, 2008 4:00 p.m.*

Question:

Answer: