

VENDOR REQUIREMENTS:

Fingerprint Collection

Vendor will provide on-site collection of fingerprints of employees for an electronic background check for a criminal history. Vendor will travel to the Birmingham (2545 Rocky Ridge Lane Birmingham, AL 35216) and Mobile (2000 Old Bay Front Road Mobile, AL 36615) locations for collection and work closely with Disability Determination Service (DDS) staff to provide the most efficient and cost effective schedule. All personnel requiring checks should be collected during the same visit which could include multiple days. Any personnel who miss their collection visit or require an additional collection may be rescheduled for a later visit. The vendor's collectors must have undergone training as well as an FBI background check.

The DDS will provide a complete list of employees that are to be fingerprinted prior to the collection date. The vendor will provide all hardware necessary for fingerprint collection and transmission. Personnel will be required to provide identity verification documents such as a passport or government issued ID. DDS will provide a list of approved employees as proof of employment.

Fingerprints must be received in a secure clearinghouse via transmission and then scanned and digitized. All fingerprint records must be assessed for quality and completion before being transmitted.

System Requirements

The vendor must use a fully electronic system to collect and submit fingerprints to the Alabama Bureau of Investigation (ABI) and obtain results that are posted to a secure website immediately upon return. The vendor must be an approved Federal Bureau of Investigation (FBI) channeling vendor with an existing secure, FBI audited facility. The vendor's system must be an open platform capable of accepting multiple forms of identity and vetting information via a secure network.

The vendor must provide a system to manage background check workflow. Access must be protected by user name and password. The system must provide applicant information, current status, and CHRC results via a secure two factor authentication per CJIS 2010 requirements. In addition, a letter of suitability or rejection must be able to be created through a user friendly interface and printed in the DDS locally. The vendor's system must provide the DDS with accounting reports with specific demographic information for reconciliation and invoice payment.

The vendor's system must provide the following capabilities:

- Collection service and electronic processing for manual applications
- Secure facility for data storage and maintenance
- Software provided for workstation and transaction processing
- ABI/FBI certified and must meet current security standards

- 2010 CJIS compliant
- Continued support and training
- Reporting and data importation
- Tested and Operational system
- Generates and prints suitability inquiries, determinations and notices
- Provides the ability to input, search and import data
- Results provided by ABI via SMTP are retrieved over VPN
- Have 2 Local Area Network to Local Area network connections established into ABI
- Maintains a connection with ABI and meets all of their transmission specifications
- All fingerprint images and demographic data must be archived and securely stored with a full set of audit trails and logs that provide complete detail if and when the data is changed
- Secure, online website must have the ability to complete, view and print applications as needed
- Have proven scalability to grow to meet any level of future demand

The vendor's system must provide:

- An archiving function so that transactions may be searched, viewed or printed at any time
- Search criteria that is flexible and can include last name or social security number
- The ability to narrow a search
- The ability to search and sort by region
- Search results by last name, social security number, date sent to vendor, date sent to ABI, region, agency, sending county, worker ID, and disposition
- Include more than 4 levels of security
- Allow the DDS to have access to software for storage of prints, expandable for data importation and storage

Transmission to ABI and FBI

All electronic fingerprints will be securely transmitted to the Alabama Bureau of Investigation (ABI) via secure encrypted VPN tunnel. From there, ABI will send the print to the Federal Bureau of Investigation (FBI). Once both results are obtained, they will be sent to the vendor via the system interface so that the DDS may review the results. The vendor must retain an electronic copy of employee fingerprints and results for DDS use.

Review of Results / Suitability Determination

Results must be returned through a secure website, where the DDS can access and adjudicate Criminal History Record Information. The vendor must have an existing connection to ABI. The vendor will provide a system to manage the background check workflow. This system must provide applicant information, current status, and Criminal History results in a secure manner. In addition, a

letter of suitability/rejection can be generated. The system must be able to generate personalized letters and envelopes that include names, addresses and DDS specified information as well as printing of CHRI results and applications to a local printer in the DDS.

The DDS must be able to log into the secure web site to check the status of a transmission or the associated results. DDS user access to the site must be modular and must be able to be defined by an authorized recipient of the DDS during account creation and must be able to be edited later to grant additional access or to further restrict access.

Training and Support

The vendor must provide basic training to those DDS employees who will be reviewing Criminal History results on how to review reports and results as well as how to use any specialized software the vendor might provide. Administrator Training must also be provided by the vendor to those who will be responsible for configuring users, viewing CHRI and controlling access to the system's website. The vendor must operate a Help Desk where DDS can call to receive assistance relative to the use and operation of the system and the services provided. A call center must also be provided to assist users, administrators, and applicants involving any aspect of the system including: collection, CHRC channeling, application issues, and accessing the results website. The call center must be operational during normal business hours (Monday through Friday, 8:00 AM to 5:00 PM CST).

Basic user training must address the operation of the system, be practical and modular in design, covering all aspects of the system, and delivered specifically from the user standpoint.

Administrator training will be for those individuals responsible for reviewing Criminal History Record Information, build off the user training program, and be presented in the same format.

The vendor must provide training materials including links on the website, a website system user manual, and an Authorization user manual. The Website system user manual must be a complete step by step manual detailing website features, the process followed when processing an applicant's record. Screenshots of the website must also be included as a visual reference when applicable. The authorization user manual must be provided to administrators with detailed instructions on the installation of security software required by the FBI for opening criminal history record information, integration of the software and the website access.

The vendor must provide assistance to DDS and employees involving any aspect of the process including: collection equipment, Criminal History Results Check channeling, software issues, and problems accessing the results.

Additional Vendor Requirements

The vendor must provide monthly billing reports on transactions including applicant name, sex, race, DOB, partial SSN, date printed, response date, worker ID, and disposition.

Vendor quotes must be all inclusive and utilize mobile collectors/agents for the vendor to travel to the DDS locations. Prices must include a price for collection of employee fingerprints, ABI and FBI fees, any travel fees/costs, as well as any other costs and must be broken down by cost category.