



STATE OF ALABAMA
DEPARTMENT OF FINANCE
DIVISION OF PURCHASING

INVITATION TO BID

INVITATION TO BID NO: 10-R-2218079

REQ. AGENCY : 008000 DEPARTMENT OF EDUCATION
AGENCY REQ. NO. : 037035
T-NUMBER :
DATE ISSUED : 04/08/10
VENDOR NO. :
VENDOR PHONE NO. :
SNAP REQ. NO. : 1438756
BUYER NAME : JENNIFER LORETZ

FOR: FINGERPRINT COLLECTION 037035
KARI YEAGER DDS BHAM

BUYER PHONE NO. : (334) 242-7370-
PURCHASING PHONE NO: (334) 242-7250

BID MUST BE RECEIVED BEFORE:
DATE: 05/03/10 TIME: 5:00 PM

BIDS WILL BE PUBLICLY OPENED:
DATE: 05/04/10 TIME: 10:00 AM

TO BE COMPLETED BY VENDOR

INFORMATION IN THIS SECTION SHOULD BE PROVIDED, AS APPROPRIATE. BID RESPONSE MUST BE IN INK OR TYPED WITH ORIGINAL SIGNATURE AND NOTARIZATION.

1. DELIVERY: CAN BE MADE _____ DAYS OR _____ WEEKS AFTER RECEIPT OF ORDER
2. TERMS: _____(DISCOUNTS ARE TAKEN WITHOUT REGARD TO DATE OF PAYMENT.)
3. PRICE VALID FOR ACCEPTANCE WITHIN _____ DAYS.
4. VENDOR QUOTATION REFERENCE NUMBER, IF ANY: _____
(THIS NUMBER WILL APPEAR ON THE PURCHASE ORDER.)
5. E-MAIL ADDRESS: _____
INTERNET WEBSITE: _____
6. GENERAL CONTRACTOR'S LICENSE NO: _____
TYPE OF G.C. LICENSE: _____

***** IMPORTANT NOTE: *****

BIDDERS MUST COMPLY WITH ALL "BID RESPONSE INSTRUCTIONS" ON PAGE 2, TO INCLUDE ITEM 7 - COPY REQUIREMENT.

RETURN INVITATION TO BID:

US MAIL

COURIER

STATE OF ALABAMA
DEPARTMENT OF FINANCE
DIVISION OF PURCHASING
P O BOX 302620
MONTGOMERY, AL 36130-2620

STATE OF ALABAMA
DIVISION OF PURCHASING
RSA UNION BUILDING
100 N. UNION ST., SUITE 192
MONTGOMERY, AL 36104

SIGNATURE AND NOTARIZATION REQUIRED

I HAVE READ THE ENTIRE BID AND AGREE TO FURNISH EACH ITEM OFFERED AT THE PRICE QUOTED. I HERBY AFFIRM I HAVE NOT BEEN IN ANY AGREEMENT OR COLLUSION AMONG BIDDERS IN RESTRAINT OF FREEDOM OF COMPETITION BY AGREEMENT TO BID AT A FIXED PRICE OR TO REFRAIN FROM BIDDING.

SWORN TO AND

FEIN OR SSN

AUTHORIZED SIGNATURE (INK)

SUBSCRIBED BEFORE ME THIS

COMPANY NAME

TYPE/PRINT AUTHORIZED NAME

_____ DAY OF _____

MAIL ADDRESS

TITLE

NOTARY PUBLIC

CITY, STATE, ZIP

TOLL FREE NUMBER

TERM EXP: _____

PHONE INCLUDING AREA CODE

FAX NUMBER

STANDARD TERMS & CONDITIONS

VENDOR NAME :

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AUTHORITY:

THE DEPARTMENT OF FINANCE CODE OF ADMINISTRATIVE PROCEDURE, CHAPTER 355-4-1 EFFECTIVE DECEMBER 20, 2001 IS INCORPORATED BY REFERENCE AND MADE A PART OF THIS DOCUMENT. TO RECEIVE A COPY CALL (334)242-7250, OR OUR WEBSITE WWW.PURCHASING.ALABAMA.GOV .

INFORMATION AND ASSISTANCE TO MINORITY AND WOMEN-OWNED BUSINESSES IN ACQUIRING M/WBE CERTIFICATION MAY BE OBTAINED FROM THE OFFICE OF MINORITY BUSINESS ENTERPRISE, 1-800-447-4191.

BID (ITB) RESPONSE INSTRUCTIONS

REV: 01/14/10

1. TO SUBMIT A RESPONSIVE BID, READ THESE INSTRUCTIONS, ALL TERMS, CONDITIONS AND SPECIFICATIONS.
2. BID ENVELOPES/PACKAGES/BOXES MUST BE IDENTIFIED ON FRONT, PREFERABLY LOWER LEFT CORNER AND BE VISIBLE WITH THE BID NUMBER AND OPENING DATE. EACH INDIVIDUAL BID (IDENTIFIED BY A UNIQUE BID NUMBER) MUST BE SUBMITTED IN A SEPARATE ENVELOPE. RESPONSES TO MULTIPLE BID NUMBERS SUBMITTED IN THE SAME ENVELOPE/COURIER PACKAGE, THAT ARE NOT IN SEPARATE ENVELOPES PROPERLY IDENTIFIED, WILL BE REJECTED. THE DIVISION OF PURCHASING DOES NOT ASSUME RESPONSIBILITY FOR LATE BIDS FOR ANY REASON INCLUDING THOSE DUE TO POSTAL, OR COURIER SERVICE. BID RESPONSES MUST BE IN THE DIVISION OF PURCHASING OFFICE PRIOR TO THE "RECEIVE DATE AND TIME" INDICATED ON THE BID.
3. BID RESPONSES (PAGE 1, PRICE SHEET AND ADDENDUMS (WHEN SIGNATURE IS REQUIRED)) MUST BE IN INK OR TYPED ON THIS DOCUMENT. OR EXACT FORMAT WITH SIGNATURES BEING HANDWRITTEN ORIGINALS IN INK (PERSON SIGNING BID, NOTARY, AND NOTARY EXPIRATION), OR THE BID WILL BE REJECTED. UNLESS INDICATED IN THE BID, ALL PRICE PAGES MUST BE COMPLETED AND RETURNED. IF AN ITEM IS NOT BEING BID, IDENTIFY IT AS NB (NO-BID). PAGES SHOULD BE SECURED. THE DIVISION OF PURCHASING DOES NOT ASSUME RESPONSIBILITY FOR MISSING PAGES. FAXED BID RESPONSES WILL NOT BE ACCEPTED.
4. THE UNIT PRICE ALWAYS GOVERNS REGARDLESS OF THE EXTENDED AMOUNT. A UNIT PRICE CHANGE ON A LINE MUST BE INITIALED BY THE PERSON SIGNING THE BID, OR THAT LINE WILL BE REJECTED. THIS INCLUDES A CROSS-OUT, STRIKE-OVER, INK-OVER, WHITE-OUT, ERASURE, OR ANY OTHER METHOD CHANGING THE PRICE.
5. A "NO BID" MUST BE RETURNED TO REMAIN ON A CLASS/SUBCLASS. RETURN PAGE 1 OR NOTIFICATION PAGE MARKED "NO-BID". IDENTIFY IT ON THE ENVELOPE AS A "NO-BID". FAILING TO RESPOND TO 3 ITB'S WITHIN THE SAME CLASS/SUBCLASS WILL AUTOMATICALLY PURGE THE VENDOR FROM THAT CLASS/SUBCLASS. RESPONDING WITH 6 "NO-BIDS" WITHIN THE SAME CLASS/SUBCLASS WILL AUTOMATICALLY PURGE THE VENDOR FROM THAT CLASS/SUBCLASS. A "NO-BID" RECEIVED LATE IS CONSIDERED A NO RESPONSE.
6. THE DIVISION OF PURCHASING IS NOT RESPONSIBLE FOR MISINTERPRETATION OF DATA FAXED FROM THIS OFFICE.
7. THE DIVISION OF PURCHASING REQUIRES AN ORIGINAL AND A MINIMUM OF ONE COMPLETE EXACT COPY (TO INCLUDE SIGNATURE AND NOTARY) OF THE INVITATION-TO-BID RESPONSE. THE ORIGINAL AND THE COPY SHOULD BE SUBMITTED TOGETHER AS A BID PACKAGE. FAILURE TO MARK RESPONSES AS "ORIGINAL" AND/OR "COPY" COULD RESULT IN THE ENTIRE BID RESPONSE BEING REJECTED.
8. AN IMPROPERLY SUBMITTED BID, LATE BID, OR BID THAT IS CANCELLED ON OR BEFORE THE OPENING DATE WILL BE HELD FOR 90 DAYS AND THEN DESTROYED. THE BID MUST BE RETRIEVED DURING REGULAR WORK HOURS, MONDAY - FRIDAY, EXCEPT STATE HOLIDAYS. AFTER THE BID IS DESTROYED, THE DIVISION OF PURCHASING ASSUMES NO RESPONSIBILITY FOR THE DOCUMENT.

DISQUALIFIED/CANCELLED BID

BIDS THAT ARE IMPROPERLY SUBMITTED OR RECEIVED LATE WILL BE A RESPONSE FOR RECORD, BUT WILL NOT BE RETURNED OR A NOTIFICATION MAILED.

THE FOLLOWING IS A PARTIAL LIST WHEREBY A BID RESPONSE WILL BE DISQUALIFIED:

- BID NUMBER NOT ON FACE OF ENVELOPE/COURIER PACKAGE/BOX
- RESPONSES TO MULTIPLE BID NUMBERS IN SAME ENVELOPE NOT PROPERLY IDENTIFIED
- BID RECEIVED LATE
- BID NOT SIGNED/NOT ORIGINAL SIGNATURE
- BID NOT NOTARIZED/NOT ORIGINAL SIGNATURE OF NOTARY AND/OR NO NOTARY EXPIRATION
- NOTARIZED OWN SIGNATURE
- REQUIRED INFORMATION NOT SUBMITTED WITH BID
- FAILURE TO SUBMIT THE ORIGINAL BID AND A COMPLETE EXACT COPY

CERTIFICATION PURSUANT TO ACT NO. 2006-557

ALABAMA LAW (SECTION 41-4-116, CODE OF ALABAMA 1975) PROVIDES THAT EVERY BID SUBMITTED AND CONTRACT EXECUTED SHALL CONTAIN A CERTIFICATION THAT THE VENDOR, CONTRACTOR, AND ALL OF ITS AFFILIATES THAT MAKE SALES FOR DELIVERY INTO ALABAMA OR LEASES FOR USE IN ALABAMA ARE REGISTERED, COLLECTING, AND REMITTING ALABAMA STATE AND LOCAL SALES, USE, AND/OR LEASE TAX ON ALL TAXABLE SALES AND LEASES INTO ALABAMA. BY SUBMITTING THIS BID, THE BIDDER IS HEARBY CERTIFYING THAT THEY ARE IN FULL COMPLIANCE WITH ACT NO. 2006-557, THEY ARE NOT BARRED FROM BIDDING OR ENTERING INTO A CONTRACT PURSUANT TO 41-4-116, AND ACKNOWLEDGES THAT THE AWARDING AUTHORITY MAY DECLARE THE CONTRACT VOID IF THE CERTIFICATION IS FALSE.

SPECIAL TERMS & CONDITIONS

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INVITATION TO BID

INTENT TO AWARD

EFFECTIVE MAY 1, 2008, THE STATE OF ALABAMA - DIVISION OF PURCHASING WILL ISSUE AN 'INTENT TO AWARD' BEFORE A FINAL AWARD IS MADE. THE 'INTENT TO AWARD' WILL CONTINUE FOR A PERIOD OF FIVE (5) CALENDAR DAYS, AFTER WHICH A PURCHASE ORDER WILL BE PRODUCED. UPON FINAL AWARD, ALL RIGHTS TO PROTEST ARE FORFEITED. A DETAILED EXPLANATION OF THIS PROCESS MAY BE REVIEWED IN THE ALABAMA ADMINISTRATIVE CODE - CHAPTER 355-4-1(14).

ALTERNATE BID RESPONSE

UNLESS STATED ELSEWHERE IN THIS INVITATION-TO-BID (ITB) THE STATE OF ALABAMA WILL ACCEPT AND EVALUATE ALTERNATE BID SUBMITTALS ON ANY ITB'S. ALTERNATE BID RESPONSES WILL BE EVALUATED ACCORDING TO THE REQUIREMENTS AS ALL OTHER RESPONSES TO THIS ITB.

INTERNET WEBSITE LINK'S

INTERNET AND/OR WEBSITE LINKS WILL NOT BE ACCEPTED IN BID RESPONSES AS A MEANS TO SUPPLY ANY REQUIREMENTS STATED IN THIS ITB (INVITATION-TO-BID).

PRODUCT DELIVERY, RECEIVING AND ACCEPTANCE

IN ACCORDANCE WITH THE UNIVERSAL COMMERCE CODE (CODE OF ALABAMA, TITLE 7), AFTER DELIVERY, THE STATE OF ALABAMA HAS THE RIGHT TO INSPECT ALL PRODUCTS BEFORE ACCEPTING. THE STATE WILL INSPECT PRODUCTS IN A REASONABLE TIMEFRAME. SIGNATURE ON A DELIVERY DOCUMENT DOES NOT CONSTITUTE ACCEPTANCE BY THE STATE. THE STATE WILL ACCEPT PRODUCTS ONLY AFTER SATISFACTORY INSPECTION.

SALES TAX EXEMPTION

PURSUANT TO THE CODE OF ALABAMA, 1975, TITLE 40-23-4 (A) (11), THE STATE OF ALABAMA IS EXEMPT FROM PAYING SALES TAX. AN EXEMPTION LETTER WILL BE FURNISHED UPON REQUEST.

INVOICES

INQUIRIES CONCERNING PAYMENT AFTER INVOICES HAVE BEEN SUBMITTED ARE TO BE DIRECTED TO THE RECEIVING AGENCY, NOT THE DIVISION OF PURCHASING

BID RESPONSES AND BID RESULTS

UNEVALUATED BID RESPONSES (NOT BID RESULTS) ARE AVAILABLE ON OUR WEB SITE AT WWW.PURCHASING.ALABAMA.GOV. BID RESULTS WILL BE MADE AVAILABLE FOR REVIEW IN THE DIVISION OF PURCHASING OFFICE, BUT ONLY AFTER THE BID HAS BEEN AWARDED. WE DO NOT FAX OR MAIL COPIES OF BID RESULTS. IF A VENDOR WISHES TO REVIEW BID RESULTS IN OUR OFFICE, THEY SHOULD FAX THEIR REQUEST TO REVIEW THE BID TWO DAYS IN ADVANCE TO THE "BID REVIEW CLERK" AT (334) 242-4419. BE SURE TO REFERENCE THE BID NUMBER.

FOREIGN CORPORATION - CERTIFICATE OF AUTHORITY

ALABAMA LAW PROVIDES THAT A FOREIGN CORPORATION (AN OUT-OF-STATE COMPANY/FIRM) MAY NOT TRANSACT BUSINESS IN THE STATE OF ALABAMA UNTIL IT OBTAINS A CERTIFICATE OF AUTHORITY FROM THE SECRETARY OF STATE. SECTION 10-2B-15.01, CODE OF ALABAMA 1975. TO OBTAIN FORMS FOR A CERTIFICATE OF AUTHORITY, CONTACT THE SECRETARY OF STATE, CORPORATIONS DIVISION, (334) 242-5324. THE CERTIFICATE OF AUTHORITY DOES NOT KEEP THE VENDOR FROM SUBMITTING A BID.

BID IDENTIFICATION

REFERENCE PAGE 2, ITEM 2. DUE TO THE POSTAL SERVICE PUTTING BAR CODE LABELS ON ENVELOPES, IT CONCEALS THE BID NUMBER AND DATE IF THE VENDOR HAS WRITTEN THEM OTHER THAN THE LOWER LEFT CORNER, THEREFORE THE BID WOULD BE REJECTED FOR NOT BEING PROPERLY IDENTIFIED.

SPECIAL TERMS & CONDITIONS

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AWARD:

AWARD WILL BE MADE "ALL OR NONE" TO THE LOWEST RESPONSIBLE BIDDER MEETING ALL SPECIFICATIONS.

AGREEMENT PERIOD:

ESTABLISH A 12 MONTH AGREEMENT WITH AN OPTION TO ISSUE A SECOND, THIRD, FOURTH, AND FIFTH 12 MONTH AGREEMENT WITH THE SAME PRICING, TERMS AND CONDITIONS. THE SECOND, THIRD, FOURTH, OR FIFTH AGREEMENT, IF AGREED BY BOTH PARTIES, WOULD BEGIN THE DAY AFTER THE FIRST, SECOND, THIRD, OR FOURTH AGREEMENT EXPIRES. ANY SUCCESSIVE AGREEMENT MUST HAVE WRITTEN APPROVAL OF BOTH THE STATE AND VENDOR.

PRORATION:

ANY PROVISION OF A CONTRACT RESULTING FROM THIS BID TO THE CONTRARY NOTWITHSTANDING, IN THE EVENT OF FAILURE OF THE STATE TO MAKE PAYMENT HEREUNDER AS A RESULT OF PARTIAL UNAVAILABILITY, AT THE TIME SUCH PAYMENT IS DUE, OF SUCH SUFFICIENT REVENUES OF THE STATE TO MAKE SUCH PAYMENT (PRORATION OF APPROPRIATED FUNDS FOR THE STATE HAVING BEEN DECLARED BY THE GOVERNOR PURSUANT TO SECTION 41-4-90 OF THE CODE OF ALABAMA 1975), THE CONTRACTOR SHALL HAVE THE OPTION, IN ADDITION TO THE OTHER REMEDIES OF THE CONTRACT, OF RENEGOTIATING THE CONTRACT (EXTENDING OR CHANGING PAYMENT TERMS OR AMOUNTS) OR TERMINATING THE CONTRACT.

REQUESTED INFORMATION:

ANY ADDITIONAL INFORMATION REQUESTED FROM A VENDOR MUST BE FURNISHED WITHIN FIVE (5) DAYS FROM RECEIPT OF REQUEST.

QUANTITY:

QUANTITY SHOWN REFLECTS ESTIMATED USAGE ONLY. THE DIVISION OF PURCHASING DOES NOT GUARANTEE THAT THE STATE WILL BUY ANY AMOUNT. ORDERS WILL BE PLACED BY AGENCIES AS NEEDED AND WILL GIVE COMPLETE SHIPPING INSTRUCTIONS.

PRICE SHEET

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LINE NO.	COMMODITY/SERVICE DESCRIPTION	QUANTITY	UNIT	UNIT PRICE	EXTENDED AMOUNT
UNLESS SPECIFIED OTHERWISE BELOW: SHIP TO: 008000 / 008M40 DEPARTMENT OF EDUCATION DISABILITY DETERMINATION SERVICES 2545 ROCKY RIDGE LANE BIRMINGHAM AL 35216-0000					
00001	COMMODITY CODE: 680-48-058230 FINGERPRINT IDENTIFICATION SERVICES, COLLECTION OF FINGERPRINTS ONSITE FOR ELECTRONIC BACKGROUND CHECKS. INITIAL SCREENING MAY INCLUDE APPROXI- MATELY 300 EMPLOYEES	1	EA	_____	_____
PRICING TO BE PER PERSON AS OUTLINED IN THE PROVIDED SPECIFICATIONS.					
00002	COMMODITY CODE: 680-48-058230 TRAVEL COST PER DAY PER THE ATTACHED SPECIFICAITONS	1	DAY	_____	_____
00003	COMMODITY CODE: 680-48-058230 COMPUTER ASSISTED RETRIEVAL FEES FOR INDEXING, RETRIEVAL AND ACCESS SYSTEMS FOR RECORDS DURING EMPLOYEE FINGERPRINT INVESTIGATION TO BE USE IN REPORTING CRIMINAL RESULTS	1	EA	_____	_____
PRICE IS PER INQUIRY PER ATTACHED SPECIFICATIONS					

PAGE TOTAL _____

BID TOTAL _____

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.