



STATE OF TENNESSEE
TENNESSEE BUREAU OF INVESTIGATION

**REQUEST FOR PROPOSALS # 34800-021916
AMENDMENT # ONE
FOR ELECTRONIC FINGERPRINTING SERVICES FOR
APPLICANTS**

DATE: April 5, 2016

RFP # 34800-021916 IS AMENDED AS FOLLOWS:

1. This RFP Schedule of Events updates and confirms scheduled RFP dates. Any event, time, or date containing revised or new text is highlighted.

EVENT	TIME (central time zone)	DATE
1. RFP Issued		March 14, 2016
2. Disability Accommodation Request Deadline	2:00 p.m.	March 18, 2016
3. Notice of Intent to Respond Deadline	2:00 p.m.	March 22, 2016
4. Written "Questions & Comments" Deadline	2:00 p.m.	March 28, 2016
5. State Response to Written "Questions & Comments"		April 5, 2016
6. Response Deadline	2:00 p.m.	April 12, 2016
7. State Completion of Technical Response Evaluations		April 18, 2016
8. State Opening & Scoring of Cost Proposals	2:00 p.m.	April 19, 2016
9. State Notice of Intent to Award Released and RFP Files Opened for Public Inspection	2:00 p.m.	April 20, 2016
10. End of Open File Period		April 27, 2016
11. State sends contract to Contractor for signature		April 28, 2016
12. Contractor Signature Deadline	2:00 p.m.	April 29, 2016

2. State responses to questions and comments in the table below amend and clarify this RFP.

Any restatement of RFP text in the Question/Comment column shall NOT be construed as a change in the actual wording of the RFP document.

QUESTION / COMMENT	STATE RESPONSE
1 What is the timeframe expectation from the	The Contract effective date is May 1, 2016. The

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Contract award until the go-live date?	Contractor will go-live on June 15, 2016.
2 Are the hours requirements strict to 8am-5pm, or does it suffice if a site is still available 9 hours a days, 40+ hours a week? (For example: Mon-Fri 9am-6pm availability.)	Per the pro forma Contract in A.7., the minimum hours are 8:00 a.m. to 5:00 p.m. central time Monday through Friday except on state observed holidays. If Contractor proposes additional hours, that is acceptable. However, as listed, the minimum requirement must be met. The hours may begin before 8:00 a.m. and extend after 5:00 p.m. but must include the hours between 8:00 a.m. and 5:00 p.m.
3 Is telephone scheduling a requirement, or would online scheduling only be sufficient?	Telephone <u>and</u> online scheduling are requirements of Contractor.
4 The referenced URL https://www.fbibiospecs.org/ebts.html returns a File Not Found Error. Can you please provide the correct URL?	The correct address is: https://www.fbibiospecs.cjis.gov
5 Please provide further details regarding the requirement to provide electronic authentication of Applicants' identification.	Attachment D outlines guidelines for authenticating an Applicant's identity. A.14. Requires that the authentication is done electronically by following the guidelines set out by Attachment D. Contractor should have mechanism in place that allows for electronic verification of identity.
6 A12 references providing a picture image of the applicant within the NIST packet, but A16 lists contents as demographic information and fingerprint images. Is a photo of the applicant part of the submission?	Yes. A photographic image of the Applicant will be a part of the submission.
7 Is an email receipt acceptable as the "format approved by the State"?	No. A paper receipt needs to be given to the Applicant at the time of printing.
8 Please clarify the requirement to provide documentation indicating the education and experience for all Contractor personnel. What is the scope of information that you require? Does the Contractor need to provide this for all company employees, or just for employees who will work on the TN project and/or have access to full data sets? Does this requirement pertain to Contractor employees only, or does it also pertain to site operators?	Education and experience may be provided by submitting a resume for each key Contractor personnel member working on this Contract. This will not be a requirement for subcontractors. However, a fingerprint based criminal history check will be required for all of Contractor's employees working on this project and all subcontractors/site operators working on this project.
9 Would an FBI clearance under the FBI channeling contract suffice for the background check requirements?	No. Current fingerprint-based criminal history checks will need to be performed.
10 Please clarify the timeline. Per Section B. Term of Contract, the contract effective date shall be May 1, 2016. Per the timeline in Section A.24., the Transition Plan must be completed 90 days prior to contract expiration date.	As of the date of this Amendment, the Contract effective date is May 1, 2016. Go-live is to be June 15, 2016. However, there are time lines that need to be met depending on the effective date. See Section A.24. of the pro forma Contract.
11 <u>Section 2.1</u> Because of Spring Break, contacting those who will complete our	No extension will be granted unless the Schedule of Events is Amended.

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reference site documents for our response will be difficult. To allow for them to return to work and allow sufficient mailing time to obtain the required reference site documentation would Tennessee consider an extension?	
12 Could we obtain a MS-Word version of the proposal?	Yes. Please contact Nancy.Myers@tn.gov to request a copy.
13 Intent to use subcontractors... and if so, detail Does this apply to enrollment center partners?	Section B.14. of the Technical Response and Evaluation Guide will be deleted.
14 An automated system is not authorized. Does this preclude the use of IVR for status and initial call answer?	Yes.
15 Within the EBTS. Please provide the AFIS ICD included in the attachments.	The AFIS ICD cannot be added as an attachment to this Contract as the information is confidential. However, messages from AFIS will be sent to the Contractor's pre-defined email address using Simple Mail Transfer Protocol (SMTP) format.
16 Contractor shall maintain a database....What are the retention policies on this data for reporting? How long and what data is to be retained for reporting?	Information stored on live-scan devices shall be kept for sixty (60) days. Information collected by Contractor for scheduling and information Contractor maintains for identifying the transaction shall be kept and stored by Contractor for the Contract term.
17 Electronically forward the demographic information and fingerprint images in the EBTS format to the specified electronic mail address. Please provide the AFIS ICD including method of security of connection and email attachments.	See above Question and Answer 15.
18 All functionality shall be tested prior to thirty days after the effective date of the contract. What is this item specifically referencing as "All functionality"? Is this of the connection to the AFIS or all network functionality?	All functionality refers to all of the requirements within the scope of the Contract to complete the entire process. This means the connection to the AFIS and all network functionality.
19 The contractor shall remit to the State...What is the method of remittance and the timeframe?	Contractor shall remit funds collected at the end of the month and shall remit those funds electronically to the State.
20 3.3.3 - A response must <u>not</u> propose alternative goods or services (<i>i.e.</i> , offer services different from those requested and required by this RFP) unless expressly	This is correct. The proposer must meet the minimum requirements and must not propose additional items for additional line item costs not included within the RFP. Proposer may propose

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<p>requested in this RFP. The State may consider a response of alternative goods or services to be non-responsive and reject it.</p> <p>3.6 - If a response offers goods or services in addition to those required by and described in this RFP, the State, at its sole discretion, may add such services to the contract awarded as a result of this RFP. Notwithstanding the foregoing, a Respondent must not propose any additional cost amounts or rates for additional goods or services. Regardless of any additional services offered in a response, the Respondent's Cost Proposal must only record the proposed cost as required in this RFP and must not record any other rates, amounts, or information.</p> <p>Provided Respondent proposes goods and services that comply with those required by the RFP, is the Responded permitted to propose <u>additional</u> (not alternative) goods and services in its response provided it does not propose any additional cost amounts or rates for these <u>additional</u> goods or services?</p>	<p>additional items at no additional cost to the State and the State will consider these items "value added".</p>
<p>21 Section 4.9.1 – Please clarify what documentation 3M Cogent will be required to submit as "appropriate documentation" under this Section.</p>	<p>Since this Contract is not a typical fee for service contract, the Tennessee Department of Finance and Administration would need to be contacted to obtain what would be required. Typically, payment would be made to the Contractor from the State and certain banking information/documentation would be required.</p>
<p>22 Section 4.9.3.3 – To the extent this provision applies to the resulting Contract, Contractor requests that required documentation not include the disclosure of the Contractor's manufacturing costs, processes or any other proprietary information.</p>	<p>It does not appear that this Section would be applicable to this Contract.</p>
<p>23 Section A.10 - Contractor shall provide Live-scan Devices capable of electronically capturing and submitting information compliant with the latest version of the Federal Bureau of Investigation (herein "FBI") Criminal Justice Information System (herein "CJIS") Electronic Biometric Transmission Specification (herein "EBTS") and must meet all TBI and FBI certification standards which can be obtained at https://www.fbibiospecs.org/ebts.html. Contractor is required to successfully submit test transactions to the TBI no later than</p>	<p>Currently, the State uses EBTS 9.3 and the Contractor will need to use a version that is compatible with EBTS 9.3.</p>

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<p>twenty-five (25) calendar days after the effective date of this Contract. The number of transactions shall be determined based upon performance and shall be to the satisfaction of the State</p> <p>The aforementioned link references EBTS 10 but the FBI will accept previous versions of the EBTS specification. Can the State confirm its desire for the Contractor to submit the FBI's most current version of EBTS v10.0</p>	
<p>24 The RFP asks that the Respondent provide a statement of whether it intends to use subcontractors to meet the Respondent's requirements of any contract awarded pursuant to this RFP, and if so, detail:</p> <p>(a) The names of the subcontractors along with the contact person, mailing address, telephone number, and e-mail address for each;</p> <p>(b) A description of the scope and portions of the goods each subcontractor involved in the delivery of goods or performance of the services each subcontractor will perform; and</p> <p>(c) A statement specifying that each proposed subcontractor has expressly assented to being proposed as a subcontractor in the Respondent's response to this RFP.</p> <p>It is the Respondent's interpretation of this requirement that the State requires assurances that all areas of the state are represented by the required quantity and geographic distribution of proposed fingerprint collection locations (subcontractor).</p> <p>In consideration of the few business days remaining before the "Response Deadline", would the State waive the requirement of obtaining a contact person (a) and therefore the "expressed assent" (c) and allow the Respondent to instead to provide a list of proposed subcontractor business and locations that it has either historically partnered with for fingerprint collection within the State, or identify business and locations it intends to partner with for fingerprint collection and thus rely on the Respondent's historical and proven ability to enter into partnership agreements with fingerprint collection sites that meet the States requirements..</p> <p>If a contact person and "expressed assent" is required for each proposed subcontractor, does the requirement that each subcontractor "assent" of being proposed as a subcontractor require written or verbal approval?</p>	<p>The RFP is amended to delete section B.14 from the General Qualifications and Experience Items. See Question and Answer 13 above.</p>

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<p>25 A.9 - Contractor shall establish and maintain a website that allows Applicants to register and schedule fingerprint services and collects all demographic information necessary for registration.</p> <p>In past deployments of the States TAPS service, the State DID NOT require applicant's to set appointments for fingerprint services. Specifically, the State provided the following guidance, "Appointments are not required under the contract. Registration is immediately downloaded into the system and applicants are available (and responsible) to being printed thereafter".</p> <p>Would the State clarify its requirement in A.9 that the "Contractor shall establish and maintain a website that allows Applicants to register and schedule fingerprint services and collects all demographic information necessary for registration". Does the State's use of the word "schedule" mean "appointments" for fingerprinting are required?</p>	<p>Yes. Contractor shall require appointments. Contractor shall provide a website in which an Applicant can enter demographic information and schedule the appointment for printing.</p>
<p>26 A.17 - Contractor shall provide documentation to the State indicating the education, experience, and criminal record for all Contractor personnel prior to the start of their employment. Contractor's personnel shall have no criminal record. The State reserves the right to reject any potential employee. All background checks for initial personnel must be complete and all training for personnel must be complete no later than thirty (30) days after the effective date of this Contract. Does the State require contractor clearances (no criminal record) older than 30 days to be re-initiated? If so, does the State require clearances from the FBI, TBI or both?</p>	<p>All Contractor clearances must be current, meaning that they must be performed anew for this Contract. The State requires both an FBI and TBI criminal history records check.</p>
<p>27 Proposed Contractors have requested or suggested changes in pro forma Contract.</p>	<p>The State intends to use the pro forma Contract as proposed unless otherwise amended by this or subsequent Amendments. Proposers should submit proposals accordingly.</p>
<p>28 Is the intent of the RFP to award a Contract to ALL qualified vendors offering goods and services to satisfy the needs of the contract at competitive price(s) or award to just one qualified vendor?</p>	<p>The award will be to only one vendor.</p>

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29 What are the current fees to be collected by the vendor for State of Tennessee? FBI? Volunteer? Are there any other fees that must be collected?	The Mandated Fee Schedule is as listed in Attachment F.
30 Is the Dun and Bradstreet company report sufficient for a credit report or does the State preferring a credit bureau? If so, is there a desired preferred credit bureau report?	Yes. The Dun and Bradstreet report in sufficient.
31 How is a completed project for purposes of Section 6.2. defined?	A completed project will be determined by the successful completion (not through a premature termination) of that particular contract with the entity. If a contract for the same service has been re-awarded to the same Contractor that will constitute a separate project.
32 For purposes of Section 6.2., should vendor list all locations of vendor's company?	Yes.
33 In the pro forma Contract, Section A.13., is the Contractor required to notify the Applicant of a report once the State sends the TCN back to the Contractor with twenty-four hours of the Notification of Rejection?	Yes. Contractor is required to notify the Applicant of the rejection and reschedule an appointment with the Applicant.
34 Attachment D does not required electronic authentication of identity. What process of electronic authentication is required in Section A.14. of the pro forma Contract for the scope and service of this Contract?	See above Question and Answer 5.
35 What is format of data that all files, records and logs of State to ensure an efficient transition of management of this Contract?	All data must be delivered to the State in a "readable" format that is not proprietary to the Contractor.
36 Is the State planning on implementing the FBI CJIS Rap-Back program during the term of this Contract?	At this time, the State is not requiring the implementation of the Rap-Back program. Should this become necessary, an Amendment to the Contract would need to be negotiated and entered into by the parties.

3. Delete RFP Attachment 6.2. Section B.14. In its entirety and renumber remaining sections accordingly.

4. RFP Amendment Effective Date. The revisions set forth herein shall be effective upon release. All other terms and conditions of this RFP not expressly amended herein shall remain in full force and effect.