



**STATE OF TENNESSEE
TENNESSEE BUREAU OF INVESTIGATION**

**REQUEST FOR INFORMATION
FOR
LIVESCAN DEVICES INCLUDING INSTALLATION, IMPLEMENTATION AND
MAINTENANCE AND SUPPORT OF DEVICES
RFI 34800-083022**

1. STATEMENT OF PURPOSE:

The State of Tennessee, Tennessee Bureau of Investigation, issues this Request for Information ("RFI") for the purpose of gaining information to procure livescan devices with peripherals including installation, implementation, training and maintenance and support of devices.

2. BACKGROUND:

The State desires to procure livescan devices and peripherals for selected Tennessee counties to provide the most current technologies for those counties and to allow those counties to submit fingerprints for criminal justice purposes electronically.

The fingerprints, palm prints, mugshot and demographic data must be transmitted to the state (TBI) using the standard for electronically encoding and transmitting biometric image, identification, and arrest data that extends the American National Standards Institute/National Institute of Standards and Technology - Information Technology Laboratory (ANSI/NIST-ITL) standard. ANSI/NIST-ITL is developed and maintained in conjunction with the National Institute of Standards and Technology (NIST) and the biometric identification community. While the aforementioned ANSI/NIST-ITL standard provides the guidelines for the exchange of biometric information between various federal, state, local, tribal, and international systems, the FBI's Electronic Biometric Transmission Specifications (EBTS) defines requirements to which agencies must adhere when electronically communicating with the FBI. The FBI's EBTS and its future revisions will inherit the basic requirements for logical records set forth in the ANSI/NIST-ITL standard. However, the FBI/CJIS-specific requirements for the contents and composition of

logical records Type-1 (Header Information), Type-2 (Transaction Descriptive, Demographic and Biographic Information), Type-4 (Fingerprint Image Descriptive Information), Type-7 (Tenprint Fingerprint Card Images), Type-9 (Fingerprint Minutiae Information), Type-10 (Photo Images), Type-13 (Latent Friction Ridge Images), Type-14 (Variable Resolution Fingerprint Images), Type-15 (Palm Print Images), Type-17 (Iris Images), and other record types are contained in the EBTS.

3. EQUIPMENT REQUIREMENTS:

Livescan devices must have at a minimum of the following capabilities and the following peripherals included with the devices:

A) Livescan Device Requirements:

1. Must include an FBI Appendix F Certified 500 ppi Tenprint/Palmprint Scanner. <https://fbibiospecs.fbi.gov/ebts-1/approved-ebts>
2. Must include livescan application software that is capable of the following:
 - a. Livescan application software will incorporate a “charge table” or a statute-based code (provided by TBI) for the arresting agency to select from during the booking process.
 - b. The live scan application software will include a DNA workflow that verifies the booking ID and name by submitting a 2-finger search, collects the barcode information (using the scanner) from the DNA kits provided to the agencies by TBI, and submits that information via e-mail to the TBI system.
 - c. The livescan application software shall report generation and fingerprint card printing modules and provide system administration and management tools.
 - d. The software must also include automatic placement of out-of-sequence prints and perform quality assurance checks for rolled-to-flat impressions, image quality, and data entry.
3. Must include a compatible Ten Print Card Printer.
4. Must comply with IAFIS/NGI ANSI/NIST image standards, ensuring image quality for all prints (See information in Background section above.)
5. Must be capable of submitting palm print data in a NIST Type-15 record

6. Must be capable of transmitting the fingerprint, demographic, and mugshot data in a NIST format use by the following methods:
 - a. SMTP e-mail as a mime-encoded attachment
 - b. Secure FTP to a configurable host directory
7. Must include local and state law enforcement agencies ORIs in the “arresting agency” drop-down box.
8. Digital Photo / Mugshot Capture shall be a feature on the livescan device.
9. Barcode Reader shall be either a 1D or 2D reader for submitting information on the DNA Swab kit.
10. Must be capable of interfacing with JMS or RMS of law enforcement agency.
11. Livescan devices must have a livescan directory for agency that has a log-in and password in order for user to utilize the device.
12. Livescan devices shall include printer, camera, bar code scanner, or any other peripherals needed in order to operate livescan device as desired.
13. All livescan devices must have a 99% uptime.

4. VENDOR REQUIREMENTS:

- a. Vendor must be an approved vendor in the State of Tennessee pertaining to live scan and have tested their livescan devices with TBI. TBI will require any vendor to test connectivity with the TBI system prior to responding to any RFP that is issued. For more details, potential vendors must contact TBI about becoming an approved vendor. The actual process of becoming an approved vendor is not cumbersome and is anticipated to only take about one week to complete. However, potential vendors: must have staff complete a fingerprint-based background check, must work in cooperation with either an agency or come on-site at TBI Headquarters in Nashville in order to test their product. It is critical that this process be completed prior to eligibility to bid or respond to any upcoming livescan procurement.
- b. Vendor shall provide in-person fingerprint training for law enforcement agency staff assigned to use the equipment, document said training and provide to agency administrator for their files. on the operation of the equipment, to include how to check for email responses from their fingerprint arrest submissions.

- c. Since CJIS information as well as personally identifiable information may be accessed by a Vendor, State will require that any vendor personnel working on any future awarded contract must have passed a fingerprint-based background check.
- d. Vendor shall be responsible for the delivery and set-up of the equipment. This includes connecting the unit to the state network and successfully sending a test submission to the TBI Automated Fingerprint Identification System (AFIS).

5. MAINTENANCE AND SUPPORT:

Vendor shall provide maintenance and support for livescan devices including any peripherals provided by Vendor.

Maintenance and support shall include the following: any updates, upgrades, releases, repairs, modifications, new development, patches, bug fixes, and include any changes to the charge table as may be required. Vendor shall maintain the devices so that they are operating free of defects. Maintenance and Support shall include any patches for the devices, any upgrades to the devices that are necessary for the operation of the devices, and any upgrades to the devices that are necessary for the operation of the devices due to an unsupported software version. Maintenance and support shall include all software and hardware repairs, modifications, or replacements as may be required to keep devices operating efficiently and effectively.

Service level agreements shall at a minimum be as follows:

Problems are divided into three categories:

(1) Critical Problem – Tier 3

- a. Problems or issues in the device that interrupt or prevent the entire customer population from performing regular business operations; or
- b. Problems or issues caused by the device having a catastrophic impact on regular business operations.
- c. Problems in which data may be lost or corrupted

(2) Major Problem – Tier 2

- a. Problems or issues in the device that interrupt or prevent a significant percentage of the customer population from performing regular business operations; or

- b. Problems or issues caused by the device having a major impact on regular business operations.
- c. Problems where device does not work as specified, but there is a simple work-around.
- d. Problem with device where there is no data loss or corruption. If data loss or corruption, the problem shall be deemed critical and a Tier 3 issue.

(3) Minor Problem – Tier 1

- a. Problems or issues in the device that interrupt or prevent an individual from performing regular business operations; or
- b. Problems or issues having a minor impact on regular business operations.
- c. Information requests.
- d. Problems involving minor user interface
- e. Problems where aspects or features of devices are missing or failing.

(1) For each of the above Problem types, the following actions must be taken to resolve the Problem as follows (each time period shall be construed as "action completed within XX timeframe"):

Actions shall follow the following time frames:

Action	Critical	Major	Minor
Initial response	15 min	30 min	3 hours
Time from initial response to final resolution of incident	3 hours	5 hours	1 State Business Day

6. ALTERNATIVE SOLUTION

As an alternative to the purchase of the devices, Vendors may respond to this RFI with a turnkey solution where the State purchases a service from a Vendor that provides placement of livescan devices and peripheral hardware (if required) at law enforcement agency sites. The vendor would be responsible for the installation, testing, maintenance and support, training, interfaces, refreshment of hardware, and full replacement of equipment not functioning properly or replacement of obsolete equipment over the life of the contract. Vendor would be responsible for removing/wiping/destroying all PII on any devices that are removed from the law enforcement agencies' premises if devices were replaced, or contract should terminate.

7.

RFI SCHEDULE OF EVENTS:

EVENT		TIME (Central Time Zone)	DATE (All dates are State business days)
1.	RFI Issued	2:00 PM	September 14, 2022
2.	Questions Submitted by Potential Respondents	2:00 PM	September 22, 2022
3.	Answers Posted to Questions	2:00 PM	September 29, 2022
4.	RFI Response Deadline	2:00 PM	October 10, 2022

8. COMMUNICATIONS:

- 8.1. Please submit your response to this RFI to:
TBI.LivescanRFI@tn.gov
- 8.2. Please feel free to contact the Tennessee Bureau of Investigation with any questions regarding this RFI. The main point of contact will be:
- 8.3. TBI.LivescanRFI@tn.gov Please reference RFI # 34800-083022 with all communications to this RFI.

9. GENERAL INFORMATION:

- 9.1. Please note that responding to this RFI is not a prerequisite for responding to any future solicitations related to this project and a response to this RFI will not create any contract rights. Responses to this RFI will become property of the State.
- 9.2. The information gathered during this RFI is part of an ongoing procurement. To prevent an unfair advantage among potential respondents, the RFI responses will not be available until after the completion of evaluation of any responses, proposals, or bids resulting from a Request for Qualifications,
- 9.3. Request for Proposals, Invitation to Bid or other procurement method. In the event that the state chooses not to go further in the procurement process and responses are never evaluated, the responses to the procurement including the responses to the RFI, will be considered confidential by the State.

9.4. The State will not pay for any costs associated with responding to this RFI.

10. INFORMATIONAL FORMS:

The State is requesting the following information from all interested parties.
Please fill out the following forms:

RFI #34800-083022	
TECHNICAL INFORMATIONAL FORM	
1. RESPONDENT LEGAL ENTITY NAME:	
2. RESPONDENT CONTACT PERSON: Name, Title: Address: Phone Number: Email:	
3. BRIEF DESCRIPTION OF EXPERIENCE PROVIDING SIMILAR SCOPE OF SERVICES/PRODUCTS	
4. Provide a proposed timeline for the project. Project for purchase of devices must be completed prior to June 2023.	
5. Detail what hardware will be included with the livescan device.	
6. Describe your product's maintenance and support plan.	
7. Describe how you would provide training of livescan devices and peripherals.	
8. As an alternative solution, and if applicable, please describe how you would achieve an alternative solution to the purchase of livescan devices and peripherals as mentioned in Section 6 of the RFI.	

COST INFORMATIONAL FORM
1. Describe what pricing units you typically utilize for similar services or goods (e.g., per hour, each, etc.): Do not describe with a time and materials approach. Describe as fixed pricing.
2. Describe the typical price range for similar services or goods
3. Describe what services are included in maintenance and support and pricing for five years of maintenance and support plan.
4. Describe what services are included in maintenance and support and pricing for three years of maintenance and support plan
5. If applicable, describe pricing for a turnkey solution as described in Section 6 for a three-year period.
6. If applicable, describe pricing for a turnkey solution as described in Section 6 for a five-year period.

ADDITIONAL CONSIDERATIONS
1. Please provide input on alternative approaches or additional things to consider that might benefit the State: