|  |  |
| --- | --- |
| seal-jpg | **STATE OF TENNESSEETENNESSEE BUREAU OF INVESTIGATION****REQUEST FOR INFORMATION # 34800-083022****AMENDMENT # 2****REQUEST FOR INFORMATION****FOR LIVESCAN DEVICES INCLUDING INSTALLATION, IMPLEMENTATION AND MAINTENANCE AND SUPPORT OF DEVICES** |

**DATE: October 10, 2022**

**RFI # 34800-083022 IS AMENDED AS FOLLOWS:**

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

|  |  |  |
| --- | --- | --- |
| **EVENT** | **TIME****(Central Time Zone)** | **DATE****(all dates are State business days)** |
| **EVENT** | **TIME****(Central Time Zone)** | **DATE****(all dates are State business days)** |  |
|  | RFI Issued |  | September 14, 2022 |
|  | Questions Submitted by Potential Respondents |  | September 22, 2022 |
|  | Answers Posted to Questions |  | October 10, 2022 |
|  | RFI Response Deadline |  | October 24, 2022 |

1. **State responses to questions and comments in the table below amend and clarify this RFI.**
2. **State responses to questions and comments in the table below amend and clarify this RFI.**

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

| **QUESTION / COMMENT** | **STATE RESPONSE** |
| --- | --- |
|  | 1. Can you please clarify the following;

What is the “ongoing procurement”? Is there an existing contract that is being amended? Is that information available? If so, where? | The RFI is to request information from potentialContractors. There is no currentContractor. |
|  | 1. Cost Informational Form -1. It asks for a per hour pricing but also says do not give time and materials. Please clarify.
 | No. It should be a flat fee.There is no hourly rate. |
|  | 1. Has funding been reserved or a budget been allocated for this project as of yet?
 | Yes.  |
|  | 1. If the RFI does proceed to an RFP is there a timeline that the department is hoping to follow regarding an RFP release?
 | The earliest release of an RFP would be January of 2023.  |
|  | 1. Are there any incumbent contracts in place for this service?
 | No.  |
|  | 1. Are palm prints required for all LE submissions, specific charges, please clarify?
 | Yes. |
|  | 1. Are mug shots mandatory for all LE submissions, specific charges, please clarify?
 |  Yes. Mug shots are required. |
|  | 1. Equipment Requirements-What format are the codes tables in?
 | The RFP will give any potential bidders specifics as to what is required for equipment and any necessary codes. |
|  | 1. Item 2.C. is not clear. What type of report is required? Should this read “The live scan application will support report generation?
 | The report should provide the number of fingerprint arrests submitted, received, or rejected. |
|  | 1. Item 2.d Automatic placement of out-of-sequence prints. Please elaborate on automatic placement of prints? Should the application place the out of sequence finger in the correct location without operator intervention? Or is it OK to warn the operator and request the correct finger
 | It is appropriate for the live scan device to notify (warn) the operator and to correct the fingerprint. |
|  | 1. Live scan devices must have a livescan directory for agency that has a log-in and password for user to utilize the device. What does this mean – please provide additional clarification on this? Is this asking for Active Directory Integration?
 | Each user agency should assign the live scan with agency staff name for log-in/password compliance. Yes |
|  | 1. The Maintenance and Support section talks about three tiers of problems and resolution timing.  Should this be assumed to be 24X7x365?
 | It will depend on the level of problem. If it is a critical problem, resolution will be 24/7. Lower tiered issues will be based on business day/hours. |
|  | 1. What is the quantity of Livescans that you plan to deploy during the initial delivery?
 | Currently, the plan is to have 30 live scan devices and 6 portable devices for a total of 36. |
|  | 1. What is your scaling approach? Will the number of Livescans increase from the initial delivery at any time during the term of the contract? (For instance, the initial quantity could be 10 Livescans, which could then grow to 50 Livescans in the coming months or years.)
 | Currently, the plan is to increase the number of machines each year. The project is in its infancy and is still being assessed.  |
|  | 1. Please specify how many ToT’s are expected? like:

 CAR, DNA, REG, etc. | An exact number has not been determined but the following will be required: CAR, MAP (Law Enforcement Applicant), SOR registration, Criminal Inquiry only, DNA, Local criminal, Local applicant |
|  | 1. Are any applicant ToT expected or system will be exclusively for criminal bookings?

 What are specifications for responses back to Livescan systems? | Law enforcement applicants along with criminal bookings will be expected.The RFP will detail any necessary specifications.  |
|  | 1. What are the specifications for Report generation?

 Are the specific reports required? | No specific reports are being required at this time. |
|  | 1. Are interfaces with JMS & RMS is expected one way

 or two way or mixed based on agency need? | We prefer a “two way” interface with JMS/RMS (send email responses from live scan to RMS/JMS) |
|  | 1. Will the Live scans be sourced from multiple vendors

or from a single vendor? (For instance, you will purchase all your Live scans from Thales.) | It is our desire that it be all from one vendor. |
|  | 1. Which Live Scan hardware form factor: Live Scan Fixed or Adjustable Cabinet, or Live Scan Workstation?

Can you confirm that a Livescan device is a Live Scan solution including a scanner and all the hardware peripherals (such as PC, display, palm fingerprint scanner, foot pedal, mugshot camera, printer, barcode reader, UPS, etc.)? | The following would be required: Live Scan Fixed or Adjustable Cabinet; The live scan device solution should include a scanner and all the hardware peripherals |
|  | 1. The RFI mentions Type-17 records (IRIS). What are the requirements and specifications for your IRIS use case? Typically, EBTS is quite extensive, what other record types are expected?
 | IRIS is not required, and it was not mentioned in the RFI. |
|  | 1. Can TBI please provide a sample charge table? How many entries are in the charge table? Please confirm if a remote auto update of charge table file will also be required?
 | We are a “Free-Text” state. Our charge table is only associated with certain charges. The booking agency would be notified during the booking process when to update/modify/add charge(s). |
|  | 1. Does TBI require an FBI Printer for finger and palm cards? Are the any hardware or software specifications for printing?
 | There is no requirement for an FBI printer. There are no specific hardware or software specifications for printing. |
|  | 1. Are the Live scans expected to include hardware redundancies?
 | No. |
|  | 1. Can you expand on the process for becoming an approved vendor?

What is the testing process that needs to be completed?How long does this typically take to schedule and complete?Can you share an interface control document, or are you following the latest FBI EBTS standard for each TOT? | Contact the TBI’s Biometric Services Center at TBI.DataQuality@tn.gov. Potential vendor needs to request a vendor packet be sent to the company contact person. Once the vendor packet is completed, the Vendor will be required to conduct applicable testing of their product on the pre-production switch. 3 – 5 business days. Once approval status for vendor has been created, appropriate documentation/information will be provided to the vendor. |
|  | 1. Can the State clarify the scenarios for an unsupported software version and what responsibility the vendor has for those scenarios?

Who will be responsible for OS patching, Antivirus system and updates?Who will be responsible of Livescan software update-upgrade when an OS goes EOL and system got upgraded to comply with FBI CJIS security policies? | Contractor would be responsible for making sure that the livescan is working correctly including maintaining any unsupported software on the device.  |
|  | 1. How is your SLA calculated? Please describe in detail the vendor’s compliance to the SLA is evaluated (Monthly / Quarterly /Annual basis). Is there a

penalty scheme for SLA deviations? | This is to be determined before an RFP is issued.  |
|  | 1. Please confirm that TBI is also seeking an alternative solution where the Livescan hardware would be leased by TBI rather than owned.
 | Yes. That is correct. |
|  | 1. When do you expect to release the Livescan RFP?
 | No earlier than January 2023. |
|  | 1. Is a vendor solution demonstration part of the RFP

process? | We have not decided about whether there will be a demonstration. |
|  | 1. What is the expected date of award of the contract to successful vendor(s)?

What is the deployment schedule for the Live scan solution? | January 2023. Deployment schedules have not been determined.  |
|  |

|  |
| --- |
| 1. What hardware peripherals do you require with the Live scans?
 |
|  * PC
* 19” LCD monitor
* Live Scan cabinet
* 500 ppi LiveScan tenprint/palm print scanner
* PTZ (pan/tilt/zoom) mugshot camera mounted
 |
| on cabinet* Printer
* Barcode reader
* Iris scanner
* Uninterruptable Power Supply (UPS)
 |
|  |
|  |
|  |

 | All necessary peripherals are listed in the question.  |
|  |

|  |
| --- |
| 1. Specify the training format - Onsite training or
 |
|  remote training will be acceptable. |

 | Remote Training would be acceptable but onsite training is preferable during the installation |
|  | 1. Any Train the trainer trainings will be required?
 | Yes, this would be a preferred training method.  |
|  | 1. Where can I submit our information so we can become a state approved vendor?
 | See Question 25 above. |

1. **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.