



Responses to questions:

Q1. Page 16, Section 3.1 Service Requirements Item # 1- Can applicants continue to be fingerprinted on hard cards? How is the selected vendor supposed to handle ABI “rejections” (When ABI rejects a print without processing or returning an unclassifiable response)? What should the vendor do when ABI asks for 3rd and 4th sets of fingerprints? What does the vendor do if ABI asks for manual hard cards to be processed?

R1. A. *Can applicants continue to be fingerprinted on hard cards?*

No. The Department expects the vendor to live scan applicants at designated locations throughout the state of Alabama. The Department expects that live scan fingerprinting should greatly curtail the number of rejections and unclassifiable prints as well as the need for re-submissions. The use of manual fingerprinting on hard cards is not the preferred method of transmission and should be utilized only when live scan fingerprinting is unavailable or impractical, as determined by the Department or ABI. The Department understands that limited circumstances, such as, but not limited to, out-of-state applicants, natural disasters, and/or ABI requests, may require that some applicants be manually fingerprinted on hard cards.

B. *How is the selected vendor supposed to handle ABI “rejections” (When ABI rejects a print without processing or returning an unclassifiable response)?*

The Department expects that applicants that have undergone a fingerprint scan and had their prints deemed to be rejections or unclassifiable must be re-scanned by the vendor within a vendor-prescribed timeframe at no additional charge to the applicant, unless otherwise directed by ABI. The selected vendor must comply with ABI requirements regarding the submission and acceptability of fingerprints.

C. *What should the vendor do when ABI asks for 3rd and 4th sets of fingerprints?*

The selected vendor must comply with ABI requirements regarding the submission and acceptability of fingerprints. The necessity for 3rd and 4th sets of fingerprints should be a rare occurrence.

D. *What does the vendor do if ABI asks for manual hard cards to be processed?*

The selected vendor must comply with ABI requirements regarding the submission and acceptability of fingerprints.



- Q2.** Page 7, Section 1.3, Contract Term vs. page 20 Section 3.1 Service Requirements Item # 33 The contract term begins October 1, 2014 but fingerprinting sites must be operational by January 15, 2015. How does DHR plan on processing fingerprints between October 1, 2014 & January 15, 2015?
- R2.** The Department expects to continue with the current vendor, Daon, until January 15, 2015. If a new vendor is selected, the Department expects the new vendor to test and implement its system and begin full performance as soon as possible after October 1, 2014.
- Q3.** Page 16, Section 3.1 Service Requirements Item # 10 - Is DHR going to provide a list of acceptable requesting agencies?
- R3.** The vendor will not need a list of acceptable requesting agencies because the Department will screen the DHR-Fee Paid applicants. The Department expects to receive an individualized validation code for each DHR-Fee Paid applicant via the vendor-created program. Non-DHR Fee Paid applicants will bear their own expense. The current RFP requires that the vendor-created system provide notice to all potential applicants that non-DHR affiliated submissions will not result in suitability determinations and fees proffered by the non-DHR affiliated applicant will not be refunded. The Department expects the vendor-created website to provide notice to all potential applicants that they should contact DHR Office of Criminal History before attempting to submit applications in the event that they are unsure of their affiliation with DHR so as to deter unnecessary submissions.
- Q4.** Page 16, Section 3.1 Service Requirements item # 8 – Is the vendor expected to accept cash and personal checks from each individual applicant?
- R4.** The Department defers to the vendor regarding the method of acceptable payment for fingerprinting services. The Department contemplates that the selected vendor would want a verifiable means of payment. The Department requires periodic and monthly accounting for the fingerprinting services rendered. Additionally, the vendor is responsible for submitting payment to ABI (who in turn pays FBI) for the non-DHR fee paid applicants. The Department is responsible for payment to ABI (which in turn pays FBI) for DHR-fee paid applicants.
- Q5.** Page 16, Section 3.1 Service Requirements Item # 16 – Can you please define what “extraordinary circumstances” would include? Is mobile fingerprinting needed throughout the entire state? Who determines who is eligible for mobile fingerprinting?
- R5.** Extraordinary circumstances include, but are not limited to, vendor-created sites being down more than 72 hours, excluding a natural disaster. Extraordinary circumstances would also include fingerprinting applicants that are unable to go to vendor-designated sites to



undergo fingerprinting services, primarily bedridden individuals, as determined by DHR. The Department expects that mobile services will be available, if needed, throughout the state.

Q6. Page 8, Section 1.6.3 Disclosure Statement- Is the disclosure statement only need to be completed by the vendor, what about the vendor's affiliates and subcontractors?

R6. Yes. The vendor and its affiliates and subcontractors must complete disclosure statements.

Q7. Page 9 Section 1.7.3 Subcontractors- Who do you consider a subcontractor? ALDHR Responsibilities #27- Does this include photographs?

R7. A. Who do you consider a subcontractor?

Subcontractor refers to anyone paid to provide any service as a result of a contract for this procurement that is not part of the primary contractor's staff.

B. ALDHR Responsibilities #27- Does this include photographs?

The Department does not expect photographs or any personal data or images to be retained in the system at the local fingerprinting sites.