

**State of Oklahoma
Office of Management and Enterprise Services**

PRICE/COST - ORIGINAL

In Response to:

Solicitation Number: 0900000300

Statewide Electronic Fingerprinting (Livescan) Services

Submission Date:

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Submitted to:

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Our Mission

To simplify, protect and secure people's lives.

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PRICE/COST

G. Price and Cost

Applicable services will be submitted as a price per fingerprint rate for the services offered.

The price response should be easily broken out into component that make up the overall cost of the fingerprinting service as referenced in Section C.4.

C.4. Pricing

C.4.1. The Supplier will charge and collect from the applicant and remit to OSBI the statutory amount required for state and federal fingerprint criminal history record information (CHRI). Supplier will also collect the charge for its own processing fee to include the 1% contract administration fee referenced in Section B.4. Supplier must provide applicants with a convenient method of payment (e.g., cash, credit card, money order or cashier's check).

IDEMIA has the proven capability, experience, and expertise to collect, transmit and account for all fees as we do today for Oklahoma Applicants and Agencies. We currently collect fees for approximately seven million applicants annually and remit the appropriate FBI and other fees to numerous state and federal agencies, including electronic fee payments in Massachusetts, Texas, New York, Nevada, and for the U.S. Department of Homeland Security – Transportation Security Administration Universal Enrollment Services program.

IDEMIA will charge and collect the statutory amount required for the state and federal fingerprint criminal history record information (CHRI) from the Applicant. We will also collect the processing fees, which will include the 1% contract administration fee.

IDEMIA accepts payment in the form of credit card (VISA, MasterCard, Discover, and American Express), personal or business check, debit card, money order, or billing account for Agencies.

Our Dedicated Billing Department Quickly Establishes Billing Accounts

Our internal billing department quickly establishes billing accounts for fingerprinting services:

- In New York, we established 1,660 billing accounts in six months.
- In Pennsylvania, we've already established more than 700 billing accounts since the program went live on November 28, 2017. We expect to add more accounts in 2018.

C.4.2. Prospective Suppliers must state what their service fee to the applicants will be.

IDEMIA proposes a \$9.25 service fee for the State of Oklahoma Applicants.

C.4.3. There will be no costs to State or Affiliate entities related to this contract, unless specified otherwise via Addendum.

IDEMIA proposes no costs to State or Affiliate entities related to this contract. If work is requested by State or Affiliate entities that is outside the scope of this contract, IDEMIA will provide the entities with a cost proposal for consideration and would only perform such work if an Addendum is executed.

C.4.4. The Supplier will provide a yearly report at the time of renewal of all transactions and whether they were accepted or rejected for compliance and performance monitoring. Reports will be sent to strategic.sourcing@omes.ok.gov.

IDEMIA will provide an annual report on all transactions at the time of contract renewal. The report will identify if each transaction was accepted or rejected for compliance. The report will also provide performance metrics on the transactions. We will send the reports to strategic.sourcing@omes.ok.gov.

C.4.5. The price response should be easily broken out into components that make up the overall cost of the fingerprinting service.

IDEMIA has the capability, experience, and expertise to collect, transmit and collect all fees from the applicant. We currently collect fees for approximately seven million applicants annually. IDEMIA will assume responsibility the collection of any invalid fees collected.

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Item	Applicant Fees
Standard OSBI/FBI fee:	\$41.00
Volunteer OSBI/FBI fee:	\$28.75
DOE fee:	\$3.00
IDEMIA service fee	\$9.25

Optional SERVICE FEES

IDEMIA also proposes the following optional service fees:

Out-of-State Fingerprinting

IDEMIA proposes to provide electronic fingerprinting services for out-of-state Applicants wishing to submit fingerprints via our UEP solution. Initially, IDEMIA will offer out-of-state electronic fingerprinting at our Enrollment Centers in selected cities. Over time, our nationwide network Enrollment Centers will be enabled to allow electronic Livescan submissions from every state, essentially eliminating the need for out-of-state Card Scan submissions. Applicants utilizing these centers will pay the local fingerprint capture fee in addition to their Oklahoma fee for this service.

Fee per Transaction: \$39.95 local capture fee in addition to the State of Oklahoma fee

On-Site Mobile Fingerprinting

IDEMIA's statewide network of enrollment locations will be sufficient to allow any Applicant to be fingerprinted within the State's requirements. As further described in response to the State of Oklahoma Requirement C.10.8., IDEMIA also offers an optional, premium provided for customers who desire on-site mobile fingerprinting anywhere in the state, within 30 business days of a request, for groups of 30 or more. On-site services provide added convenience and

coverage for specific opportunities such as orientation sessions, new teacher hiring times or other group situations.

Fee per Transaction: \$10.00 per Applicant in addition to the State of Oklahoma fee

UEP Premium Items

In addition to UEP core functionality, IDEMIA offers the following optional capabilities to the State of Oklahoma, Agencies, and Affiliates:

- ***Biometric Portal*** - IDEMIA's UEP software has the capability to store images of biometrics captured (photos, fingerprints, identity documents). Agencies and Affiliates can optionally utilize our Admin Web Portal to access these biometrics for research and forensics purposes.
- ***Ticketing Tool*** - Users can manage Applicant support inquiries across multiple teams.
- ***Service Code Lookup*** - Applicants can perform a look-up by ORI or IDEMIA can provide state-specific Applicant populations to choose from.
- ***Address Verification*** - This feature validates that the street address, city, state, and zip code provided by an Applicant is a valid combination recognized by the United States Postal Service.

Fee per Transaction: \$1.00 per Applicant in addition to State fee for participating Agencies/Affiliates

Back-up Print Capture for Poor Quality Prints

When digitally collecting fingerprints, IDEMIA's workstation software will automatically compute quality scores for each finger. If the score for a fingerprint is below an acceptable threshold, the software will direct the Enrollment Agent to re-collect the fingerprint. If the Enrollment Agent is unable to collect a fingerprint that meets acceptable quality standards, the software will direct the Enrollment Agent to collect two sets of fingerprints. IDEMIA will always submit the best fingerprint record. However, if that print is rejected by the FBI or the OSBI's AFIS, IDEMIA will automatically submit the second best print without requiring the applicant to revisit an Enrollment Center.

Fee per Transaction: \$1.00 per Applicant in addition to State of Oklahoma fee for participating Agencies/Affiliates

Custom Engineering Requests

In our primary proposal, IDEMIA proposes the technology needed to meet all the requirements of the RFP. State of Oklahoma Agencies and/or Affiliates may request enhancements or changes to the UEP system when needed. Based on availability of resources, IDEMIA will make these changes and bill the agency on a Time and Material basis at the labor rate below.

Engineering Labor Rate: \$175.00 per hour

Agency Owned Livescan Systems

We understand that some Agencies or Affiliates prefer the opportunity to have immediate same day printing in their own facility. Such entities may purchase Livescan equipment and capture fingerprints utilizing that equipment. This allows the Agency or Affiliate to process Applicants on a schedule that meets their individual needs. Agencies wishing to purchase equipment and fingerprint their own Applicants for purposes authorized by statute/regulation will be presented to the State of Oklahoma for pre-approval and must execute a contract amendment. The contract amendment would include terms that ensure fair and equitable treatment of those Agencies or Affiliates choosing to purchase their own Livescan equipment and includes a pass-through of the State's Standard Terms and Conditions, as well as contract-specific requirements applicable to obtaining and submitting Livescan fingerprints for background searches.

Fee per Live Scan Workstation: \$16,616.00 plus tax, if applicable

Annual Maintenance Fees (Year 2 and after): \$1,307.00 per year

C.5. Service Credit for Rejected Transactions

C.5.1. The Supplier will provide a service credit as a percentage of their invoiced or collected scanning processing fees for any month in which the rejection rate for all agencies combined exceeds the specification. If the agency is required to be invoiced per an executed Addendum to the contract, the service credits go to the invoiced Agency. If the Agency or Entity does not execute an Addendum that requires them to be invoiced, the service credits will then go back to the State.

C.5.2. The service credit will be based on a sliding scale. Rejection rates are calculated based on first time rejections for all applicants in the month. Rejection rates will be those determined based on the first time rejections issued by the Oklahoma State Bureau of Investigation for the ORIs of the contracted agencies. Rejection rates will be calculated for sites operated by the Supplier only. Sites operated by State agencies will not be used in determining the rejection rate.

Target Service Credit

< 4.0% 0%

4.0% < 5.0% 1%

5.0% < 6.0% 2%

6.0% < 7.0% 5%

7.0% < 8% 6%

>=8% 10%

IDEMIA understands and acknowledges the Service Credit requirement for rejected fingerprint transactions. We will work with appropriate Agency level personnel to implement all required reporting, tracking, and payments associated with the Service Credit requirement.

C.6. Service Credit for Site Location Compliance

C.6.1. The Supplier will provide a service credit to each agency participating in this contract, a percentage of their invoiced scanning fees for the entire state for any month in which they begin to fail to meet established site location criteria for more than seven (7) business days. The service credit will be based on a sliding scale.

C.6.2. Urban applicants are those residing in Counties identified as Metropolitan or Micropolitan Statistical Areas, as established by the US Bureau of the Census, and should have a radius of no greater than thirty (30) miles from the residing county seat to the fingerprint location.

C.6.3. Urban applicants should not wait more than two (2) business days to obtain a fingerprint appointment.

C.6.4. Urban applicants should have access to a seven of 7 hours of service per operating day, with no greater than three (2) business days between services.

C.6.5. Rural applicants are those residing in Counties identified as non-Metropolitan or non-Micropolitan Statistical Areas, as established by the US Bureau of the Census, and shall have a radius of no greater than fifty (50) miles from the residing county seat to the fingerprint location.

C.6.6. Rural Applicants should not wait more than three (3) business days to obtain a fingerprint appointment.

C.6.7. Rural applicants should have access to a minimum of 4 hours of service per operating day, with no greater than three (3) business days between services.

IDEMIA understands and acknowledges the Service Credit requirement for site location compliance. We will work with appropriate agency level personnel to implement all required reporting, tracking, and payments associated with the Service Credit requirement.

C.6.8. For any month beginning in which a site location criteria is not met for more than seven (7) business days, the following sliding scale service credit criteria shall apply to invoiced or collected scanning administrative fees for that month. If the agency is required to be invoiced per an executed Addendum to the contract, the service credits go back to the invoiced Agency. If the Agency or Entity does not execute an Addendum that requires them to be invoiced the service credits will go back to the State.

IDEMIA understands the sliding scale as it pertains to the Service Credit requirement and will work with appropriate Agency level personnel to implement all required reporting, tracking, and payments associated with the Service Credit requirement. IDEMIA understands how the State wishes to handle these fees for agencies handled by invoice.

C.6.9. Where the criteria are not met for a period greater than four weeks, the service credit criteria will apply to each additional month until the site criteria are met.

Weeks out of compliance	Service Credit
2	1%
3	2%
4	4%
5	5%
6	6%
7	7%
>7	10%

IDEMIA understands and acknowledges the sliding scale as it pertains to the Service Credit requirement for subsequent months of non-compliance. We will work with appropriate Agency level personnel to implement all required reporting, tracking, and payments associated with the Service Credit requirement. IDEMIA

C.6.10. The State shall be notified by the Supplier within one (1) business day of any site closures. Where an agency becomes aware of site closure they may contact the Supplier to inquire on the status of the site. If a site closure that will result in the site location criteria to not be met is confirmed, the agency and supplier will notify the OMES CP Contracting Officer. The Supplier shall file a plan with the OMES-CP contracting officer that details the plan for service coverage and/or replacement if an outage of greater than seven business days is expected.

IDEMIA will work with the State and all user Agencies to implement a Site Closure notification process, which will insure visibility and transparency. Notifications will occur within one business day. This process will include the appropriate notification to Oklahoma Office of Management and Enterprise Services Contract Procurement (OMES CP) Contracting Officer or other Point of Contact as indicated by OMES.

If an outage greater than seven business days is expected, IDEMIA will ensure that a service coverage or replacement plan is defined and filed with OMES as required.

C.6.11. The use of a temporary or mobile site to provide site services is acceptable to satisfy the terms of this section regarding Site Location Compliance.

IDEMIA understands and acknowledges that the use of temporary or mobile Enrollment Center sites to insure fulfillment of the Site Location Compliance requirement is acceptable.