Technical Proposal

West Virginia Statewide Contract for Fingerprinting Services

Solicitation No. CRFP 0212 SWC2200000002

Submittal Date:
July 5, 2022

Submitted by:
Meghan Peterson
Manager, Business Development,
Justice & Public Safety
Northeast and Midwest Region
IDEMIA Identity & Security USA LLC USA
11951 Freedom Drive, Reston, VA 20190
Mobile: 978-427-7818
Email: Meghan.Peterson@us.idemia.com

Submitted to:
Bid Clerk
Department of Administration
Purchasing Division
2019 Washington ST E
Charleston, WV 25305
US
Buyer: Jessica L. Hovanec
Telephone: 304-558-2314
Email: Jessica.l.hovanec@wv.gov

$\langle\!\langle\,|\,\rangle\!\rangle$ **IDEMIA**
augmented identity

07/05/22 09:28:08
WV Purchasing Division

Authorized Signature:

Casey Mayfield, Sr. Vice President, Justice & Public Safety

TABLE OF CONTENTS

LIST OF FIGURES

IDEMIA

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LIST OF TABLES

IDEMIA

June 29, 2022

The State of West Virginia
Department of Administration, Purchasing Division
2019 Washington St E, Charleston, WV 25305
Attn.: Jessica L Hovanec

Subject: IDEMIA USA Response to Request for Statewide Contract for Fingerprinting Services
Solicitation#: CRFP 0212 SWC2200000002

Dear Ms. Hovanec,

The West Virginia Department of Administration, Purchasing Division is requesting proposals from qualified and experienced vendors to provide statewide electronic Live Scan fingerprinting services for State and private agencies. The State seeks services in conjunction with licensing, volunteering, employment responsibilities, or any other required noncriminal justice fingerprinting purposes currently being processed by or through the West Virginia State Police Central Repository Criminal Identification Bureau. As the current fingerprinting service provider for West Virginia since 2011, we are firmly committed to continuing our long-term partnership with the State of West Virginia and the Applicants we serve.

Our experience with the program and established relationships throughout the State give us a thorough understanding of the scope of work required to continue supporting your program. Our goal is to enhance our current customer service levels; add additional enrollment centers to expand our network; and continue to provide fast, simple, safe, convenient, and professional fingerprinting services for the State of West Virginia and its Applicants.

Our response details how our experience, proven solutions, qualifications, and capabilities make us the best option to continue serving the State of West Virginia's fingerprinting program. We submit our response in accordance with the Request for Proposal (RFP) instructions and requirements.

Ms. Meghan Peterson is your main point of contact for this RFP response. Ms. Peterson will be available to answer your questions or provide clarification and additional information. You can reach Ms. Peterson via email at meghan.peterson@us.idemia.com or by phone: (978) 427-7818.

We look forward to continuing our long term, successful partnership in supporting your statewide fingerprinting network. We thank you for your time and consideration.

Sincerely,

Casey Mayfield
Senior Vice President, Justice & Public Safety

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AUTHORIZATION TO BIND IDEMIA USA IN A CONTRACTUAL RELATIONSHIP

REQUEST FOR PROPOSAL
(Applicant Fingerprinting Services)

Proposal 1: Step 1 – $1,000,000 / $1,000,000 = Cost Score Percentage of 1 (100%)
Step 2 – 1 X 50 = Total Cost Score of 50

Proposal 2: Step 1– $1,000,000 / $1,100,000 = Cost Score Percentage of 0.909091 (90.9091%)
Step 2 – 0.909091 X 50 = Total Cost Score of 45.45455

6.8. Availability of Information: Proposal submissions become public and are available for review immediately after opening pursuant to West Virginia Code §5A-3-11(h). All other information associated with the RFP, including but not limited to, technical scores and reasons for disqualification, will not be available until after the contract has been awarded pursuant to West Virginia Code of State Rules §148-1-6.3.d.

By signing below, I certify that I have reviewed this Request for Proposal in its entirety; understand the requirements, terms and conditions, and other information contained herein; that I am submitting this proposal for review and consideration; that I am authorized by the bidder to execute this bid or any documents related thereto on bidder's behalf; that I am authorized to bind the bidder in a contractual relationship; and that, to the best of my knowledge, the bidder has properly registered with any State agency that may require registration.

Idemia Identity & Security USA LLC
—————————————————————
(Company)

Casey Mayfield, Sr. Vice President, Justice & Public Safety
—————————————————————
(Representative Name, Title)

Telephone: 217-720-5277, email: casey.mayfield@us.idemia.com
—————————————————————
(Contact Phone/Fax Number)

June 29, 2022
—————————————————————
(Date)

Revised 07/01/2021

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ADDENDUM ACKNOWLEDGEMENT

ADDENDUM ACKNOWLEDGEMENT FORM
SOLICITATION NO.: CRFP SWC2200000002

Instructions: Please acknowledge receipt of all addenda issued with this solicitation by completing this addendum acknowledgment form. Check the box next to each addendum received and sign below. Failure to acknowledge addenda may result in bid disqualification.

Acknowledgment: I hereby acknowledge receipt of the following addenda and have made the necessary revisions to my proposal, plans and/or specification, etc.

Addendum Numbers Received:
(Check the box next to each addendum received)

[X] Addendum No. 1   [   ] Addendum No. 6

[X] Addendum No. 2   [   ] Addendum No. 7

[   ] Addendum No. 3   [   ] Addendum No. 8

[   ] Addendum No. 4   [   ] Addendum No. 9

[   ] Addendum No. 5   [   ] Addendum No. 10

I understand that failure to confirm the receipt of addenda may be cause for rejection of this bid. I further understand that that any verbal representation made or assumed to be made during any oral discussion held between Vendor's representatives and any state personnel is not binding. Only the information issued in writing and added to the specifications by an official addendum is binding.

Idemia Identity & Security USA LLC
_____
Company

Casey Mayfield
_____
Authorized Signature

June 29, 2022
_____
Date

NOTE: This addendum acknowledgement should be submitted with the bid to expedite document processing.

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RFP COVER PAGE

Department of Administration **Purchasing Division** **2019 Washington Street East** **Post Office Box 50130** **Charleston, WV 25305-0130**	**State of West Virginia** **Centralized Request for Proposals** **Service - Prof**	

Proc Folder: 1054629		**Reason for Modification:**
Doc Description: Statewide Contract for Fingerprinting Services		
Proc Type: Statewide MA (Open End)		

Date Issued	Solicitation Closes	Solicitation No	Version
2022-06-02	2022-06-23 13:30	CRFP 0212 SWC2200000002	1

BID RECEIVING LOCATION

BID CLERK
DEPARTMENT OF ADMINISTRATION
PURCHASING DIVISION
2019 WASHINGTON ST E
CHARLESTON   WV   25305
US

VENDOR

Vendor Customer Code: 000000187048

Vendor Name : Idemia Identity & Security USA LLC

Address : 11951 Freedom Drive, Suite 1800

Street :

City : Reston

State : Virginia   **Country :** USA   **Zip :** 20190

Principal Contact : Meghan Peterson

Vendor Contact Phone: 978-427-7818   **Extension:**

FOR INFORMATION CONTACT THE BUYER
Jessica L Hovanec
304-558-2314
jessica.l.hovanec@wv.gov

Vendor Signature X _Casey Mayfield_   **FEIN#** 043320515   **DATE** June 28, 2022

All offers subject to all terms and conditions contained in this solicitation

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ADDITIONAL INFORMATION

The West Virginia Purchasing Division is soliciting responses to obtain Electronic Live Scan Fingerprinting Services for Non-Criminal Justice purposes that will be utilized by State and Private Agencies and processed through the West Virginia State Police Repository Criminal Identification Bureau per the specifications and terms and conditions as attached hereto.

****ONLINE SUBMISSIONS FOR THIS REQUEST FOR PROPOSAL (RFP) ARE PROHIBITED****

****ADDITIONALLY, the Vendor should clearly separate and identify the cost proposal from the technical proposal in a separately sealed envelope.

INVOICE TO	SHIP TO
ALL STATE AGENCIES VARIOUS LOCATIONS AS INDICATED BY ORDER	STATE OF WEST VIRGINIA VARIOUS LOCATIONS AS INDICATED BY ORDER
No City WV 99999 US	No City WV 99999 US

Line	Comm Ln Desc	Qty	Unit of Measure	Unit Price	Total Price
1	Fingerprint Services - See Cost Sheet	1.00000	EA		

Comm Code	Manufacturer	Specification	Model #
92121602			

Extended Description:
Applicant Fingerprint Services - See Exhibit A: Cost Sheet

SCHEDULE OF EVENTS

Line	Event	Event Date
1	Technical Questions due by June 10, 2022 at 10:00 AM ET	2022-06-10

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	Document Phase	Document Description	Page 3
SWC2200000002	Final	Statewide Contract for Fingerprinting Services	

ADDITIONAL TERMS AND CONDITIONS

See attached document(s) for additional Terms and Conditions

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ADDENDUM #1 COVER PAGE

Department of Administration Purchasing Division 2019 Washington Street East Post Office Box 50130 Charleston, WV 25305-0130	State of West Virginia Centralized Request for Proposals Service - Prof

Proc Folder:	1054629	Reason for Modification:
Doc Description: Addendum #1 Statewide Contract for Fingerprinting Services		Addendum #1 to move bid opening from 6/23/2022 to 6/30/2022.
Proc Type:	Statewide MA (Open End)	

Date Issued	Solicitation Closes	Solicitation No	Version
2022-06-21	2022-06-30 13:30	CRFP 0212 SWC2200000002	2

BID RECEIVING LOCATION

BID CLERK
DEPARTMENT OF ADMINISTRATION
PURCHASING DIVISION
2019 WASHINGTON ST E
CHARLESTON   WV   25305
US

VENDOR

Vendor Customer Code: 000000187048

Vendor Name :   Idemia Identity & Security USA LLC

Address :   11951 Freedom Drive, Suite 1800

Street :

City :   Reston

State :   Virginia   **Country :**   USA   **Zip :** 20190

Principal Contact :   Meghan Peterson

Vendor Contact Phone: 978-427-7818   **Extension:**

FOR INFORMATION CONTACT THE BUYER
Jessica L Hovanec
304-558-2314
jessica.l.hovanec@wv.gov

Vendor
Signature X _Casey Mayfield_   Casey Mayfield   **FEIN#** 043320515   **DATE** June 29, 2022

All offers subject to all terms and conditions contained in this solicitation

7

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ADDITIONAL INFORMATION

Addendum #1 to move bid opening from 06/23/2022 to 06/30/2022.

The West Virginia Purchasing Division is soliciting responses to obtain Electronic Live Scan Fingerprinting Services for Non-Criminal Justice purposes that will be utilized by State and Private Agencies and processed through the West Virginia State Police Repository Criminal Identification Bureau per the specifications and terms and conditions as attached hereto.

****ONLINE SUBMISSIONS FOR THIS REQUEST FOR PROPOSAL (RFP) ARE PROHIBITED****

****ADDITIONALLY, the Vendor should clearly separate and identify the cost proposal from the technical proposal in a separately sealed envelope.

INVOICE TO			SHIP TO		
ALL STATE AGENCIES			STATE OF WEST VIRGINIA		
VARIOUS LOCATIONS AS INDICATED BY ORDER			VARIOUS LOCATIONS AS INDICATED BY ORDER		
No City	WV	99999	No City	WV	99999
US			US		

Line	Comm Ln Desc	Qty	Unit of Measure	Unit Price	Total Price
1	Fingerprint Services - See Cost Sheet	1.00000	EA		

Comm Code	Manufacturer	Specification	Model #
92121602			

Extended Description:
Applicant Fingerprint Services - See Exhibit A: Cost Sheet

SCHEDULE OF EVENTS		
Line	Event	Event Date
1	Technical Questions due by June 10, 2022 at 10:00 AM ET	2022-06-10

8

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	Document Phase	Document Description	Page 3
SWC2200000002	Final	Addendum #1 Statewide Contract for Fingerprinting Services	

ADDITIONAL TERMS AND CONDITIONS

See attached document(s) for additional Terms and Conditions

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ADDENDUM #2 COVER PAGE

	Department of Administration Purchasing Division 2019 Washington Street East Post Office Box 50130 Charleston, WV 25305-0130	State of West Virginia Centralized Request for Proposals Service - Prof

Proc Folder:	1054629		Reason for Modification:
Doc Description:	Addendum #2 Statewide Contract for Fingerprinting Services		Addendum #2 to attach the vendor questions and answers and to move bid opening to 07/05/2022.
Proc Type:	Statewide MA (Open End)		

Date Issued	Solicitation Closes	Solicitation No	Version
2022-06-24	2022-07-05 13:30	CRFP 0212 SWC2200000002	3

BID RECEIVING LOCATION

BID CLERK
DEPARTMENT OF ADMINISTRATION
PURCHASING DIVISION
2019 WASHINGTON ST E
CHARLESTON   WV   25305
US

VENDOR

Vendor Customer Code:	000000187048			
Vendor Name :	Idemia Identity & Security USA LLC			
Address :	11951 Freedom Drive, Suite 1800			
Street :				
City :	Reston			
State :	Virginia	Country : USA	Zip :	20190
Principal Contact :	Meghan Peterson			
Vendor Contact Phone:	978-427-7818	Extension:		

FOR INFORMATION CONTACT THE BUYER
Jessica L Hovanec
304-558-2314
jessica.l.hovanec@wv.gov

Vendor
Signature X _____   Casey Mayfield   **FEIN#** 043320515   **DATE** June 29, 2022

All offers subject to all terms and conditions contained in this solicitation

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ADDITIONAL INFORMATION

Addendum #2 to attach the vendor questions and answers and to move bid opening to 07/05/2022. Bid opening time remains the same at 1:30 PM ET.

The West Virginia Purchasing Division is soliciting responses to obtain Electronic Live Scan Fingerprinting Services for Non-Criminal Justice purposes that will be utilized by State and Private Agencies and processed through the West Virginia State Police Repository Criminal Identification Bureau per the specifications and terms and conditions as attached hereto.

****ONLINE SUBMISSIONS FOR THIS REQUEST FOR PROPOSAL (RFP) ARE PROHIBITED****

****ADDITIONALLY, the Vendor should clearly separate and identify the cost proposal from the technical proposal in a separately sealed envelope.

INVOICE TO	SHIP TO
ALL STATE AGENCIES VARIOUS LOCATIONS AS INDICATED BY ORDER No City WV 99999 US	STATE OF WEST VIRGINIA VARIOUS LOCATIONS AS INDICATED BY ORDER No City WV 99999 US

Line	Comm Ln Desc	Qty	Unit of Measure	Unit Price	Total Price
1	Fingerprint Services - See Cost Sheet	1.00000	EA		

Comm Code	Manufacturer	Specification	Model #
92121602			

Extended Description:
Applicant Fingerprint Services - See Exhibit A: Cost Sheet

SCHEDULE OF EVENTS

Line	Event	Event Date
1	Technical Questions due by June 10, 2022 at 10:00 AM ET	2022-06-10

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	Document Phase	Document Description	Page 3
SWC2200000002	Final	Addendum #2 Statewide Contract for Fingerprinting Services	

ADDITIONAL TERMS AND CONDITIONS

See attached document(s) for additional Terms and Conditions

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EXECUTIVE SUMMARY

The State of West Virginia seeks a qualified and experienced vendor to provide statewide electronic Live Scan fingerprinting services for State and private agencies in conjunction with licensing, volunteering, employment responsibilities, or any other required non-criminal justice fingerprinting purposes currently processed by or through the West Virginia State Police (WVSP) Central Repository Criminal Identification Bureau. IDEMIA Identity & Security USA LLC (IDEMIA USA) is pleased to provide this response to demonstrate our commitment to a continued strong partnership providing experience and program expertise to the State of West Virginia and its Applicants.

IDEMIA USA's competencies span the full spectrum of identity and security, including enrollment services, physical and mobile driver license and identification card issuance, document authentication, and full biometric solutions. IDEMIA USA and our predecessor companies have been providing fingerprinting services to Applicants for over 25 years for state, local, and federal agencies. We have fingerprinted over 43 million State Applicants and over 22 million for the Transportation Security Administration (TSA) and other federal agencies during that period.

We currently operate and support our proven process in 28 state and federal Applicant-fingerprinting networks throughout the United States, many of which have requirements similar to this RFP. Our Enrollment Centers are in all 50 states and the District of Columbia, strategically deployed to support the volumes of each specific program. In addition to our state government programs, IDEMIA USA's fingerprinting services are used nationwide for the U.S. Department of Homeland Security (DHS) TSA Universal Enrollment Services (UES) program. No other vendor supports as many complex and large fingerprinting programs as IDEMIA USA.

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COMPANY HISTORY
Nearly 25 years of enrollment experience
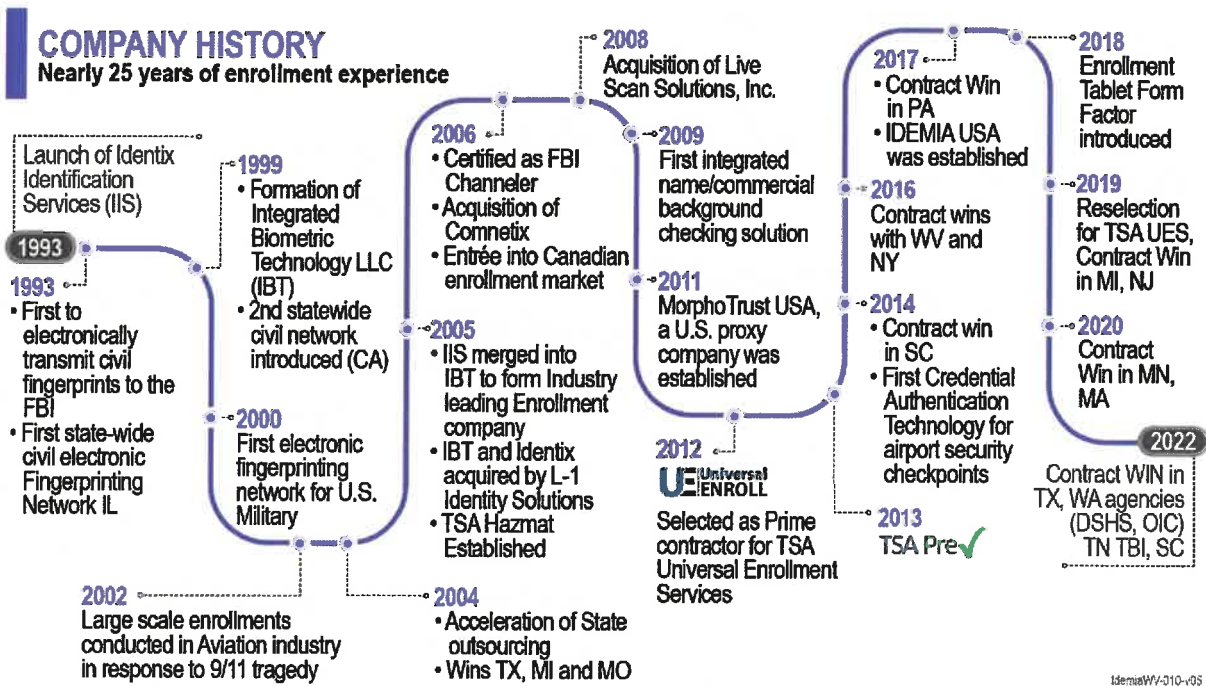
Figure 1: IDEMIA USA's Enrollment Services Company History. *IDEMIA USA is the leader in providing fingerprinting background check identity solutions.*

Our Presence in West Virginia

IDEMIA USA has worked with West Virginia and its user agencies supporting other projects and technology deployments. We currently have more than 145 Live Scans submitting directly to WVSP and have managed the State's Automated Fingerprint Identification Systems (AFIS) since 2008. The State also received an upgrade to their AFIS with our new Multi-Biometric Identification System (MBIS) in November 2019. Our footprint in West Virginia is substantial, both for in-State employees and financial impact.

In 2011, West Virginia selected IDEMIA USA for the Statewide fingerprinting program, and we have since collaborated to introduce new technologies and innovations, such as the Universal Enrollment Platform (UEP), Admin Portal, and results system. IDEMIA USA will continue those efforts as we develop, test, and deploy any new requirements as requested in the RFP. For example, we plan to upgrade the existing results system to the latest version of our results system at a mutually agreed upon time.

As the incumbent, we are the lowest-risk solution, with the deepest knowledge of the State's needs and requirements. We provide a fully operational and tested solution and ensure that there will be no interruption in service. The selection of IDEMIA USA for this contract will eliminate the need for West Virginia to invest resources to manage a new network implementation. Any new vendor would need, on average, four to five months alone in technical solution development and implementation, and even longer to deploy into the required number of locations.

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We have the following infrastructure in place, which will allow IDEMIA USA to remain fully operational prior to the RFP's 90-day deadline:

- 27 permanent and active Enrollment Centers operating with fully trained Enrollment Agents

- Call Center and web-based registration system currently servicing more than 65,000 West Virginia fingerprinting Applicants annually

- Active and approved data interface to WVSP

- Automated results portal

This network already being in place allows IDEMIA USA and West Virginia to focus resources strictly on upgrades and enhancements to the current solution, improving on the service being provided to the State of West Virginia, Agencies, and Applicants.

IDEMIA USA provides a dedicated Project Management Team that works closely with West Virginia stakeholders, authorized entities, and our internal support services teams to ensure we deliver consistent, high-quality services. IDEMIA USA's in-State operations management team oversees all Enrollment Centers and agents in West Virginia, partner procurement, specialized solutions architects and engineering, customer service Call Center, and Enrollment Center technical support. We have a strong understanding of the complex Agency interfaces and workflows allowing IDEMIA USA to maintain the existing program without risking disruption of services and processes to West Virginia residents and Applicants.

Enhancements to the West Virginia Network

To meet the new requirements of this RFP, IDEMIA USA proposes adding Enrollment Centers to the current network of sites. This will allow for an Applicant to secure an appointment made within five days and provide more locations for the Applicants of the State to access and utilize.

Additionally, IDEMIA USA is independently investing in a dynamic kiosk that offers a supervised remote in-person capability that makes identity proofing, including biometrics collection and document authentication, more accessible and efficient. Soon it will be available to customers; the supervised remote capability offers longer hours of operation and more convenient enrollment locations to customers, which significantly improves service availability and customer satisfaction without sacrificing quality or security. We believe this solution will bring great benefits and value to the West Virginia network and we will work with the State to implement at an agreed upon timeframe.

IDEMIA USA's Response to COVID-19 Pandemic

During the unprecedented impact of the COVID-19 pandemic, IDEMIA USA recognized in the earliest days that continued access to enrollment services would be critical for many, particularly those in healthcare and transportation industries. We worked diligently with our state and federal customers to receive Essential Service provider designation and we worked across our Enrollment Center network with businesses small and large to maintain enrollment operations. Unlike other vendors who experienced up to 100 percent closure of their enrollment provider network, IDEMIA

USA maintained more than 75 percent operational capacity throughout the nation's shelter-in-place time span, which significantly enhanced our ability to be able to return to regular operations as our individual states returned to normal business operations.

In response to the COVID-19 pandemic, IDEMIA USA collaborated with West Virginia and other state customers to coordinate efforts to maintain the needed fingerprinting services to our Applicants.

In addition to the efforts to provide fingerprinting services in key areas across the nation, it was also important to us that we provide the safest working environment possible for both State Applicants and our employees. Below are some of the items IDEMIA USA implemented across all sites nationwide, including our West Virginia Enrollment Center locations:

- Plexiglas protection barriers added to Enrollment Centers
- Face masks/coverings for all Enrollment Agents
- Training and COVID-19 protocol education provided to all Enrollment Agents via course assignments scheduled through our training system
- Messaging provided to Applicants entering our Enrollment Centers through messaging on our registration website and appointment confirmation reminders
- Keypads added to enrollment workstations to limit common surface touch points between agents and customers

Our Continued Commitment to West Virginia

With a strong understanding of complex agency interfaces and workflows, the State of West Virginia and its Applicants know who we are, where we are, and have a level of comfort, confidence, and trust in our team and our processes. We have appreciated the opportunity to serve the State as a trusted, proven, and responsive partner. Our commitment has remained consistent since our statewide fingerprinting services partnership began more than 10 years ago. We will continue to preserve the operational efficiencies and the highest levels of customer satisfaction Applicants experience today and are committed to enhancing and upgrading the existing network of Enrollment Centers, enrollment technology, and customer service levels for the program and Applicants throughout the State of West Virginia.

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RESPONSE TO SECTION 4: PROJECT SPECIFICATIONS

Subsection 4.1: Background and Current Operating Environment

4.1. Background and Current Operating Environment: During Fiscal Year 2021, approximately 65,000 individuals were fingerprinted for non-criminal purposes. In total, the State anticipates an estimated 70,000 sets of fingerprints will be obtained statewide through this contract for noncriminal applications on an annual basis. It is anticipated that this will increase at a rate of approximately five (5) percent annually.

IDEMIA USA fully meets this requirement.

During Fiscal Year 2021, IDEMIA USA successfully processed approximately 65,000 fingerprints for West Virginia Applicants for non-criminal purposes through our current established network of Enrollment Centers and Enrollment Agents. IDEMIA USA will successfully process and manage an estimated 70,000 fingerprints annually moving forward as well as accommodate and process an increase in fingerprints of five (5) percent annually.

Subsection 4.2: Project Goals and Mandatory Requirements

4.2. Project Goals and Mandatory Requirements: Vendor should describe its approach and methodology to providing the service or solving the problem described by meeting the goals/objectives identified below. Vendor's response should include any information about how the proposed approach is superior or inferior to other possible approaches.

IDEMIA USA fully meets this requirement.

Since 2011, IDEMIA USA has supported the electronic Live Scan fingerprinting for the State of West Virginia. Over the past 10 years, we have successfully delivered and maintained a network that supports approximately 65,000 Applicants each year. During this time, IDEMIA USA has provided various upgrades and innovative new technology to support the State's needs. Most recently, was our Universal Enrollment Platform (UEP) solution, which introduced a full-featured Administrative Portal, Document Authentication technology, Inter-State Live Scan submission, and overall greater enrollment efficiency and capabilities. We will continue to offer the State unmatched levels of innovative technology and customer service to solve the State's project goals and meet or exceed all mandatory requirements.

IDEMIA USA operates with the following infrastructure for West Virginia:

- Direct knowledge of the West Virginia program from providing Applicant fingerprinting since 2011
- Executive management team and many key personnel with more than 75 years of personal experience in fingerprinting services
- Project management team with experience implementing and operating fingerprinting networks throughout the United States
- 24x7x365 multi-lingual Pre-Enrollment Website that currently registers more than two million Applicants per year, including approximately 65,000 West Virginia Applicants

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- 27 Enrollment Centers located throughout West Virginia with field-proven Live Scan hardware and software and experienced Enrollment Agents (Live Scan operators)
- Centralized Card Scan conversion center processing more than 135,000 paper cards per year, including over 2,000 from West Virginia Applicants
- Currently submitting approximately five million fingerprint records per year to more than 28 state AFIS systems, including our interface with the IDEMIA AFIS system in West Virginia
- Certified FBI Channeler and provider of 30 million criminal history results, including delivery of more than 100,000 paper-based results per year
- Fee processing center that accepts money orders, checks, and credit cards; the center also manages more than 5,000 customer billing accounts
- Technical Help Desk currently supporting more than 1,600 Enrollment Centers in all 50 U.S. states

Approach & Methodology to Goals/Objectives (4.2.1)

4.2.1. Goals and Objectives – The project goals and objectives are listed below.

IDEMIA USA fully meets this requirement.

IDEMIA USA's approach and methodology for meeting the project goals and objectives is detailed in the subsections below.

4.2.1.1 Provide statewide electronic live-scan fingerprinting services for non-criminal justice purposes.

IDEMIA USA fully meets this requirement.

The Trusted Choice for West Virginia's Statewide Electronic Live Scan Fingerprinting Services

IDEMIA USA proposes to evolve our current West Virginia network to meet the new requirements of this RFP, using the current infrastructure in place today to ensure continuous service to the residents of West Virginia.

Plan for Providing Electronic Live Scan Fingerprinting Services

Figure 2 summarizes our current and proposed fingerprinting process in West Virginia, from the Applicant's initial request through reporting.
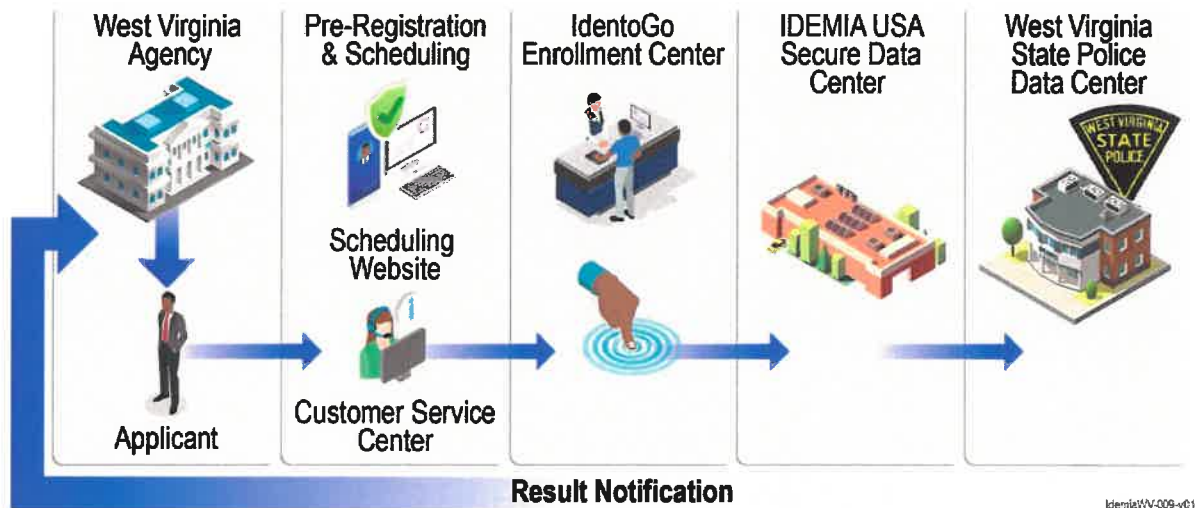
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Figure 2: Proposed Process for West Virginia Applicant Fingerprinting Services

The steps shown in **Figure 2** are as follows:

1. West Virginia agency provides Applicant with IDEMIA USA's contact information.

2. Applicant pre-enrolls using IDEMIA USA's Pre-Enrollment Website or toll-free telephone. During the pre-enrollment process, demographic data is collected or entered, the Applicant can pay the required fees, and an appointment is scheduled. The Applicant receives a unique identifier and directions to the selected Enrollment Center.

3. Applicant visits an Enrollment Center where their ID and demographic data are verified, the fee is collected, and they are fingerprinted. The full fingerprint record is transmitted to the UEP application server via secure connection. Applicant is given a receipt.

4. IDEMIA USA's systems transmit the records over secure connection to the West Virginia State Police Data Center and record the return acceptance.

5. In the West Virginia Data Center, the AFIS collates State and FBI checks and returns results back to a secure Results Server.

6. IDEMIA USA disseminates results to the authorized entity or provides access to the Results Server based on agency setup.

Continue With Our Latest Fingerprint Services Technology Platform

IDEMIA USA proposes to continue to use our next generation UEP. We commit to introducing new technologies and innovations with ongoing upgrades and enhancements to our UEP currently deployed in West Virginia.

UEP has been in use since 2013 for our fingerprinting services contract with the U.S. DHS TSA, which includes the popular TSA Pre✓® program. Our TSA program has serviced more than 22 million customers. No other vendor supports as many complex and large fingerprinting programs as IDEMIA USA.

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> 4.2.1.2.1 The Vendor should describe in detail their plan to provide a customer service center and include the hours of operation, where the center will be located, and number of staff assigned. The plan should also detail the type of service the center will provide to the Applicant upon calling. The customer service center must take care of all issues concerning fingerprinting, billing, availability, locations and complaints.

IDEMIA USA fully meets this requirement.

Our primary Customer Service Call Center subcontractor, DVS, will continue to provide sufficient personnel and phone lines for live assistance to the volume of Applicants seeking information or to register (Monday through Friday from 8:00 A.M. to 5:00 P.M. ET, excluding holidays) using our toll-free customer service phone number. Our Customer Service Center handles all issues concerning fingerprinting, billing, availability, locations, and complaints.

Our primary Customer Service Call Center subcontractor, DVS, is based in Erie, Pennsylvania, and has been serving West Virginia Applicants since 2018 through a dedicated toll-free customer service phone number. DVS employs approximately 75 Customer Service Representatives (CSRs) including many U.S. military veterans, who provide live assistance and have acquired a strong working knowledge of the West Virginia enrollment network, its Applicants, and State agency users. Annually, DVS handles over 800,000 calls for IDEMIA USA State Applicants. While specific CSRs are dedicated to the West Virginia contract, all CSRs are cross trained to provide immediate support to the West Virginia program during high demand periods with little to no increase in Applicant call wait times. DVS's staffing model is a combination of "remote" and "on-premises" employees, reducing the risk of customer service impacts due to weather or other uncontrollable events.

While Live CSR Assistance will always be an option for West Virginia Applicants, our Customer Service Center continues to invest in growing their capabilities, such as, virtual agent support and digital communications access that can offer alternatives for Applicants in the future. For example, a virtual agent assists Applicants who have decided to pre-enroll or seek information using our website via a real-time chat box where they can answer questions and help guide Applicants though the online registration and scheduling process.

We also partner with DXC Technologies, who has been providing Customer Service Call Center support for 15 of our state programs since 2021. DXC is headquartered in Tulsa, Oklahoma, and employs more than 120 CSRs, which provides an additional Customer Service Call Center support layer in the event back-up services are needed due to a volume surge or other unexpected events.

IDEMIA USA's Customer Service Call Center currently complies with each requirement and will provide a seamless transition upon award of the new contract as follows:

✓ Dedicated toll-free number (855-766-7746) staffed during the business hours of Monday through Friday, 8:00 A.M. to 5:00 P.M. ET

✓ Applicants access the Customer Service Call Center conveniently from anywhere in the U.S. through a single, toll-free, program-specific telephone number

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✓ Over 75 U.S.-based CSRs available to support Applicant volumes

✓ CSRs are trained to assist with the registration and appointment scheduling process to include appointment confirmation, changes, or cancellation

✓ CSRs are trained to answer questions pertaining to the fingerprint process, site location (physical address and driving directions), location hours of operations, and status of fingerprint submission

✓ An automated recording for after-hours calls provides the URL for the Internet scheduling location

✓ English and Spanish speaking CSRs

✓ Monthly reporting of Call Center metrics

> 4.2.1.2.2 The Vendor should describe in detail their plan to provide web scheduling to the Applicant and Agencies. Included in the plan should be the ability to enter demographic information, pay fees, and retrieve directions to the centers, the availability of the services, when maintenance will be performed and the status of the transactions throughout the process.

IDEMIA USA fully meets this requirement.

As the current West Virginia service provider, IDEMIA USA fully supports WV Applicant and agency scheduling and appointment requirements through our industry-leading, mobile device friendly, IdentoGO® enrollment website, accessed at www.identogo.com. IDEMIA USA intends to continue delivery of this proven enrollment website that meets all of the requirements of this RFP today, while improving upon existing service levels with upcoming features, such as Short Messaging Service (SMS) messaging or text messaging of appointment confirmations/changes and transaction status.

Collection of Demographic Information

As shown in **Figure 3**, WV Applicants can enter all required biographic and demographic information on the IdentoGO website to "pre-enroll" for their in-person fingerprint appointment.

- For Applicants who initiate their pre-enrollment online, our multilingual registration system (supporting 11 different languages) collects and validates all demographic data elements during the registration process, offering the Applicant clear instructions in their preferred language and identifying any information that is missing or incorrect.

- In addition to capturing the demographic information from Applicants, our solution checks the information for validity, both in size and content. The solution also uses the data obtained from scanned identity documents to verify the demographic data provided (either during pre-enrollment or in-person), prompting for resolution of discrepancies between the data provided and data obtained electronically from scanning the identification documents.

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Please enter your information below (letters, spaces, hyphens (-), and apostrophes (') are allowed in name fields). Then click 'Next' to check the status of your service or 'Cancel' to exit.

⦿ Name / Method of Contact   ◯ UE ID / Date of Birth

Notes:
- **Important!** You must finish the registration process to be fingerprinted. You will receive an email or confirmation number when registration is complete.
- Legal Name must match exactly on all identification documents brought to enrollment.
- Remember the phone numbers and/or email address provided below, as they will be used to retrieve your information during your in-person enrollment

Legal Name

* **First Name**

Sally

* **Middle Name (or NMN if no middle name)**

NMN

* **Last Name**

Sample

Suffix

-- Choose One --   ▾

Date of Birth

* **Date of Birth**

12/12/2012

* **Confirm Date of Birth**

12/12/2012

* Method of Contact (at least one method is required)

Email

sallysample@yahoo.com

Confirm Email

sallysample@yahoo.com

Country Code

United States   ▾

Phone 1

(555) 555-5555

Country Code

United States   ▾

Phone 2

(___) ___-____

* **Preferred Method of Contact**

Email   ▾

Figure 3: Demographic Information Collection. *Applicants can enter their demographic information online via IDEMIA USA's Service Code-based collection workflows.*

Demographic information collection can also be captured electronically from authorized Applicant agencies via an IDEMIA USA provided application programming interface (API) library, to complete pre-enrollment on the Applicant's behalf. Applicants are notified that pre-enrollment has been completed through their desired method, either email or phone, and provided with instructions on completing the fingerprint scheduling process.

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Figure 4: IDEMIA USA UEP System API Documentation. *Our UEP solution supports our full-featured in-house API library, a modern, secure method for Agencies to submit designated applicant biographic and demographic data to IDEMIA USA.*

Enrollment Center Availability

The IdentoGO website provides a list of both in- and out-of-state IdentoGO Enrollment Centers that can be easily searched by region or zip code. As shown in **Figure 5**, WV Applicants have access to center hours of operation, detailed appointment date and time availability, detailed directions to the center, and a link to map services.

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IdentoGO

Figure 5: List of Enrollment Centers. *IDEMIA USA's IdentoGO website presents available Enrollment Centers by region or zip code, shows available appointments, and provides directions and a link to a online map services.*

Fee Payment

IDEMIA USA has developed a fee payment system that maximizes convenience, while maintaining the security of Applicant financial data. By accepting Applicant payments only at the time of service during the Applicant's in-person fingerprinting appointment, fees are collected only for services completed. This system virtually eliminates the administrative headaches of refunds that frequently occur when Applicants pre-pay for services through a website.

Fees that are due at the time of printing are displayed for the Applicant during the appointment confirmation phase detailed below.

Additionally, IDEMIA USA offers a third-party payment option where an employer can pay for an Applicant using pre-authorized and credit card or invoice-backed authorization codes. These codes can be entered by the Applicant during the online scheduling process.

Appointment Confirmation

Once the Applicant has successfully scheduled an appointment, a confirmation page (shown in **Figure 6**) will list the applicable appointment details and reminders to assist the Applicant to prepare for a successful IdentoGO Center visit. For Applicants that have provided an email address, the UEP system will automatically send this appointment confirmation to their email address.

For every enrollment, IDEMIA USA requires the Applicant to provide a method of contact—either an email address or phone number. The UEP system automatically

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messages Applicants via email and automatically delivers messages via telephone.
IDEMIA USA will continue to utilize both automated messaging systems to provide
appointment confirmation to Applicants.

Service Summary

West Virginia

228QG9 - West Virginia Personal Record Check - West Virginia   🖨 Print Status

Status as of 06/15/2022

Pre-Enrolled
You have successfully pre-enrolled

Service Details:

Date:	06/15/2022
UE ID:	UZVV-45X33V
Applicant:	Test tester
Service:	228QG9 - Personal Record Check - West Virginia
Estimated Amount Due:	$32.50

We accept the following methods of payment:
Authorization Code, Business Check, Money Order, Credit Card

Card holder must be present at the time of payment
Cash will not be accepted.

Important!
YOU WILL BE REQUIRED TO BRING THE FOLLOWING DOCUMENTS TO YOUR ENROLLMENT.
Legal Name must match exactly on all identification documents brought to enrollment.
   1. Driver's License issued by a State or outlying possession of the U.S

All ID Documents must be the originals. Copies will not be accepted.

228QG9 - West Virginia Personal Record Check - West Virginia Appointment Details:

Charleston, WV   Appointment Time:

IdentoGO   06/25/2022 @ 11:00 AM
1000 Parkway Rd
Ste A Charleston, WV 25309-9466   The enrollment center is located inside of AAA
📍 View Map

Please provide 24 hours notice when canceling/rescheduling an appointment.

(🗑 Cancel Appointment)   (📅 Reschedule Appointment)

Done

Figure 6: Appointment Confirmation. *After the WV Applicant has
scheduled an appointment, a confirmation page will provide appointment details, payment information,
the address of the IdentoGO Enrollment Center, details for preparing for the appointment, and a link to an
online map.*

The IDEMIA USA solution can be modified upon contract award to provide SMS
reminder notifications as we currently provide to our federal TSA customers (**Figure 7**).
The contents of these notifications are configurable and can include locations, date and
time of service, type of service with description, link to appointment options, text and
email content, and information regarding required ID documentation.

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The number and time periods of these reminders is also configurable. IDEMIA USA will work with the State on the design for introducing SMS text messages to ensure a positive Applicant experience. Our goal is to ensure concise communication as text messages are limited to 160 characters, and to reduce the spamming of SMS messages that can cause Applicant frustration and costs. An example of a text message provided currently by IDEMIA USA is provided below.

Figure 7: Upcoming Appointment Reminder

System Maintenance

Scheduled maintenance on our UEP platform is always performed after hours, beginning no earlier than 9:00 PM ET, to reduce any impact to fingerprint transmission. IDEMIA USA releases updates to our UEP codebase every six weeks, to include both maintenance-related items and enhancements to existing functionality.

Transaction Status

IDEMIA USA's UEP solution provides automated and self-serve transaction status monitoring for WV Applicants, as shown in **Figure 8**.

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Figure 8: Transaction Status. *Applicants can monitor their transaction status after being fingerprinted.*

We use multiple modes of delivering status to ensure that all Applicants, regardless of whether they provide an email address or not, can access their transaction information without unnecessary communication inquiries to the State or licensing agencies.

Figure 9 illustrates an automated service confirmation email that both provides the Applicant with the current status of their transaction, as well as a link to check for future status updates. For Applicants that do not provide an email address, a physical receipt with URL to check status will be provided at the completion of their fingerprint appointment.

Figure 9: Customer Status Email. *Every customer that provides a valid email will receive a status confirmation with a link for the Applicant to initiate a status check at their convenience.*

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General Public Messaging Delivered via UEP IdentoGO Website

In the event of any unplanned site closures or service interruption (i.e., appointment scheduling downtime), IDEMIA USA provides an explanation message on the UEP website that includes the location(s) and service(s) affected, the facts surrounding the event, and the estimated time for a corrective or limited resolution (**Figure 10**).
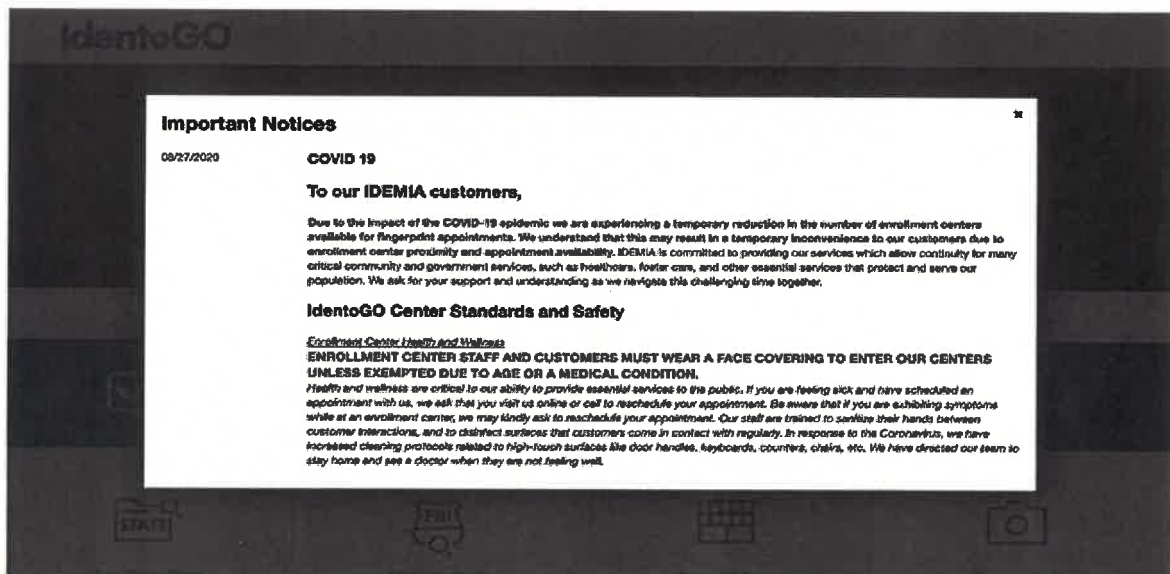
Figure 10: Important Notices. *Our UEP system provides timely public messaging to all customers attempting to schedule services on our website. This frontline messaging ensures that important notices regarding weather events, COVID-19 impacts, and program-specific updates are clearly visible to all.*

> 4.2.1.2.3 The Vendor should describe in detail how they plan on ensuring that Applicant appointments will be scheduled in a timely manner. The Vendor should also describe how the Applicant will be contacted if an appointment would have to be cancelled or rescheduled.

IDEMIA USA fully meets this requirement.

Scheduling Applicant appointments in a timely manner

We propose to take the appropriate actions to meet the new requirement of providing appointments to Applicants within five business days by adding days of operation, hours of operation, increasing the number of appointments per hour at our current Enrollment Centers, and by adding Enrollment Centers to our existing network of fingerprinting site locations in West Virginia.

The IDEMIA USA UEP Call Center infrastructure currently operates in multiple locations across the United States. Our Call Centers accept more than three million calls annually for numerous statewide enrollment networks and employ more than 75 Customer Service Representatives (CSRs) ready to help West Virginia Applicants.

Timely and Efficient Support

West Virginia Applicants contacting the Call Center in 2021 were typically connected to a CSR within two minutes, with the average wait time being one minute and 43 seconds.

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Additionally, our Call Center uses an Interactive Voice Response (IVR) queue while customers wait to speak with a CSR. The Call Center will continue to support the West Virginia program through the hours of operation from 8:00 A.M. to 5:00 P.M. ET, Monday through Friday. CSRs are available to assist Applicants with questions about the application/registration process, fingerprint site locations, and the overall fingerprinting process. West Virginia Applicants contacting the Call Center in 2021 were connected to a CSR within two minutes. The 2021 annual wait time average was one minute and 43 seconds.

Contacting an Applicant if their appointment has to be cancelled or rescheduled

During the pre-enrollment process, every Applicant is required to provide an email address and/or telephone number. Applicants who provide both will also select their preferred method of contact.

This method of contact is used to automatically deliver important notifications, such as a need to resubmit fingerprints or notification of an Enrollment Center closure.

When an Applicant prefers to be contacted by email, our systems notify them via an automated email. When an Applicant prefers to be contacted by phone, our IVR system automatically calls the Applicant to deliver the notification via a Text-to-Speech (TTS) message. In all cases, the Applicant is given instructions on how to contact our Customer Service Center should they have follow-up questions or concerns.

> 4.2.1.2.4 The Vendor should describe in detail the security measures for protecting personal and financial information.

IDEMIA USA fully meets this requirement.

IDEMIA USA's current solution in West Virginia complies with all State and FBI security measures. Our organization is well-versed in Cyber Security requirements with a mature, transparent, and low-risk approach to ensuring organizational and system security. IDEMIA USA's information security program for cloud-based products is based on the National Institutes of Standards and Technology's (NIST's) Risk Management Framework (RMF). Our information security program meets Federal Information Security Management Act (FISMA) requirements, which enables us to serve federal customers who are subject to FISMA requirements. IDEMIA USA is a recognized leader in Information Assurance by being one of the first companies to demonstrate compliance with the 2015 White House Cyber Sprint.

IDEMIA USA accomplishes this with a security first mindset to engineering, organizational process, and a dedicated team focused on product security. The Product Security team works to ensure security and privacy controls within all customer used technology systems. The team is comprised of professionals with broad and deep experience in the Information Assurance field. Each member of the team is a Certified Information Systems Security Professional (CISSP). In addition to the CISSP credential, the team has staff members who hold a variety of other certifications, including Certified Ethical Hacker (CEH), Certified Information Privacy Technologist (CIPT), and Certified Web Penetration Tester (eWPT).

IDEMIA USA's security program is documented within the applicable System Security Plans (SSPs) for the information systems that serve our customers, and within our organization's policies. The foundation of our security and privacy controls is NIST Special Publication 800-53 Revision 4, *Security and Privacy Controls for Federal Information Systems and Organizations*. We have repeatedly demonstrated our ability to implement, monitor, and maintain the technical, administrative, physical, and operational controls required to meet federal-level security requirements, including customers such as TSA and the FBI.

The scope of the IDEMIA USA information security program includes information systems and technologies, Federal Risk and Authorization Management Program (FedRAMP)-compliant cloud services, personnel security, supply chain security, physical and environmental security for facilities that house our information systems, and business process security.

Did You Know?

IDEMIA USA has earned numerous ATOs from federal Authorizing Officials. These ATOs are one of the reasons we have a number of federal information systems in operations today.

IDEMIA USA values our trusted relationships with all our customers and government partners and for the unique position we hold as the leading provider of physical and digital identity credentials in the United States. Over the past 10 years, IDEMIA USA has undergone multiple independent third-party Information Security audits annually and has had zero instances of noncompliance. In 2016, the U.S. Defense Counterintelligence and Security Agency (DCSA) awarded the James S. Cogswell Outstanding Industrial Security Achievement Award to IDEMIA USA for demonstrating industrial security excellence.

We are proud to provide services and benefits to both our private and public sector customers and we do so with the highest level of data privacy in mind and in practice.

> 4.2.1.2.5 The Vendor should describe in detail how the state can verify the existing web scheduling and test its performance.

IDEMIA USA fully meets this requirement.

IDEMIA USA hosts an existing Pre-Enrollment Website for West Virginia fingerprinting services. The website is currently active for verification and testing at the following URL: https://uenroll.identogo.com

Our UEP web pre-enrollment and scheduling solution can be tested at the following URL: https://universalenroll.dhs.gov

The State can test this site by completing a pre-registration and scheduling an appointment. Once the appointment is complete, we can provide the resulting pre-registration data and appointment information as proof of the accuracy and successful scheduling. The State may access the site and schedule as many test scenarios as desired. The current systems are live today and will continue to be upon contract award. IDEMIA USA engineers are available to assist with the testing and onboarding process.

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> 4.2.1.2.6 The Vendor should describe in detail their plan to collect fees from the Applicant and Agencies. Included in this plan should be the forms of payment online, at fingerprint centers and prepaid accounts set up with governmental agencies.

IDEMIA USA fully meets this requirement.

IDEMIA USA recommends that Applicants continue to tender the entire enrollment fee directly to IDEMIA USA, as we do today in West Virginia. IDEMIA USA will remit the associated fees to the State and/or FBI through our invoice process or through direct ACH delivery. The frequency and method of remittance can be customized to meet the State's specific needs.

Our current UEP solution allows Applicants multiple options for payment tender, including all major credit cards (Visa, MasterCard, American Express, and Discover) as well as payment by check, authorization codes (credit card backed accounts), or through an invoicing account.

Applicants can also pay in person at the Enrollment Centers. As a best practice, IDEMIA USA recommends that credit cards are presented and processed at the time of enrollment to ensure correct application of payment and to reduce the number of refund events.

Applicants may pay at the Enrollment Centers by check, which will be deposited the same day onsite.

Proven Fee Processing for West Virginia Applicants and Agencies

In 2021, IDEMIA USA processed approximately 65,000 Applicants for WV agencies—over $220K of fees collected in checks and money orders and $2.5M in Applicant credit card transactions.

Our internal Billing Department ensures superior customer service to thousands of agency and employer billing accounts.

Both agencies and employers can establish No Charge Authorization Codes (NCAC) accounts and use them to pay for Applicants. IDEMIA USA will invoice government agencies for activity with Net 30 terms. In certain instances, employers can also receive invoice terms pending approved credit application. Where billing accounts are desired but invoicing terms cannot be provided, employers can pay for Applicant transactions with a valid credit card.

In addition, we provide an easy, innovative way for employers and agencies to pay fees on behalf of Applicants. Agencies and employers have the option of distributing single use "Authorization Codes" to their Applicants, which reduces the potential of fraudulent activity. When provided by the Applicant online or at the Enrollment Center as a form of payment, these Authorization Codes generate charges for the issuing agency or employer. Because each code is unique, the agency or employer has confidence they are paying only for their Applicants. Payment Authorization Codes issued to Applicants by agencies or employers can be backed by a traditional or prepaid credit card or can be configured to allow IDEMIA USA to generate an invoice statement. IDEMIA USA reserves the right to deny requests from agencies and employers to have an invoice account based on annually renewed IDEMIA USA policy for extending credit.

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Table 1 summarizes the types of transactions currently provided by IDEMIA USA in West Virginia through the UEP platform.

Table 1: Forms of Payment

Transaction Type	UEP Platform
Payment at Enrollment Center by Applicant	Personal Check: Not Recommended Corporate Check Money Order Credit Card (V/M/D/A)
Private Agencies and Employers	Credit Billing Accounts (Credit Pending) Credit Card Backed Accounts
Governmental Agencies	Credit Billing Accounts

4.2.1.3 Provide electronic fingerprint capture service locations (sites).

IDEMIA USA fully meets this requirement.

IDEMIA USA provides electronic fingerprint capture service locations (sites), which are detailed in response to 4.2.1.3.1.

> 4.2.1.3.1 The Vendor should describe in detail their plan to provide electronic fingerprint capture services for West Virginia. Included in the plan, the Vendor should list site locations, ADA compliance measures, staffing related to site centers, receipt process for Applicants at site locations, and the communication process to site locations.

IDEMIA USA fully meets this requirement.

Enrollment Center Locations

Since IDEMIA USA operates the existing West Virginia Applicant Fingerprinting Services system, we are able to utilize the 27 statewide Enrollment Centers currently in operation to include centers within a 10-mile radius of Charleston, Huntington, Martinsburg, Morgantown, Beckley, Elkins, Wheeling, Logan, Princeton, and Parkersburg. IDEMIA USA will also add Enrollment Centers to the current network to provide the needed appointment capacity so that all Applicants are able to schedule their appointment within five business days.

We propose to take the appropriate actions to meet the new requirement of providing appointments to Applicants within five business days by adding days of operation, hours of operation, increasing the number of appointments per hour at our current Enrollment Centers, and by adding Enrollment Centers to our existing network of fingerprinting site locations in West Virginia.

The map in **Figure 11** shows the geographical distribution of our current Enrollment Center locations in West Virginia today. In addition, we offer on-site mobile fingerprinting services for groups of 25 or more.

Our plan is also based on practical experience from operating 28 fingerprinting services programs for state and federal clients, including the West Virginia State Police, since 2011. Our program management and regional operations teams will evaluate

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Enrollment Center capacity and utilization on a daily basis via Look Ahead reporting to assess and remediate issues related to appointment availability. We understand that once a network is implemented, it must be constantly monitored and improved to provide a high level of service to Applicants.

Figure 11: Distribution of Current Centers in West Virginia

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Table 2 lists the current Enrollment Centers in West Virginia.

Table 2: Current Enrollment Centers in West Virginia

West Virginia City/Town	Location/Address	Hours of Operation
Beckley	AAA Club Alliance, Inc Beckley Retail Store 1004 N Eisenhower Dr Beckley, WV 25801	Monday – Friday 9:00 AM – 12:00 PM 12:30 PM – 5:00 PM
Chapmanville	Quality Drug Testing Inc 8 Airport Rd Chapmanville, WV 25508	Monday – Friday 9:00 AM – 4:00 PM
Charleston	AAA Club Alliance Inc 1000 Parkway Rd Charleston, WV 25309	Monday – Friday 9:00 AM – 12:00 PM 12:30 PM – 5:00 PM Saturday 10:00 AM – 1:00 PM
Clarksburg	RSCR DBA ResCare Clarksburg 229 West Main Street Clarksburg, WV 26301	Monday & Wednesday 9:00 AM – 3:00 PM
Elkins	Fingerprinting Services 106 2nd St Elkins, WV 26241	Tuesday 9:00 AM – 4:00 PM Thursday 9:00 AM – 2:00 PM
Franklin	Pendleton Manor Inc 68 Good Samaritan Dr Franklin, WV 26807	Tuesday 8:00 AM – 12:00 PM
Hamlin	Lincoln County Opportunity Company 360 Main St Hamlin, WV 25523	Monday–Friday 8:30 AM – 11:00 AM 11:30 AM – 3:30 PM
Kenova	Diversified Assessment & Therapy Services 1401 Chestnut St Kenova, WV 25530	Tuesday & Thursday 9:00 AM – 12:00 PM 1:00 PM – 4:00 PM
Keyser	Aging & Family Services of Mineral County Inc 875 S Mineral St Keyser, WV 26726	Wednesday & Thursday 8:00 AM – 12:00 PM 12:30 PM – 3:00 PM
Kingwood	Preston County Senior Citizens Center 108 Senior Center Dr Kingwood, WV 26537	Monday-Friday 9:00 AM – 3:00 PM
Lewisburg	Open Doors for the Developmentally Challenged Inc 1108 E Washington St Lewisburg, WV 24901	Tuesday 8:30 AM – 3:30 PM
Marlinton	Pocahontas County Parks and Recreation 320 9th St Marlinton, WV 24954	Last Thursday of the Month 9:00 AM – 12:00 PM 12:30 PM – 4:00 PM
Martinsburg	Daily Companions Inc 3051 Winchester Ave Martinsburg, WV 25405	Tuesday – Friday 9:00 AM – 12:00 PM 1:00 PM – 4:00 PM
Morgantown	Pace Enterprises of WV Inc 889 Mylan Park Ln Morgantown, WV 26501	Monday, Wednesday & Friday 9:00 AM – 12:30 PM 1:30 PM – 3:30 PM

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West Virginia City/Town	Location/Address	Hours of Operation
		Thursday 9:00 AM – 12:30 PM
New Cumberland	Hancock County Senior Services 647 Gas Valley Rd New Cumberland, WV 26047	Tuesday & Thursday 9:00 AM – 11:30 AM 12:00 PM – 2:30 PM
New Martinsville	IDEMIA 145 Paducah Dr New Martinsville, WV 26155	1st Monday 9:00 AM – 12:00 PM 1:00 PM – 4:00 PM
Parkersburg	The Arc of the Mid Ohio Valley, Inc 1915 Dudley Ave Parkersburg, WV 26101	Monday – Wednesday, & Friday 9:00 AM – 12:00 PM 1:00 PM – 3:00 PM
Point Pleasant	Mason County Library 508 Viand St Point Pleasant, WV 25550	1st, 2nd, 3rd Friday 10:00 AM – 4:00 PM
Princeton	Community Connections Inc 213 B S Walker St Princeton, WV 24740	Monday – Wednesday 9:30 AM – 12:00 PM 12:30 PM – 3:00 PM
Spencer	Roane County Schools 813 Capitol St Spencer, WV 25276	Wednesday 10:00 AM – 12:00 PM 1:00 PM – 3:00 PM
Summersville	Open Doors for the Developmentally Challenged Inc 500 Main St Summersville, WV 26651	Tuesday 9:00 AM – 12:00 PM 12:30 PM – 3:00 PM
Sutton	IDEMIA 101 2nd St Sutton, WV 26601	1st Friday 10:00 AM – 12:30 PM 1:00 PM – 3:30 PM
Weirton	Weirton Geriatric Center 2525 Pennsylvania Ave Weirton, WV 26062	Tuesday 1:00 PM – 4:00 PM Wednesday 9:00 AM – 12:00 PM 1:00 PM – 4:00 PM
Welch	Council of the Southern Mountains, Inc 148 McDowell St Welch, WV 24801	Thursday 10:00 AM – 12:00 PM 12:30 PM – 4:00 PM
Wheeling	Northwood Health Systems 111 19th St Wheeling, WV 26003	Tuesday 12:00 PM – 5:00 PM Friday 8:00 AM – 1:00 PM
White Hall	Quality Drug Testing 27 Middletown Rd White Hall, WV 26554	Monday-Friday 9:00 AM – 12:00 PM 1:00 PM – 4:00 PM
Weston	Weston Lewis County Senior Center 171 W 2nd St Weston, WV 26452	Thursday: 9:00 AM – 11:30 AM 12:00 PM – 3:00 PM

ADA Compliance

All Enrollment Center locations are required to pass a rigorous Readiness Assessment, which requires the Site Assessor to evaluate over 50 qualities of the facility, including

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compliance with Americans with Disabilities Act (ADA) laws. All sites are reviewed against the following ADA requirements:

- Doors have a minimum 32-inch width clearance
- External entrance is accessible directly from ground level, or easily accessible via accessibility ramp if located above ground level
- Internal entrance (if applicable) is accessible directly from ground level, or easily accessible via elevator if located above or below ground level
- Elevators if building is multiple levels
- Hallways have a minimum 36-inch width clearance

ADA-marked parking spaces for disabled individuals are available at a 1:8 ratio (i.e., one handicapped parking space to every eight parking spaces).

Enrollment Center Staffing

All our Enrollment Centers are staffed by certified Enrollment Agents who are fully trained to perform the duties as outlined in the RFP.

IDEMIA USA will continue to use subcontractors and affiliates as part of the fingerprinting operations. These various brick-and-mortar businesses are fully vetted by IDEMIA USA for professionalism, accessibility to the Applicants, and alignment with the WVSP objectives.

Unique to IDEMIA USA are the security best practices and policies to which we must adhere. IDEMIA USA is one of a rare few companies governed by National Security Agreements and is mandated to follow the highest standards of security to protect all personally identifiable information (PII). We may employ and subcontract with only U.S. citizens who are thoroughly vetted and have successfully passed a background check.

Every Enrollment Agent, whether IDEMIA USA employee, partner, or subcontractor undergoes an extensive training and certification process. Enrollment Agents are required to complete an internal certification process to ensure they are competent to perform the job responsibilities and functional requirements of operating the equipment, and meet the quality standards of performance, including quality fingerprint capture.

Receipt Process for Applicants

At the conclusion of the fingerprinting process, IDEMIA USA provides an electronically printed receipt containing the Applicant's first and last name, Universal Enrollment Identification (UE ID) number, fingerprint reason, and

Figure 12: Sample Transaction Receipt

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fingerprinting date/time and location. **Figure 12** provides a sample transaction receipt.

This information is also available to the Applicant through the pre-enrollment website and Call Center.

Communication Process to Site Locations

The IDEMIA USA UEP system includes functionality to deliver messages and notifications directly to every Enrollment Center workstation statewide. This allows the program management and regional operations teams to efficiently communicate with site locations. For more urgent matters, the regional operations team contacts the site directly by telephone.

> 4.2.1.3.2 The Vendor should describe in detail their plan to provide mobile on-site fingerprinting services for groups of 25 or more.

IDEMIA USA fully meets this requirement.

IDEMIA USA will use existing Mobile Unit options to achieve the required service and convenience for West Virginia Applicants. The Mobile Unit option provides additional capability for us to respond quickly in the event of a volume surge, the need for a special printing event for a specific Applicant group, or in an emergency situation.

Based on our extensive experience in this area and our proven ability to provide mobile services, we fulfill this requirement. Typically, a contract or agreement with the hosting agency is needed to use a private enrollment space within an ADA-compliant building that meets all IDEMIA USA and State facility requirements. Enrollment Agents will be equipped with Mobile Units that contain fully portable workstations. The Mobile Unit contains all components of the UEP workstation including camera and payment mechanism, and the B5000 document authentication device. IDEMIA USA requests that such sessions be scheduled at least four weeks in advance.

> 4.2.1.3.3 The Vendor should describe in detail their plan for dealing with Applicant appointments. Included in the plan, the Vendor should detail the Applicant identification process, collection of payment, the veracity of Applicant demographic data, release of record authorization process as outlined in 28 CFR 50.12(b,) (Attached as Exhibit B), and the collection of digital prints and signatures.

IDEMIA USA fully meets this requirement.

Figure 13 provides a high-level overview of the enrollment process, including appointment scheduling, verification of demographic data, release of record authorization, and the collection of digital prints, signatures, and payment. IDEMIA USA will continue to provide these services that currently are part of the West Virginia fingerprinting network.
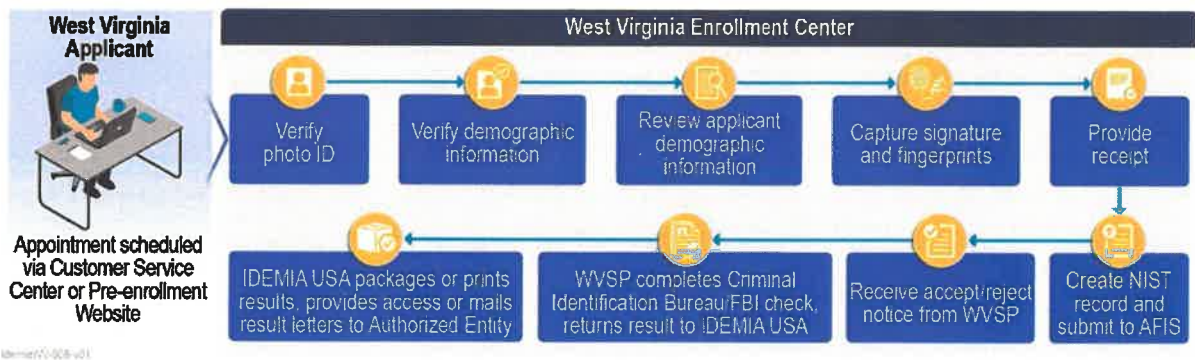
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Figure 13: Overview of the Enrollment Process

Steps in the Applicant Appointment Process

User agency provides Applicant with IDEMIA USA contact information.

1. Applicant registers using IDEMIA USA secure website, toll-free telephone.

2. During the registration process, a Customer Service Representative (CSR) collects and/or the Applicant enters demographic data into the appropriate field and schedules an appointment. A unique identifier is established and directions to the chosen site are provided.

3. Applicant visits an Enrollment Center where their valid photo ID and demographic data are verified, fee is collected, and they are fingerprinted. The full fingerprint record is transmitted to the UEP application server via secure connection. Applicant is given a receipt.

4. IDEMIA USA server with secure connection to WVSP transmits the records and records the return acceptance.

5. WVSP collates State and FBI checks and returns results to IDEMIA USA.

6. IDEMIA USA packages or prints results, provides access, or mails result letters to Authorized Entity.

Process for Pre-Enrollment and Appointment Scheduling

Applicants can register and schedule appointments by calling IDEMIA USA's Customer Service Center or by scheduling directly through our secure Pre-Enrollment website, which safeguards the applicant's personal information using a Secure Socket Layer (SSL) protocol following industry standards for encryption. Our single point Pre-Enrollment Website provides applicants and the public with general program information and instructions to navigate them easily through the appointment process.

The Pre-Enrollment Website provides a list of Enrollment Centers that can be easily searched by region or zip code. As shown in **Figure 14**, Applicants will see the hours of operation and appointments available at each West Virginia Enrollment Center and will be able to scroll through the timeline to locate an appointment that fits their calendar.

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Figure 15: Appointment Confirmation. *The confirmation page provides appointment details, payment information, address of the Enrollment Center, details for preparing for the appointment, and a link to an online map.*

Onsite Identification Process

Currently, the Enrollment Agent reviews the Applicant's valid photo identification prior to capturing fingerprints, in accordance with state guidelines. The Enrollment Agent ascertains, to the best extent possible, that the person is being fingerprinted for the intended purpose and is the person shown on the ID. Acceptable forms of identification will be required. If an Applicant presents an ID that is out of date, the Enrollment Agent informs them that they will need to obtain a valid ID before they can be fingerprinted.

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Information about the requirement to present valid identification documents before being printed and what types of identification are acceptable is provided to the Applicant at the time they schedule their appointment.

Our UEP workstations are equipped with our proprietary document authentication software and B5000 reader to analyze state or federal government-issued photo identification documents for authenticity. This feature provides improved identity document authentication.

Biographic Data Review

When Applicants arrive at the Enrollment Center for their fingerprint appointment, any information provided during pre-enrollment is pre-loaded onto the workstation. However, IDEMIA USA employs a double-check system to ensure that Applicants are providing truthful and accurate information. If any data provided on the document does not match the information given, the software requires the Enrollment Agent to resolve the conflict.

Payment

IDEMIA USA accepts payment in the form of credit/debit card (VISA, MasterCard, Discover, and American Express), money order/certified check, and corporate check. Applicants may pay at the Enrollment Centers by business or certified check, which will be deposited remotely on the same day. Our solution confirms that the instrument clears prior to allowing transmission of the enrollment, limiting the potential for applicants to process with non-sufficient funds or non-conforming instruments.

Release of Record Authorization Process

The Release of Record Authorization Process is accomplished by presenting a copy of the challenge process for the state and federal process as outlined in 28 CFR 50.12(b) on the workstation and collecting the Applicant's signature (shown in **Figure 16**) using a Topaz signature pad.

Figure 16: Signature Capture

Collection of Digital Fingerprints

Our workstation software is a workflow-driven application that walks both the Enrollment Agent and the Applicant through the fingerprint collection process. We recognize that image quality is the most important component of a fingerprint collection system. The workstation software automatically calculates the quality of fingerprint captures, giving real-time feedback to the Enrollment Agent. This fingerprint Quality Assurance process helps eliminate rejects due to image quality issues.

Our UE administrative portal provides the ability for agency personnel to investigate their customer's transactions. Transaction details that may be viewed include service status, steps to fulfill service, and details of the service including the ability to view captured biometrics and documents. This level of detail provides forensic capabilities for the adjudicator for moderate-to-high risk security customers.

> 4.2.1.3.4 The Vendor should describe in detail their plan to provide a receipt to each Applicant to verify successful completion of the fingerprinting service.

IDEMIA USA fully meets this requirement.

At the conclusion of the fingerprinting process, IDEMIA USA provides an electronically printed receipt (sample transaction receipt included in **Figure 17**) containing the Applicant's first and last name, the unique IDEMIA-generated 10-character UE ID number, fingerprint reason, and fingerprinting date/time and location. Delivery of this requirement is active today and has been provided to WVSP since inception of our UEP platform in 2018.

This information is also available to the Applicant through the pre-enrollment website and Call Center.

Figure 17: Sample Transaction Receipt

> 4.2.1.3.5 The Vendor should describe in detail the time frame of transmitted results.

IDEMIA USA fully meets this requirement.

Fingerprint records are transmitted from the Enrollment Center to the central IDEMIA USA process server in real time. For mobile sites or on-site fingerprinting sessions that do not have an internet connection, records are transmitted within 24 hours.

The IDEMIA USA UEP application server transmits records as they are received into the WVSP results system from where they are immediately forwarded to the WVSP

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AFIS. Any records that do have not a confirmed payment (such as a check) may be held for up to five business days or until payment is confirmed as valid. In rare cases where there is loss of network connectivity, automated notifications are delivered to Enrollment Agents and support personnel so that contract managers can notify the State of any expected delays. UEP workstations continuously self-monitor for restoration of network service and submit automatically upon reconnection.

Criminal History Records are electronically forwarded in near real-time, once received from the WVSP and/or the FBI. Results electronically delivered, if allowed, will be available in near real-time as soon as response is received from the WVSP and/or the FBI. When required, hard copies are printed on a daily basis for all available responses and placed in outgoing United States Postal Service (USPS) mail for delivery. Access to hard copy results are subject to standard USPS mail delivery timelines.

UEP Database of Submission Data

For each record, we maintain (for the duration of the State's data retention period) all transaction details including the following:

- The Applicant's complete demographic data, including phone number and any other information the State requests

- The Applicant's fingerprints

- The date of the Applicant's enrollment, the date the record was transmitted to the State, and the date the results were received

- The corresponding Applicants' demographic data; Applicant or volunteer type; transaction number; and dates/times of Submission/Processing, Resubmission, and error rates

- The location where the Applicant enrolled

- The identity of the Enrollment Agent who captured their fingerprints

- The service for which the Applicant was printed (including the ORI, Reason for Print, agency, volunteer status, and other configurable fields)

- The type of identity document the Applicant provided, including the document number, issuance date, and expiration date

- The Applicant's payment method and amount

- Complete log of transaction history waypoints and time/date stamps

The UEP Database is available to credentialed WVSP staff through the UEP Administrative Portal. As shown in **Figure 18**, users can view complete transaction history for each pre-enrollment or complete fingerprint submission. This transaction history is a convenient source of all archived data elements for a given Applicant.
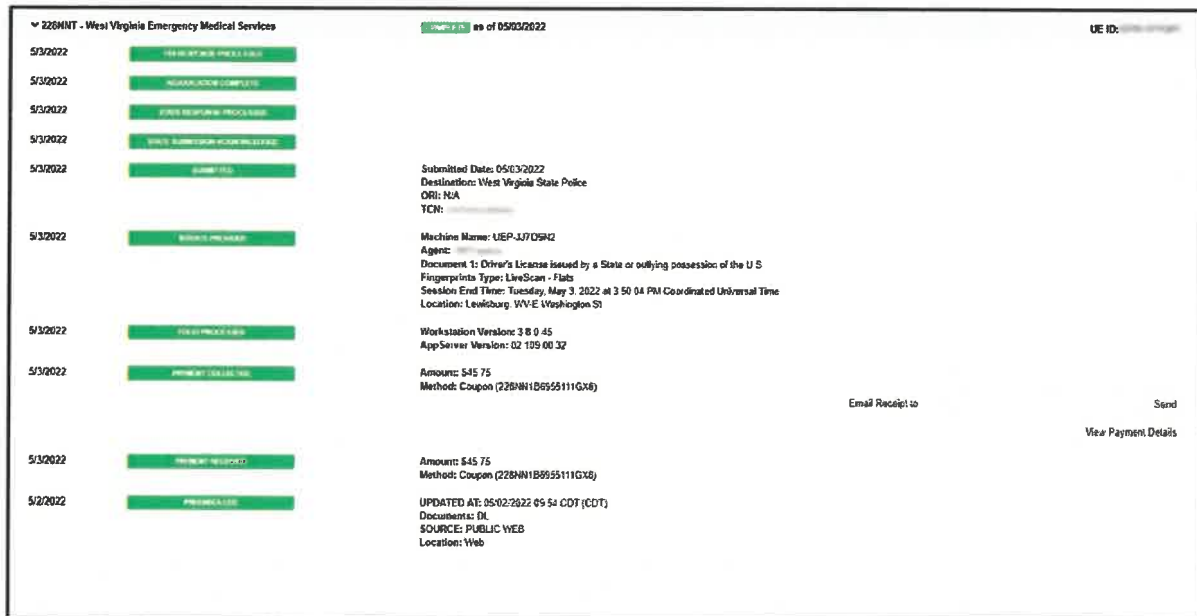
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Figure 18: Historic Applicant Record. *IDEMIA USA's Admin Portal maintains a persistent single historic Applicant record that allows status tracking throughout the enrollment lifecycle as well as through multiple IDEMIA USA service visits.*

> 4.2.1.3.6 The Vendor should describe in detail their plan for electronic submission acceptance requirements.

IDEMIA USA fully meets this requirement.

IDEMIA USA will maintain a 98 percent classifiable rate for all fingerprint submissions digitally collected by IDEMIA USA and our partners. We cannot warrant the quality of Card Scan submissions where fingerprints were physically collected via non-electronic process by a third-party not associated with IDEMIA USA.

In 2020 and 2021, IDEMIA USA delivered a compliant classifiable rate of 99.07 percent and 98.88 percent, respectively. These rates include IDEMIA USA-operated Live Scan and third-party Card Scan submissions. The classifiable rate for only IDEMIA USA operated Live Scan routinely exceeds 99 percent.

Our combination of hardware-based quality tests, software innovations (back-up print capture), in-person Enrollment Agent training, and near real-time evaluation of reported SLA performance by program management enables IDEMIA USA to exceed classifiable rate requirements in all our state and federal programs.

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4.2.1.3.7 The Vendor should describe in detail their plan on fingerprint technician training procedures and the curriculum used.

IDEMIA USA fully meets this requirement.

IDEMIA USA has experienced, qualified, and fully-trained employees currently supporting the West Virginia program. These resources will continue work at the time of award and for the duration of the contract.

Our foundational knowledge facilitates continued high-quality customer service overseen by our Training Team, who have more than 10 years' experience servicing the West Virginia program.

Our training program gives Enrollment Agents, CSRs, and Technical Help Desk support teams the knowledge, tools, resources, and escalation paths specific to West Virginia's needs. This tailored training allows for accurate and high-quality service to Applicants, resulting in a positive customer experience and reducing repeat visits.

Figure 19: Training Programs Cover Pertinent Subjects Leading to Successful Program Operations. *We continue to use a blended approach of training techniques that includes well-tested installation guides, user manuals, quick reference guides, virtual training, and computer-based training.*

Computer-Based Training (CBT)

Our advanced Learning Management System (LMS) allows IDEMIA USA to deliver CBT modules virtually (see **Figure 20**). This has proven to be an effective method to deliver, track, audit, and report required and elective training to the learner population.
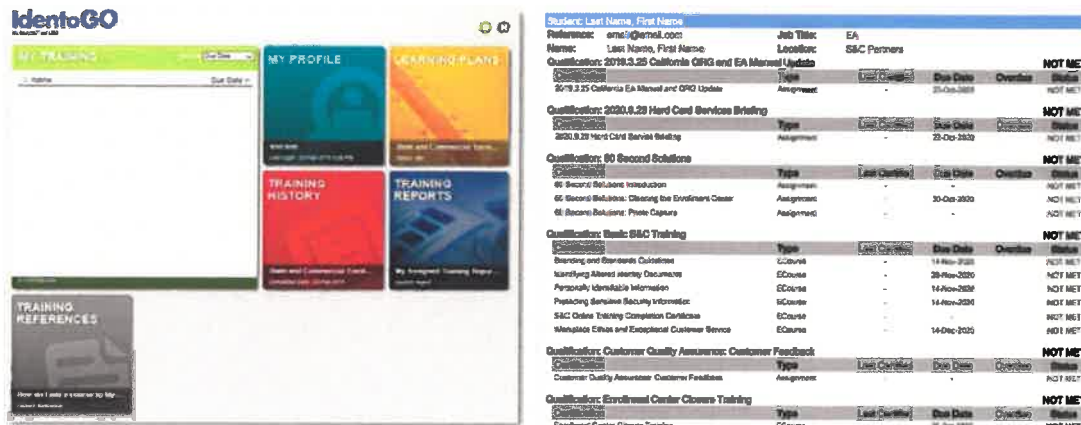
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Figure 20: IDEMIA USA Learning Management System. *Our CBT system delivers modules virtually and tracks each learner's record. CBT modules address policies, procedures, regulations, and standardized operational practices, including identity verification.*

Along with information about the West Virginia fingerprinting program, its mission, and expectations of people supporting the efforts, CBTs are used to introduce the Enrollment Agents to various components of the Enrollment Center experience as well as policies, procedures, regulations, and standardized operational practices. Required CBT modules provide foundational program knowledge in advance of workstation training. Basic CBT modules currently include the following:

- IDEMIA USA Company Overview
- Biographic and Biometric Capture Techniques
- Sensitive Security Information
- Personally Identifiable Information (PII)
- Workplace Ethics, Professional Conduct, and Providing Exceptional Customer Service

Additionally, Enrollment Agents complete a training module titled *Identifying Altered Identity Documents*. The content is based on the recommendations of the National Crime Prevention and Privacy Compact Council.

Scenario Based Workstation Training

To ensure all our Enrollment Agents are properly trained in processing for the West Virginia program, nothing is more important than actual workstation training and experience prior to facing an Applicant. We provide a West Virginia-specific Quick Reference Guide (QRG) to all Enrollment Agents during training. This document includes information such as forms of payment, program-specific notes, and acceptable forms of ID. All Enrollment Agents receive two to three days of training at their Enrollment Center Site (length of time dependent upon prior program experience).

This training includes a review of the West Virginia Enrollment Agent User Manual, QRGs, equipment, supplies and maintenance, and rules of conduct. The training also

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addresses verification of photo identification, fraud detection, and PII protection. Most importantly, Enrollment Agents gain hands-on experience using the capture workstation.

Ongoing Quality Assurance Training and Monitoring

IDEMIA USA follows well-defined Quality Assurance procedures to help ensure responsiveness to the program requirements. We monitor the quality of services and provide remedial training to maintain performance that meets or exceeds the SLAs (or Acceptable Quality Levels) to ensure customer satisfaction and mission support. We identify needs through site visits and performance reports completed by Program Management staff, Operations staff, and others working in an auditing or training capacity.

Table 3: Quality Assurance Surveillance Plan

Critical Performance Parameter	Threshold Acceptable Quality Level (AQL)	Method of Surveillance
Quality of Photo submissions	Reported but no identified AQL	Internal reviews and audit feedback
Fingerprint rejection rate by and FBI	< 2%	Internal reports
Location closures and Appointment Availability	Reported but no identified AQL	Daily reporting
Call Center: • Average wait time • Number of calls answered	Reported, but no identified AQL	Internal Call Center reports
Data collection accuracy	No AQL specified	Internal reports
Applicant and authorized entity service complaint resolution	No AQL specified	Call Center ticket monitoring, direct authorized entity contact and IDEMIA USA/West Virginia bi-weekly collaboration meetings

> 4.2.1.3.8 The Vendor should describe in detail the process in which results will be delivered to groups, agencies, and individuals. A web-based portal for results management should be available for Applicants to access information, status, and results.

IDEMIA USA fully meets this requirement.

We have successfully implemented automated results processing and reporting functions in West Virginia. Our solution is already proven and fully operational in the WVSP environment, so the State of West Virginia can be confident of continued service with no disruption. Since 2011, we have provided WVSP with this same functionality through our results system, which we plan to upgrade to the latest version of our results system at a mutually agreed upon time. This upgraded version also includes the ability to incorporate FBI Rap Back if and when that becomes necessary.

Figure 21 provides a current solution overview including the central results server. Fingerprint records are forwarded to IDEMIA USA, then onto the WVSP AFIS, and then the Transaction Control Processor consolidates responses and provides them to authorized users.
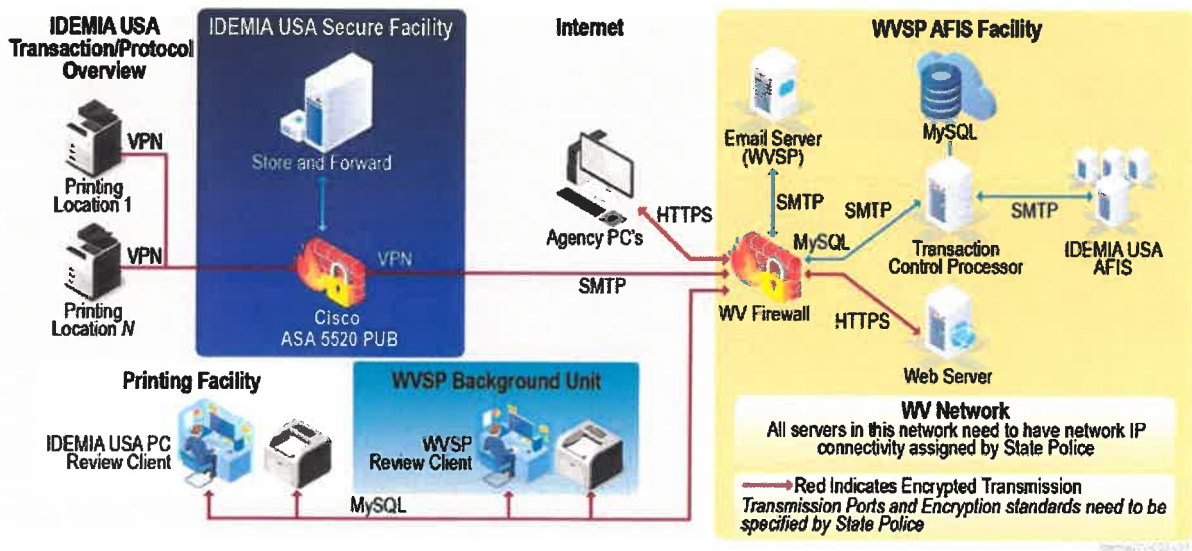
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Figure 21: Solution Overview including Results Processing. *IDEMIA USA's automated results processing solution will return results as specified in Appendix A of the RFP. All transactions submitted from Live Scan devices will be processed at a Central Transaction Switch.*

Our result processing solution can provide the following additional functions:

- Send email notification of transaction completion to employing or licensing agencies

- Allow for review and processing of transactions that may require or allow adjudication by the authorized entity

- Provide for secure web access to Applicant transaction status and data by authorized entities

Notification types include the following:

- ***Applicant & Agency Notifications*** – Result letters bearing the WVSP letterhead are automatically generated for all approved Applicants and printed out for mailing. All result letters contain only the appropriate results as necessary and permissible by State and FBI rules. Upon transaction completion, email notifications are sent to employing or licensing agencies.

- ***Automated Renewal Required Notifications*** – For credentials that have expiration dates, notification letters are generated prior to the expiration advising the credential holder of the steps required to complete the renewal process.

Generation of Response Letters

IDEMIA USA's Review Client solution provides batch processing of letters and/or emails as an integral step of adjudication processing. Configurable result processing rules govern how letter processing occurs, based on factors such as agency and Applicant type. Key results processing capabilities of the solution include the following:

- Only personnel authorized by State of West Virginia can generate response letters

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- From the list of Applicants for whom an adjudication decision has been made, authorized personnel can specify whether to print letters for all Applicants (batch) or selectively indicate one or more Applicants for whom to generate a response letter

- Checklist of Applicants for whom letters will be produced, so authorized personnel can verify that all letters are printed and can reprint any letters lost to printer jams, toner outage, etc.

- Letter formatting aligns the Applicant name and mailing address to appear in the envelope window

- Electronic image of the result letter is retained in the database for future review and reprinting

Our results system includes a centralized dashboard to manage Applicants and administer users. It also includes a secure, web-based reporting tool, all governed by role-based permissions. WVSP users can access Applicant information, status, and criminal history check results.

Web-based Portal

Authorized Agency or Entity users can access data through the Administrative Web Portal. This allows users to review records and results, generate ad hoc reports containing data for their Applicants, and export the data to an Excel spreadsheet.

Figure 22 and **Figure 23** show an example screen of an Applicant status search and search results using the Web Portal tool.

Figure 22: Applicant Status Search using Administrative Web Portal

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Export to Excel
Expanded Export to Excel

Back to Search Form

Name	DOB	SSN	Agency	Status	Received
TEST,APPLICANT	01/17/1985		WV DEPT OF EDUCATION	Closed	11/03/2011
TEST,EIGHT	06/21/1977		STEP BY STEP, INC	Rejected	05/06/2014
TEST,FIVE	01/01/1954		STATE REFERENCE CHECK - EMPLOYER	Rejected	05/06/2014
TEST,FOUR	01/01/1954		STEP BY STEP, INC	Rejected	05/06/2014
TEST,NINE	06/22/1977		LOGAN-MINGO AREA MENTAL HEALTH	Rejected	05/06/2014
TEST,ONE	01/01/1954		STATE REFERENCE CHECK - EMPLOYER	Closed	05/06/2014
TEST,SEVEN	06/20/1977		LOGAN-MINGO AREA MENTAL HEALTH	Rejected	05/06/2014
TEST,SIX	01/01/1954		LOGAN-MINGO AREA MENTAL HEALTH	Rejected	05/06/2014
TEST,TEN	06/05/1952		STEP BY STEP, INC	Rejected	05/06/2014

Figure 23: Results of Applicant Status Search

4.2.1.4 Provide automated results processing capability, security.

IDEMIA USA fully meets this requirement.

IDEMIA USA provides automated results processing capability and security through our proven results system application software. Details on our solution's capabilities and security are included in the subsections below.

> 4.2.1.4.1 The Vendor should describe in detail their plan to collect and house Applicant fingerprint submissions including print images, signatures, and demographic data on a central server, which should at a minimum include their archive retention plan, submission storage format, unplanned outage procedures, re-transmission procedures, and backup plan.

IDEMIA USA fully meets this requirement.

Collecting and Housing Fingerprint Submissions in UEP

With our UEP solution, IDEMIA USA currently maintains an electronic record of every service provided to the State of West Virginia and their Applicants. This record may be used to track the status of an enrollment that has started but not yet been fulfilled. It also serves as a record of past services provided.

For each record, IDEMIA USA maintains (for the duration of the data retention period) all transaction details including the following:

- The complete demographic data of the Applicant
- The fingerprints of the Applicant

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- The date of their enrollment, the date the record was transmitted to the State, and the date the results were received

- The location where they enrolled

- The identity of the Enrollment Agent who captured their fingerprints

- The service for which the Applicant was printed (which includes the Reason for Print, agency, price, and other configurable fields)

- The type of identity document provided by the Applicant including the document number, issuance date, and expiration date

- The Applicant's signature

- The method of payment and the amount paid by the Applicant

Archive Retention Plan

By default, UEP retains all Applicant data and submission information for audit purposes. By default, data is purged 365 days following the Applicant's enrollment, but the platform is easily configurable to purge Applicant data according to the retention policies of the State. For example, the system may be configured to purge all of an Applicant's data 180 days following their enrollment.

In accordance with Criminal Justice Information Services (CJIS) policy, any Criminal History Record Information (CHRI) is purged 30 days after receipt.

Submission Storage Format

UEP is fully Electronic Benefits Transfer Specification (EBTS) v10.0 compliant and all submissions to the WVSP AFIS will be in the EBTS format. IDEMIA USA will use the existing Secure File Transfer Protocol to transmit fingerprint records to the WVSP from the UEP application server.

Retransmission Procedure

UEP actively seeks an electronic acknowledgement for each submission. If no acknowledgement is received within 24 hours, the record is automatically queued for research and resolution.

The procedure for resolving an unaccepted submission is as follows:

1. If the record was rejected due to formatting issues or biographic issues, a IDEMIA USA Support Engineer will attempt to correct the record and resubmit it.

2. If no rejection response was received, a IDEMIA USA Support Engineer will attempt to resubmit the record once. Again, if no response is received, the issue will be escalated with the State's AFIS support team.

3. If the submission was rejected due to poor print quality, the Applicant will be notified that their prints will need to be recaptured. Once their prints are recaptured, the new record will be submitted to the State.

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Backup, Fault Tolerance, and Procedure for Unplanned Outages

IDEMIA USA's UEP technology is a multi-tenant vendor-hosted software as a service (SaaS) system that uses modern, cloud-based architecture to ensure a highly secure, highly available, and highly reliable service to WVSP and authorized entities. UEP is hosted on Amazon Web Services (AWS). IDEMIA USA is committed to proactive preventative maintenance action to keep all underlying system and software components refreshed to address end-of-life products. As part of IDEMIA USA's program management process, a Project Manager (PM) will ensure WVSP is aware of plans for shared/common component updates as well as obtain approval for WVSP's sole discretion for any system components in use unique to WVSP.

By providing redundancy at every layer of our solution, we can ensure no data will be lost due to a hardware failure and that data integrity can be maintained during a failover event.

Our fingerprint capture workstations are designed to work on a limited basis in offline mode, so they will continue to function during any outages. When services are restored, the data from the workstations will be uploaded and processing will resume.

If an outage does impact an Enrollment Center causing a closure, UEP has the capability to automatically notify applicants via email and phone.

> 4.2.1.4.2 The Vendor should describe in detail their plan to connect their central collection server to the state system, in such a way that the information being transmitted is secure and protected.

IDEMIA USA fully meets this requirement.

IDEMIA USA will continue to use our proven interface with the State of West Virginia's network, hardware, and software environment. We currently interface with the WVSP AFIS and have successfully sent approximately 220,000 NIST submissions securely through this interface. We will continue to secure and protect the information being transmitted under the new contract.

All enrollment workstations connect to the UEP application server via a secure Virtual Private Network (VPN) tunnel. Immediately upon completion of the enrollment, the fingerprints and demographic data are transmitted to the back-end systems via this secure tunnel. Our system then packages and transmits an EBTS-compliant record to the Transaction Control Processor housed in the WVSP Data Center over another VPN tunnel, using FBI CJIS Security Policy-required encryption standards. From there, the data is stored and then forwarded to the State of West Virginia's AFIS system.

Both our current solution and our proposed UEP system maintain adequate disk capacity to store all fingerprints submissions in the event a communications circuit is not operational. Once the circuit is available again, the system automatically transmits its backlog of records. No records are deleted until the State AFIS has confirmed receipt.

We bring the experience of successfully interfacing to more than 30 state AFIS systems, including 11 IDEMIA USA AFIS systems. We currently submit fingerprints to the state and federal AFIS systems shown in **Table 4**.

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Table 4: IDEMIA USA's Current State and Federal AFIS Interfaces

IDEMIA USA State AFIS Interfaces			
• Arkansas	• Kansas	• North Dakota	• South Dakota
• Arizona	• Kentucky	• Nebraska	• Tennessee
• Colorado	• Louisiana	• New Hampshire	• Vermont
• Connecticut	• Massachusetts	• New Jersey	• Washington State
• Delaware	• Maine	• New Mexico	• Wisconsin
• Florida	• Michigan	• New York	• West Virginia
• Hawaii	• Minnesota	• Oklahoma	• Wyoming
• Iowa	• Missouri	• Pennsylvania	• Washington, DC
IDEMIA USA Federal AFIS/Server Interfaces			
• Federal Bureau of Investigation IAFIS*		• Financial Industry Regulatory Authority (FINRA)	
• Transportation Security Administration (TSA)		• American Bankers Association (ABA)	
*IDEMIA USA is a certified Federal Bureau of Investigation Channeler			

> 4.2.1.4.3 The Vendor should describe in detail, with examples, their personnel, physical and technical security controls, and policies in place that demonstrates their ability to protect the Applicant information.

IDEMIA USA fully meets this requirement.

Logical Access Security Controls

IDEMIA USA enforces strict authentication policies for enrollment workstations and any other software application that accesses PII.

No user can access the enrollment workstation software application without first logging in with a username and password. The software requires a password change at initial login and after a reset. In addition to requiring users to change their password, we employ other methods to control the security of the passwords themselves, including the following:

- A password is never stored in plain-text; it is always stored as a one-way hashed value

- There is no facility in the application to reveal a password

- Users are required to enter a configurable minimum number of characters, numbers, and symbols for their password

- User ID/password management is performed by the System Administrator

IDEMIA USA's password rules are compliant with the FBI CJIS 5.3 standard. We require passwords to follow these rules:

- Be a minimum length of eight characters on all systems

- Not be a dictionary word or proper name

- Not be the same as the User ID

- Expire within a maximum of 90 calendar days

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- Not be identical to the previous 10 passwords

Furthermore, our systems do not transmit passwords outside the secure location and do not display passwords when entered.

UEP passwords expire every 90 calendar days and accounts are automatically locked out after three unsuccessful login attempts.

Personnel Security

IDEMIA USA follows a successful and repeatable process to vet, onboard, and train personnel. All personnel must be U.S. citizens and must pass a rigorous background check.

IDEMIA USA adheres to a strict Training Plan to make sure all personnel working on fingerprint programs are fully trained on standards of performance and operational excellence. These training standards are applicable without bias to IDEMIA USA employees, partners, and subcontractors.

Physical and Network Security

The UEP network is divided into zones for security and separation of concerns (**Figure 24**). Workstations, which are connected to the public internet at Enrollment Centers across the nation, exist in an "Untrusted" network zone.

Through a VPN tunnel, the workstations gain access to a "Semi-Trust" network zone. In this zone, requests for allowed services are proxied through to the "Trust" network zone hosting the desired service. There are multiple Trust Zones, properly partitioned for separation of concerns.

Finally, a "Secure" network zone hosts all persistent storage of PII. Only the Trust Zone for the UEP application tier has access to this Secure Zone.

When information is exchanged between networks, it is always through an encrypted channel.

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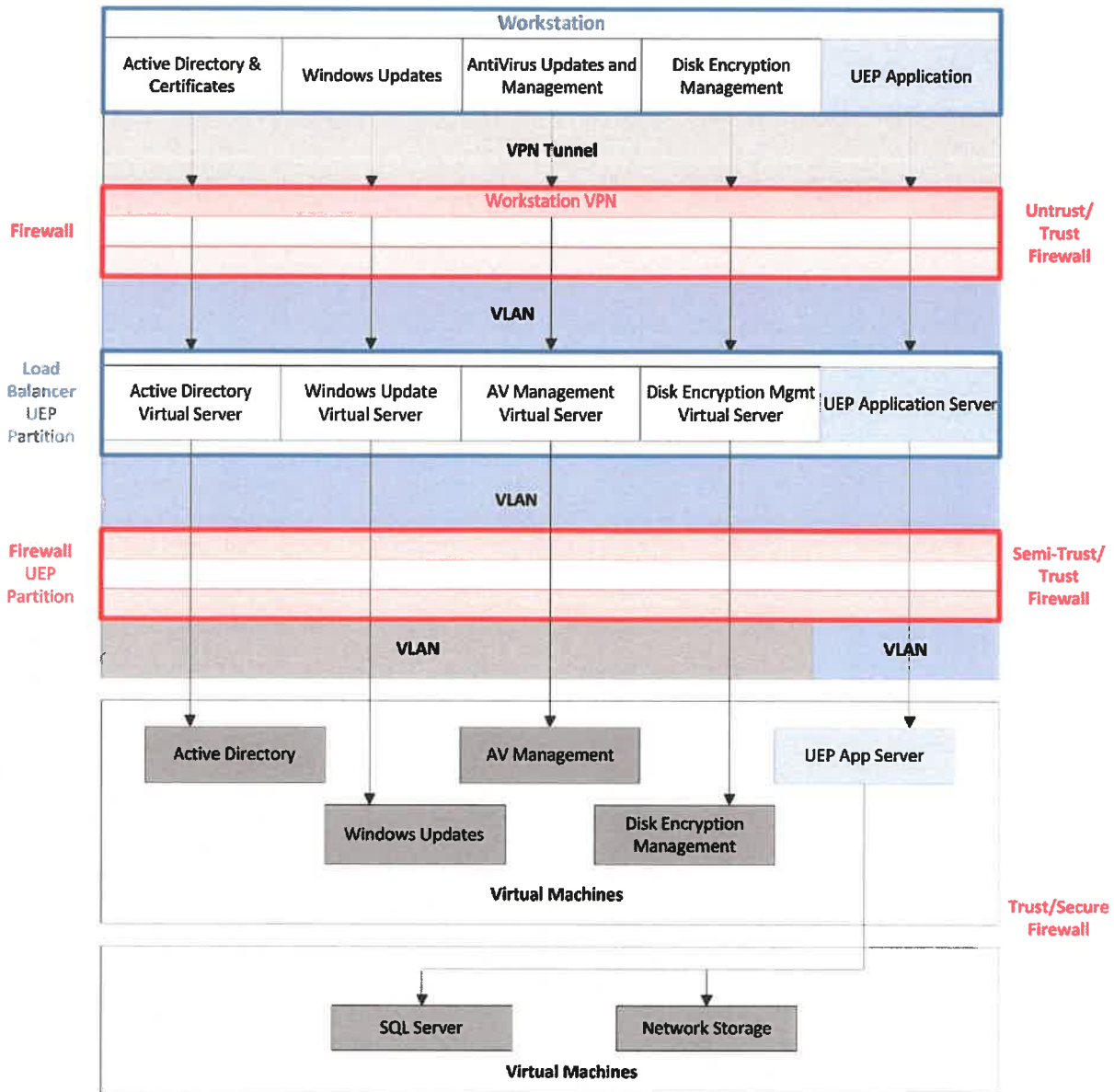
Figure 24: UEP Workstation Network Topography. *Multiple tiers of "Trust Zones" protect PII from the point of collection to secure submission.*

Auditing

For auditing of solution access and key data changes, the system architecture includes Security Information and Event Management (SIEM) capability, which provides complete auditing of events across the solution components. Key user access audit capabilities include the following:

- Log-on attempts (successful and unsuccessful)
- Password change attempts (successful and unsuccessful)

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- User account creation, deletion, and permissions change attempts to create, modify, or delete system files and directories (successful and unsuccessful)

4.2.1.4.4 The Vendor should describe in detail their plan to provide a central result server, which would house the Applicant background results, and be responsible for making results available and providing notification to the appropriate submitting agencies as well as reporting capabilities. This plan should include at a minimum, the physical location of the server, technical and security controls required to meet the current Criminal Justice Information Services ("CJIS") Security Policy, the method an agency will use to retrieve their results, what information an agency will have available to them from this server, and the method the State will use to transmit the results to this central results server. The current CJIS Security Policy can be found at https://www.fbi.gov/filerepository/cjis_security_policy_v5-9_20200601.pdf/view

IDEMIA USA fully meets this requirement.

By continuing to use the centralized results server (aka Transaction Control Processor (TCP)) already installed in the WVSP Data Center, IDEMIA USA will continue to receive, store, process, and deliver results with no interruption of service. This solution already operates under WVSP oversight and is compliant with FBI CJIS Security Policies.

Figure 25 provides a solution overview including the central results server. We have provided additional detail about our Results Processor in our response to requirement 4.2.2.4.

Customized Adjudication and Results Dissemination with the Results System

Our next-generation client application results system allows authorized WVSP personnel to access Applicant information, status, and results. Our results system includes a centralized dashboard to manage Applicants and administer users. It also includes a secure, web-based reporting tool, all governed by role-based permissions. WVSP users can access Applicant information, status, and criminal history check results.

Since 2011, we have provided WVSP with this same functionality through our results system, which we plan to upgrade to the latest version of our results system in the new contract at a mutually agreed upon time. **Figure 25** shows a high-level view of our print collection and results management network architecture as it operates today.

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1. Updates the record status.

2. Based on the transaction type submitted, auto-generates email notification to the authorized entity or the individual when no record is found.

Results Notification and Access

IDEMIA USA's Review Client application, the front-end user interface for the TCP, includes the following functionality to ensure efficient processing of Applicants for West Virginia employing and licensing agencies:

- ***Automated Adjudication Decisions*** – On average, 80 percent of adjudication decisions are made without human intervention. These decisions are made based on the criminal history responses received and the pre-specified adjudication criteria (typically, no indication of a criminal record). The result is shorter turnaround times for responses to employing and licensing agencies and minimal effort by State of West Virginia employees to process Applicants.

- ***Redaction*** – One or more specific sections of text can be redacted before results are delivered to an agency and/or the Applicant. Only non-redacted text is included in denial letters provided to the Applicant. The original (full) response is retained within the Review Client for future reference and use by authorized State employees.

- ***Collaboration*** – Notes and attachments can be added to an Applicant record as necessary to provide the necessary support information for the final adjudication decision.

- ***Disposition Assignment*** – Authorized personnel can assign a final disposition, which triggers response generation, based on their permissions.

Figure 26 through **Figure 28** show screenshots from IDEMIA USA's Review Client application currently provided as part of our West Virginia solution.

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Figure 26: West Virginia Results System Search Records and View Real-Time Transaction Status

Figure 27: View Applicant Detail – Includes demographic and transactional data
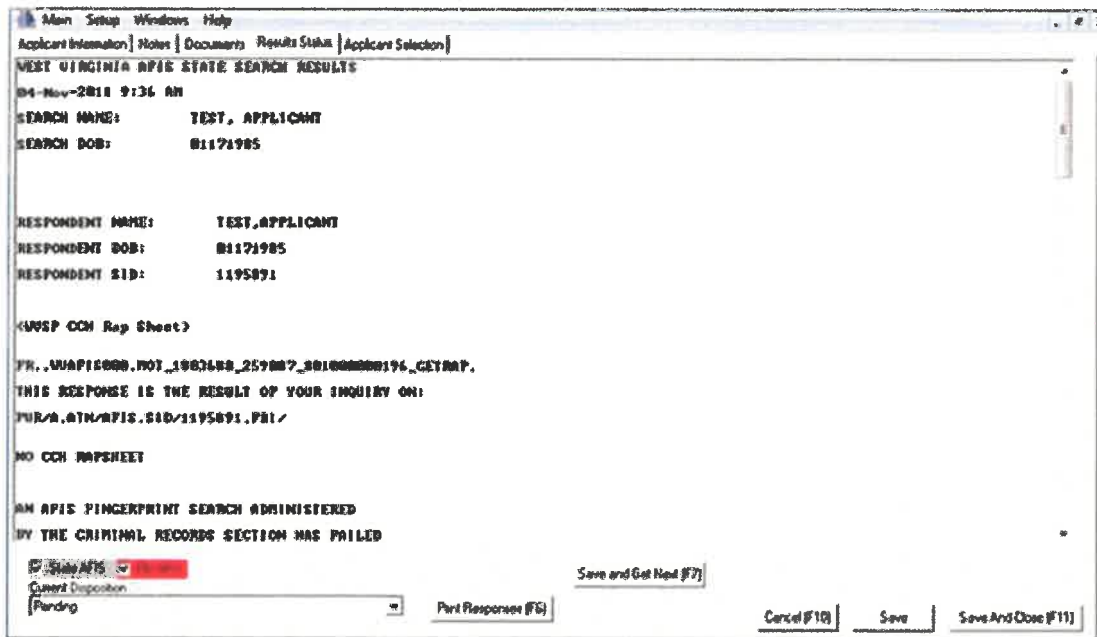
Figure 28: View AFIS Responses (State and FBI) – Authorized users can make status changes as needed

Reporting Capabilities

Authorized Agency and Entity users can access data through the Administrative Web Portal. This allows users to view Applicant results, generate ad hoc reports containing data for their Applicants, and export the data to an Excel spreadsheet.

Figure 29 and **Figure 30** show an example screen of an Applicant status search and search results using the Web Portal tool.
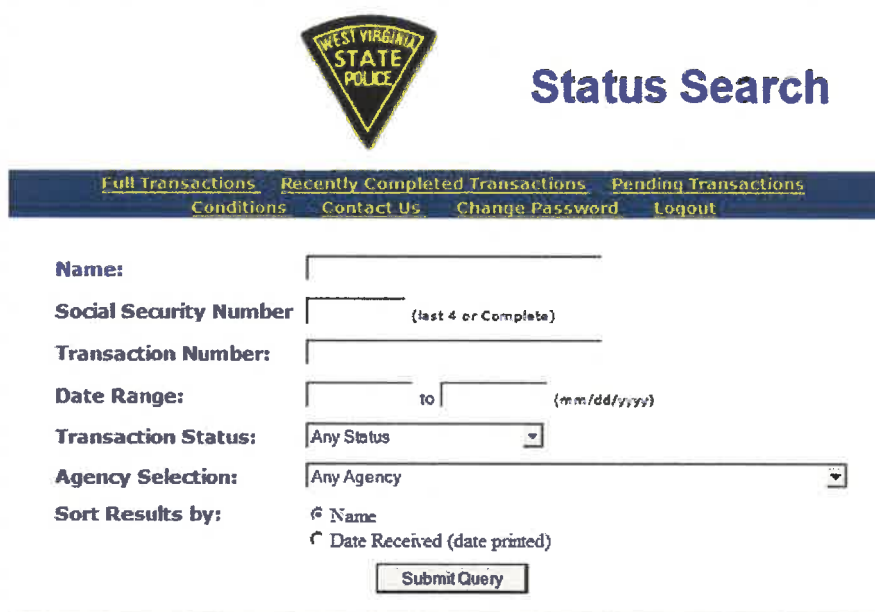
Figure 29: Applicant Status Search using Administrative Web Portal

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Export to Excel
Expanded Export to Excel

Back to Search Form

Name	DOB	SSN	Agency	Status	Received
TEST,APPLICANT	01/17/1985		WV DEPT OF EDUCATION	Closed	11/03/2011
TEST,EIGHT	06/21/1977		STEP BY STEP, INC	Rejected	05/06/2014
TEST,FIVE	01/01/1954		STATE REFERENCE CHECK - EMPLOYER	Rejected	05/06/2014
TEST,FOUR	01/01/1954		STEP BY STEP, INC	Rejected	05/06/2014
TEST,NINE	06/22/1977		LOGAN-MINGO AREA MENTAL HEALTH	Rejected	05/06/2014
TEST,ONE	01/01/1954		STATE REFERENCE CHECK - EMPLOYER	Closed	05/06/2014
TEST,SEVEN	06/20/1977		LOGAN-MINGO AREA MENTAL HEALTH	Rejected	05/06/2014
TEST,SIX	01/01/1954		LOGAN-MINGO AREA MENTAL HEALTH	Rejected	05/06/2014
TEST,TEN	06/05/1952		STEP BY STEP, INC	Rejected	05/06/2014

Figure 30: Results of Applicant Status Search

Physical Location

The TCP and Web Portal systems are located in the secure Data Center of the WVSP so WVSP maintains access control. The only IDEMIA USA users with access to these systems are the authorized support personnel that have been cleared and approved by WVSP.

Security and Controls

The software and systems are FBI CJIS Security policy compliant in their access control, logging, and encryption policies. User access, password policies, physical access, and other controls are under direct control of WVSP personnel.

While IDEMIA USA's network boundary houses all servers, data, and equipment necessary to collect the biometric and biographic data, this data must still be sent to the State's AFIS. Data sent to (and retrieved from) the State will be transmitted over a secure VPN tunnel.

To maintain compliance with CJIT-ITS v5.3, IDEMIA USA uses physical separation of system boundaries for systems that process Criminal History Record Information (CHRI) versus those systems that only transmit the PII needed to initiate the search. To minimize audit (and thus, applicant) costs, IDEMIA USA installs the Adjudication, Redaction, and Rap Sheet processing software within the State's boundary, which is already subject to FBI CJIS security controls and audits.

Figure 25 shows that all prints are captured in the field and transmitted to the central server over a secure VPN. Prints, along with the demographic data, are transmitted to the TCP, located within the State's boundary.

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The TCP tracks all prints submitted to the WVSP AFIS from IDEMIA USA. Responses from the AFIS are returned to the TCP, where they can be accessed and processed via multiple channels, including the following:

- **The Review Client** – used to view Applicant details, add notes, and redact results

- **The Agency Web Portal** – used by user agencies to retrieve results and adjudicate their clients

- **Email server** – used to notify agency contacts and/or Applicants with the status of a relevant transaction

- **Printer** – used to print hard copy response notifications

4.2.1.5 Provide billing system and reports

IDEMIA USA fully meets this requirement.

IDEMIA USA understands and agrees to collect the fees required for each Applicant type as directed by the State. Over the past 15 years, IDEMIA USA has worked closely with various state and federal agencies to collect, report, invoice, and remit all fees through our UEP. The process of accurate collection, reporting, invoicing, and accounting to the appropriate agencies is a critical component of the service IDEMIA USA provides.

> 4.2.1.5.1 The Vendor should describe in detail their plan to provide a billing system with the public/agencies and between the Vendor and the state. The plan should detail the reconciliation process and escrow accounts establishments, the fee structure, and points of contact for discrepancies with billing issues.

IDEMIA USA fully meets this requirement.

Both agencies and employers in West Virginia currently have the option of establishing billing accounts with IDEMIA USA. All policies and processes will remain in effect for the new contract period.

IDEMIA USA maintains a Tennessee-based Billing Department with 8:00 A.M. to 5:00 P.M. Central Standard Time support to assist with any invoice or billing account inquiries. Applicants may contact the Customer Service Center for assistance in account reconciliation, discrepancies, or usage questions.

Now that UEP is deployed, agencies have the option to provide a specific one-time use Authorization Code that the Applicant is required to use. Alternatively, State agencies may allow all Applicants processed under a specific Service Code to be billed without use of a unique Authorization Code.

Likewise, non-governmental entities have the option of placing a credit card on file, which will be charged at the time of transaction whenever an Authorization Code is used. This reduces the opportunity for fraud through the use of shared universal billing account numbers and eliminates the need for employers to maintain a pre-paid balance.

The Customer Service Center provides assistance in using authorization codes.

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No enrollment is invoiced to a credit billing account until the Applicant transmission is completed. All invoices are accompanied by a detail of activity inclusive of Payment Date, Fees, Location, Last Name, UE ID (Enrollment ID number), Service Date, and Authorization Code (unique one-time use code). **Figure 31** shows an example of the billing details for all invoicing activity.

	Payment ReceivedDate	Fees	PaymentType	PaymentOrigin	locationName	locationId	Name_Last	ueid	serviceDate	Program	Service	Authorization Code	AccountName
1	2/26/2015	$ 30.00	CouponPayment	Workstation	Keyser	8016	Armstead	U1464F26QG	2/26/2015	WV	Enroll	1111113645517ZRY5	SAMPLECO
2	2/26/2015	$ 50.00	CouponPayment	Workstation	Charleston	9088	Qualls	U1Z4482725	2/26/2015	WV	Enroll	1111113645512BN91	SAMPLECO
3	2/26/2015	$ 50.00	CouponPayment	Workstation	Huntington	8289	James	U2RR48Z564	2/26/2015	WV	Enroll	111111364551456k1	SAMPLECO
4	2/26/2015	$ 30.00	CouponPayment	Workstation	Martinsburg	9023	Haywood	U1T548Y5R1	2/26/2015	WV	Enroll	1111113645514910H2	SAMPLECO
5	2/26/2015	$ 50.00	CouponPayment	Workstation	Sutton	1307	Wills	U3N248Y2X4	2/26/2015	WV	Enroll	1111113645511T2N4	SAMPLECO
6	2/26/2015	$ 50.00	CouponPayment	Workstation	Charleston	9088	Dix	U1FP48YNQY	2/28/2015	WV	Enroll	1111113645516SF2F	SAMPLECO
7	2/26/2015	$ 30.00	CouponPayment	Workstation	Huntington	8289	Cooper	U2RR48YVTB	2/26/2015	WV	Enroll	1111113645517667b	SAMPLECO
8	2/26/2015	$ 30.00	CouponPayment	Workstation	Sutton	1307	Spears	U2T348Z13R	2/26/2015	WV	Enroll	1111113645517NN27	SAMPLECO

Figure 31: Invoicing Activity Report

4.2.1.5.2 The Vendor should describe in detail their plan on providing and developing standard and ad-hoc reports for use in reconciliation and other program objectives. The plan should detail how the state and user agencies will access the reports. The vendor will describe the server for this database and provide screen shots of these reports.

    Monthly/Annual Summary
    Monthly/Annual Detail
    Fee Collection/Billing Reconciliation (for State access only)

IDEMIA USA fully meets this requirement.

IDEMIA USA has extensive experience with operational management and a deep understanding of the reporting needed to support the WVSP operation at scale. Nearly all the reports have previously been developed by our team using Microsoft SQL Server Reporting Services (MS SSRS) to support WVSP and the authorized agencies. Reports can be accessed by the State and credentialed user agencies through the self-service UEP Administrative Portal.

Figure 32 represent the current suite of reports available to WVSP, authorized WV agencies, and IDEMIA USA program staff to deliver report functionality to the WV program.
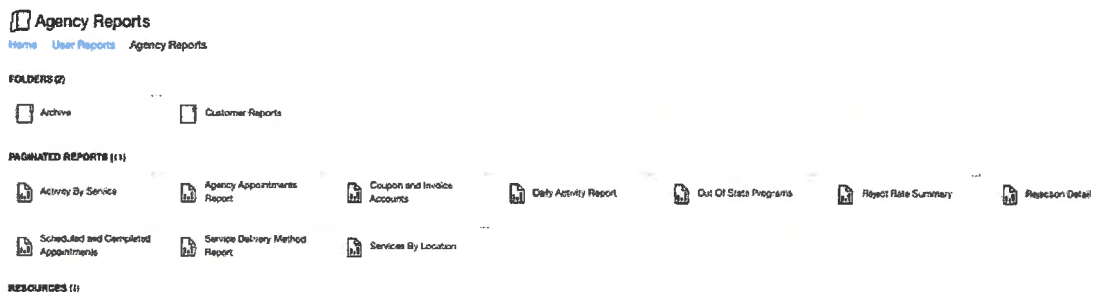
Figure 32: The current IDEMIA USA agency reports available within the UEP Administrative Portal.

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Monthly/Annual Summary

The Activity by Service Report generates a count of all services dependent on the date range entered by the user. This report can be run daily, weekly, monthly, quarterly, or annually. Sample screenshots of our Monthly and Annual Summary Reports are included in **Figure 33** and **Figure 34**. *(Note: These screenshots do not contain any identifying Applicant data.)*

UE Universal ENROLL

Activity by Service Report

The report was created on: Friday, June 17, 2022 1:36 PM UTC

The data range was: 05/01/2022 to 05/31/2022

Program	Service	Service Code	Enrollments
West Virginia	ABC Tavern Applicant	228Q54	28
West Virginia	Board of Dentistry	228QFX	19
West Virginia	Board of Pharmacy	228Q8H	174
West Virginia	Department of Education Bus Driver	228NTN	28
West Virginia	Division of Personnel	228N9K	4
West Virginia	Emergency Medical Services	228NNT	46
West Virginia	State Reference Check w/o Facility Number	228QN5	405
West Virginia	WV Dept Of Agriculture - Auctioneer Program	228RF7	3
West Virginia	BOARD OF EXAMINERS FOR LPN	228NQ7	145
West Virginia	Board of Veterinary Medicine	228QXY	9

Figure 33: Monthly Summary Report. *Captures activity by service within a given month or range of dates.*

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UE|Universal ENROLL

Activity by Service Report

The report was created on: Friday, June 17, 2022 2:14 PM UTC

The data range was: 01/01/2021 to 12/31/2021

Program	Service	Service Code	Enrollments
West Virginia	BOARD OF EXAMINERS FOR LPN	228NQ7	1213
West Virginia	Board of Veterinary Medicine	228QXY	94
West Virginia	Department of Education Teacher Certification	228NK9	3692
West Virginia	DHHR BCF	228QT1	666
West Virginia	Racing Commission	228NRR	11
West Virginia	Real Estate Appraisal Board	228NV3	30
West Virginia	Real Estate Commission	228Q6K	934
West Virginia	State Reference Check w/ Facility Number	228QKR	26
West Virginia	WV Dept Of Agriculture	228QZV	49

Figure 34: Annual Summary Report. *Captures activity by service within a given year or range of dates.*

Monthly/Annual Detail

The Transaction Report generates a detailed listing of all West Virginia transactions dependent on the date range entered by the user. This report can be run daily, weekly, monthly, quarterly, or annually. Sample screenshots of our Monthly and Annual Detail Reports are included in **Figure 35** and **Figure 36**. *(Note: UE IDs in these screenshots have been replaced with a generic and fictitious UE ID.)*

Figure 35: Monthly Detail Report

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Figure 36: Annual Detail Report

Fee Collection/Billing Reconciliation

Currently, the WVSP sends IDEMIA USA an invoice summary and supporting details (e.g., transaction control number (TCN), print date, transaction types, fees) for the previous month's processing for reconciliation prior to the actual invoice being submitted. IDEMIA USA reconciles that detail to UEP processing for the month using the Agency Recon Report, shown in **Figure 37**. *(Note: UE ID and initials have been replaced with generic and fictitious details.)*

	A	B	C	D	E	F	G	H	I	J	K	L
1	tcn	Program	ServiceNumber	serviceName	FullAmount	tcn	uesid	FirstInitial	LastName	PrintDate	RevenueDate	SubmissionDate
2	UWV000212395	West Virginia	228QVG	WV CARES	35.75	UWV000212395	UZVV123ABC	A	B	5/23/2022	5/23/2022	5/23/2022
3	UWV000212397	West Virginia	228RBT	WV Board of Physical Therapy	45.75	UWV000212395	UZVV123ABC	A	B	5/23/2022	5/23/2022	5/23/2022
4	UWV000213576	West Virginia	228QQN	Employer Record Check	32.5	UWV000212395	UZVV123ABC	A	B	5/23/2022	5/23/2022	5/23/2022

Figure 37: Fee Collection/Billing Reconciliation

Once a review is completed, reconciliation is sent to the Project Manager. IDEMIA USA notifies WVSP of any discrepancies if there are any or requests an invoice to Accounts Payable.

4.2.1.6 Equipment

IDEMIA USA fully meets this requirement.

IDEMIA USA provides the equipment necessary to capture Applicant fingerprints digitally. Details on our solution components and capabilities are included in the subsections below.

> 4.2.1.6.1 The Vendor should describe in detail how they will capture Applicant fingerprints digitally. Included in the plan, the Vendor should discuss the Live Scan device, ID Authentication plan, the Manual Fingerprint Process, digital signatures, Central Server/Store and Forward configuration, and card scan conversions process.

IDEMIA USA fully meets this requirement.

Live Scan Device

All IDEMIA USA technology for Live Scan and Card Scan biometric capture is FBI certified and meets the FBI's EBTS standard. Today, IDEMIA USA operates a fully FBI-

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compliant WV network of biometric capture workstations with our Classic UEP Workstation that features the IDEMIA TouchPrint® 4100 Live Scan device. The Classic UEP Workstation is a proven device that has securely serviced the WVSP program since the deployment of UEP in 2018.

Our next generation of enrollment workstation, the IdentoGO® Tablet, has been successfully deployed in Texas at select Enrollment Centers, complies with the FBI's Next Generation Internet (NGI) initiatives and IAFIS Image Quality Standards (IQS) and was certified in January 2020. The tablet uses a built-in IB FIVE-0 fingerprint scanner. The FIVE-0 scanner produces 500ppi/256 grayscale dynamic range and is touch capacitive, allowing operation in various lighting conditions and requiring no calibration between sets of Applicant prints. The scanner is fully FBI-certified, compliant with the Wavelet Scalar Quantization (WSQ) Gray Scale Fingerprint Image Compression Specification (not to exceed 15:1 on average), and capable of capturing standard ten-print fingerprint roll (nail-to-nail) and flat images, as well as 4-4-2 slap-only capture. At a mutually agreed-upon time, we will evolve our current solution to leverage the UEP Tablet workstation at agreed-upon locations or for mobile use.

Main Category	Firm ▲	Product & Description		FAP	Specification	Certified	Modified
Mobile ID, Live Scan Systems	IDEMIA Identity & Security France	**IdentoGO** IdentoGO mobile tenprint system incorporating the Integrated Biometrics FIVE-0 tenprint device operating at 500 ppi without membrane (Appendix F and Mobile ID FAP 50)		50	Appendix F	1/2020	2/5/2020

Figure 38: FBI Certification Confirmation of the IDEMIA USA IdentoGO® Tablet. *Our IdentoGO Tablet is a fully compliant, FBI-certified Live Scan device that features an integrated biometric scanner. (Source: https://fbibiospecs.fbi.gov/certifications-1)*

In addition to the standard proposed UEP solution, IDEMIA USA is currently in the development and evaluation phases of a new fingerprint enrollment delivery model that will significantly alter the way services can be delivered. To date, this new technology has yet to be approved for Applicant processing certification by the FBI for any vendor. Our teams are working in close consultation with a current UEP state customer to pilot the technology and prove its effectiveness and security. It is critical to understand that this new service model is revolutionary and IDEMIA USA will only deliver it to the State when all stakeholders, including the FBI, agree on its viability. Delivery of this future enhancement will follow our standard development and testing phases, with pilot and other planning activities conducted in partnership with WVSP and the appropriate stakeholders. As with past enhancements, the project is coordinated and scheduled in agreement with the stakeholders to ensure successful implementation and *NO DOWN TIME.*

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IDEMIA USA leads the industry in the development of the newest enrollment model supported by the FBI NIST standard: *Supervised Remote Identity Proofing (SRIP)*. This new delivery model, with the approval and partnership of WVSP, can significantly alter and enhance the current UEP service ecosystem. With SRIP, Applicants can be serviced on our next-generation UEP kiosk with either a traditional Enrollment Agent supporting the enrollment in person, or remotely (**Figure 40**). In the remote model, Enrollment Agents observe and assist multiple distant enrollments while Applicants self-enroll on the kiosk.

This new technology provides all the security required by FBI and NIST standards, eliminates health concerns that have been raised by the COVID-19 pandemic, while expanding the footprint of where and when services can be delivered. Envision IDEMIA USA's SRIP kiosks located in the lobby of government or retail facilities in rural West Virginia and available to Applicants during expanded evening and weekend hours. With elimination of access limited to in-person Enrollment Agent staff and partner personnel

Figure 39: UEP Kiosk Workstation. *As a value-added service at no cost to the State, IDEMIA USA will implement a new workstation and delivery model. Details of this new device and service follow in our proposal's Confidential section.*

presence, we foresee a significant increase in enrollment footprint and Applicant convenience, while maintaining the same high levels of program security and accuracy. IDEMIA USA, with staff distributed across U.S. time zones, can provide and support increased availability and support for kiosk-based enrollment.

Figure 40: IDEMIA USA's SRIP Architecture. *With SRIP, Applicants can enroll on our next-generation kiosk supported by either an in-person or remote Enrollment Agent.*

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SRIP is not a future concept; it is in development today, with a release scheduled for initial kiosk capability in late 2022. **IDEMIA USA is including in this proposal an addition of these SRIP kiosks as soon as they become available to our customers; locations will be selected specifically as needed and mutually agreed upon with WVSP and agency stakeholders.**

Fingerprint Capture

Our IDEMIA USA UEP solution achieves an extremely high level of submission success (approximately 99 percent), in part, through the implementation of Image Quality Metric (IQM) and NIST Fingerprint Image Quality (NFIQ) scores for corresponding fingerprints, as well as automated slap-to-roll verification to ensure correct print sequencing (**Figure 41**). The software displays to the Enrollment Agent each captured fingerprint and the associated NIST quality metric score. If an image is indicated as below the acceptable standard (as determined by either NIST or Department of Public Safety (DPS) standards) or out of sequence, individual fingerprints will be recaptured up to three times total during the same appointment and annotated to address errors prior to submission.
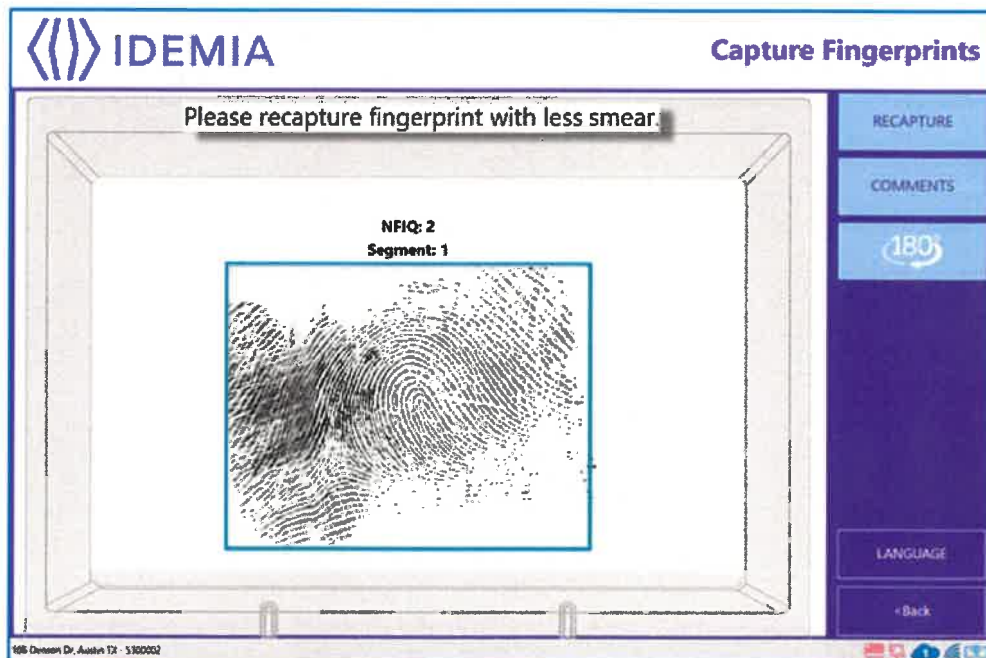
Figure 41: Workstation Quality Control and Poor Print Detection. *Our workstation software automatically detects poor print quality and directs the Enrollment Agent to recapture the print.*

As a final level of assurance, the UEP system uses historic rejection rate logic based on NFIQ scoring to identify a probable FBI or DPS print quality rejection. In this event, the software directs the Enrollment Agent to recapture the full set of 10 fingerprints a second time. UEP then analyzes which of the two sets of captured prints has the highest quality score, and then submits that higher set to the State, while temporarily archiving the second set of captured prints. In the event of a reject notification from the State or FBI, the UEP system can be configured to automatically transmit the second set of prints without requiring the applicant to re-visit the Enrollment Center. Our UEP

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system's backup print capability is illustrated below in **Figure 42. This optional feature has not only reduced Applicant frustration and time but has also eliminated further public contact during the COVID-19 pandemic.**
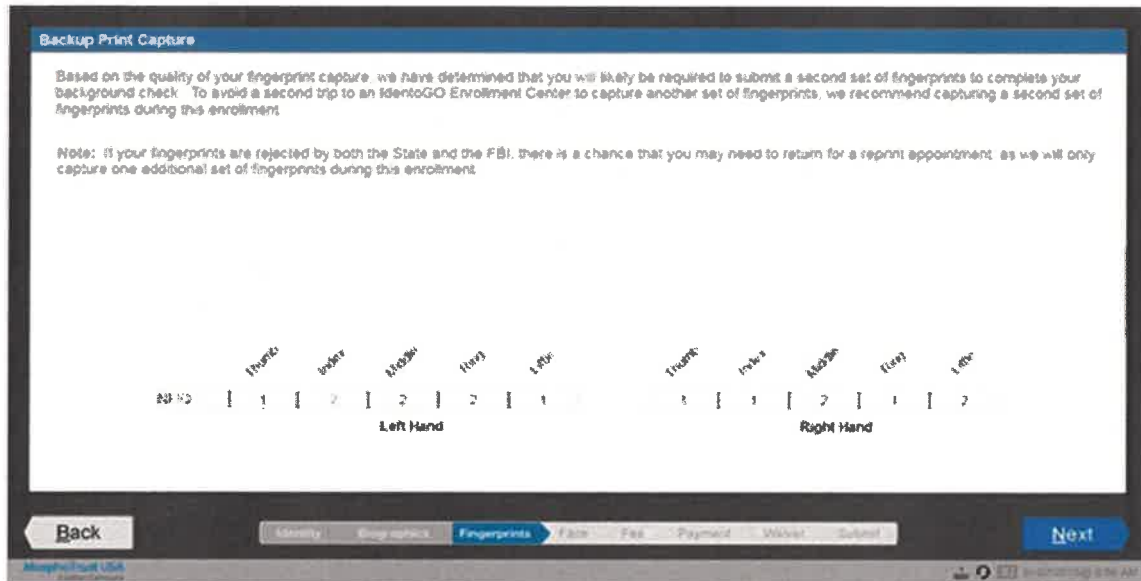
Figure 42: UEP System's Backup Print Capture Feature. *Our UEP solution identifies possible fingerprint rejections, compares sets of 10 fingerprints to choose the higher quality capture for submission, while archiving the secondary set.*

ID Authentication Plan

IDEMIA USA's Enrollment Agent training program, rules-based document requirements, and automated document-authentication device combine to exceed the identification verification requirements set forth in this RFP.

With industry leading in-person and computer-based training (CBT), we are able to reduce the risk of accepting fraudulent documents in the enrollment process and ensure that the individual presenting for service is the same as the individual represented in the identity document(s).

Each IDEMIA USA Enrollment Agent completes the training module *Identifying Altered Identity Documents*. This module is based on recommendations by the National Crime Prevention and Privacy Compact Council, as outlined in the Identity Verification Program Guide.

Our Training Department developed this custom course (**Figure 43**) to educate our Enrollment Agents on methods of quickly identifying fraudulent documents. The course uses scenario-based examples, visual depiction of fraudulent documents, and quiz activities to ensure comprehension. It addresses key factors in determining the validity and acceptance of ID documents presented for enrollment. Enrollment Agents become familiar with the wide range of specifications and features—such as holograms and consistency of backgrounds and fonts—for IDs that applicants may present during an enrollment.

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Over 2,500 Enrollment Agents have completed the Identifying Altered Identity Documents training module, including all current West Virginia Enrollment Agents.

The UEP system helps ensure the correct form of ID is presented by displaying a list of required and allowable IDs to the Applicant, as set forth by WVSP. If an Applicant pre-enrolls over the phone, our CSRs use the same UEP process to identify and communicate the valid IDs required for fingerprinting appointments.

Figure 43: Identifying Altered Identity Documents Training Module. *All Enrollment Agents are trained in verifying a photo ID, common alterations to look for, and procedures to follow if a document is suspected as fraudulent.*

Once the Applicant is on site and our Enrollment Agent has performed a visual inspection of the ID, we use the E-Seek Model M500 with the IdentoGO® Tablet to perform automated document authentication. The M500 extracts and authenticates the hidden security features of any driver license or ID card, as well as reads and decodes barcodes and magnetic stripes. With the card inserted in the M500, both sides of the card are simultaneously captured by the high-resolution imager.

The entire process of scanning the card and transferring the captured data and images to a separate processor for collection and analysis takes only four to five seconds. The information then is processed to verify the authenticity of the submitted document.

The M500's key features and advantages include the following:

- Detects ultraviolet, infrared, and visible light security features

Benefits of Our Automated Document Authentication

- ✔ More accurate than human inspection
- ✔ Higher detection of security features invisible to the human eye
- ✔ Less reliance on specialized training in security features

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Figure 45: The IdentoGO® Tablet. *A single cable connects the M500 Document Authentication device to the IdentoGO Tablet, simplifying the process and physical footprint of enrolling.*

Currently the State is using our B5000 document authentication device with our current UEP desktop workstation. Our B5000 is capable of scanning driver license format identification, as well as larger passports.

With the B5000, the Enrollment Agent lays the identification document on the scanner platen. If the ID is a driver license, the Enrollment Agent scans the barcode before scanning the document to allow the device to authenticate the embedded data with the printed data. Our Identity Proofing Solution knows which documents to expect and informs the Enrollment Agent if the document authenticated is not the correct document. If the document is the expected document, then diagnostics are performed to determine its validity.

Figure 46: Automated Document Authentication. Today, West Virginia *Enrollment Agents use the B5000 to electronically examine a state or federal government-issued photo ID before capturing an Applicant's fingerprints.*

An image of each scanned identity document is uploaded with the Applicant record, along with data about documents including the document number, issuance date, and expiration date.

Manual Fingerprint Process

In the current UEP solution, IDEMIA USA offers a universal "Print and Go" capability that allows any Applicant to have a physical FD-258 hard card produced from their

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fingerprints that were collected electronically on our Live Scan systems. All Applicant data and fingerprints are captured using the same software interfaces used for records that are submitted electronically. However, a FD-258 hard card (**Figure 47**) is produced instead of the electronic record, for the Applicant to take with them from the Enrollment Center.

Figure 47: FD-258 Fingerprint Hard Card

The hard card is printed using a Lexmark MS810n or T600 series printer (**Figure 48**). These printers have printed thousands of hard cards while deployed in West Virginia and other states.

Figure 48: Lexmark Printer

Lexmark printers have printed thousands of hard cards in West Virginia and other states.

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Digital Signatures

We have been using digital signature capture devices in West Virginia since 2011, where we have processed over 716,000 Applicants to date using this equipment. Most recently, this includes approximately 65,000 Applicants processed in 2021.

IDEMIA USA currently provides electronic signature acknowledgements on both the Classic UEP workstation and the IdentoGO® Tablet, at the time of fingerprint capture, ensuring that only the verified Applicant acknowledges via digital signature. Additionally, signatures can be stored and accessed by State personnel for auditing purposes in the UEP Admin Portal.

To make a new acknowledgement request or modify an existing document, the State need only provide IDEMIA USA with the new or modified acknowledgement text and the associated Originating Agency Identifier (ORI)/Service Code type. The timeframe to develop and deploy new, or modify existing, acknowledgements is 30 business days from request.
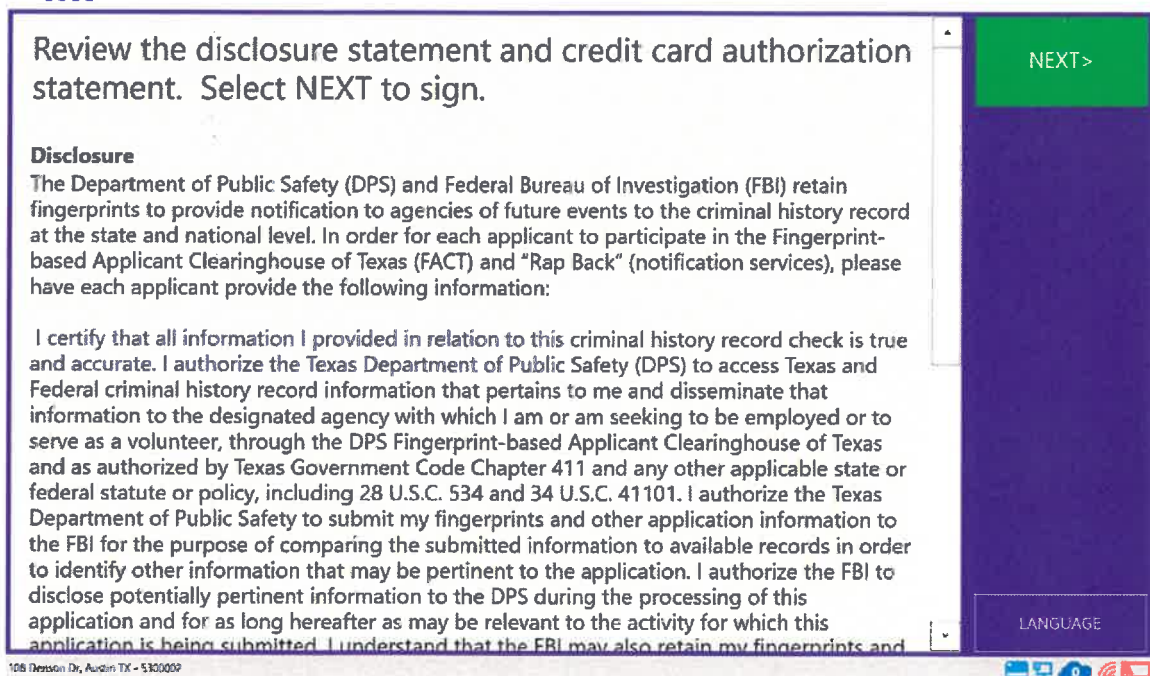
Figure 49: IdentoGO® Tablet's Electronic Disclosure Statement
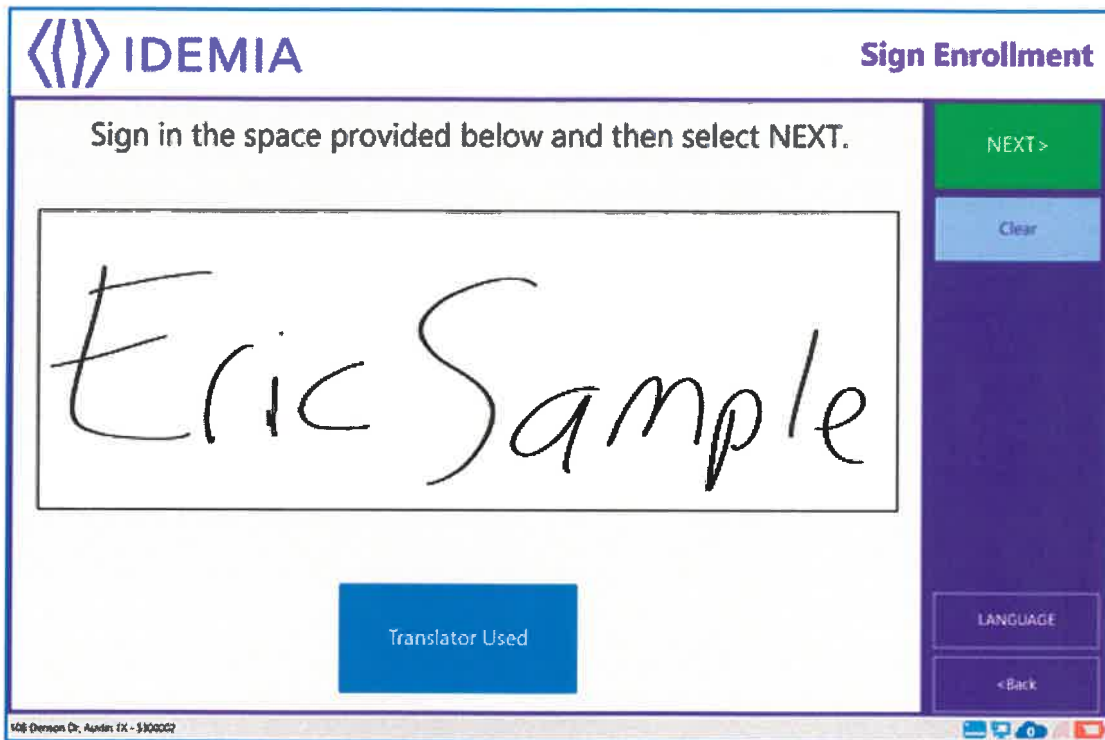
Figure 50: IdentoGO® Tablet's Electronic Signature Prompt

Signatures are automatically verified, and then stored for archive in the UEP Admin Portal.

Figure 51: Topaz Signature Capture Pad

Topaz signature pad has been used on the Classic UEP workstation to submit the Type 8 field of the NIST record. The Topaz signature pad has been used within the UEP for more than 14 million Applicants.

Central Server/Store and Forward Configuration

Our current Central Server meets these RFP requirements and our UEP solution will continue to meet the requirements. We currently produce a database backup on the

WVSP network daily and we propose to continue this process under the new contract for fingerprinting services.

Additionally, a network share on the TCP server is currently available, which the WVSP staff and IDEMIA USA use to exchange sensitive data in a secure manner. WVSP has an administrator account on the TCP and Web Portal server with full access to all data, logs, and other system configuration information.

We meet all State and FBI standards for archiving all fingerprint images, signature images, and demographic data in a non-proprietary EFTS format. All archived data remains the sole property of the State and is purged from the database according to the required schedule.

We maintain adequate disk storage for more than one month of fingerprint submissions. In the event of a communications failure, submissions are sent to the criminal records repository upon restoration of communication, without the need to re-fingerprint Applicants.

The following statistics demonstrate the annual volume of transactions processed through our central servers in state and federal programs:

- *More than five million fingerprint enrollments per year at more than 1,600 Enrollment Centers in 28 U.S. states*

- *More than one million TSA Pre✓® Applicants per year*

- *65,000 West Virginia Applicants per year*

In our response to requirement 4.2.1.4.1, we have provided additional details on our plan for collecting and housing fingerprint submissions.

Card Scan Conversion Process

Applicants who are out-of-state or are physically unable to visit an Enrollment Center can mail hard copy fingerprint cards to our Brentwood, TN, Card Scan facility. We will digitize the fingerprint images and submit them to the authorized channel in the same manner as an electronically fingerprint captured submission.

We currently process more than 100,000 hard copy fingerprint card conversions each year from our Brentwood, TN, processing center. We process these cards in accordance with industry standards, state and federal regulations, and contract requirements.

To protect Applicants' PII, our Card Scan operation is contained on a high-security floor and only highly vetted individuals are approved for access to this secure area. All personnel working in our Card Scan facility undergo the same security verification and background checks as our

> **Did You Know?**
>
> Our Card Scan facility processed more than 2,000 hard copy fingerprint card conversions for West Virginia Applicants in 2021.

Enrollment Agents. We log and track cards throughout the conversion process, after which they are destroyed or returned based on specific contractual requirements.

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Our card scanning service employs Commercial Off-the-Shelf (COTS) card scanning workstations, which are FBI-certified to meet IAFIS IQS Appendix F scanner requirements. The processing of a background study of the subject's demographic and biographic information capture adheres to the same FBI EBTS standard. Submissions and processing are no different once the hard copy fingerprint cards are received and digitized.

The steps of our fingerprint card scan conversion process (**Figure 52**) are as follows:

- ***Applicant pre-enrolls and submits payment.*** The Applicant registers with IDEMIA USA, using either our secure website or Customer Service Call Center, and pays for the transaction. During pre-enrollment, the Applicant provides the required Applicant detail and demographic information and receives instructions for submitting fingerprint cards to our Brentwood, TN, card scan processing facility.

- ***Applicant mails fingerprint card.*** The Applicant prints and signs the completed pre-enrollment confirmation page, which includes a barcode identifier printed on the top-right of the page and mails the signed pre-enrollment confirmation page and the completed fingerprint card to the mailing address provided.

- ***Fingerprint cards received, reviewed, prepared, and scanned.*** We receive FBI (FD-258) fingerprint hard copy fingerprint cards from Applicants in accordance with instructions provided to Applicants at the time of registration.

- ***Fingerprint cards reviewed and prepared.*** A vetted IDEMIA USA staff member opens each package, applies a barcode label to each card, reviews the card for completeness and legibility of demographic data, and logs the submission. If the Applicant has not completed the registration process but has provided contact information, we contact the Applicant, assist with the registration and payment process, and reenter the card into the processing queue. If no contact information is provided, we return the card to the Applicant with instructions on how to complete the registration/payment process and re-submit the card to IDEMIA USA.

- ***Cards scanned.*** The card scan technician scans the cards in batches and then combines the images with the correct registration entry. IDEMIA USA software automatically converts the fingerprint card to a digital image in preparation for building the NIST file for submission to the State and FBI, if applicable.

- ***Records submitted.*** The data files are combined with the fingerprint images and transmitted to the UEP application server.

- ***Records transmitted to channeling agent.*** Records are transmitted from UEP securely and directly to the WVSP AFIS in accordance with specifications.

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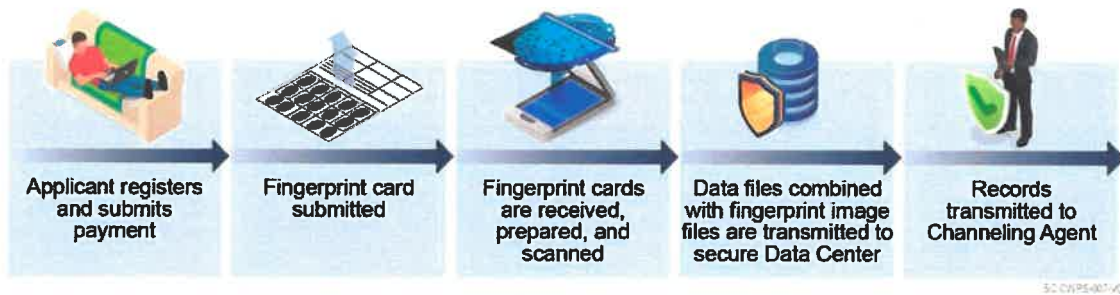
Figure 52: Card Scan Conversion Process. *Our proven, centralized card-scanning service converts and digitally submits more than 100,000 paper fingerprint cards annually in support of numerous statewide networks.*

4.2.1.7 Project Management

IDEMIA USA fully meets this requirement.

As the current approved vendor, IDEMIA USA provides a fully operational and tested solution and will ensure that there will be no interruption in service for West Virginia Applicants and agencies. The selection of IDEMIA USA for this contract will eliminate the need for West Virginia stakeholders to invest resources required to manage the implementation of a new network. We have the infrastructure in place which will allow IDEMIA USA to remain fully operational prior to the 90-day deadline and ensure no disruption to any West Virginia agencies, Applicants, or other stakeholders. We will continue to support your program while updating and upgrading the solution to meet any additional requirements.

> ***No-Risk Contract Transition to Continued Fingerprinting Services for West Virginia Applicants***
>
> IDEMIA USA will use existing infrastructure, current key processes, and existing project staff in West Virginia for the program.
>
> We are in the best position of any vendor to accomplish all implementation tasks and guarantee no interruption in services.

> 4.2.1.7.1 The Vendor will be required to utilize a formalized approach to project management.

IDEMIA USA fully meets this requirement.

IDEMIA USA will deliver the required services and commodities based on our experience as the industry-leading provider of Applicant Fingerprint Services. The project contract and its implementation will follow the Project Management Institute (PMI) Project Management Lifecycle. The project deliverables produced are necessary to the success of the project. The Project Management Plan identifies our Project Manager, and gives a brief description of the project and the work needed. The Project Manager will review and approve all deliverables prior to dissemination to West Virginia stakeholders. To ensure success, IDEMIA USA's approach includes a complete Work Plan for approval by West Virginia stakeholders. This Work Plan defines the deliverables and dates for all components and tasks.

Our approach for managing your project is holistic and responsive to your project needs. We accomplish this by finding practical solutions for day-to-day issues; and

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provide status reporting, staff coordination, as well as supervising and managing project resources at the highest level of efficiency.

IDEMIA USA uses a baseline set of standard and common software tools. Microsoft Office and its suite of applications are the standard means of monitoring, controlling, tracking, and communicating project tasks and deployments. Microsoft Word, Visio, Outlook, Excel, PowerPoint, and Project are the tools of choice. Any documents or deliverables shared with West Virginia stakeholders can be converted to earlier versions of Microsoft Office or Portable Document Format (PDF) files where needed.

Our project for West Virginia includes the following general Deliverables for documentation purposes:

- **Project Management Plan**: defines procedures that respond to day-to-day issues, manage issues, provide status, coordinate staff, and supervise and manage project resources

- **Work Plan**: defines the tasks, schedule, and assignments for overall project implementation; also referred to as an Implementation Plan or Milestone Calendar

- **System Requirements Specification**: defines the overall system requirements (configuration, performance, functionality, etc.)

- **Customization Specification**: defines the customization to be performed by IDEMIA USA in order to meet the system requirements (i.e., data elements, data validation rules, etc.)

- **Interface Control Document**: defines the interface between West Virginia State Police and IDEMIA USA

The Project Manager will present a Project Management Plan (PMP) document at the kickoff meeting. The Project Manager assigned to the project in the original Plan will be the sponsor for the duration of the contract. The PMP provides a brief description of the project and the work needed including all deliverables. The PMP defines additional procedures that respond to day-to-day issues, manage issues, provide status, coordinate staff, and supervise and manage project resources by using the following plans and processes.

- **The Issue Management Process** is established with a clear escalation protocol to ensure effective and timely resolution, in the most cost-effective manner possible.

- **The Change Management Process** provides a mutually agreed-upon format to analyze change requests and analyze the impact to cost, schedule, and resources before a decision to proceed is made.

- **The Risk Management Plan** identifies and monitors risks associated with the project to ensure awareness for all parties and to specify any risk mitigation steps. Risks are identified as resolved, owned, accepted, or mitigated by West Virginia and IDEMIA USA project stakeholders.

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- **The Communication Plan** establishes the tools and media used in providing effective communication between the defined stakeholders. It describes expectations, outlines frequency, and provides guidelines for sharing information.

A snapshot of key project milestones is included in **Table 5**, and our draft Work Plan is provided in Appendix A. We will update the draft Work Plan to incorporate any changes or clarifications defined through contract negotiations and to ensure it accurately reflects IDEMIA USA's and West Virginia Department of Admin Purchasing Contract Manager's agreement for system implementation, operation, and maintenance. The Work Plan may be revised only by written agreement between the IDEMIA USA Project Manager and the West Virginia Department of Admin Purchasing Contract Manager.

Table 5: Project Milestones

Name	Finish
Contract Signing Completed	Tue 7/5/22
IDEMIA USA Kickoff meeting with WV Stakeholders	Thu 8/4/22
WV Stakeholder Acceptance of Project Plan document	Tue 8/16/22
Send Notice and Information Packet to State Agencies	Fri 9/23/22
WV Stakeholder Acceptance of Current Operations and Staffing Plan	Thu 9/1/22
All Current Enrollment Centers will remain operational	Fri 9/2/22
Operational Toll-Free number, Call Center Services, Public Internet Website, and Results System will remain operational	Mon 10/3/22
Phase 1 Current Environment GO-LIVE Completed	Mon 10/3/22
Phase 2 WV Stakeholder Acceptance of Results System Implementation Plan	Fri 9/9/22
Send Notice, Information Packet, and Training Materials to State Agencies	Mon 12/26/22
Phase 2 Results System GO-LIVE Completed	Mon 1/2/23

4.2.1.7.2 The Vendor should describe in detail the plan on how status updates will be provided on the overall progression of the project at each phase of development.

IDEMIA USA fully meets this requirement.

The IDEMIA USA Project Manager will remain the primary point of contact with West Virginia stakeholders and be supported by various teams. Our Project Manager maintains regular communications with the designated West Virginia Department of Admin Purchasing counterpart as well as West Virginia State Police and other stakeholders. This communication ranges from routine individual contact to regularly scheduled status meetings and other communication, as appropriate. Our Project Manager establishes a stakeholder communication list for dissemination of information for the West Virginia stakeholder's approval.

Our Project Manager provides weekly progress reviews and status on the preceding week's activities and upcoming implementation tasks. The agenda for these meetings includes discussion of the Implementation Plan, Communication Plan, any open issues/action items, Risk Register, and review of upcoming deliverables. Prior to each

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meeting, we provide a status report. The status report becomes a part of the meeting's deliverables.

Our electronic communication uses a baseline set of standard and common software tools: Microsoft Word, Visio, Outlook, Excel, PowerPoint, and Project. Any documents or deliverables shared with West Virginia stakeholders can be converted to either earlier versions of Microsoft Office or Portable Document Format (PDF) files, when necessary.

Program/Project Communication Resources. We use a collaboration space to store the following project artifacts:

- Project status summaries
- Action item lists
- Any project review documents that stakeholders need to access
- Internal design documents, at the discretion of the functional groups
- Other information, as determined by the IDEMIA USA Project Manager

All core and extended team members are included on an email list. Our Project Manager establishes and maintains any changes to this list. Any team member can use this list to communicate easily on matters that affect the entire team.

Formal Project Communications. Formal project management communication consists of written status reports and project plan updates. All written communication is posted in the aforementioned collaboration space.

Weekly Status Reports

Responsibility and Format. Our Project Manager generates a weekly status report in the standard IDEMIA USA format. The report is one to two pages maximum, with succinct bullets in each category. The report typically includes progress over the previous two weeks, issues needing assistance, goals for the next two weeks, and upcoming milestones. All designated stakeholders receive access to these reports.

Media/Tools. All items in the collaboration space are published in Microsoft Word, Excel, PDF, or Hyper Text Markup Language (HTML) format.

Ground Rules. Status reports are due no later than the end of every week by the last business day's close of business.

Formal Correspondence. Formal correspondence is transmitted to West Virginia stakeholders on standard IDEMIA USA letterhead, signed by the designated program management staff. Formal correspondence includes change notices, responses to formal WVSP communications, and identification of circumstances not discussed previously. All formal project management correspondence is assigned a tracking number to monitor its status.

Written Communication. We have established formal procedures for written project communications to ensure accurate records of project development status and agreements. IDEMIA USA and West Virginia stakeholders designate members of their respective staffs to be responsible for correspondence. Written communication between

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IDEMIA USA and the West Virginia Department of Admin Purchasing Contract Manager is sent to the designated Project Manager and copied to the identified staff member with the action required. These types of written communication include the Monthly Status Report (including the Ongoing Issues Report) and West Virginia Stakeholder Applicant User Group Notification (changes to established policies and procedures, as agreed to by the group, comprising the designated Program or Project stakeholders).

Meetings and Reports. We emphasize communication with West Virginia Department of Admin Purchasing and designated stakeholders during all project phases. In addition to reports accessible via the UEP Admin Portal, we also meet regularly with West Virginia stakeholders to tailor input and output reports based on stakeholder needs and requirements.

Meetings start on a weekly basis until all implementation decisions are finalized. When system revisions are completed and operations are proceeding without issue, a monthly meeting will be scheduled. Meetings may also be scheduled on an as-needed basis. Meetings consist of progress review to-date, actual or anticipated schedule variances, unresolved action items, and any emerging risks/issues. The meetings are held at a mutually agreed-upon time. We establish an agenda for each meeting, to include the following:

- Deliverable status
- Planning for project events and milestones
- Proposed changes
- Action item status
- Issues or problems

Ad hoc meetings are conducted with the appropriate IDEMIA USA and West Virginia Stakeholder personnel, as required. These meetings normally are conducted by conference call but may be in person, depending on circumstances and staff availability. Meetings may be held with individual user agencies on an as-requested basis in response to agency-specific issues or concerns that do not extend to the broader user group.

Internal Reviews. Our program/project management guidelines follow a process for regular internal project reviews. Our Project Manager presents these reviews to IDEMIA USA senior management on a regularly scheduled basis. The purpose of these reviews is to identify project status and highlight any potential issues or concerns. Identifying issues in this forum streamlines corporate decisions to make required adjustments. Such adjustments may include changes to internal resource assignments or other actions to ensure that the project remains on track for successful implementation and operations.

Informal Project Communications. Informal project communication includes phone calls, faxes, emails, and face-to-face conversations. The primary communication collaboration paths will be among the core project team. The media and tools required for each type of communication are mutually specified. Core team and partner team

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members must maintain access to the following media and tools: email, voicemail, and Microsoft Word.

Verbal Communication. During the design, development, and implementation project phases, our Project Manager will maintain weekly contact with the West Virginia Department of Admin Purchasing Contract Manager to ensure a clear, shared understanding of project status. This communication has helped us build a strong working relationship with West Virginia stakeholders, while proactively identifying potential obstacles.

4.2.1.8 Maintenance

IDEMIA USA fully meets this requirement.

IDEMIA USA provides maintenance for all elements of our solution. Details on the levels of maintenance, expected response times, and our call escalation procedure are included in the subsections below.

> 4.2.1.8.1 The Vendor should describe in detail the maintenance levels that will be provided for each of the elements of the network, including software and equipment and how the State would request maintenance and what the Vendor will do to mitigate disruption of service to the Applicant.

IDEMIA USA fully meets this requirement.

Levels of Maintenance

IDEMIA USA addresses maintenance of all systems at several levels: Enrollment Agent and Technical Help Desk (THD). Most maintenance requests are initiated through a call to our toll-free THD at 855-201-2419, and may be escalated according to the Escalation Procedure described in our response to Section 4 requirement 4.2.1.8.3.

All Enrollment Agents are trained in basic maintenance and troubleshooting techniques for the systems. They perform daily maintenance functions such as calibrating the scanners, ensuring the platen is cleaned, and ensuring surge protectors are used on the systems at all times. For systems that are transported, Enrollment Agents use a specially manufactured heavy-duty Pelican case, which provides a protected environment for both the scanner and accompanying laptop computer.

IDEMIA USA is qualified to provide all maintenance for our Enrollment Workstations without subcontracting with the manufacturer, therefore if the Enrollment Agent encounters a problem they are unable to troubleshoot, our THD is contacted. This THD employs trained, experienced technicians that provide technical support for Enrollment Agents in the field as well as support for state agencies for issues such as web-based scheduling support, server issues, and fingerprint transmissions. We provide the same high-level of maintenance in support of each of our existing statewide networks. Our toll-free phone number is provided for Enrollment Center operational support. In addition, if replacement parts are necessary, they are shipped overnight to the Enrollment Center.

Approximately 80% of trouble tickets are resolved in under half an hour. The maximum time for fingerprinting center outages would entail the delivery of a

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replacement scanner or computer no later than start of business the next business day. Maximum outage applies to less than 1 percent of trouble tickets.

When infrastructure or system-wide issues arise that require additional assistance, our Engineering team is available 24x7 to provide necessary support.

Minimal Disruption to Applicants

We minimize disruption to customers, both State users and Applicants, by planning maintenance to ensure downtime windows are as small as possible, by providing visibility into the planned maintenance schedule, and by robustly communicating when emergency maintenance or system failures occur. Key aspects of our maintenance policies include the following:

- *Planned maintenance* – Security patches, operating system updates, software updates, and other maintenance tasks are performed during low-volume activity periods. Fingerprint device calibration occurs daily.

- *Unscheduled outages* – When these occur, all stakeholders are notified as soon as the outage has been confirmed and updates are provided on a regular basis if the outage is system-wide.

- *Redundancy* – Critical systems, such as database systems, are deployed in clustered pairs allowing one server to be patched while the other continues to provide services. Using this failover strategy, most critical systems can be patched without any service disruption.

IDEMIA USA attempts to provide advanced notification to all stakeholders in the event of an emergency and unplanned outage, and defers non-emergency maintenance until the next planned maintenance window.

All network components are kept on a current vendor support contract—each support contract requiring same day response. Routine monthly patching also occurs to ensure software operating system updates are applied to both the workstations in the field and the central server technology stack.

> 4.2.1.8.2 The Vendor should describe in detail the expected response time for maintenance for each element of the services infrastructure, i.e., Live Scan failure, server downtime, website disruption of service, etc.

IDEMIA USA fully meets this requirement.

IDEMIA USA's uptime for Universal Enrollment was 99.95 percent in 2021.

We have provided in **Table 6** the expected maintenance response activities and duration for our current solution and UEP.

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Table 6: Maintenance Response Times

Infrastructure Element	Action	Response Time	Impact
Universal Enrollment Platform (UEP) Failure	Enrollment Agent conducts onsite troubleshooting	5 – 15 minutes	Wait time
	THD representative remotes in to perform further troubleshooting	5 min – 1 hour	Wait time or reschedule appointment
	Equipment is replaced	Next day start of business	Reschedule appointment – affected Applicants contacted to reschedule
Server Downtime	Immediate trouble ticket issued and resources released to address issue as Top Priority	5 – 15 minutes	No disruption to enrollment customers – records queued on UEP for submission when lines are re-established
Website disruption of service	Immediate trouble ticket issued and resources released to address issue as Top Priority	5 – 15 minutes	Applicants cannot pre-register online, but Enrollment Centers are operational on a walk-in basis and the THD is available to provide directions to Enrollment Centers and answer questions
Communication lines disruption of service	Immediate trouble ticket issued and resources released to address issue as Top Priority	5 – 15 minutes	No disruption to customers – records queued on UEP for submission when lines are re-established

Workstations

Our workstations are designed to work in offline mode, so they continue to function in the event of a server outage. When services are restored, the data from the workstations is uploaded and processing will resume.

IDEMIA USA is qualified to provide all maintenance for our Enrollment Workstations without subcontracting with the manufacturer. Therefore, if the Enrollment Agent encounters a problem they are unable to troubleshoot, our THD is contacted. The THD employs trained technicians that provide technical support for Enrollment Agents in Enrollment Centers. A THD agent has the ability to access each system with secure remote access to perform an array of diagnostic tests to troubleshoot technical problems. Based on the remote diagnostic results, the agent will walk the Enrollment Agent through the steps required to correct the error.

If replacement equipment is required, the Enrollment Agent will order a replacement device shipped out to the site as soon as possible (typically next-day air). The THD is available to our Enrollment Centers as a toll-free phone number.

Server Outages

To ensure system uptime, IDEMIA USA has monitoring software in place that continually monitors the availability of all major networking components under the control of IDEMIA USA, such as switches, VPN connections, servers, and firewalls. This monitoring software will notify the appropriate person that the issue will be addressed immediately.

When infrastructure or system-wide issues arise that require additional assistance, our Engineering team is available 24x7 to provide necessary support.

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Any server outage is considered critical and receives an immediate response and active troubleshooting until resolved.

> 4.2.1.8.3 The Vendor should describe in detail the call escalation procedure with the name, title, area of responsibility and phone number for each level starting with the state program manager up to the top official in the company.

IDEMIA USA fully meets this requirement.

All significant issues should be reported directly to our State Project Manager, Sam Kellner. Mr. Kellner's contact information is as follows:

Sam Kellner

Project Management, Justice and Public Safety

Cell phone: (304) 553-8475

Sam.Kellner@us.idemia.com

In the unlikely event that a problem must be escalated, it will be escalated to Mr. Kellner's supervisor, Marianne Lause. Ms. Lause's contact information is as follows:

Marianne Lause

PMO Lead, Justice and Public Safety

Cell Phone: (253) 973-2657

Marianne.Lause@us.idemia.com

In the unlikely event that a problem must be escalated further, it will be escalated to Ms. Lause's supervisor, Casey Mayfield. Ms. Mayfield's contact information is as follows:

Casey Mayfield

Senior Vice-President, Justice and Public Safety

Cell Phone: (217) 720-5277

Casey.Mayfield@us.idemia.com

Call Escalation Procedure

After implementation and during daily production, day-to-day operational issues are escalated in accordance with a well-defined support plan. For post implementation and during daily production, most day-to-day operational issues would typically be escalated in the following manner:

- **Step One** – Customer complaints and inquiries should be reported to our toll-free customer service Call Center. All Customer Service Representatives assigned to this program have a thorough knowledge of your program.

- **Step Two** – Problems that cannot be addressed by a Customer Service Representative are forwarded to our Enrollment Center Operations Support Team Customer Service Supervisor, Felicia Moore, and/or our Technical Help Desk for resolution.

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- ***Step Three*** – Problems that cannot be addressed by the Enrollment Center Operations Support Team or Technical Help Desk are forwarded to the District Manager, Andrea Franklin, and the Project Manager, Sam Kellner.

- ***Step Four*** – In the unlikely event that a problem must be escalated above the Project Manager and District Manager, then the Operations Director, Daniel Heldele, and State Program Executive, Candy Copelin, are contacted to address the problem for resolution.

- ***Step Five*** – In the unlikely event that a problem must be escalated above the Operations Director and State Program Executive, the Senior Vice President of Justice and Public Safety, Casey Mayfield, is contacted to address the problem to resolution.

STEP ONE	STEP TWO	STEP THREE	STEP FOUR	STEP FIVE
Customer complaints and inquiries should be reported to our toll-free customer service Call Center. All Customer Service Representatives assigned to this program have a thorough knowledge of the program.	Problems that cannot be addressed by a Customer Service Representative are forwarded to our Enrollment Operations Support Team and/or our Technical Help Desk for resolution.	Problems that cannot be addressed by the Enrollment Operations Support Team or Technical Help Desk are forwarded to the District Manager and the Project Manager.	In the unlikely event that a problem must be escalated above the Project Manager, and District Manager, then the Operations Director and State Program Executive is contacted to address the problem for resolution.	In the unlikely event that a problem must be escalated above the Operations Director, and State Program Executive the Sr. Vice President of Justice and Public Safety is contacted to address the problem to resolution.

Figure 53: Call Escalation Procedure

IDEMIA USA typically addresses and resolves issues around service, within 24-hours of notification. While we do not foresee any issues requiring more than 24 hours to resolve, we will follow the State's procedures for communicating issues by remaining in constant communication with the Applicant through resolution.

Our UEP's Administrative System provides IdentoGO Operations Managers and enrollment operation support staff with a Ticketing Module to allow tickets to be entered, tracked, and reported to facilitate the process of problem resolution for any Applicant issues, such as failed payments, appointments scheduling, and much more.

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Approach & Methodology to Compliance with Mandatory Project Requirements (4.2.2)

4.2.2 Mandatory Project Requirements – The following mandatory requirements relate to the goals and objectives and must be met by the Vendor as a part of its submitted proposal. Vendor should describe how it will comply with the mandatory requirements and include any areas where its proposed solution exceeds the mandatory requirement. Failure to comply with mandatory requirements will lead to disqualification, but the approach/methodology that the vendor uses to comply, and areas where the mandatory requirements are exceeded, will be included in technical scores where appropriate. The terms "must", "will", "shall", "minimum", "maximum", or "is/are required" identify a mandatory item or factor.

IDEMIA USA fully meets this requirement.

IDEMIA meets all requirements in Subsection 4.2.2 – *Mandatory Project Requirements.* Where applicable, we have provided additional detail describing how our solution meets the requirement.

Our Universal Enrollment Platform (UEP) Services solution is already in place in West Virginia, allowing us to be up and running immediately upon contract award with a system that meets all mandatory requirements of the RFP. Our response details how we will provide continuous service to the residents of West Virginia.

Furthermore, our advanced disposition processor technology meets all mandatory requirements of the RFP while offering many benefits for West Virginia State Police and using agencies.

4.2.2.1 Customer Service Center

The Vendor must provide a customer service center to serve as a single point of contact for all Applicant needs. The service center must have the following capabilities:

IDEMIA USA fully meets this requirement.

IDEMIA USA's Customer Service Center has been supported by Disabled Veteran Services (DVS) since 2018, and currently serves as the single point of contact for West Virginia Applicants. Prior to that, IDEMIA USA's internal Call Center has supported West Virginia since 2011. Applicants can contact our Customer Service Center at 855-766-7746 Monday through Friday from 8:00 A.M. to 5:00 P.M. Eastern Time (ET). In the four years that DVS has served as our Customer Service Center for West Virginia, calls have been handled, on average, in under two minutes.

4.2.2.1.1 Call Center

Vendor must provide a toll-free phone number for Applicants and/or agencies to schedule, change or cancel appointments, provide demographic data, pay fees, request information, and track their transaction. The call center must be physically located within the continental United States and be available from 9am to 5pm local time, Monday through Friday. The Vendor must provide live operators to assist Applicants with appointment scheduling and other program questions as needed.

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> The Vendor must provide contact information for its current call centers so the State can verify its existence and test its performance.
>
> The Vendor must provide statistics on the number of calls accepted by its call center annually.

IDEMIA USA fully meets this requirement.

Our primary Customer Service Call Center subcontractor, DVS, will continue to provide sufficient personnel and phone lines to offer live assistance to the volume of Applicants seeking information or to register, Monday through Friday from 8:00 A.M. to 5:00 P.M. ET, excluding holidays, using our toll-free customer service phone number. Our Customer Service Center handles all issues concerning fingerprinting, billing, availability, locations, and complaints.

Our primary Customer Service Call Center subcontractor, DVS, is based in Erie, Pennsylvania, and has been serving West Virginia Applicants since 2018 through a dedicated toll-free customer service phone number. DVS employs approximately 75 Customer Service Representatives (CSRs) including many U.S. military veterans, who provide live assistance and have acquired a strong working knowledge of the West Virginia enrollment network, its Applicants, and State agency users. Annually, DVS handles over 800,000 calls for IDEMIA USA State Applicants. While specific CSRs are dedicated to the West Virginia contract, all CSRs are cross trained to provide immediate support to the West Virginia program during high demand periods with little to no increase in Applicant call wait times. DVS's staffing model is a combination of "remote" and "on-premises" employees, reducing the risk of customer service impacts due to weather or other uncontrollable events.

While Live CSR Assistance will always be an option for West Virginia Applicants, our Customer Service Center continues to invest in growing their capabilities, such as, virtual agent support and digital communications access that can offer alternatives for Applicants in the future. For example, a virtual agent assists Applicants who have decided to pre-enroll or seek information using our website through a real-time chat box, where they can answer questions and help guide Applicants through the online registration and scheduling process.

We also partner with DXC Technologies, who has been providing Customer Service Call Center support for 15 of our state programs since 2021. DXC is headquartered in Tulsa, Oklahoma, and employs more than 120 CSRs, which provides an additional Customer Service Call Center support layer in the event back-up services are needed due to a volume surge or other unexpected events.

IDEMIA USA's Customer Service Call Center currently complies with each requirement and will provide a seamless transition upon award of the new contract as follows:

✓ Dedicated toll-free number (855-766-7746) staffed during the business hours of Monday through Friday, 8:00 A.M. to 5:00 P.M. ET

✓ Applicants will be able to access the Customer Service Call Center conveniently from anywhere in the U.S. via a single, toll-free, program-specific telephone number

✓ Over 75 U.S.-based CSRs available to support Applicant volumes

✓ CSRs are trained to assist with the registration and appointment scheduling process to include appointment confirmation, changes, or cancellation

✓ CSRs are trained to answer questions pertaining to the fingerprint process, site location (physical address and driving directions), location hours of operations, and status of fingerprint submission

✓ An automated recording for after-hours calls provides the URL for the Internet scheduling location

✓ English and Spanish speaking CSRs

✓ Monthly reporting of Call Center metrics

Call Center Contact Information

As noted above, our dedicated toll-free Call Center number is 855-766-7746, staffing during the business hours of Monday through Friday, 8:00 A.M. to 5:00 P.M. ET.

Statistics on the Number of Calls Accepted Annually

Included in **Table 7** are statistics on the number of calls accepted from West Virginia Applicants.

Table 7: Number of Calls Accepted Annually

Year	Calls Presented	Calls Handled by CSRs	Average Speed of Answer	Average Call Length
2021	18,967	15,794	0:01:45	0:04:52
2020	18,583	15,572	0:01:31	0:05:17
2019	21,111	18,416	0:01:19	0:04:46

We experienced a notable decrease in calls beginning in 2019 as a result of the transition to our UEP, which better enabled Applicants to schedule and manage appointments online. Due to the functionality of UEP, we also handled a lot less calls related to fingerprint result status.

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4.2.2.1.2 Web Scheduling

Vendor must provide a secure web site where Applicants and/or agencies can schedule, change, or cancel appointments, provide demographic data, pay fees and retrieve directions to fingerprinting centers. The web site must be available 24 hours a day, seven days a week with minimal downtime for regular maintenance. All scheduled maintenance must be scheduled during off-peak times. All interaction with this web site that includes provision of personal or financial information shall be encrypted using industry standard encryption algorithms such as Secure Sockets Layer protocol (SSL).

The Vendor must provide a link to its existing web scheduling application so that the State can verify its existence and test its performance.

The Vendor must provide statistics on the number of appointments scheduled via web-based application annually.

IDEMIA USA fully meets this requirement.

As the current West Virginia service provider, IDEMIA USA fully supports WV Applicant and agency scheduling and appointment requirements through our industry-leading, mobile device friendly, IdentoGO enrollment website, accessed at www.identogo.com. IDEMIA USA intends to continue delivery of this proven enrollment website that meets all of the requirements of this RFP today, while improving upon existing service levels with upcoming features, such as SMS messaging of appointment confirmations/ changes and transaction status.

Collection of Demographic Information

As shown in **Figure 54**, WV Applicants can enter all required biographic and demographic information on the IdentoGO website to "pre-enroll" for their in-person fingerprint appointment.

- For Applicants who initiate their pre-enrollment online, our multilingual registration system (supporting eleven different languages) collects and validates all demographic data elements during the registration process, offering the Applicant clear instructions in their preferred language and identifying any information that is missing or incorrect.

- In addition to capturing the demographic information from Applicants, our solution checks the information for validity, both in size and content. The solution also uses the data obtained from scanned identity documents to verify the demographic data provided (either during pre-enrollment or in-person), prompting for resolution of discrepancies between the data provided and data obtained electronically from scanning the identification documents.

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Please enter your information below (letters, spaces, hyphens (-), and apostrophes (') are allowed in name fields). Then click 'Next' to check the status of your service or 'Cancel' to exit.

(● Name / Method of Contact)   (○ UE ID / Date of Birth)

Notes:
- Important! You must finish the registration process to be fingerprinted. You will receive an email or confirmation number when registration is complete.
- Legal Name must match exactly on all identification documents brought to enrollment
- Remember the phone numbers and/or email address provided below, as they will be used to retrieve your information during your in-person enrollment

Legal Name

First Name
Sally

Middle Name (or NMN if no middle name)
NMN

Last Name
Sample

Suffix
-- Choose One --

Date of Birth

Date of Birth
12/12/2012

Confirm Date of Birth
12/12/2012

Method of Contact (at least one method is required)

Email
sallysample@yahoo.com

Confirm Email
sallysample@yahoo.com

Country Code
United States

Phone 1
(555) 555-5555

Country Code
United States

Phone 2

Preferred Method of Contact
Email

Figure 54: Demographic Information Collection. *Applicants can enter their demographic information online via IDEMIA's Service Code-based collection workflows.*

Demographic information collection can also be captured electronically from authorized applicant agencies via an IDEMIA USA provided API library, to complete pre-enrollment on the Applicant's behalf. Applicants are notified that pre-enrollment has been completed through their desired method, either email or phone, and they are provided with instructions on completing the fingerprint scheduling process.

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Figure 55: IDEMIA USA UEP System API Documentation. *Our UEP solution supports our full-featured in-house API library, a modern, secure method for Agencies to submit designated applicant biographic and demographic data to IDEMIA USA.*

Enrollment Center Availability

The IdentoGO website provides a list of both in- and out-of-state IdentoGO Enrollment Centers that can be easily searched by region or zip code. As shown in **Figure 56**, WV Applicants have access to center hours of operation, detailed appointment date and time availability, detailed directions to the center, and a link to map services.

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IdentoGO

Figure 56: List of Enrollment Centers. *IDEMIA USA's IdentoGO website presents available Enrollment Centers by region or zip code, shows available appointments, and provides directions and a link to an online map service.*

Fee Payment

IDEMIA USA's fee payment system used by WV Applicants today and in the new contract maximizes convenience while maintaining the security of Applicant financial data. By accepting applicant payments at the time of service during the Applicant's in-person fingerprinting appointment, fees are collected only for services completed. This system virtually eliminates the administrative headaches of refunds that frequently occur when Applicants pre-pay for services through a website.

Fees that are due at the time of printing are displayed for the Applicant during the appointment confirmation phase detailed below.

Additionally, IDEMIA USA offers a third-party payment option where an employer can pay for an Applicant using pre-authorized and credit card or invoice-backed authorization codes. These codes can be entered by the Applicant during the online scheduling process.

Appointment Confirmation

Once the Applicant has successfully scheduled an appointment, a confirmation page (shown in the sample displayed in **Figure 57**) will list the applicable appointment details and reminders to assist the Applicant to prepare for a successful IdentoGO Center visit. For Applicants that have provided an email address, the UEP system will automatically send this appointment confirmation to their email address.

For every enrollment, IDEMIA USA requires the Applicant to provide a method of contact—either an email address or phone number. The UEP system automatically

messages Applicants by email and automatically delivers messages by telephone. IDEMIA USA will continue to use both automated messaging systems to provide appointment confirmation to Applicants.

Service Summary

West Virginia

228QG9 - West Virginia Personal Record Check - West Virginia

🖶 Print Status

Status as of 06/15/2022

Pre-Enrolled
You have successfully pre-enrolled.

Service Details:

Date:	06/15/2022
UE ID:	UZVV-45X33V
Applicant:	Test tester
Service:	228QG9 - Personal Record Check - West Virginia
Estimated Amount Due:	$32.50

We accept the following methods of payment:
Authorization Code, Business Check, Money Order, Credit Card

Card holder must be present at the time of payment.
Cash will not be accepted.

Important!
YOU WILL BE REQUIRED TO BRING THE FOLLOWING DOCUMENTS TO YOUR ENROLLMENT
Legal Name must match exactly on all identification documents brought to enrollment.
   1. Driver's License issued by a State or outlying possession of the U.S.

All ID Documents must be the originals. Copies will not be accepted.

228QG9 - West Virginia Personal Record Check - West Virginia Appointment Details:

Charleston, WV	Appointment Time:
IdentoGO	06/25/2022 @ 11:00 AM
1000 Parkway Rd	
Ste A Charleston, WV 25309-9466	The enrollment center is located inside of AAA.
⚑ View Map	

Please provide 24 hours notice when canceling/rescheduling an appointment.

[🗑 Cancel Appointment]   [📅 Reschedule Appointment]

[Done]

Figure 57: Sample Appointment Confirmation. *After the WV Applicant has scheduled an appointment, a confirmation page will provide appointment details, payment information, the address of the IdentoGO Enrollment Center, details for preparing for the appointment, and a link to an online map.*

The IDEMIA USA solution can be modified upon contract award to provide SMS reminder notifications as we currently provide to our federal TSA customers (**Figure 58**). The contents of these notifications are configurable and can include locations, date and time of service, type of service with description, link to appointment options, text and email content, and information regarding required ID documentation.

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The number and time periods of these reminders is also configurable. IDEMIA USA will work with the State on the design for introducing SMS text messages to ensure a positive Applicant experience. Our goal is to ensure concise communication as text messages are limited to 160 characters, and to reduce the spamming of SMS messages that can cause Applicant frustration and costs. An example of a text message provided currently by IDEMIA USA is provided below.

Figure 58: Upcoming Appointment Reminder

System Maintenance

Scheduled maintenance on our UEP platform is always performed after hours, beginning no earlier than 9:00 PM ET, to reduce any impact to fingerprint transmission. IDEMIA USA releases updates to our UEP codebase every six weeks, to include both maintenance-related items and enhancements to existing functionality.

Transaction Status

IDEMIA USA's UEP solution provides automated and self-serve transaction status monitoring for WV Applicants, as shown in **Figure 59**.

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Figure 59: Transaction Status. *Applicants can monitor their transaction status after being fingerprinted.*

We use multiple modes of delivering status to ensure that all Applicants, regardless of whether they provide an email address or not, can access their transaction information without unnecessary communication inquiries to the State or licensing agencies.

Figure 60 illustrates an automated service confirmation email that both provides the applicant with the current status of their transaction, and a link to check for future status updates. For Applicants that do not provide an email address, a physical receipt with URL to check status will be provided at the completion of their fingerprint appointment.

Figure 60: Customer Status Email. *Every customer that provides a valid email will receive a status confirmation with a link for the Applicant to initiate a status check at their convenience.*

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General Public Messaging Delivered via UEP IdentoGO Website

In the event of any unplanned site closures or service interruption (i.e., appointment scheduling downtime), IDEMIA USA provides an explanation message on the UEP website that includes the location(s) and service(s) affected, the facts surrounding the event, and the estimated time for a corrective or limited resolution (**Figure 61**).
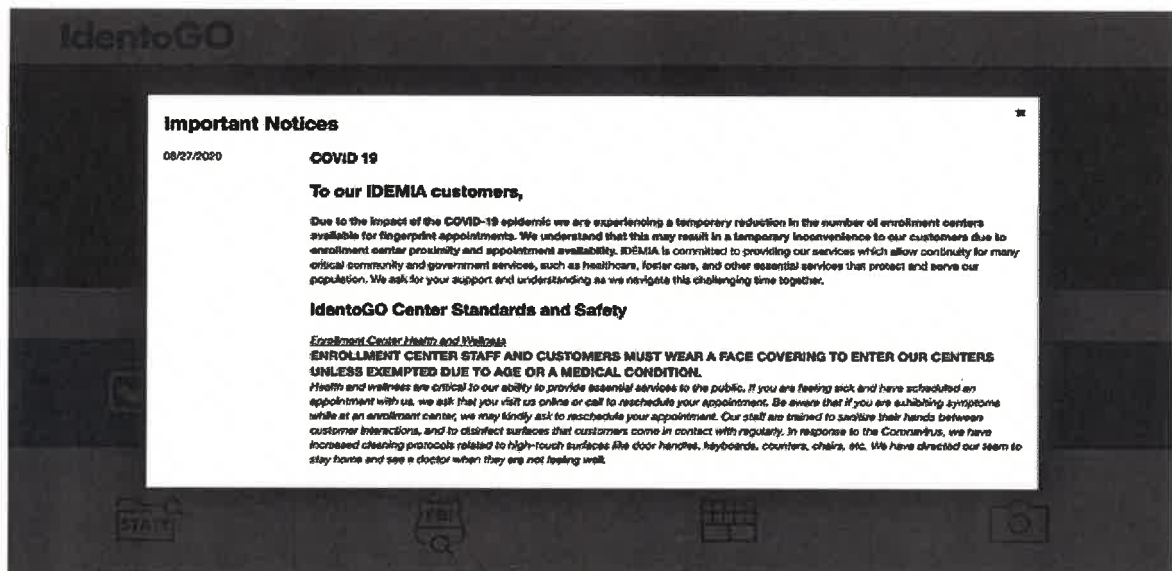
Figure 61: Important Notices. *Our UEP system provides timely public messaging to all customers attempting to schedule services on our website. This frontline messaging ensures that important notices regarding weather events, COVID-19 impacts, and program-specific updates are clearly visible to all.*

4.2.2.1.3 Fee Collection

Vendor must collect all Applicant fees including State and FBI fees. Vendor must accept a) the following forms of payment online: e-check and credit card (at least Visa and MasterCard) and b) the following forms of payment at the fingerprinting location: personal check, credit card (at least Visa and MasterCard) and money order and c) prepaid and/or credit billing accounts for private agencies and employers and d) credit billing accounts for governmental agencies.

The Vendor must ensure that Applicant appointments are scheduled in a timely manner within 5 business days from the time the Applicant makes initial inquiry unless the Applicant requests an appointment beyond the 5 days.

The customer service center must, at a minimum, provide scheduling of appointments, answer Applicant questions and provide directions. Merely registering Applicants does not meet the requirements of this RFP.

IDEMIA USA fully meets this requirement.

Collection of Applicant fees online and at fingerprinting locations

IDEMIA USA's UEP currently supports and processes all authorized fees through payment methods that are approved by the State, inclusive of business check, money

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order, credit card (Visa/MasterCard/Discover/Amex), or debit card. Of particular note, our IDEMIA USA Tablet supports EMV-based payments for chip-enabled cards. This results in a better customer experience that is industry proven to reduce credit card fraud dramatically. EMV technology generates dynamic single use cryptographic codes that make it nearly impossible to intercept card holder data to create counterfeit cards.

IDEMIA USA's UEP is already configured to collect all appropriate transaction fees at the time of service. As proof, today our workstation collects all transaction fees at the end of the enrollment process, once the Applicant's required biometric, biographic, and demographic information has been collected. This method ensures that Applicants only pay for services received and eliminates the need for refund processing.

Scheduling appointments in a timely manner

The IDEMIA USA UEP Call Center infrastructure currently operates in multiple locations across the United States. Our Call Centers accept more than three million calls annually for numerous statewide enrollment networks and employ more than 75 CSRs ready to help West Virginia Applicants. Additionally, our Call Center uses an IVR queue while customers wait to speak with a CSR. The Call Center will continue to support the West Virginia program through the hours of operation from 8:00 A.M. to 5:00 P.M. ET, Monday through Friday. CSRs are available to assist Applicants with questions about the application/registration process, fingerprint site locations, and the overall fingerprinting process. West Virginia Applicants contacting the Call Center in 2021 were connected to a CSR within two minutes. The 2021 annual wait time average was one minute and 43 seconds.

IDEMIA USA pays special attention to selecting Enrollment Center locations that are in the right area for ease of access to major traffic arteries, access to public transportation (where available), and in facilities with signage opportunities so Applicants can easily locate the Enrollment Center. We provide statewide coverage of Enrollment Center locations and appointment capacity so that all Applicants are able to schedule their appointment in a timely manner and within five business days from the Applicant's initial inquiry.

A map of the statewide distribution (**Figure 62**) and a complete list of our proposed locations and hours of operation (**Table 8**) are included below.

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IDEMIA USA Enrollement Centers

Current Enrollment Centers

Beckley	Kenova	New Cumberland	Sutton
Chapmanville	Keyser	New Martinsville	Weirton
Charleston	Kingwood	Parkersburg	Welch
Clarksburg	Lewisburg	Point Pleasant	Weston
Elkins	Marlinton	Princeton	Wheeling
Franklin	Martinsburg	Spencer	White Hall
Hamlin	Morgantown	Summersville	

= 35 Mile Radius

Idema/Wv-004-v02
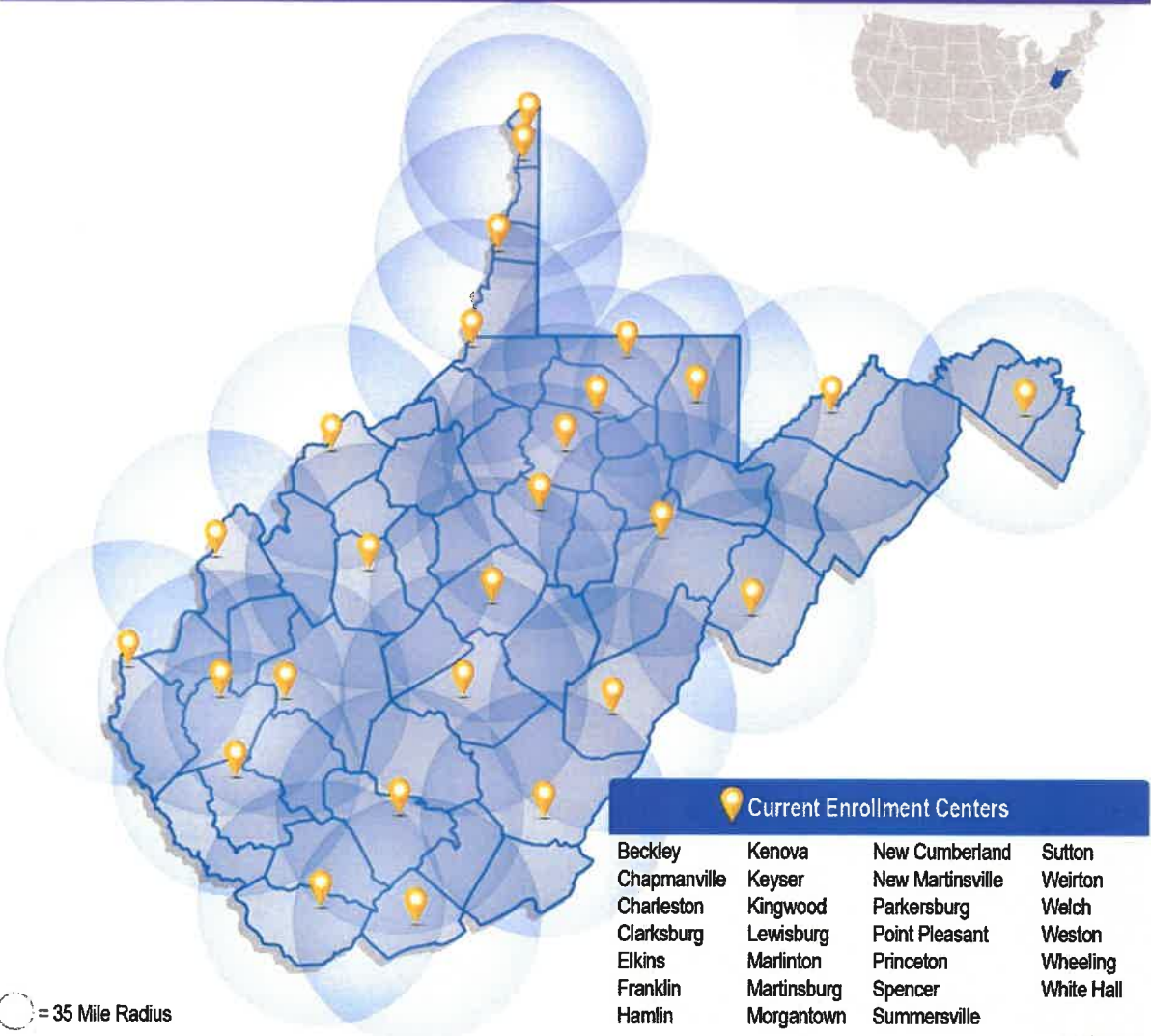
Figure 62: Distribution of Current Centers in West Virginia

Table 8: Current Enrollment Centers in West Virginia

West Virginia City/Town	Location/Address	Hours of Operation
Beckley	AAA Club Alliance, Inc-Beckley Retail Store 1004 N Eisenhower Dr Beckley, WV 25801	Monday – Friday 9:00 AM – 12:00 PM 12:30 PM – 5:00 PM
Chapmanville	Quality Drug Testing Inc 8 Airport Rd Chapmanville, WV 25508	Monday – Friday 9:00 AM – 4:00 PM
Charleston	AAA Club Alliance Inc 1000 Parkway Rd Charleston, WV 25309	Monday – Friday 9:00 AM – 12:00 PM 12:30 PM – 5:00 PM Saturday 10:00 AM – 1:00 PM

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West Virginia City/Town	Location/Address	Hours of Operation
Clarksburg	RSCR DBA ResCare Clarksburg 229 West Main Street Clarksburg, WV 26301	Monday & Wednesday 9:00 AM – 3:00 PM
Elkins	Fingerprinting Services 106 2nd St Elkins, WV 26241	Tuesday 9:00 AM – 4:00 PM Thursday 9:00 AM – 2:00 PM
Franklin	Pendleton Manor Inc 68 Good Samaritan Dr Franklin, WV 26807	Tuesday 8:00 AM – 12:00 PM
Hamlin	Lincoln County Opportunity Company 360 Main St Hamlin, WV 25523	Monday – Friday 8:30 AM – 11:00 AM 11:30 AM – 3:30 PM
Kenova	Diversified Assessment & Therapy Services 1401 Chestnut St Kenova, WV 25530	Tuesday & Thursday 9:00 AM – 12:00 PM 1:00 PM – 4:00 PM
Keyser	Aging & Family Services of Mineral County Inc 875 S Mineral St Keyser, WV 26726	Wednesday & Thursday 8:00 AM – 12:00 PM 12:30 PM – 3:00 PM
Kingwood	Preston County Senior Citizens Center 108 Senior Center Dr Kingwood, WV 26537	Monday – Friday 9:00 AM – 3:00 PM
Lewisburg	Open Doors for the Developmentally Challenged Inc 1108 E Washington St Lewisburg, WV 24901	Tuesday 8:30 AM – 3:30 PM
Marlinton	Pocahontas County Parks and Recreation 320 9th St Marlinton, WV 24954	Last Thursday of the Month 9:00 AM – 12:00 PM 12:30 PM – 4:00 PM
Martinsburg	Daily Companions Inc 3051 Winchester Ave Martinsburg, WV 25405	Tuesday – Friday 9:00 AM – 12:00 PM 1:00 PM – 4:00 PM
Morgantown	Pace Enterprises of WV Inc 889 Mylan Park Ln Morgantown, WV 26501	Monday, Wednesday & Friday 9:00 AM – 12:30 PM 1:30 PM – 3:30 PM Thursday 9:00 AM – 12:30 PM
New Cumberland	Hancock County Senior Services 647 Gas Valley Rd New Cumberland, WV 26047	Tuesday & Thursday 9:00 AM – 11:30 AM 12:00 PM – 2:30 PM
New Martinsville	IDEMIA 145 Paducah Dr New Martinsville, WV 26155	1st Monday 9:00 AM – 12:00 PM 1:00 PM – 4:00 PM
Parkersburg	The Arc of the Mid Ohio Valley, Inc 1915 Dudley Ave Parkersburg, WV 26101	Monday – Wednesday, & Friday 9:00 AM – 12:00 PM 1:00 PM – 3:00 PM
Point Pleasant	Mason County Library 508 Viand St Point Pleasant, WV 25550	1st, 2nd, 3rd Friday 10:00 AM – 4:00 PM

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Figure 63: Appointment Availability Report. *IDEMIA USA uses this report to assess Enrollment Center utilization and proactively remediate issues related to appointment availability.*

Finally, IDEMIA USA maintains open lines of communication with WVSP and User Agencies in order to respond to actual or anticipated volume increases.

We have experience in expanding many of our existing statewide networks, for example, in response to new legislation or to support new agencies joining the network. During the current contract in West Virginia, we increased the number of Enrollment Centers from 22 to 27 in order to provide a higher level of customer service to the citizens of the State.

Support provided by Customer Service Center

IDEMIA USA's Customer Service Call Center CSRs assist Applicants with the registration and appointment scheduling process, as well as answer questions pertaining to the fingerprint process, site location (physical address and driving directions), location hours of operations, and status of fingerprint submission.

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4.2.2.2 Equipment
Vendor will be required to capture Applicant fingerprints digitally.

IDEMIA USA fully meets this requirement.

IDEMIA USA provides the equipment necessary to capture Applicant fingerprints digitally. Details on our solution components and capabilities are included in the subsections below.

4.2.2.2.1 Live Scan Devices

All Live Scan or card scan equipment used to support the Applicant Fingerprinting Service project must be certified according to the FBI Image Quality Standards (IQS), Appendix F Standards. The Vendor must provide a copy of the FBI certification letter prior to award.

Live Scan equipment must be able to build and submit records at 500 PPI resolution in compliance with the state Interface Control Document (ICD), state National Institute of Standards and Technology (NIST) definitions including records Type 1 (Header Information), Type 2 (Demographics), Type 8 (Signature), and Type 14 (flat and rolled). This ICD document can be found in Exhibit C.

The live scan device must be capable of capturing 500 PPI 4, 4, 2 slap only capture.

The Live Scan device will assign a transaction control number (TCN) which will be unique and used to track all submissions throughout the fingerprinting process. The format of the TCN is shown in the ICD document in Exhibit C.

The Live Scan device must provide necessary data fields required to process the transaction through the State's Automated Fingerprint Identification System ("AFIS") System. Unique data fields are required to be transmitted within the NIST file and can be found in Exhibit C. The Vendor will be required to contract with the State AFIS Vendor for the development and testing of this interface.

IDEMIA USA fully meets this requirement.

All IDEMIA USA technology for Live Scan and Card Scan biometric capture is FBI certified and meets the FBI's EBTS standard. Today, IDEMIA USA operates a fully FBI-compliant WV network of biometric capture workstations with our Classic UEP Workstation that features the IDEMIA TP 4100 Live Scan device. The Classic UEP Workstation is a proven device that has securely serviced the WVSP program since the deployment of UEP in 2018.

Our next generation of enrollment workstation, the IdentoGO® Tablet, has been successfully deployed in Texas at select Enrollment Centers, complies with the FBI's NGI initiatives and IAFIS IQS, and was certified in January 2020. The tablet uses a built-in IB FIVE-0 fingerprint scanner. The FIVE-0 scanner produces 500ppi/256 grayscale dynamic range and is touch capacitive, allowing operation in various lighting conditions and requiring no calibration between sets of Applicant prints. The scanner is

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fully FBI-certified, compliant with the Wavelet Scalar Quantization (WSQ) Gray Scale Fingerprint Image Compression Specification (not to exceed 15:1 on average), and capable of capturing standard ten-print fingerprint roll (nail-to-nail) and flat images, as well as 4-4-2 slap-only capture.

Main Category	Firm ▲	Product & Description	📷	FAP	Specification	Certified	Modified
Mobile ID, Live Scan Systems	IDEMIA Identity & Security France	**IdentoGO** IdentoGO mobile tenprint system incorporating the Integrated Biometrics FIVE-0 tenprint device operating at 500 ppi without membrane (Appendix F and Mobile ID FAP 50)		50	Appendix F	1/2020	2/5/2020

Figure 64: FBI Certification Confirmation of the IDEMIA IdentoGO® Tablet. *Our IdentoGO® Tablet is a fully compliant, FBI-certified Live Scan device that features an integrated biometric scanner. (Source: https://fbibiospecs.fbi.gov/certifications-1)*

In addition to the standard proposed UEP solution, IDEMIA USA is currently in the development and evaluation phases of a new fingerprint enrollment delivery model that will significantly alter the way services can be delivered. To date, this new technology has yet to be approved for Applicant processing certification by the FBI for any vendor. Our teams are working in close consultation with a current UEP state customer to pilot the technology and prove its effectiveness and security. It is critical to understand that this new service model is revolutionary and IDEMIA USA will only deliver it to the State when all stakeholders, including the FBI, agree on its viability. Delivery of this future enhancement will follow our standard development and testing phases, with pilot and other planning activities conducted in partnership with WVSP and the appropriate stakeholders. As with past enhancements, the project is coordinated and scheduled in agreement with the stakeholders to ensure successful implementation and *NO DOWN TIME*.

Figure 65: UEP Kiosk Workstation. *As a value-added service at no cost to the State, IDEMIA USA will implement a new workstation and delivery model. Details of this new device and service follow in our proposal's Confidential section.*

IDEMIA USA leads the industry in the development of the newest enrollment model supported by the FBI NIST standard: *Supervised Remote Identity Proofing (SRIP)*. This new delivery model, with the approval and partnership of WVSP, can significantly alter and enhance the current UEP service ecosystem. With SRIP, Applicants can be serviced on our next-generation UEP kiosk with either a traditional Enrollment Agent supporting the enrollment in person, or remotely (**Figure 66**). In the remote model, Enrollment Agents observe and assist multiple distant enrollments while Applicants self-enroll on the kiosk.

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This new technology provides all the security required by FBI and NIST standards, eliminates health concerns that have been raised by the COVID-19 pandemic, while expanding the footprint of where and when services can be delivered. Envision IDEMIA USA's SRIP kiosks located in the lobby of government or retail facilities in rural West Virginia and available to Applicants during expanded evening and weekend hours. With elimination of access limited to in-person Enrollment Agent staff and partner personnel presence, we foresee a significant increase in enrollment footprint and Applicant convenience, while maintaining the same high levels of program security and accuracy. IDEMIA USA, with staff distributed across U.S. time zones, can provide and support increased availability and support for kiosk-based enrollment.
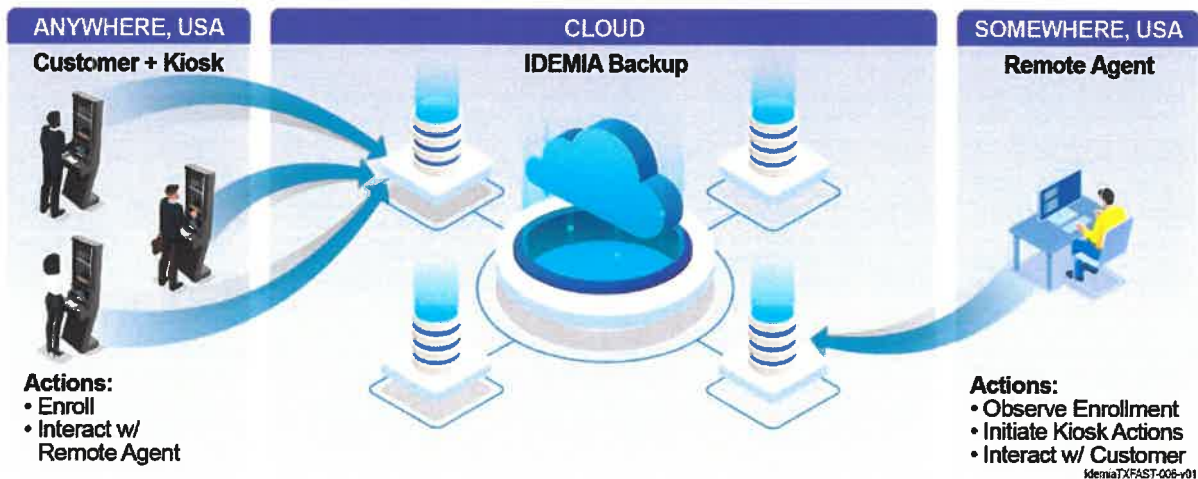
Figure 66: IDEMIA USA's SRIP Architecture. *With SRIP, Applicants can enroll on our next-generation kiosk supported by either an in-person or remote Enrollment Agent.*

SRIP is not a future concept; it is in development today, with a release scheduled for initial kiosk late 2022. **IDEMIA USA is including in this proposal an addition of these SRIP kiosks as soon as they become available to our customers; locations will be selected specifically as needed and mutually agreed upon with WVSP and agency stakeholders.**

Fingerprint Capture

Our IDEMIA USA UEP solution achieves an extremely high level of submission success (approximately 99 percent), in part, through the implementation of IQM and NFIQ scores for corresponding fingerprints, as well as automated slap-to-roll verification to ensure correct print sequencing (**Figure 67**). The software displays to the Enrollment Agent each captured fingerprint and the associated NIST quality metric score. If an image is indicated as below the acceptable standard (as determined by either NIST or DPS standards) or out of sequence, individual fingerprints will be recaptured up to three times total during the same appointment and annotated to address errors prior to submission.

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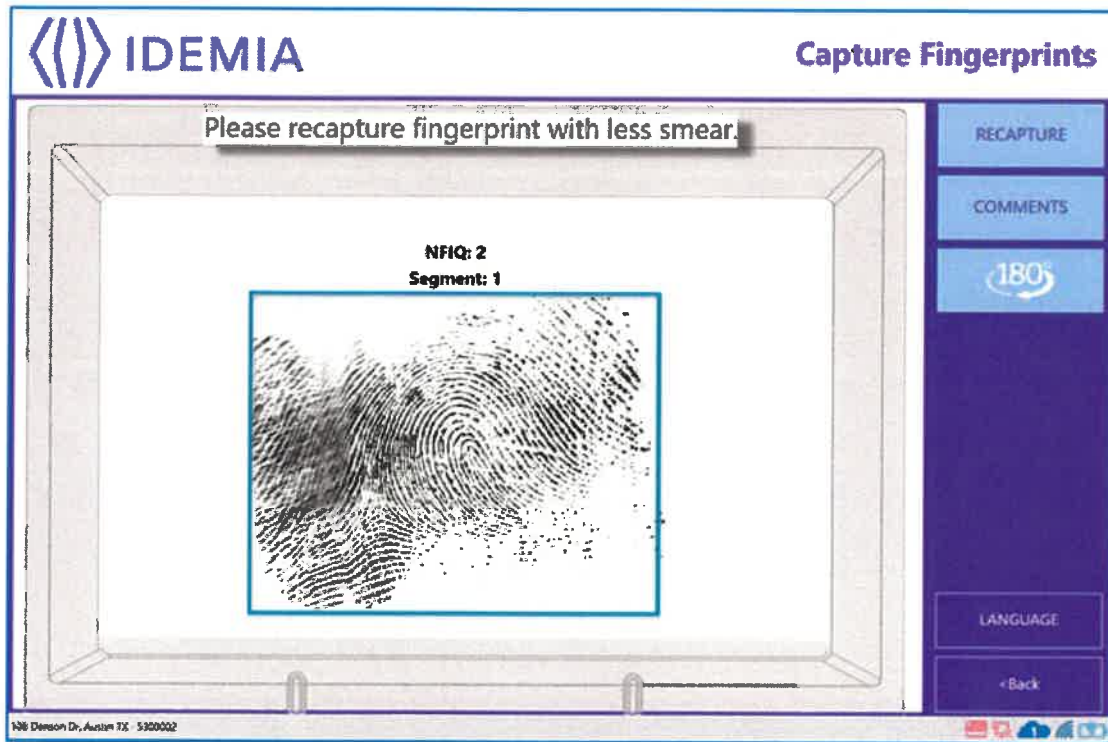
Figure 67: Workstation Quality Control and Poor Print Detection. *Our workstation software automatically detects poor print quality and directs the Enrollment Agent to recapture the print.*

As a final level of assurance, the UEP system uses historic rejection rate logic based on NFIQ scoring to identify a probable FBI or DPS print quality rejection. In this event, the software directs the Enrollment Agent to recapture the full set of 10 fingerprints a second time. UEP then analyzes which of the two sets of captured prints has the highest quality score, and then submits that higher set to the State, while temporarily archiving the second set of captured prints. In the event of a reject notification from the State or FBI, the UEP system can be configured to automatically transmit the second set of prints without requiring the applicant to re-visit the Enrollment Center. Our UEP system's backup print capability is illustrated below in **Figure 68. This optional feature has not only reduced Applicant frustration and time but has also eliminated further public contact during the COVID-19 pandemic.**
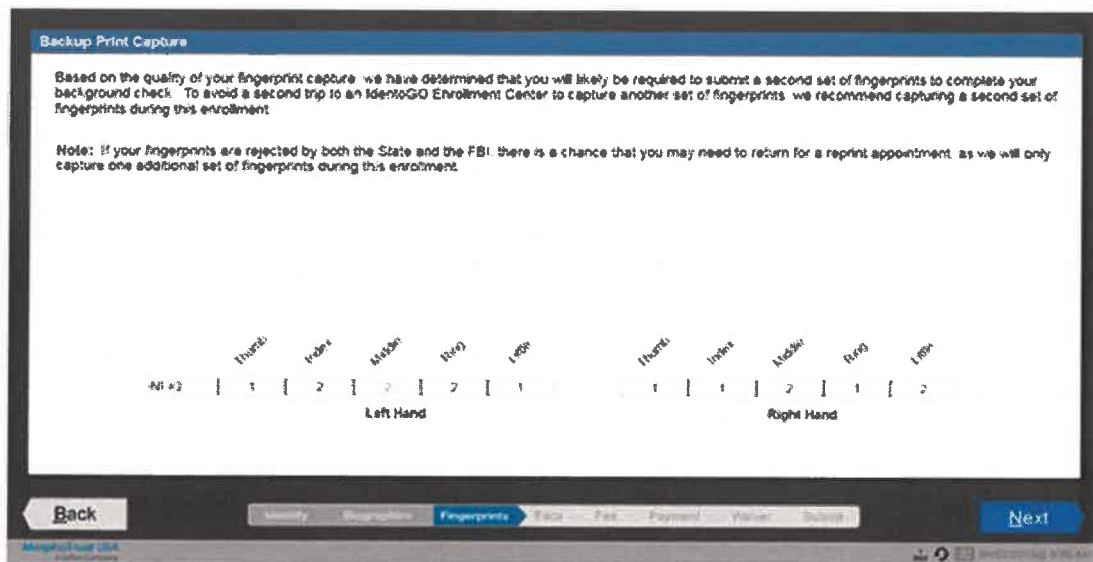
Figure 68: UEP System's Backup Print Capture Feature. *Our UEP solution identifies possible fingerprint rejections, compares sets of 10 fingerprints to choose the higher quality capture for submission, while archiving the secondary set.*

Live Scan components of IDEMIA USA UEP enrollment workstations have been tested and found compliant with the FBI CJIS Integrated Automated Fingerprint Identification System IQS Appendix F Specifications. The information detailed in **Table 9** is provided by https://fbibiospecs.fbi.gov/certifications-1.

Table 9: Compliance with FBI CJIS Specifications

Main Category	Firm	Product & Description	FAP	Specification	Certified
Identification Flats Systems, Live Scan Systems	Identix Inc.	**TouchPrint 4100 (TP-4100)** TouchPrint 4100 (TP4100) Tenprint and Identification Flats Live Scan device at 500ppi, with and without membrane (Appendix F), 6/06		Appendix F	5/31/2006
Mobile ID, Live Scan Systems	IDEMIA USA Identity & Security France	**IdentoGO** Mobile tenprint system incorporating the Integrated Biometrics FIVE-0 tenprint device operating at 500 ppi without membrane (Appendix F and Mobile ID FAP 50)	50	Appendix F	1/30/2020
Mobile ID, Identification Flats Systems, Live Scan Systems	IDEMIA USA Identity & Security France	**MTOP Slim (V3)** Tenprint (with roll acquisition) and Identification Flats device without membrane at 500 ppi. (Appendix F and Mobile ID FAP 60) Note: Not appropriate for use in presence of black markings or in direct sunlight.	60	Appendix F	9/12/2021

The TouchPrint 4100 device was certified by the FBI in 2006 for Identix Inc. (IDEMIA USA was formerly Identix). See below copy of our FBI certification letter.

U.S. Department of Justice

Federal Bureau of Investigation

Clarksburg, WV 26306

June 27, 2006

Mr. Dan Maase
Identix, Inc.
Suite 205
5600 Rowland Road
Minnetonka, MN 55343

Dear Mr. Maase:

The Federal Bureau of Investigation (FBI) Criminal Justice Information Services (CJIS) Division has completed a review of the following test data:

Submitting Vendor	Equipment
Identix, Inc.	*TouchPrint 4100* (TP-4100) Livescan Fingerprint and Identification Flats device at 500 ppi, with and without membrane.

This review was conducted by representatives of the FBI and the MITRE Corporation's image processing laboratory located in Bedford, Massachusetts. Based on the results of this review, the FBI certifies that the equipment described above is in compliance with the following FBI CJIS Division's Integrated Automated Fingerprint Identification System Image Quality Specifications (IQS):

Appendix F Specifications

Please note, the certification process does not endorse one product over any other product and only demonstrates that the product meets FBI standards. Continued acceptance of the images created by an installed system, for retention in the FBI Master Fingerprint files, is contingent on the ability of the product to meet the IQS over time. As equipment can degrade, the FBI recommends that your company assist customers in the establishment of quality assurance programs and appropriate maintenance schedules for your products.

Please direct any questions regarding this certification to Mr. Thomas E. Hopper, at (202) 324-3506.

Sincerely yours,

Monte C Strait

Monte C. Strait
Deputy Assistant Director
Policy, Administrative and Liaison Branch
Criminal Justice Information Services Division

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Copies of the FBI certifications awarded for IDEMIA USA IdentoGO Tablet (incorporating the Integrated Biometrics FIVE-0 Live Scan device) and the IDEMIA USA M-TOP Slim Live Scan and follow:

CERTIFICATION OF COMPLIANCE

for

IDEMIA IDENTITY & SECURITY FRANCE

IdentoGO mobile tenprint system incorporating the Integrated Biometrics *FIVE-0* tenprint device operating at 500 ppi without membrane (Appendix F and Mobile ID FAP 50).

The FBI certifies that the equipment described above is in compliance with the following FBI CJIS Division's Next Generation Identification System Image Quality Specifications (IQS):

Appendix F Specifications

This certification process does not constitute an endorsement, but only attests that the product meets FBI standards. Continued acceptance of the images created by an installed system, for retention in the FBI Master Fingerprint files, is contingent on the ability of the product to meet the IQS over time. As equipment can degrade, the FBI recommends that your company assist customers in the establishment of quality assurance programs and appropriate maintenance schedules for your products.

This certification process is not intended to endorse one entity or implementation over another, but merely to certify that the implementation meets FBI standards. The authenticity of this certificate can be confirmed by checking the online registry at <https://www.fbibiospecs.cjis.gov/>

Date: January 31, 2020

IDEMIA USA UEP IdentoGO Mobile Tenprint System Incorporating Integrated Biometrics FIVE-0 Tenprint Device Operating at 500 ppi Without Membrane.

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CERTIFICATION OF COMPLIANCE

for

IDEMIA IDENTITY & SECURITY FRANCE

MTOP Slim (V3) tenprint (with roll acquisition) and Identification Flats device without membrane at 500 ppi. Note: *Not appropriate for use in presence of black markings or in direct sunlight.*

The FBI certifies that the equipment described above is in compliance with the following FBI CJIS Division's Next Generation Identification System Image Quality Specifications (IQS):

EBTS Appendix F Mobile ID FAP 60 using
Appendix F Specifications

This certification process does not constitute an endorsement, but only attests that the product meets FBI standards. Continued acceptance of the images created by an installed system, for retention in the FBI Master Fingerprint files, is contingent on the ability of the product to meet the IQS over time. As equipment can degrade, the FBI recommends that your company assist customers in the establishment of quality assurance programs and appropriate maintenance schedules for your products.

This certification process is not intended to endorse one entity or implementation over another, but merely to certify that the implementation meets FBI standards. The authenticity of this certificate can be confirmed by checking the online registry at <https://www.fbibiospecs.cjis.gov/>.

Date: September 13, 2021

IDEMIA USA SRIP Kiosk Workstation: IDEMIA USA M-TOP Slim Live Scan Device.

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4.2.2.2.2 ID Authentication

The Vendor personnel must require the Applicant to provide valid governmental photo identification for proof of identity at the fingerprinting session using the most current ID Verification guide approved from the Compact Council established by the National Crime Prevention and Privacy Act of 1998.

IDEMIA USA fully meets this requirement.

IDEMIA USA's Enrollment Agent training program, rules-based document requirements, and automated document-authentication device combine to exceed the identification verification requirements set forth in this RFP.

With industry leading in-person and computer-based training (CBT), we are able to reduce the risk of accepting fraudulent documents in the enrollment process and ensure that the individual presenting for service is the same as the individual represented in the identity document(s).

Each IDEMIA USA Enrollment Agent completes the training module *Identifying Altered Identity Documents*. This module is based on recommendations by the National Crime Prevention and Privacy Compact Council, as outlined in the Identity Verification Program Guide.

Our Training Department developed this custom course (**Figure 69**) to educate our Enrollment Agents on methods of quickly identifying fraudulent documents. The course uses scenario-based examples, visual depiction of fraudulent documents, and quiz activities to ensure comprehension. It addresses key factors in determining the validity and acceptance of ID documents presented for enrollment. Enrollment Agents become familiar with the wide range of specifications and features—such as holograms and consistency of backgrounds and fonts—for IDs that applicants may present during an enrollment.

Over 2,500 Enrollment Agents have completed the Identifying Altered Identity Documents training module, including all current West Virginia Enrollment Agents.

The UEP system helps ensure the correct form of ID is presented by displaying a list of required and allowable IDs to the Applicant, as set forth by WVSP. If an Applicant pre-enrolls over the phone, our CSRs use the same UEP process to identify and communicate the valid IDs required for fingerprinting appointments.

The M500 (**Figure 70**) is used to perform document authentication with fewer actions to scan the document. The Enrollment Agent scans the document by inserting the card into the slot at the front of the device. The device is robust enough to accept the card in any orientation to further speed up the enrollment process. Our M500 software knows which document it is expecting and alerts the Enrollment Agent if the scanned document is an incorrect ID. If the ID is the expected document, then diagnostic tests are performed to score its authenticity.

Figure 70: E-Seek M500.

The E-Seek M500 scans an applicant's ID and completes authentication in one step.

Once the M500 scans the document and completes the authentication process, the software provides the Enrollment Agent with a status message. If the M500 identifies a discrepancy, the Enrollment Agent is notified of the discrepancy, and then follows our process for handling potentially fraudulent documents. We do not fingerprint applicants who are unable to provide the required valid photo IDs.

Our IdentoGO® Tablet (**Figure 71**) connects to the M500 through a tether to extend the M500 capabilities to the tablet. The IdentoGO Tablet is used to authenticate passport books, capture an image with a camera, process the MRZ with software, scan the embedded RFID, and compare the data from the MRZ with the data from the RFID. This provides an even better validation of the passport book since data on the document must match the data contained on the RFID chip.

Figure 71: The IdentoGO® Tablet. *A single cable connects the M500 Document Authentication device to the IdentoGO Tablet, simplifying the process and physical footprint of enrolling.*

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Currently the State is using our B5000 document authentication device with our current UEP desktop workstation. Our B5000 is capable of scanning driver license format identification, as well as larger passports.

With the B5000, the Enrollment Agent lays the identification document on the scanner platen. If the ID is a driver license, the Enrollment Agent scans the barcode before scanning the document to allow the device to authenticate the embedded data with the printed data. Our Identity Proofing Solution knows which documents to expect and informs the Enrollment Agent if the document authenticated is not the correct document. If the document is the expected document, then diagnostics are performed to determine its validity.

Figure 72: Automated Document Authentication. Today, West Virginia *Enrollment Agents use the B5000 to electronically examine a state or federal government-issued photo ID before capturing an Applicant's fingerprints.*

An image of each scanned identity document is uploaded with the Applicant record, along with data about documents including the document number, issuance date, and expiration date.

4.2.2.2.3 Manual Process

The Vendor shall have the capability to provide an Applicant with a completed manual inked or electronically printed FBI standard fingerprint card if requested.

IDEMIA USA fully meets this requirement.

In the current UEP solution, IDEMIA USA offers a universal "Print and Go" capability that allows any Applicant to have a physical FD-258 hard card produced from their fingerprints that were collected electronically on our Live Scan systems. All Applicant data and fingerprints are captured using the same software interfaces used for records that are submitted electronically. However, an FD-258 hard card (**Figure 73**) is produced instead of the electronic record, for the Applicant to take with them from the Enrollment Center.

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Figure 73: FD-258 Fingerprint Hard Card

The hard card is printed using a Lexmark MS810n or T600 series printer (**Figure 74**). These printers have printed thousands of hard cards while deployed in West Virginia and other states.

Figure 74: Lexmark Printer. *Lexmark printers have printed thousands of hard cards in West Virginia and other states.*

118

4.2.2.2.4 Digital Signatures

The Vendor is required to collect a digital signature from each Applicant at the time of fingerprinting following the Applicant's review and acknowledgement of terms and conditions related to the release of the Applicant's criminal record. The Vendor must provide an example of where it has used signature capture devices in an Applicant fingerprint network and statistics on the number of Applicants processed utilizing this equipment.

IDEMIA USA fully meets this requirement.

We have been using digital signature capture devices in West Virginia since 2011, where we have processed over 716,000 Applicants to date using this equipment. Most recently, this includes approximately 65,000 Applicants processed in 2021.

IDEMIA USA currently provides electronic signature acknowledgements on both the Classic UEP workstation and the IdentoGO® Tablet, at the time of fingerprint capture, ensuring that only the verified Applicant acknowledges via digital signature. Additionally, signatures can be stored and accessed by State personnel for auditing purposes in the UEP Admin Portal.

To make a new acknowledgement request or modify an existing document, the State need only provide IDEMIA USA with the new or modified acknowledgement text and the associated ORI/Service Code type. The timeframe to develop and deploy new, or modify existing, acknowledgements is 30 business days from request.
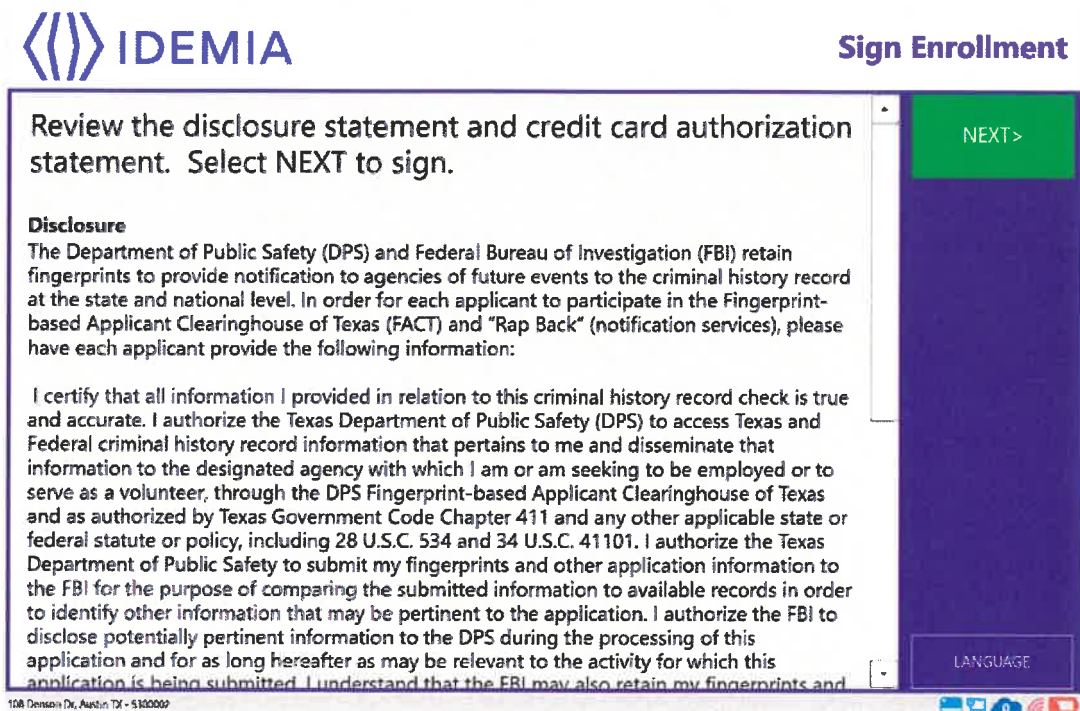

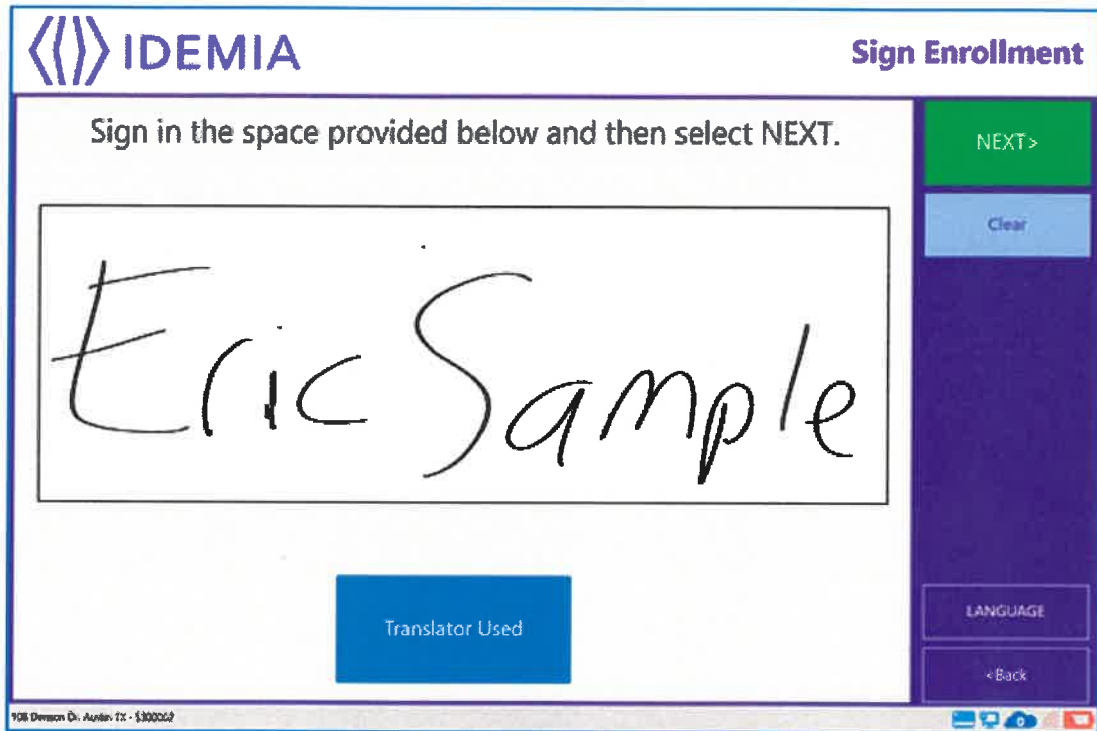**Figure 75: IdentoGO® Tablet's Electronic Disclosure Statement**

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Figure 76: IdentoGO® Tablet's Electronic Signature Prompt

Signatures are automatically verified, and then stored for archive in the UEP Admin Portal.

Figure 77: Topaz Signature Capture Pad

Topaz signature pad has been used on the Classic UEP workstation to submit the Type 8 field of the NIST record. The Topaz signature pad has been used within the UEP for more than 14 million Applicants.

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4.2.2.2.5 Central Server/Store and Forward

The Vendor must provide a central server configuration that will receive and process electronic demographic, signature and fingerprint image information from the remote fingerprint capture locations. This component must include a secure communication line from the central server to the state network and equipment allowing for submission to the State's AFIS system for transaction processing. This interface requirement is defined in the State ICD document attached as Exhibit C.

The Central Server must have adequate disk storage to retain 3 months of fingerprint submissions in the event a communications circuit is not operational. Upon restoration of communication, the information must be sent to the criminal records repository without the need to re-fingerprint the Applicants.

All fingerprint images, signature images, and demographic data shall be archived by the Vendor and shall remain the sole property of the State. The fingerprint images, signature image, and demographic data shall be stored in a non-proprietary electronic fingerprint transmission specification ("EFTS") format, meeting all State and FBI standards. The Vendor shall store these existing fingerprint images, signature images and demographic data with the ability to retrieve and transmit to the State. The database shall be purged of all transactions after one year from the date of submission. A Backup copy of the database will be written to an external location on the WVSP network daily.

The archive may be used for the subsequent transmission of archived data for statutory re-licensing issues. The archive may also be used for the re-transmission of any unsuccessful transmission.

The Vendor must develop a re-transmission procedure with individual user agencies to ensure that the correct records are submitted for re-transmission and that the accompanying demographic data is correct.

A Network share on this server will be created so that the Staff of the WVSP and Vendor may exchange sensitive data in a secure manner.

An administrator account will be provided to the WVSP for audit purposes on the server.

The Vendor must disclose its annual volume of Applicant fingerprint transactions processed through existing central servers, preferably with Vendor's proposal, but prior to award at the latest.

IDEMIA USA fully meets this requirement.

Our current Central Server meets these RFP requirements and our UEP solution will continue to meet the requirements. We currently produce a database backup on the

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WVSP network daily and we propose to continue this process under the new contract for fingerprinting services.

Additionally, a network share on the TCP server is currently available, which the WVSP staff and IDEMIA USA use to exchange sensitive data in a secure manner. WVSP has an administrator account on the TCP and Web Portal server with full access to all data, logs, and other system configuration information.

We meet all State and FBI standards for archiving all fingerprint images, signature images, and demographic data in a non-proprietary EFTS format. All archived data remains the sole property of the State and is purged from the database according to the required schedule.

We maintain adequate disk storage for more than one month of fingerprint submissions. In the event of a communications failure, submissions are sent to the criminal records repository upon restoration of communication, without the need to re-fingerprint Applicants.

The following statistics demonstrate the annual volume of transactions processed through our central servers in state and Federal programs:

- *More than five million fingerprint enrollments per year at more than 1,600 Enrollment Centers in 28 U.S. states*

- *More than one million TSA Pre✓® Applicants per year*

- *65,000 West Virginia Applicants per year*

In our response to requirement 4.2.1.4.1, we have provided additional details on our plan for collecting and housing fingerprint submissions.

4.2.2.2.6 Card Scan Conversion

User agencies' Applicants using manual "ink and roll" fingerprint cards will forward fingerprint cards to the Vendor. The Vendor shall conduct a technical examination of the fingerprint images to ensure a successful conversion into the electronic medium at 500 PPI. Fingerprint images that do not pass the Vendor's technical examination shall be returned to the Applicant with a request for the bad prints to be re-rolled. The criterion for defining an "acceptable" quality fingerprint will be agreed upon by the Vendor and the State.

The Vendor shall convert data, signature and acceptable flat and rolled "ink and roll" fingerprint cards into an electronic medium whereby they may be transmitted electronically per the ICD found in Exhibit C. This conversion and electronic transmission to the State must occur within 48 hours of receipt by the Vendor.

Following conversion, the Vendor shall document the transaction number of the electronic submission on the manual card and store the electronic record of the card and record release authorization on the State Central Repository.

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> The Vendor must provide an example of where it has performed card scanning in an Applicant fingerprinting network and statistics on the number of Applicants processed utilizing this equipment.

IDEMIA USA fully meets this requirement.

Applicants who are out-of-state or are physically unable to visit an Enrollment Center can mail hard copy fingerprint cards to our Brentwood, TN, Card Scan facility. We will digitize the fingerprint images and submit them to the authorized channel in the same manner as an electronically fingerprint captured submission.

We currently process more than 100,000 hard copy fingerprint card conversions each year from our Brentwood, TN, processing center. We process these cards in accordance with industry standards, state and federal regulations, and contract requirements.

To protect Applicants' PII, our card scan operation is contained on a high-security floor and only highly-vetted individuals are approved for access to this secure area. All personnel working in our Card Scan facility undergo the same security verification and background checks as our

Did You Know?

Our Card Scan facility processed more than 2,000 hard copy fingerprint card conversions for West Virginia Applicants in 2021.

Enrollment Agents. We log and track cards throughout the conversion process, after which they are destroyed or returned based on specific contractual requirements.

Our card scanning service employs COTS card scanning workstations, which are FBI-certified to meet IAFIS IQS Appendix F scanner requirements. The processing of a background study of the subject's demographic and biographic information capture adheres to the same FBI EBTS standard. Submissions and processing are no different once the hard copy fingerprint cards are received and digitized.
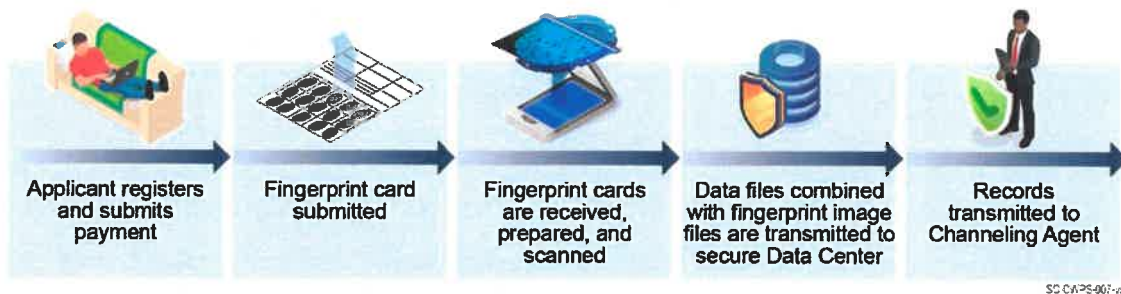
The steps of our fingerprint card scan conversion process (**Figure 78**) are as follows:

- *Applicant pre-enrolls and submits payment.* The Applicant registers with IDEMIA USA, using either our secure website or Customer Service Call Center, and pays for the transaction. During pre-enrollment, the Applicant provides the required Applicant detail and demographic information and receives instructions for submitting fingerprint cards to our Brentwood, TN, card scan processing facility.

- *Applicant mails fingerprint card.* The Applicant prints and signs the completed pre-enrollment confirmation page, which includes a barcode identifier printed on the top-right of the page and mails the signed pre-enrollment confirmation page and the completed fingerprint card to the mailing address provided.

- *Fingerprint cards received, reviewed, prepared, and scanned.* We receive FBI (FD-258) fingerprint hard copy fingerprint cards from Applicants in accordance with instructions provided to Applicants at the time of registration.

- *Fingerprint cards reviewed and prepared.* A vetted IDEMIA USA staff member opens each package, applies a barcode label to each card, reviews the card for

completeness and legibility of demographic data, and logs the submission. If the Applicant has not completed the registration process but has provided contact information, we contact the Applicant, assist with the registration and payment process, and reenter the card into the processing queue. If no contact information is provided, we return the card to the Applicant with instructions on how to complete the registration/payment process and re-submit the card to IDEMIA USA.

- ***Cards scanned.*** The card scan technician scans the cards in batches and then combines the images with the correct registration entry. IDEMIA USA software automatically converts the fingerprint card to a digital image in preparation for building the NIST file for submission to the State and FBI, if applicable.

- ***Records submitted.*** The data files are combined with the fingerprint images and transmitted to the secure UEP application server.

- ***Records transmitted to channeling agent.*** Records are transmitted from the UEP application server securely and directly to the WVSP AFIS in accordance with specifications.

| Applicant registers and submits payment | Fingerprint card submitted | Fingerprint cards are received, prepared, and scanned | Data files combined with fingerprint image files are transmitted to secure Data Center | Records transmitted to Channeling Agent |

Figure 78: Card Scan Conversion Process. *Our proven, centralized card-scanning service converts and digitally submits more than 100,000 paper fingerprint cards annually in support of numerous statewide networks.*

4.2.2.3 Electronic Fingerprint Capture Service

IDEMIA USA fully meets this requirement.

IDEMIA USA currently provides electronic fingerprint capture services to the State of West Virginia. Details on our fingerprinting sites, on-site fingerprinting services, Applicant appointment and enrollment process, ability to maintain acceptability rates, and fingerprint technician training are included in the subsections below.

4.2.2.3.1 Fingerprinting Sites

All fingerprinting sites must be ADA compliant.

Fingerprinting sites must be established and staffed in such a manner as to ensure meeting the 5 business days scheduling requirement. No Applicant should have to travel more than a maximum of 35 miles (one way) to access fingerprinting services. The Vendor will provide at a minimum, mandatory site locations within a ten (10) mile radius of the most populated cities in West Virginia; Charleston, Huntington, Martinsburg, Morgantown, Beckley, Elkins, Wheeling, Logan,

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Princeton, and Parkersburg. Fingerprint sites must be staffed by personnel that are approved by the West Virginia State Police.

Communications, facility, and any other expenses required to perform the fingerprinting services as specified in this contract will be the responsibility of the Vendor.

The Vendor shall provide a receipt in a format approved by the State to each Applicant as evidence of successful completion of the fingerprinting, including the identifying State Control Number assigned and submitted with the electronic submission.

The Vendor may work with user agencies to provide convenient fingerprinting sites as long as the above requirements are met.

IDEMIA USA fully meets this requirement.

ADA-compliant fingerprinting sites

All Enrollment Center locations are required to pass a rigorous Readiness Assessment, which requires the Site Assessor to evaluate over 50 qualities of the facility, including compliance with ADA laws. All sites are reviewed against the following ADA requirements:

- Doors have a minimum 32-inch width clearance
- External entrance is accessible directly from ground level, or easily accessible via accessibility ramp if located above ground level
- Internal entrance (if applicable) is accessible directly from ground level, or easily accessible via elevator if located above or below ground level
- Elevators if building is multiple levels
- Hallways have a minimum 36-inch width clearance

ADA-marked parking spaces for disabled individuals are available at a 1:8 ratio (i.e., one handicapped parking space to every eight parking spaces).

Efficient staffing and location of fingerprinting sites

Enrollment Center Staffing

All our Enrollment Centers are staffed by certified Enrollment Agents who are fully trained to perform the duties as outlined in the RFP.

IDEMIA USA will continue to use subcontractors and affiliates as part of the fingerprinting operations. These various brick-and-mortar businesses are fully vetted by IDEMIA USA for professionalism, accessibility to the Applicants, and alignment with the WVSP objectives.

Unique to IDEMIA USA are the security best practices and policies to which we must adhere. IDEMIA USA is one of a rare few companies governed by National Security Agreements and is mandated to follow the highest standards of security to protect all

personally identifiable information. We may employ and subcontract with only U.S. citizens who are thoroughly vetted and have successfully passed a background check, drug test, and security threat assessment.

Every Enrollment Agent, whether IDEMIA USA employee, partner, or subcontractor, undergoes an extensive training and certification process. Enrollment Agents are required to complete an internal certification process to ensure they are competent to perform the job responsibilities, functional requirements of operating the equipment, and quality standards of performance, including quality fingerprint capture.

Enrollment Center Locations

Since IDEMIA USA currently operates the existing West Virginia Applicant Fingerprinting Services system, we are able to utilize the 27 statewide Enrollment Centers currently in operation to include centers within a 10-mile radius of Charleston, Huntington, Martinsburg, Morgantown, Beckley, Elkins, Wheeling, Logan, Princeton, and Parkersburg. We will provide statewide coverage of Enrollment Center locations and appointment capacity so that all Applicants are able to schedule their appointment within five business days.

We propose to take the appropriate actions to meet the new requirement of providing appointments to Applicants within five business days by adding days of operation or hours of operation, or increasing the appointments per hour at current Enrollment Centers, or by adding additional Enrollment Centers to our existing network of fingerprinting locations in West Virginia.

The map in **Figure 79** shows the geographical distribution of our current Enrollment Center locations in West Virginia today. In addition, we offer on-site mobile fingerprinting services for groups of 25 or more.

Our plan is also based on practical experience from operating 28 fingerprinting services programs for state and federal clients, including the West Virginia State Police since 2011. Our program management and regional operations teams will evaluate Enrollment Center capacity and utilization on a daily basis through Look Ahead reporting to assess and remediate issues related to appointment availability. We understand that once a network is implemented it must be constantly monitored and improved to provide a high level of service to Applicants.

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IDEMIA USA Enrollement Centers

Current Enrollment Centers

Beckley	Kenova	New Cumberland	Sutton
Chapmanville	Keyser	New Martinsville	Weirton
Charleston	Kingwood	Parkersburg	Welch
Clarksburg	Lewisburg	Point Pleasant	Weston
Elkins	Marlinton	Princeton	Wheeling
Franklin	Martinsburg	Spencer	White Hall
Hamlin	Morgantown	Summersville	

= 35 Mile Radius
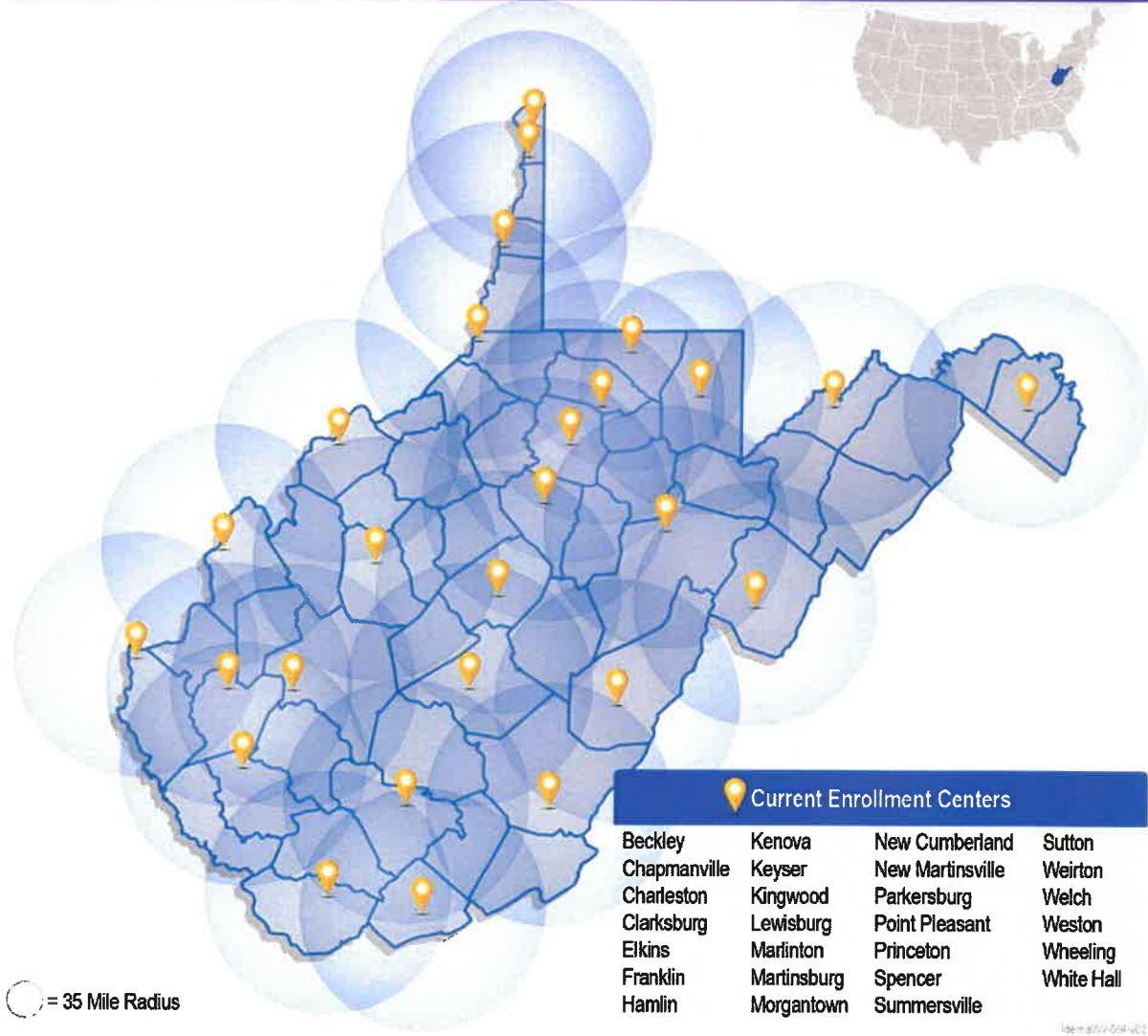
Figure 79: Distribution of Current Centers in West Virginia

Table 10 lists the current Enrollment Centers in West Virginia.

Table 10: Current Enrollment Centers in West Virginia

West Virginia City/Town	Location/Address	Hours of Operation
Beckley	AAA Club Alliance, Inc-Beckley Retail Store 1004 N Eisenhower Dr Beckley, WV 25801	Monday – Friday 9:00 AM – 12:00 PM 12:30 PM – 5:00 PM
Chapmanville	Quality Drug Testing Inc 8 Airport Rd Chapmanville, WV 25508	Monday – Friday 9:00 AM – 4:00 PM

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West Virginia City/Town	Location/Address	Hours of Operation
Charleston	AAA Club Alliance Inc 1000 Parkway Rd Charleston, WV 25309	Monday – Friday 9:00 AM – 12:00 PM 12:30 PM – 5:00 PM Saturday 10:00 AM – 1:00 PM
Clarksburg	RSCR DBA ResCare Clarksburg 229 West Main Street Clarksburg, WV 26301	Monday & Wednesday 9:00 AM – 3:00 PM
Elkins	Fingerprinting Services 106 2nd St Elkins, WV 26241	Tuesday 9:00 AM – 4:00 PM Thursday 9:00 AM – 2:00 PM
Franklin	Pendleton Manor Inc 68 Good Samaritan Dr Franklin, WV 26807	Tuesday 8:00 AM – 12:00 PM
Hamlin	Lincoln County Opportunity Company 360 Main St Hamlin, WV 25523	Monday – Friday 8:30 AM – 11:00 AM 11:30 AM – 3:30 PM
Kenova	Diversified Assessment & Therapy Services 1401 Chestnut St Kenova, WV 25530	Tuesday & Thursday 9:00 AM – 12:00 PM 1:00 PM – 4:00 PM
Keyser	Aging & Family Services of Mineral County Inc 875 S Mineral St Keyser, WV 26726	Wednesday & Thursday 8:00 AM – 12:00 PM 12:30 PM – 3:00 PM
Kingwood	Preston County Senior Citizens Center 108 Senior Center Dr Kingwood, WV 26537	Monday – Friday 9:00 AM – 3:00 PM
Lewisburg	Open Doors for the Developmentally Challenged Inc 1108 E Washington St Lewisburg, WV 24901	Tuesday 8:30 AM – 3:30 PM
Marlinton	Pocahontas County Parks and Recreation 320 9th St Marlinton, WV 24954	Last Thursday of the Month 9:00 AM – 12:00 PM 12:30 PM – 4:00 PM
Martinsburg	Daily Companions Inc 3051 Winchester Ave Martinsburg, WV 25405	Tuesday – Friday 9:00 AM – 12:00 PM 1:00 PM – 4:00 PM
Morgantown	Pace Enterprises of WV Inc 889 Mylan Park Ln Morgantown, WV 26501	Monday, Wednesday & Friday 9:00 AM – 12:30 PM 1:30 PM – 3:30 PM Thursday 9:00 AM – 12:30 PM
New Cumberland	Hancock County Senior Services 647 Gas Valley Rd New Cumberland, WV 26047	Tuesday & Thursday 9:00 AM – 11:30 AM 12:00 PM – 2:30 PM
New Martinsville	IDEMIA 145 Paducah Dr New Martinsville, WV 26155	1st Monday 9:00 AM – 12:00 PM 1:00 PM – 4:00 PM
Parkersburg	The Arc of the Mid Ohio Valley, Inc 1915 Dudley Ave Parkersburg, WV 26101	Monday-Wednesday, & Friday 9:00 AM – 12:00 PM 1:00 PM – 3:00 PM

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West Virginia City/Town	Location/Address	Hours of Operation
Point Pleasant	Mason County Library 508 Viand St Point Pleasant, WV 25550	1st, 2nd, 3rd Friday 10:00 AM – 4:00 PM
Princeton	Community Connections Inc 213 B S Walker St Princeton, WV 24740	Monday – Wednesday 9:30 AM – 12:00 PM 12:30 PM – 3:00 PM
Spencer	Roane County Schools 813 Capitol St Spencer, WV 25276	Wednesday 10:00 AM – 12:00 PM 1:00 PM – 3:00 PM
Summersville	Open Doors for the Developmentally Challenged Inc 500 Main St Summersville, WV 26651	Tuesday 9:00 AM – 12:00 PM 12:30 PM – 3:00 PM
Sutton	IDEMIA 101 2nd St Sutton, WV 26601	1st Friday 10:00 AM – 12:30 PM 1:00 PM – 3:30 PM
Weirton	Weirton Geriatric Center 2525 Pennsylvania Ave Weirton, WV 26062	Tuesday 1:00 PM – 4:00 PM Wednesday 9:00 AM – 12:00 PM 1:00 PM – 4:00 PM
Welch	Council of the Southern Mountains, Inc 148 McDowell St Welch, WV 24801	Thursday 10:00 AM – 12:00 PM 12:30 PM – 4:00 PM
Wheeling	Northwood Health Systems 111 19th St Wheeling, WV 26003	Tuesday 12:00 PM – 5:00 PM Friday 8:00 AM – 1:00 PM
White Hall	Quality Drug Testing 27 Middletown Rd White Hall, WV 26554	Monday – Friday 9:00 AM – 12:00 PM 1:00 PM – 4:00 PM
Weston	Weston Lewis County Senior Center 171 W 2nd St Weston, WV 26452	Thursday: 9:00 AM – 11:30 AM 12:00 PM – 3:00 PM

Responsibility for communications, facility, and other expenses required to perform fingerprinting services

IDEMIA USA understands that any expenses required to perform the fingerprinting services as specified in this contract will be the responsibility of the Vendor.

Receipt as evidence of successful completion of fingerprinting

At the conclusion of the fingerprinting process, IDEMIA USA provides an electronically printed receipt containing the applicant's first and last name, the unique IDEMIA USA-generated 10-character UE ID number, fingerprint reason, fingerprinting date/time, and location. Delivery of this requirement is active today and has been provided to WVSP since inception of our UEP platform in 2018.

This information is also available to the Applicant via the pre-enrollment website and Call Center.

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Working with user agencies to provide convenient fingerprinting sites

IDEMIA USA appreciates the opportunity to work with user agencies to provide additional fingerprinting locations and will communicate with the respective agency Points of Contact on this opportunity.

> 4.2.2.3.2 On-site Fingerprinting Services
> Vendor must provide on-site fingerprinting services for groups of 25 or more Applicants. The location must be at the convenience of the requesting agency. The Vendor must provide a point of contact for agencies wishing to use this service. Vendor will be permitted to charge an additional per print fee on top of the other applicable fees for these services but will not be permitted to charge for travel.

IDEMIA USA fully meets this requirement.

IDEMIA USA will use existing Mobile Unit options to achieve the required service and convenience for West Virginia Applicants. The Mobile Unit option provides additional capability for us to respond quickly in the event of a volume surge, the need for a special printing event for a specific Applicant group, or in an emergency situation.

Requests should be submitted directly to our State Mobile Services team at statemobileservices@us.idemia.com. The requestor should also copy the West Virginia District Manager, Andrea Franklin at Andrea.Franklin@us.idemia.com.

Based on our extensive experience in this area and our proven ability to provide mobile services, we fulfill this requirement. Typically, a contract or agreement with the hosting agency is needed to use a private enrollment space within an ADA-compliant building that meets all IDEMIA USA and State facility requirements. Enrollment Agents will be equipped with Mobile Units that contain fully portable workstation. The Mobile Unit contains all components of the UEP workstation including camera and payment mechanism, and the B5000 document authentication device. IDEMIA USA requests that such sessions be scheduled at least four weeks in advance.

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4.2.2.3.3 Applicant Appointment
1) Applicant Identification
The Applicant must present a valid form of photo ID at the time of fingerprinting. Acceptable forms of photo identification are driver's licenses issued by any state, passport, photo identification card issued by a municipality, county, or state in lieu of a driver's license or a military ID.

2) Collect payment where not paid at the time of appointment scheduling, if applicable.

3) Verify Applicant demographic data.

4) Provide the release for record check authorization, provide a copy of the challenge process for the state and federal process as outlined in 28 CFR 50.12(b), and collect digital fingerprints and a signature.

5) The Vendor shall provide a receipt in a format approved by the State to each Applicant as evidence of successful completion of the fingerprinting, including the identifying State Control Number assigned and submitted with the electronic transmission.

6) Records must be transmitted in a timely manner within 24 hours from collection.

IDEMIA USA fully meets this requirement.

Figure 80 provides a high-level overview of the enrollment process, including appointment scheduling, verification of demographic data, release of record authorization, and the collection of digital prints, signatures, and payment. IDEMIA USA will continue to provide these services that currently are part of the West Virginia fingerprinting network.
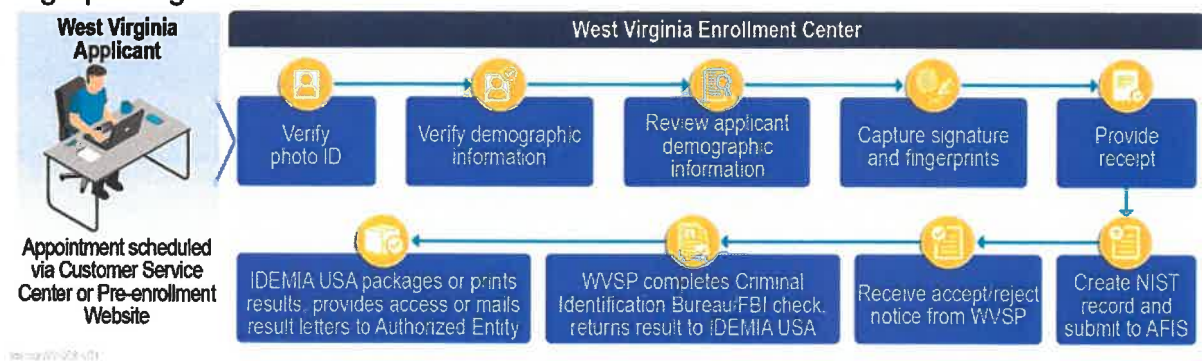
Figure 80: Overview of the Enrollment Process

Steps in the Applicant Appointment Process

- User agency provides Applicant with IDEMIA USA contact information.
- Applicant registers using IDEMIA USA secure website, toll-free telephone.

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- During the registration process, a CSR collects and/or the Applicant enters demographic data into the appropriate field and schedules an appointment. A unique identifier is established and directions to the chosen site are provided.

- Applicant visits an Enrollment Center where their valid photo ID and demographic data are verified, fee is collected, and they are fingerprinted. The full fingerprint record is transmitted to the UEP application server via secure connection. Applicant is given a receipt.

- IDEMIA USA server with secure connection to WVSP transmits the records and records the return acceptance.

- WVSP collates State and FBI checks and returns results to IDEMIA.

- IDEMIA USA packages or prints results, provides access, or mails result letters to Authorized Entity.

Process for Pre-Enrollment and Appointment Scheduling

Applicants can register and schedule appointments by calling IDEMIA USA's Customer Service Center or by scheduling directly through our secure Pre-Enrollment website, which safeguards the Applicant's personal and financial information using a Secure Socket Layer protocol (SSL) following industry standards for encryption. Our single point Pre-Enrollment Website provides Applicants and the public with general program information and instructions to navigate them easily through the appointment process.

The Pre-Enrollment Website provides a list of Enrollment Centers that can be easily searched by region or zip code. As shown in **Figure 81**, Applicants will see the hours of operation and appointments available at each West Virginia Enrollment Center and will be able to scroll through the timeline to locate an appointment that fits their calendar.
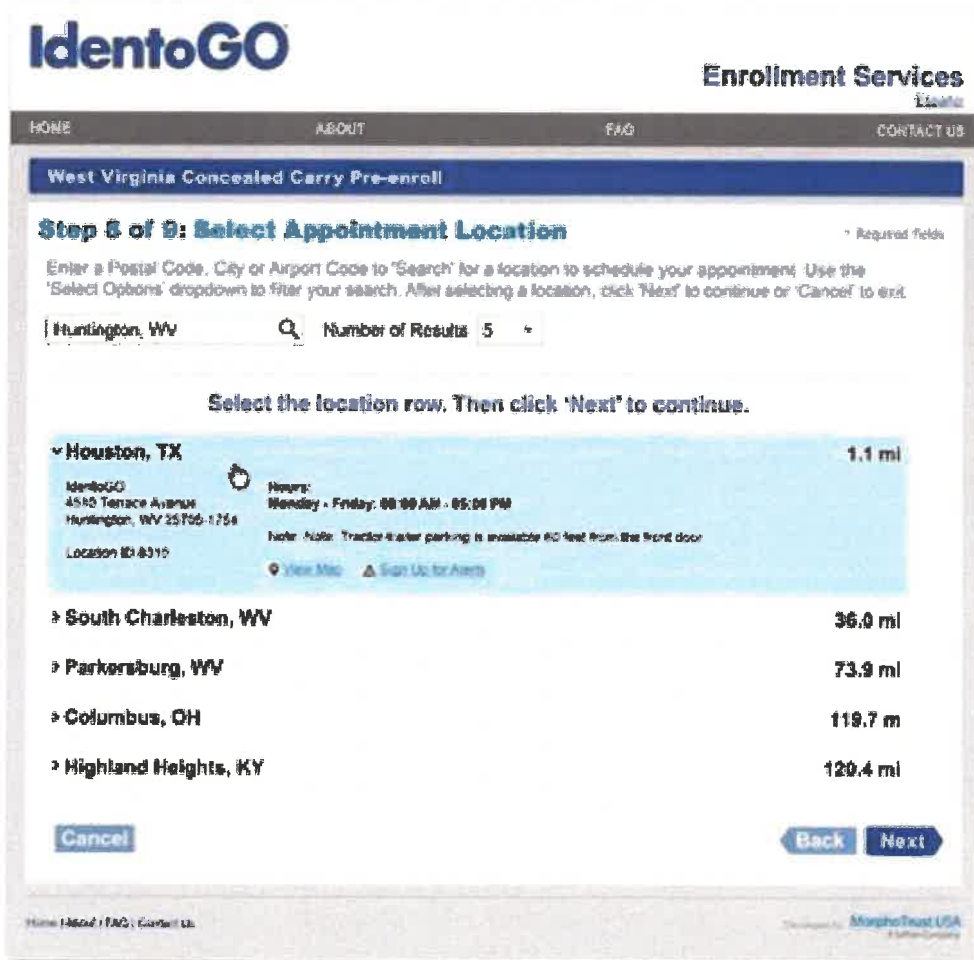
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Figure 81: Selecting an Appointment Location from the List of Enrollment Centers. *The Pre-Enrollment Website lists IDEMIA USA's fingerprint Enrollment Centers in West Virginia by region or zip code, shows available appointments, provides directions, and links to an online map. Applicants can book a fingerprinting appointment and cancel or change a scheduled appointment without additional rescheduling cost.*

After the Applicant has scheduled an appointment, a confirmation page (shown in **Figure 82**) lists the appointment details and reminders to help the Applicant prepare for a successful visit to a fingerprinting Enrollment Center.

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Figure 82: Appointment Confirmation. *The confirmation page provides appointment details, payment information, address of the Enrollment Center, details for preparing for the appointment, and a link to an online map.*

Onsite Identification Process

Currently, the Enrollment Agent reviews the Applicant's valid photo identification prior to capturing fingerprints, in accordance with State guidelines. The Enrollment Agent ascertains, to the best extent possible, that the person is being fingerprinted for the intended purpose and is the person shown on the ID. Acceptable forms of identification will be required. If an applicant presents an ID that is out of date, the Enrollment Agent informs them that they will need to obtain a valid ID before they can be fingerprinted.

Information about the requirement to present valid identification documents before being printed and what types of identification are acceptable is provided to the Applicant at the time they schedule their appointment.

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Our UEP workstations are equipped with our proprietary document authentication software and B5000 reader to analyze state or federal government-issued photo identification documents for authenticity. This feature provides improved identity document authentication.

Biographic Data Review

When Applicants arrive at the Enrollment Center for their fingerprint appointment, any information provided during pre-enrollment is pre-loaded onto the workstation. However, IDEMIA USA employs a double-check system to ensure that Applicants are providing truthful and accurate information. If any data provided on the document does not match the information given, the software requires the Enrollment Agent to resolve the conflict.

Payment

IDEMIA USA accepts payment in the form of credit/debit card (VISA, MasterCard, Discover, and American Express), money order/certified check, and corporate check. Applicants may pay at the Enrollment Centers by business or certified check, which will be deposited remotely on the same day. Our solution confirms that the instrument clears prior to allowing transmission of the enrollment, limiting the potential for Applicants to process with non-sufficient funds or non-conforming instruments.

Release of Record Authorization Process

The Release of Record Authorization Process is accomplished by presenting a copy of the challenge process for the state and federal process as outlined in 28 CFR 50.12(b) on the workstation and collecting the Applicant's signature (shown in **Figure 83**) using a Topaz signature pad.

Figure 83: Signature Capture

Collection of Digital Fingerprints

Our workstation software is a workflow-driven application that walks both the Enrollment Agent and the Applicant through the fingerprint collection process. We recognize that image quality is the most important component of a fingerprint collection system. The

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SLA performance by program management enables IDEMIA USA to exceed classifiable rate requirements in all our state and federal programs.

4.2.2.3.5 Fingerprint Technician Training

The Vendor shall provide well-trained personnel to take fingerprints. The responsibility and costs for training these personnel is entirely with the Vendor.

The Vendor must include a narrative explaining the curriculum used for training/certifying fingerprint personnel.

IDEMIA USA fully meets this requirement.

IDEMIA USA has experienced, qualified, and fully trained employees currently supporting the West Virginia program. These resources will continue work at the time of award and for the duration of the contract.

Our foundational knowledge facilitates continued high-quality customer service overseen by our Training Team, who have more than 10 years' experience servicing the West Virginia program.

Our training program gives Enrollment Agents, Customer Service Representatives (CSRs), and Technical Help Desk support teams the knowledge, tools, resources, and escalation paths specific to West Virginia's needs. This tailored training allows for accurate and high-quality service to Applicants, resulting in a positive customer experience and reducing repeat visits.

Figure 84: Training Programs Cover Pertinent Subjects Leading to Successful Program Operations. *We continue to use a blended approach of training techniques that includes well-tested installation guides, user manuals, quick reference guides, virtual training, and computer-based training.*

Computer-Based Training (CBT)

Our advanced Learning Management System allows IDEMIA USA to deliver CBT modules virtually (see **Figure 85**). This has proven to be an effective method to deliver, track, audit, and report required and elective training to the learner population.

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Figure 85: IDEMIA USA Learning Management System. *Our CBT system delivers modules virtually and tracks each learner's record. CBT modules address policies, procedures, regulations, and standardized operational practices, including identity verification.*

Along with information about the West Virginia fingerprinting program, its mission, and expectations of people supporting the efforts, CBTs are used to introduce the Enrollment Agents to various components of the Enrollment Center experience as well as policies, procedures, regulations, and standardized operational practices. Required CBT modules provide foundational program knowledge in advance of workstation training. Basic CBT modules currently include the following:

- IDEMIA USA Company Overview
- Biographic and Biometric Capture Techniques
- Sensitive Security Information
- PII
- Workplace Ethics, Professional Conduct, and Providing Exceptional Customer Service

Additionally, Enrollment Agents complete a training module titled *Identifying Altered Identity Documents.* The content is based on the recommendations of the National Crime Prevention and Privacy Compact Council.

Scenario Based Workstation Training

To ensure all our Enrollment Agents are properly trained in processing for the West Virginia program, nothing is more important than actual workstation training and experience prior to facing an Applicant. We provide a West Virginia-specific Quick Reference Guide to all Enrollment Agents during training. This document includes information such as forms of payment, program-specific notes, and acceptable forms of ID. All Enrollment Agents receive two to three days of training at their Enrollment Center Site (length of time dependent upon prior program experience).

This training includes a review of the West Virginia Enrollment Agent User Manual, QRGs, equipment, supplies and maintenance, and rules of conduct. The training also

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addresses verification of photo identification, fraud detection, and PII protection. Most importantly, Enrollment Agents gain hands-on experience using the capture workstation.

Ongoing Quality Assurance Training and Monitoring

IDEMIA USA follows well-defined Quality Assurance procedures to help ensure responsiveness to the program requirements. We monitor the quality of services and provide remedial training to maintain performance that meets or exceeds the SLAs (or Acceptable Quality Levels) to ensure customer satisfaction and mission support. We identify needs through site visits and performance reports completed by Program Management staff, Operations staff, and others working in an auditing or training capacity.

Table 11: Quality Assurance Surveillance Plan.

Critical Performance Parameter	Threshold Acceptable Quality Level (AQL)	Method of Surveillance
Quality of Photo submissions	Reported but no identified AQL	Internal reviews and audit feedback
Fingerprint rejection rate by and FBI	< 2%	Internal reports
Location closures and Appointment Availability	Reported but no identified AQL	Daily reporting
Call Center: • Average wait time • Number of calls answered	Reported, but no identified AQL	Internal Call Center reports
Data collection accuracy	No AQL specified	Internal reports
Applicant and authorized entity service complaint resolution	No AQL specified	Call Center ticket monitoring, direct authorized entity contact and IDEMIA USA/West Virginia bi-weekly collaboration meetings

4.2.2.4 Results Processor

In order to a) create a single source of result delivery and b) create a secure automated method of processing and reporting these transaction results, the Vendors must provide the State with Automated Results Processing capability.

The results processor must be capable of processing the returned results as specified in the example returns as found in Exhibit C.

In order to accomplish this functionality, all transactions submitted from Live Scan devices must be processed at a Central Transaction Switch. This hardware and software solution, which will be provided by the Vendor, but remain under the physical control and security of the State, serves as the central point of receipt, return, and coordination of all transaction results for any fingerprint or supporting transactions based on an applicant name.

The Central Transaction Switch must:

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- Utilize a database that records transactional data, search results, Applicant information, transaction configurations, and other information necessary for the proper tracking, execution, and result dissemination of all transactions and system function.
- Be easily customizable by the State
- Be capable of programmatically creating and delivering results to authorized entities by email or paper letter, or a combination of both. Provide a Web Server for electronic access to the results over the Internet with the proper security in place to meet the current CJIS Security Policy. This server will show the current status of all transactions in the system.
- Allow the State direct access to the information contained in the database for each transaction, including Applicant information, transaction tracking information, transaction status, and all results data via client software provided to the State for use as a part of the Applicant fingerprinting solution. Access from this software must be controlled by User ID and password. Authorized users must be allowed to change transaction status, reprint results, and perform follow up inquires to appropriate data sources to complete tasks necessary to adjudicate the transaction. All necessary configuration information including agency and Originating Agency Identifier ("ORI") information must be table driven and able to be updated by the State.

IDEMIA USA fully meets this requirement.

We have successfully implemented automated results processing and reporting functions in West Virginia. Our solution is already proven and fully operational in the WVSP environment, so the State of West Virginia can be confident of continued service with no disruption. Since 2011, we have provided WVSP with this same functionality through our results system, which we plan to upgrade to the latest version of our results system under the new contract at a mutually agreed upon time. This upgraded version also includes the ability to incorporate FBI Rap Back if and when that becomes necessary.

Figure 86 provides a current solution overview including the central results server. Fingerprint records are forwarded to IDEMIA USA, then onto the WVSP AFIS, and then the Transaction Control Processor consolidates responses and provides them to authorized users.
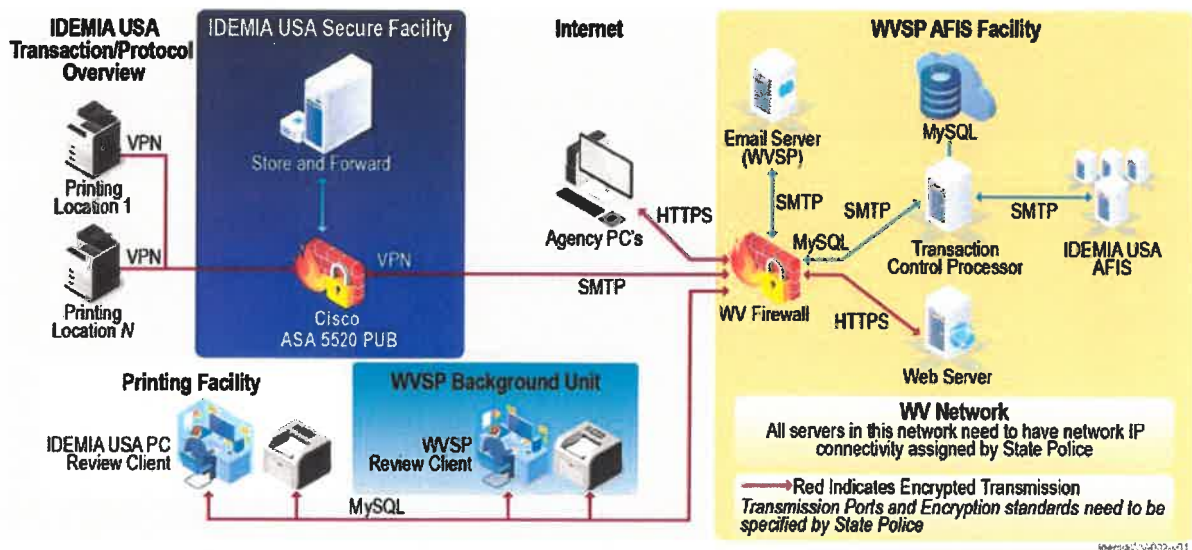
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Figure 86: Solution Overview including Results Processing. *IDEMIA USA's automated results processing solution will return results as specified in Appendix A of the RFP. All transactions submitted from Live Scan devices will be processed at a Central Transaction Switch.*

Automated Results Processing

As also described in our response to requirement 4.2.1.4.4, IDEMIA USA currently provides West Virginia with a robust solution for result processing. We will continue to provide a single source of result delivery and secure automated method of processing and reporting these transaction results.

Our solution uses a combination of automated transaction processing software, consolidated administrative result review and letter processing, and a secure user review website for query-only users. The results processing hardware and software will remain under the physical control and security of the State.

The solution reduces disposition workloads by 80 percent or more by the following:

- Automatically dispositioning and reporting results that have no indication of a criminal record
- Providing a single point of disposition processing from the user desktop, to efficiently process the remaining transactions for automated disposition and reporting to User Agencies

Our fingerprint processing solution automates and streamlines the processing of State and FBI criminal record results. Any record reporting "no record" or "all clear" results from all data sources can be processed with no human intervention. Results for all other records are consolidated into a combined result record, allowing for more efficient processing by the authorized reviewing entity.

Result Notification

Our result processing solution can provide the following additional functions:

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- Send email notification of transaction completion to employing or licensing agencies

- Allow for review and processing of transactions that may require or allow adjudication by the authorized entity

- Provide for secure web access to Applicant transaction status and data by authorized entities

Notification types include the following:

- *Applicant & Agency Notifications* – Result letters bearing the WVSP letterhead are automatically generated for all approved applicants and printed out for mailing. All result letters contain only the appropriate results as necessary and permissible by State and FBI rules. Upon transaction completion, email notifications are sent to employing or licensing agencies.

- *Automated Renewal Required Notifications* – For credentials that have expiration dates (e.g., Concealed Weapon Permit), notification letters are generated prior to the expiration advising the credential holder of the steps required to complete the renewal process.

Generation of Response Letters

IDEMIA USA's Review Client solution provides batch processing of letters and/or emails as an integral step of adjudication processing. Configurable result processing rules govern how letter processing occurs, based upon factors such as agency and Applicant type. Key results processing capabilities of the solution include the following:

- Only personnel authorized by State of West Virginia can generate response letters

- From the list of Applicants for whom an adjudication decision has been made, authorized personnel can specify whether to print letters for all Applicants (batch) or selectively indicate one or more Applicants for whom to generate a response letter

- Checklist of Applicants for whom letters will be produced, so authorized personnel can verify that all letters are printed and can reprint any letters lost to printer jams, toner outage, etc.

- Letter formatting aligns the Applicant name and mailing address to appear in the envelope window

- Electronic image of the result letter is retained in the database for future review and reprinting

User Access Controls

Review Client users are assigned permissions so they can only perform the activities for which they are authorized. For example, only designated Review Client users can assign a final disposition or redact results, while other Review Client users can add notes or attachments to an Applicant record.

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State Access to Data via Administrative Queue Review

The Administrative Queue Review Client presents a single source for operator review of all transaction results and Applicant information, and permits the authorized user to adjudicate the results of transactions. This function is accessible to multiple simultaneous users that have a proper login name and password. The Client accesses the Database Server for all transaction data and status.

Transaction and user information is accessed by an authorized user through the Applicant Selection Screen, a single screen with several options for searching. The demographic data and all returned query responses are presented when an operator selects a transaction to review and process. The demographic data is displayed on the Applicant Information Screen and the WVSP and FBI response data is displayed in the Query Response Screen.

The following pages provide an overview of the process for searching and retrieving Applicant information using the Administrative Queue Review Client. **Figure 87** through **Figure 89** are screen shots of the application.

Applicant Selection

The Applicant selection screen, shown in **Figure 87**, is used to search for Applicants and transactions using various search criterion and transaction status values. Authorized personnel can search for an individual applicant by fields such as name or SSN, or they can generate a list of applicants by fields such as date range, applicant type, or transaction status.

Figure 87: Administrative Queue Review – Searching Applicants for Review

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Applicant Information

The Applicant Information screen (shown in **Figure 88**) allows authorized personnel to review the information submitted as a part of the selected Applicant's transaction. Additional information on this screen includes the history of a transaction that was rejected by the WVSP or FBI and the mailing date for paper versions of the cards.

Other available functions include resending fingerprint transactions to the WVSP AFIS, reprinting the results letter for a transaction, and printing Applicant information.

Figure 88: Administrative Queue Review – Reviewing Applicant Information

Results Status Screen

The Results Status Screen (**Figure 89**) presents the query responses for review and allows for efficient processing of all transactions ready for adjudication. It also provides control buttons and function keys to re-send an individual query or the full set of queries (for optional data sources beyond the State and FBI AFIS).

Response indicators are displayed at the bottom of the screen to indicate that responses have been received and special highlighted indications when responses indicate that they are not automatically determined by the system to be "No Hit." The operator can examine the response text to make the proper adjudication decision. The operator can also print all responses for a transaction by clicking the Print Responses key or button.

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Figure 90: Administrative Web Portal – Applicant Search. *Access for users is limited to data for their own agency only.*

Figure 91: Administrative Web Portal – Applicant Search Results. *The web portal provides only information about the transaction status and applicant data.*

In states where IDEMIA USA provides access to our Administrative Web Portal for agencies, the number of calls to the central records processing agency has been greatly reduced.

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Customized Adjudication and Results Dissemination with the Results System

Our next-generation client Application results system allows authorized WVSP personnel to access Applicant information, status, and results. Our results system includes a centralized dashboard to manage Applicants and administer users. It also includes a secure, web-based reporting tool, all governed by role-based permissions. WVSP users can access Applicant information, status, and criminal history check results.

Our results system provides the following features:

- 100-percent web-based, allowing work-at-home operation

- Improved configurability with a simple configuration change, allowing Application updates that previously required a code change and service quote (e.g., new transaction types, status, correspondence, and email addresses)

- Improved reporting capabilities using Microsoft's standard SQL SSRS

- Improved logging of all configuration changes

- More robust design with the latest generation of development tools

- Microsoft's Active Directory for user login

Data Storage

NIST submissions received from the IDEMIA USA Central Server, including information such as fingerprints, digital signature, and other status information, are stored on the TCP. From the TCP central server, the NIST submissions are sent to the WVSP AFIS for processing.

State and FBI Result Collection

Returned State and FBI AFIS results are delivered to the TCP via email. The TCP automatically retrieves the results, opens the responses, and attaches the results to the corresponding Applicant record. Based upon the response, the TCP performs the following steps:

1. Updates the record status.

2. Based on the transaction type submitted, auto-generates email notification to the authorized entity or the individual when no record is found.

Results Notification and Access

IDEMIA USA's Review Client Application, the front-end user interface for the TCP, includes the following functionality to ensure efficient processing of Applicants for West Virginia employing and licensing agencies:

- *Automated Adjudication Decisions* – On average, 80 percent of adjudication decisions are made without human intervention. These decisions are made based on the criminal history responses received and the pre-specified adjudication criteria (typically, no indication of a criminal record). The result is

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shorter turnaround times for responses to employing and licensing agencies and minimal effort by State of West Virginia employees to process applicants.

- **Redaction** – One or more specific sections of text can be redacted before results are delivered to an agency and/or the Applicant. Only non-redacted text is included in denial letters provided to the Applicant. The original (full) response is retained within the Review Client for future reference and use by authorized State employees.

- **Collaboration** – Notes and attachments can be added to an Applicant record as necessary to provide the necessary support information for the final adjudication decision.

- **Disposition Assignment** – Authorized personnel can assign a final disposition, which triggers response generation, based upon their permissions.

Figure 92 through **Figure 94** show screenshots from IDEMIA USA's Review Client application currently provided as part of our West Virginia solution.

Figure 92: West Virginia Results System Search Records and View Real-Time Transaction Status

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Figure 93: View Applicant Detail – Includes demographic and transactional data

Figure 94: View AFIS Responses (State and FBI) – Authorized users can make status changes as needed.

Reporting Capabilities

Authorized Review Client users can access data through the Administrative Web Portal. This allows users to generate ad hoc reports containing data for their Applicants, as well as export the data to an Excel spreadsheet.

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Figure 95 and **Figure 96** show an example screen of an Applicant status search and search results using the Review Client tool.

Figure 95: Applicant Status Search using Administrative Web Portal

Name	DOB	SSN	Agency	Status	Received
TEST,APPLICANT	01/17/1985		WV DEPT OF EDUCATION	Closed	11/03/2011
TEST,EIGHT	06/21/1977		STEP BY STEP, INC	Rejected	05/06/2014
TEST,FIVE	01/01/1954		STATE REFERENCE CHECK - EMPLOYER	Rejected	05/06/2014
TEST,FOUR	01/01/1954		STEP BY STEP, INC	Rejected	05/06/2014
TEST,NINE	05/22/1977		LOGAN-MINGO AREA MENTAL HEALTH	Rejected	05/06/2014
TEST,ONE	01/01/1954		STATE REFERENCE CHECK - EMPLOYER	Closed	05/06/2014
TEST,SEVEN	06/20/1977		LOGAN-MINGO AREA MENTAL HEALTH	Rejected	05/06/2014
TEST,SIX	01/01/1954		LOGAN-MINGO AREA MENTAL HEALTH	Rejected	05/06/2014
TEST,TEN	06/05/1952		STEP BY STEP, INC	Rejected	05/06/2014

Figure 96: Results of Applicant Status Search

4.2.2.5 Security

The FBI and the State have computer security requirements, including connection to the Internet by any computer connected to State local area networks or mainframe system. The successful Vendor, including employees and subcontractors working on this project, will be required to comply with current CJIS and National Crime Prevention and Privacy Compact Council Security requirements and policies throughout the duration of this contract award and will sign appropriate agreements and abide by these security requirements.

The successful Vendor personnel, including employees and subcontractors assigned to this project or performing activities related to this project must be approved by the West Virginia State Police.

All software and hardware systems utilized by the Vendor in the performance of this contract must be secured to prevent unauthorized access. The Vendor must provide the State with its IT Security Policy after award. This policy must encompass all industry standard security measures to ensure access to personal and financial information and systems is limited to those personnel requiring access to perform the duties necessary to accomplish this contract.

At a minimum, the IT Security Policy must address:
- Physical security
- Access security
- Monitoring and auditing capability
- Data encryption
- Internet security
- Communication security
- Intrusion protection
- Virus protection

The personal information obtained from Applicants will not be utilized in any way by the Vendor outside of the performance of this contract. Information obtained from the Applicant cannot be resold, disseminated to any entity, business, or individual. The Contractor will be required to sign a nondisclosure agreement. This agreement is contained in Exhibit D.

The Vendor must provide the State with its Personal Data Privacy Policy.

IDEMIA USA fully meets this requirement.

In our response to requirement 4.2.1.4.3, we have described our approach to security including logical access, personnel security, physical security, and network security.

IDEMIA USA agrees to provide our IT Security Policy after contract award, which includes such policies as the following:

- *Privacy Policy (POL-00144-A)* – Describes our policies for safeguarding the private information of our customer's citizens (Personal Data Privacy Policy).

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- **_Cyber Security Plan (PLN-00091-A-02)_** – Describes our policies for ensuring the security and protection of the sensitive data and the information systems that transmit or store the data from cyber-attacks (IT Security Policy).

IDEMIA USA will not use the personal information obtained from Applicants in any way outside of the performance of this contract.

We meet all documented Information Security program requirements. We are experienced with both Federal Security Authorization (SA) processes and State government audits. We have a strong record of designing and building fully FISMA-compliant security controls. Moreover, our history also demonstrates our ability to identify, analyze, and close findings to remain compliant with FISMA and Department of Homeland Security requirements.

The scope of the IDEMIA USA information security program includes information systems and technologies, personnel security, physical and environmental security for facilities that house our information systems, and business process security. We employ a team of information system security engineers who are knowledgeable and experienced in delivering FISMA-compliant security programs.

We include SA requirements from our conceptual system design forward. Our Risk Management Framework includes the full NIST workflow consisting of the following processes: System Categorization, Selection of Security Controls, Implementation of Security Controls, Assessment of Security Controls, System Authorization, and Monitoring of Security Controls.

Security Awareness Training is a key component of NIST/FISMA information security controls, and IDEMIA USA conducts information security awareness training for all employees who serve our biometric enrollment customers. We work to mitigate the threat of social engineering by requiring social engineering training for each employee when they join the company, and annually thereafter. Additionally, we conduct unannounced social engineering awareness exercises throughout each calendar year for all biometric services employees. We also have strict annual security awareness training requirements imposed upon us by the U.S. federal government as a result of our federal contracts.

The security and integrity of our network solutions, including all components, data transmissions, and physical facilities are of the utmost importance to IDEMIA USA. We understand the critical importance of protecting all personal and financial information of our customers. As such, we provide industry standard security measures throughout our network solution to protect this sensitive information and infrastructure to ensure that only those persons needing access to the information have it, and when they do, that each access is controlled and logged appropriately.

All IDEMIA USA staff and subcontractors assigned to or performing duties related to this project will be submitted for approval by WVSP and we will provide a signed nondisclosure agreement to the State.

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4.2.2.6 Reporting

The Vendor will be required to develop a number a standard and ad-hoc reports for use in reconciliation and other program objectives. These reports must be available for the State and User Agencies to access via a secure web site using a Vendor-assigned username and password. The State will work with the Vendor to identify required data elements for each report. The Vendor will provide the database structure of the store and forward server. At a minimum, the Vendor will be required to produce the following reports:

a) Monthly/Annual Summary

b) Monthly/Annual Detail

c) Fee Collection/Billing Reconciliation (for State access only)

d) Ad-hoc Reports – 5 free reports to be developed at the mutual agreement of Vendor and the State.

Vendor must provide screen shot samples of each report listed above which have had any actual Applicant data sanitized from view or replaced with fictitious data.

IDEMIA USA fully meets this requirement.

We produce a variety of reports for our customers using any of the data elements collected during the appointment scheduling process and encompassing any date range. These reports are available in real-time to the State through a secure extranet reporting module. Authorized users can generate reports using a number of parameters, such as date range, applicant type, status, employer, and name. All reports available through the extranet module can be viewed, printed, or downloaded in a spreadsheet format.

At a minimum, we will provide the State with monthly and annual summary reports, monthly and annual detail reports, fee collection and reconciliation reports, and ad hoc reports, as needed. Sample screenshots of these reports are included below.

Monthly/Annual Summary

The Activity by Service Report generates a count of all services dependent on the date range entered by the user. This report can be run daily, weekly, monthly, quarterly, or annually. Sample screenshots of our Monthly and Annual Summary Reports are included in **Figure 97** and **Figure 98**. *(Note: These screenshots do not contain any identifying Applicant data.)*

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UE Universal ENROLL

Activity by Service Report

The report was created on: Friday, June 17, 2022 1:36 PM UTC

The data range was: 05/01/2022 to 05/31/2022

Program	Service	Service Code	Enrollments
West Virginia	ABC Tavern Applicant	228Q54	28
West Virginia	Board of Dentistry	228QFX	19
West Virginia	Board of Pharmacy	228Q8H	174
West Virginia	Department of Education Bus Driver	228NTN	28
West Virginia	Division of Personnel	228N9K	4
West Virginia	Emergency Medical Services	228NNT	46
West Virginia	State Reference Check w/o Facility Number	228QN5	405
West Virginia	WV Dept Of Agriculture - Auctioneer Program	228RF7	3
West Virginia	BOARD OF EXAMINERS FOR LPN	228NQ7	145
West Virginia	Board of Veterinary Medicine	228QXY	9

Figure 97: Monthly Summary Report. *Captures activity by service within a given month or range of dates.*

UE Universal ENROLL

Activity by Service Report

The report was created on: Friday, June 17, 2022 2:14 PM UTC

The data range was: 01/01/2021 to 12/31/2021

Program	Service	Service Code	Enrollments
West Virginia	BOARD OF EXAMINERS FOR LPN	228NQ7	1213
West Virginia	Board of Veterinary Medicine	228QXY	94
West Virginia	Department of Education Teacher Certification	228NK9	3692
West Virginia	DHHR BCF	228QT1	666
West Virginia	Racing Commission	228NRR	11
West Virginia	Real Estate Appraisal Board	228NV3	30
West Virginia	Real Estate Commission	228Q6K	934
West Virginia	State Reference Check w/ Facility Number	228QKR	26
West Virginia	WV Dept Of Agriculture	228QZV	49

Figure 98: Annual Summary Report. *Captures activity by service within a given month or range of dates.*

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Monthly/Annual Detail

The Transaction Report generates a detailed listing of all West Virginia transactions dependent on the date range entered by the user. This report can be run daily, weekly, monthly, quarterly, or annually. Sample screenshots of our Monthly and Annual Detail Reports are included in **Figure 99** and **Figure 100**. *(Note: UE IDs in these screenshots have been replaced with a generic and fictitious UE ID.)*

Figure 99: Monthly Detail Report

Figure 100: Annual Detail Report

Fee Collection/Billing Reconciliation

Currently, the WVSP sends IDEMIA USA an invoice summary and supporting details (e.g., TCN, print date, transaction types, fees) for the previous month's processing for reconciliation prior to the actual invoice being submitted. IDEMIA USA reconciles that detail to UEP processing for the month using the Agency Recon Report, shown in **Figure 101**. *(Note: UE ID and initials have been replaced with generic and fictitious details.)*

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	A	B	C	D	E	F	G	H	I	J	K	L
1	tcn	Program	ServiceNumber	serviceName	FullAmount	tcn	uesId	FirstInitial	LastName	PrintDate	RevenueDate	SubmissionDate
2	UWV000212395	West Virginia	228QVG	WV CARES	35.75	UWV000212395	UZVV123ABC	A	B	5/23/2022	5/23/2022	5/23/2022
3	UWV000212397	West Virginia	228RBT	WV Board of Physical Therapy	45.75	UWV000212395	UZVV123ABC	A	B	5/23/2022	5/23/2022	5/23/2022
4	UWV000213576	West Virginia	228QQN	Employer Record Check	32.5	UWV000212395	UZVV123ABC	A	B	5/23/2022	5/23/2022	5/23/2022

Figure 101: Fee Collection/Billing Reconciliation

Once a review is completed, reconciliation is sent to the Project Manager. IDEMIA USA notifies WVSP of any discrepancies if there are any or requests an invoice to Accounts Payable.

Ad Hoc Reports

IDEMIA USA will develop five additional reports as required. We leverage Microsoft's SSRS for report generation and delivery services. The SSRS database server is deployed in a cluster, which allows for continuous operation when any one node in the cluster either fails or is taken offline for maintenance.

The following **Figure 102** shows the ad hoc search capability used to produce reports in real-time.

Figure 102: Ad Hoc Search Capability

4.2.2.7 Billing

IDEMIA USA fully meets this requirement.

IDEMIA USA meets the requirements as listed in the subsections below.

4.2.2.7.1 Fee Structure

The Vendor will be responsible for collecting the entire Applicant fingerprinting fee from either the Applicant or the Applicant's sponsoring agency/business. The fee is comprised of:

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State fee: $20.00
State Authorized Central Abuse Fee, if applicable: $10.00
> FBI fee: $13.25
> FBI NCPA/VCA Volunteer fee: $11.25
> NCPA/VCA State fee: $10.00
> Vendor Electronic Rolling/Submission fee: TBD
> Vendor Manual Rolling Fee: TBD
> Vendor Card Conversion/Submission Fee: TBD

Any invalid fees collected by the contractor, i.e., bad checks, credit cards, etc., resulting in non-payment are the sole responsibility of the Vendor.

IDEMIA USA fully meets this requirement.

IDEMIA USA will collect the appropriate fee for each Applicant either from the Applicants themselves or from the sponsoring agency, where applicable. We are responsible for any monies resulting from bad checks or credit cards. Checks are deposited on the day of service.

4.2.2.7.2 Reconciliation

The Vendor and the State shall reconcile billing on a monthly basis. All billing reconciliation shall be based upon the successful transmission of an Applicant fingerprint transaction from the contractor to the State. The State will bill the contractor for Applicants fingerprinted at all sites on a monthly basis. The Vendor shall make payment to the State for all applicable State and Federal fees within 30 days of receipt of the bill unless a discrepancy is noted. The State shall send the Vendor a billing report to review prior to sending an invoice. If the Vendor detects a discrepancy, the State must be notified within five (5) days. The State will then send an invoice to the Vendor by the 15th of each month.

IDEMIA USA fully meets this requirement.

We will adhere to the reconciliation process established by the State to ensure that monthly payments are remitted to the State within 30 days of the receipt of the bill. If a discrepancy is noted during the reconciliation process, we will notify the State within five days.

4.2.2.7.3 Account Establishment and Funding

The Vendor must provide user agencies with the option to establish a customer account for payment of user agency Applicants' fees. State Agency accounts must be in the form of billing accounts where the agency is billed at the end of the month for all activity on their account for that month. All other user agencies must be able to establish escrow accounts that allow their Applicants to be charged against a balance maintained in the account and/or be permitted to establish credit accounts. If a user agency does not maintain a balance in their account, or fails to maintain a current credit account, the Vendor may refuse to allow Applicants to be scheduled against the account or to continue to offer the agency credit. Vendor may provide credit account to non-governmental agencies.

IDEMIA USA fully meets this requirement.

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We will provide monthly invoicing for State or local governmental agencies and provide solutions for non-governmental entities that will enable them to pay on behalf of Applicants via credit card backed accounts. Each agency with an account will receive a monthly itemized statement that details Payment Date, Fees, Location, Last Name, UE ID, Service Date, and Authorization Code (unique one-time use code).

IDEMIA USA has proven processes that we currently follow to manage more than 5,000 customer billing accounts in multiple fingerprinting programs.

4.2.2.9 Project Management

The successful bidder will be required to utilize a formalized approach to project management:

IDEMIA USA fully meets this requirement.

IDEMIA USA will deliver the required services and commodities based on our experience as the industry-leading provider of Applicant Fingerprint Services. The project contract and its implementation will follow the PMI Project Management Lifecycle. The project deliverables produced are necessary to the success of the project. The Project Management Plan identifies our Project Manager, and gives a brief description of the project and the work needed. The Project Manager will review and approve all deliverables prior to dissemination to West Virginia stakeholders. To ensure success, IDEMIA USA's approach includes a complete Work Plan for approval by West Virginia stakeholders. This Work Plan defines the deliverables and dates for all components and tasks.

Our approach for managing your project is holistic and responsive to your project needs. We accomplish this by finding practical solutions for day-to-day issues; provide status reporting, staff coordination, as well as supervising and managing project resources at the highest level of efficiency.

IDEMIA USA uses a baseline set of standard and common software tools. Microsoft Office and its suite of applications are the standard means of monitoring, controlling, tracking, and communicating project tasks and deployments. Microsoft Word, Visio, Outlook, Excel, PowerPoint, and Project are the tools of choice. Any documents or deliverables shared with West Virginia stakeholders can be converted to earlier versions of Microsoft Office or PDF files where needed.

Our project for West Virginia includes the following general Deliverables for documentation purposes:

- *Project Management Plan*: Defines procedures that respond to day-to-day issues, manage issues, provide status, coordinate staff, and supervise and manage project resources.

- *Work Plan*: Defines the tasks, schedule, and assignments for overall project implementation. This is also referred to as an Implementation Plan or Milestone Calendar.

- *System Requirements Specification*: Defines the overall system requirements (i.e., configuration, performance, functionality).

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- **Customization Specification:** Defines the customization to be performed by IDEMIA USA in order to meet the system requirements (i.e., data elements, data validation rules).

- **Interface Control Document:** Defines the interface between West Virginia State Police and IDEMIA USA.

The Project Manager will present a Project Management Plan (PMP) document at the kickoff meeting. The Project Manager assigned to the project in the original Plan will be the sponsor for the duration of the contract. The PMP provides a brief description of the project and the work needed including all deliverables. The PMP defines additional procedures that respond to day-to-day issues, manage issues, provide status, coordinate staff, and supervise and manage project resources by using the following plans and processes.

- **The Issue Management Process** is established with a clear escalation protocol to ensure effective and timely resolution, in the most cost-effective manner possible.

- **The Change Management Process** provides a mutually agreed-upon format to analyze change requests and analyze the impact to cost, schedule, and resources before a decision to proceed is made.

- **The Risk Management Plan** identifies and monitors risks associated with the project to ensure awareness for all parties and to specify any risk mitigation steps. Risks are identified as resolved, owned, accepted, or mitigated by West Virginia and IDEMIA USA project stakeholders.

- **The Communication Plan** establishes the tools and media used in providing effective communication between the defined stakeholders. It describes expectations, outlines frequency, and provides guidelines for sharing information.

A snapshot of key project milestones is included in **Table 12**, and our draft Work Plan is provided in Appendix A. We will update the draft Work Plan to incorporate any changes or clarifications defined through contract negotiations and to ensure it accurately reflects IDEMIA USA's and West Virginia Department of Admin Purchasing Contract Manager's agreement for system implementation, operation, and maintenance. The Work Plan may be revised only by written agreement between the IDEMIA USA Project Manager and the West Virginia Department of Admin Purchasing Contract Manager.

Table 12: Project Milestones

Name	Finish
Contract Signing Completed	Tue 7/5/22
IDEMIA USA Kickoff meeting with WV Stakeholders	Thu 8/4/22
WV Stakeholder Acceptance of Project Plan document	Tue 8/16/22
Send Notice and Information Packet to State Agencies	Fri 9/23/22
WV Stakeholder Acceptance of Current Operations and Staffing Plan	Thu 9/1/22
All Current Enrollment Centers will remain operational	Fri 9/2/22

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Name	Finish
Operational Toll-Free number, Call Center Services, Public Internet Website, and Results System will remain operational	Mon 10/3/22
Phase 1 Current Environment GO-LIVE Completed	Mon 10/3/22
Phase 2 WV Stakeholder Acceptance of Results System Implementation Plan	Fri 9/9/22
Send Notice, Information Packet, and Training Materials to State Agencies	Mon 12/26/22
Phase 2 Results System GO-LIVE Completed	Mon 1/2/23

4.2.2.9.1 The successful Vendor is required to assign an experienced and skilled project manager to the project. The Vendor's project manager will be responsible for the compilation of the project plan and will be required to maintain the detailed plan through the full term of the project or until such time the Vendor has completed the contract obligation.

Upon award, Vendor must provide a project manager to act as the primary contact with the State.

IDEMIA USA fully meets this requirement.

Mr. Sam Kellner is IDEMIA USA's Project Manager and the State's main point of contact responsible for managing the West Virginia Statewide Contract for Fingerprinting Services program. Mr. Kellner is an experienced and skilled project manager, committed to delivering high levels of customer satisfaction and has a proven track record successfully planning and leading complex projects through all stages of the project lifecycle. He is responsible for compiling the project plan and maintaining the detailed plan through the full term of the project.

4.2.2.9.2 The project plan will be required to contain, at a minimum, the following components:
stakeholder register, communication management, budget management, issue management, change management, risk management, and a detailed schedule that includes a detailed description of the task, the type of resources needed for the task, start date, end date and any task dependencies (predecessors or successors). The Vendor's project manager will also be required to develop a staffing plan. The Vendor's project manager will be required to submit an updated work plan at a frequency that is agreed upon and is documented in the communication plan.

IDEMIA USA fully meets this requirement.

As noted in other sections, the IDEMIA USA project plan for West Virginia includes the following general Deliverables for documentation purposes:

- **Project Management Plan:** Defines procedures that respond to day-to-day issues, manages issues, provides status, coordinates staff, and supervises and manages project resources.

- **Work Plan:** Defines the tasks, schedules start dates and end dates, assignments, and type of resources for overall project implementation as well as

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task dependencies. This is also referred to as an Implementation Plan or Milestone Calendar.

- **System Requirements Specification**: Defines the overall system requirements (i.e., configuration, performance, functionality).

- **Customization Specification**: Defines the customization to be performed by IDEMIA USA in order to meet the system requirements (i.e., data elements, data validation rules).

- **Interface Control Document**: Defines the interface between West Virginia State Police and IDEMIA USA.

Our Project Manager, Mr. Sam Kellner, will present the Project Management Plan document at the kickoff meeting. As the Project Manager assigned to the project in the original Plan, Mr. Kellner will be the sponsor for the duration of the contract. The PMP defines additional procedures that respond to day-to-day issues, manage issues, provide status, coordinate staff, and supervise and manage project resources by using the following plans and processes:

- **The Issue Management Process** is established with a clear escalation protocol to ensure effective and timely resolution, in the most cost-effective manner possible.

- **The Change Management Process** provides a mutually agreed-upon format to analyze change requests and analyze the impact to cost, schedule, and resources before a decision to proceed is made.

- **The Risk Management Plan** identifies and monitors risks associated with the project to ensure awareness for all parties and to specify any risk mitigation steps. Risks are identified as resolved, owned, accepted, or mitigated by West Virginia and IDEMIA USA project stakeholders.

- **The Communication Plan** establishes the tools and media used in providing effective communication between the defined stakeholders. It describes expectations, outlines frequency, and provides guidelines for sharing information.

Mr. Kellner will additionally maintain register of stakeholders for use in various notifications and in the Communication Plan. Mr. Kellner is responsible for all financial and project performance requirements as well, including budget management and staffing plans related to the West Virginia program.

> 4.2.2.9.3 The Vendor's project manager is required to deliver the project plan and staffing plan within 45 days after the award. The Vendor's Project Manager will be responsible for the successful completion of all work tasks and deliverables as defined within the project plan within another 45 days for a total of 90 days after award.

IDEMIA USA fully meets this requirement.

We have provided a draft Work Plan in Appendix A to provide you a general overview of what our project plan includes. Within 45 days of award, our Project Manager, Mr.

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Kellner, will update the draft Work Plan and Staffing Plan to incorporate any changes or clarifications defined through contract negotiations and to ensure it accurately reflects IDEMIA USA's and West Virginia Department of Admin Purchasing Contract Manager's agreement for system implementation, operation, and maintenance. The Work Plan may be revised only by written agreement between the IDEMIA USA Project Manager and the West Virginia Department of Admin Purchasing Contract Manager. The Work Plan will include the full implementation of tasks and deliverables within 90 days after award as required.

> 4.2.2.9.4 The Vendor's Project Manager will be required to plan for and conduct status meetings on a periodic and as needed basis to discuss current project activities and address questions, issues, and concerns. A written status report for high level executives will be required. The status report submission frequency is required to be included in the communication plan. This status report is required to include, at a minimum, a health indicator for budget, scope and schedule along with reporting period accomplishments, issues and upcoming action items.

IDEMIA USA fully meets this requirement.

Our Project Manager conducts regular and as-needed status meetings with representatives of the State as a forum to discuss project activities and to address any questions, issues, or concerns about the program. As an element of these meetings, he prepares a written report that addresses all applicable topics, including a health indicator for budget, scope and schedule, accomplishments, issues, and action items as well as any additional features required by the State. The communication plan includes the frequency for submitting this report.

> 4.2.2.9.5 During the execution of the project, the Vendor's project manager will be required to maintain an issue log, risk log, change log, lessons learned, deliverable log, as well as the execution and management of the project plan.

IDEMIA USA fully meets this requirement.

Our Project Manager maintains a log tracking all risks identified, changes made, and lessons learned. The log also tracks the execution and management of the project plan to ensure that all tasks are performed successfully in a timely manner that meet all requirements of the project plan.

> 4.2.2.9.6 The Vendor's project manager will be required to conduct a session for post review of the project. The post review will contain at a minimum, lessons learned, review of issues, review of risks, and review of project team performance.

IDEMIA USA fully meets this requirement.

Our Project Manager maintains a log tracking all risks identified, changes made, and lessons learned. The log also tracks the execution and management of the project plan to ensure that all tasks are performed successfully in a timely manner that meet all requirements of the project plan.

> 4.2.2.9.7 The Vendor's project manager will be required to ensure that accreditation and certification is performed during the closing of the project. Accreditation and certification can be done at the end of each phase of the project.

IDEMIA USA fully meets this requirement.

Our Project Manager is responsible for performing accreditation and certification during the closing of the project.

> 4.2.2.9.8 The Vendor's Project Manager is expected to work effectively and efficiently under the direction of the awarding agency while adhering to all governing policies, procedures, and standards of each.

IDEMIA USA fully meets this requirement.

Our Project Manager has a long history of effective cooperation with stakeholders and team members, and we are confident that he will work well with West Virginia Department of Administration, Purchasing Division and WVSP.

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Subsection 4.3: Qualifications and Experience

4.3 Qualifications and Experience: Vendor should provide information and documentation regarding its qualifications and experience in providing services or solving problems similar to those requested in this RFP. Information and documentation should include, but is not limited to, copies of any staff certifications or degrees applicable to this project, proposed staffing plans, descriptions of past projects completed (descriptions should include the location of the project, project manager name and contact information, type of project, and what the project goals and objectives where and how they were met.), references for prior projects, and any other information that vendor deems relevant to the items identified as desirable or mandatory below.

IDEMIA USA fully meets this requirement.

IDEMIA USA Company Qualifications and Experience

IDEMIA USA's competencies span the full spectrum of identity and security, including enrollment services, physical and mobile driver license and identification card issuance, document authentication, and full biometric solutions. IDEMIA USA and our predecessor companies have been providing fingerprinting services to Applicants for over 25 years for state, local, and federal agencies, fingerprinting over 43 million State Applicants and over 22 million for the TSA and other federal agencies during that period.

As the incumbent vendor since 2011, IDEMIA USA has successfully submitted fingerprints for over 716,000 West Virginia Applicants. We have a deep understanding of the Applicant population, the requirements of the State program, and the importance of the service we provide in partnership with West Virginia, which is critical to protecting the citizens in your communities.

We currently operate and support our proven process in 28 state and federal Applicant-fingerprinting networks throughout the United States, 16 of which have requirements similar to this RFP. Our Enrollment Centers are in all 50 states and the District of Columbia, strategically deployed to support the volumes of each specific program. In addition to our state government programs, IDEMIA USA's fingerprinting services are used nationwide for the U.S. Department of Homeland Security (DHS) TSA Universal Enrollment Service (UES) program. No other vendor supports as many complex and large fingerprinting programs as IDEMIA USA.

Notable Achievements

IDEMIA USA is a certified FBI Channeler. As a federal government contractor, our systems must also comply with FISMA security standards.

Our systems are audited on a regular basis by both the FBI and the TSA. Both our Executive Vice President of Technology and our Security Officer are Certified Information Systems Security Professionals (CISSP).

IDEMIA USA's most recent notable achievements are listed in **Table 13**.

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Table 13: IDEMIA USA's Achievements Delivering and Supporting Similar High-Volume Projects.
Both industry and government have recognized our products and services as among the world's best solutions for identity proofing and biometric collection.

	Recognition
	Market research company Frost & Sullivan named IDEMIA USA 2019's Global Biometrics Company of the Year. Frost & Sullivan's report notes our user-centric design and robust anti-spoofing technology, which allow us to offer optimum end-user experience without compromising performance and security. IDEMIA USA innovations highlighted in the report include MorphoWave Compact, F.CODE, OneLook, and Augmented Vision.
	National Institute of Standards and Technology (NIST) independent reports regularly recognize our biometric solutions for accuracy and performance. For example, **our fingerprint matching technology was the most accurate for one-to-one verification in NIST's Proprietary Fingerprint Template Evaluation (PFT) II and placed first in the NIST-sponsored Minutiae Interoperability Exchange Test (MINEX).** On the NIST Facial Recognition Vendor Test (FRVT), **IDEMIA USA's facial recognition platform outperformed other U.S. government providers' solutions by 30 percent for one-to-many matching scenarios.** Our facial recognition algorithm **ranked #1 in selfie scenarios and #3 in webcam scenarios among 39 developers.**
	In 2018, IDEMIA USA's contactless fingerprint desktop scanner, MorphoWave, was the **only device to win an award in three categories** in the Intelligence Advanced Research Projects Activity (IARPA) Nail to Nail Fingerprint Challenge. The three categories were Fastest Scan, Best Gallery Accuracy, and Best Latent Accuracy. MorphoWave competed against other contact and contactless capture devices.
	In December 2019, IDEMIA USA earned Level 1 and Level 2 Liveness Detection Certification from iBeta, the **only** biometrics testing lab accredited by the NIST National Voluntary Laboratory Accreditation Program (NVLAP). To date, IDEMIA USA is one of just two companies worldwide to have achieved Level 2. Our SmartBio and WebBioServer Software Development Kits (SDKs) use this liveness detection technology, offering multi-channel identity verification via Android, iOS, and mobile and desktop web browsers.
	The TSA Pre✓® program, based on IDEMIA USA's UEP technology, received an **Igniting Innovation Dynamite Award for Greatest Citizen Impact from the American Council for Technology and Industry Advisory Council (ACT-IAC).** Our contactless OneLook device for rapid capture, which matches and processes face and iris biometrics, earned top scores in all three performance categories in the 2018 Biometric Technology Rally hosted by DHS's Science and Technology Directorate.
	IDEMIA USA earned the James S. Cogswell Outstanding Industrial Security Achievement Award from the Defense Security Service (DSS) in 2016, reflecting our history of innovation in card production and facility security. We produce credentials under some of the most advanced security protocols in the industry. Also in the DL/ID card production segment of our business, on April 18, 2022, the ISO certification board sent notification of approval of Idemia Identity & Security USA LLC's ISO 27001 Information Security Management audit findings and certification application for DL Production Solutions at IDEMIA USA sites.
	In 2018, the International Card Manufacturers Association (ICMA) named IDEMIA USA best-in-class manufacturer of identity and access control cards. This honor recognizes our redesign of the REAL ID-compliant driver license (DL) and identity card for the State of California.
	IDEMIA USA is a **four-time recipient** of the NorthFace ScoreBoard Award for world-class customer service, given by the Customer Relationship Management Institute (CRMI) LLC. This award is presented annually to companies that achieved excellence in customer satisfaction and loyalty during the prior calendar year, as rated solely by their own customers.
	IDEMIA USA is an approved FBI channeler, meaning that we serve as a conduit for submitting fingerprints to the FBI and receiving the FBI criminal history record information on behalf of an authorized recipient for authorized non-criminal justice purposes. We were the first company to develop the IT systems necessary to capture and submit civil fingerprints to the FBI, and we are currently the highest-volume FBI channeler.

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Live Scan Certifications

All Live Scan devices in use today and proposed for future use in our WV UEP solution are FBI Certified as referenced in response to requirement 4.2.2.2.1.

Our response to requirement 4.2.2.2.1 contains proof of FBI certification for the following:

- TouchPrint 4100 (TP-4100) Tenprint and identification flats Live Scan device at 500ppi, with and without membrane

- IdentoGO Mobile Tenprint system incorporating the Integrated Biometrics FIVE-O tenprint device operating at 500 ppi without membrane

- MTOP Slim Tenprint (with roll acquisition) and identification flats device without membrane at 500 ppi

Staffing Plan

Staff Qualifications and Experience

The personnel assigned to our West Virginia program team represent one of the most experienced teams available. IDEMIA USA program team members have managed the program for more than 10 years. The State can continue to depend on the IDEMIA USA team to meet and exceed contractual requirements.

Figure 103 shows our organization chart for the West Virginia Applicant Fingerprinting Services program. Key icons designate IDEMIA USA personnel who we consider to be critical to the success of this program.

Our Executive Advisory Team, identified in the organizational chart, will meet regularly during the contract period to ensure a smooth deployment, monitor performance, and encourage program improvements throughout the life of the contract.
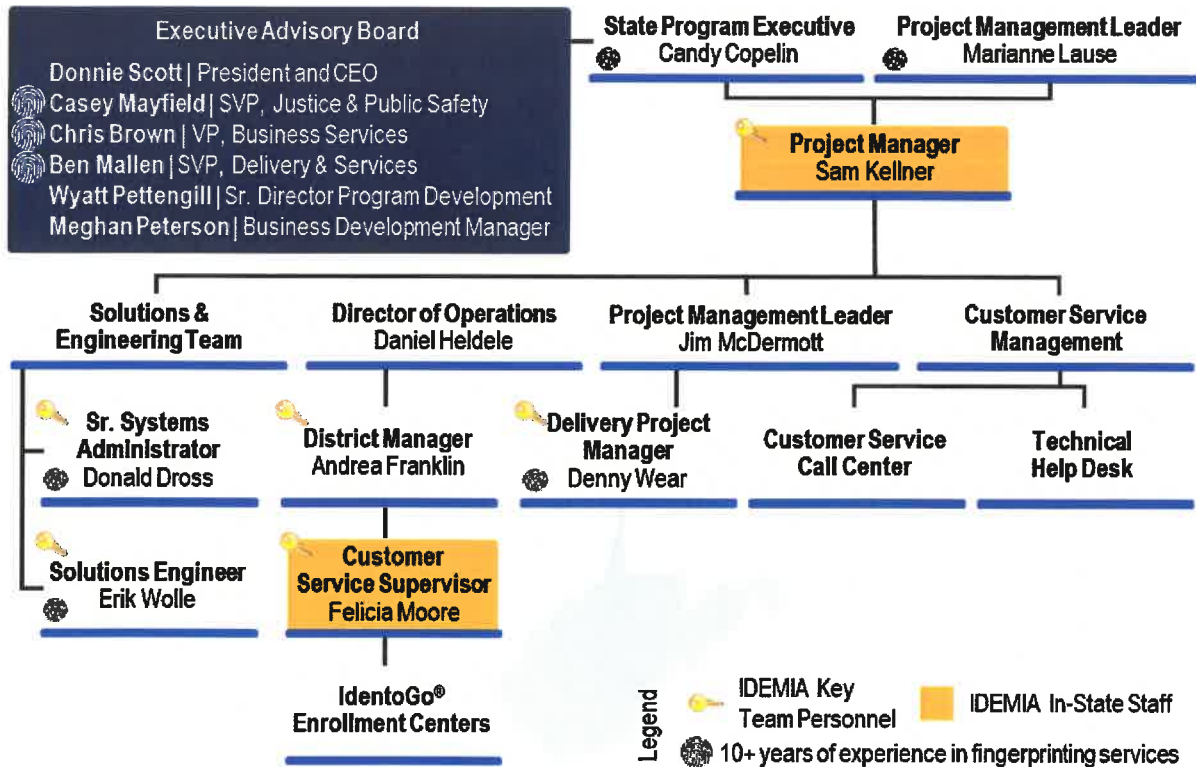
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Figure 103: IDEMIA USA's Project Team for West Virginia Statewide Contract for Fingerprinting Services

The following brief biographies summarize the demonstrated experience of each key project team member in providing West Virginia fingerprinting services.

Sam Kellner — Project Manager

Our Project Manager, Sam Kellner, will be the State's main point of contact responsible for managing the West Virginia Statewide Contract for Fingerprinting Services program. He ensures overall contract compliance and that IDEMIA USA meets the State's expectations related to financial and operational performance goals. Mr. Kellner is committed to delivering high levels of customer satisfaction and has a proven track record successfully planning and leading complex projects through all stages of the project lifecycle.

Mr. Kellner holds a Bachelor of Science in Electronic Engineering Technology from Devry University and has 14 years of experience managing and supporting deployments for Biometric Systems and related hardware and software. In addition to managing large scale Live Scan rollouts for Cook County, IL, (~185 Live Scans) and the Chicago Police Department (~35 Live Scans), Mr. Kellner previously managed the install documentation, scheduling, and resources for the West Virginia State Police Live Scan rollout, which included 91 Live Scans.

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Denny Wear — Delivery Project Manager

Our Delivery Project Manager, Denny Wear, will manage the delivery of all program components and resolve any issues or problems as they arise. His ability to handle information and systems and communicate clearly with both customers and internal departments allows him to administer complex integrated systems. Mr. Wear has been instrumental in almost all of IDEMIA USA's major deployments of statewide fingerprint networks and brings valuable insights for a successful deployment for the West Virginia Statewide Contract for Fingerprinting Services program.

Mr. Wear holds a Bachelor of Science in Accounting from Illinois College, and has been involved in IDEMIA USA fingerprinting networks since 1999. During this time, he has managed major internal systems as well as new customer networks and strategic partners. Mr. Wear's current responsibilities include oversight of delivery and deployment projects. In the last few years, he and his team have been responsible for the implementation and coordination of new statewide networks for Colorado, Kentucky, Missouri, and Pennsylvania, as well as new solution updates or transitions for West Virginia, Tennessee, New York, New Jersey, and Oklahoma. This includes all project planning, documentation, scheduling, and customer updates and guidance.

Donald Dross — Sr. Systems Administrator

Our Senior Systems Administrator, Donald Dross, will work alongside our solution engineers to ensure successful delivery of all program deliverables and resolve any issues or problems with system performance. His responsibilities include diagnosing and troubleshooting of technical issues and monitoring the performance of servers, software, and hardware. With his depth of experience and hands-on skills, Mr. Dross has been a cornerstone in almost all IDEMIA USA's major statewide fingerprint solution deployments.

Mr. Dross holds a Bachelor of Science from Ball State University and has more than 21 years of experience as a Systems Administrator for multiple programs ensuring smooth deployment of new applications, timely updates for technical documentation, monitoring system performance, and configuring new software and hardware to the specifications and program requirements. His decades of diagnostic and troubleshooting experience and mastery of statewide deployment of enrollment and fingerprinting solutions provides West Virginia with the technical support expertise necessary for the Fingerprinting Services program.

Mr. Dross currently serves as the support lead for IDEMIA USA's six adjudication systems, including Indiana's Inkless solution. He performs daily monitoring, ensuring consistent availability and transaction throughput. This further includes investigating and resolving reported issues and responding to specific customer requests. He also collaborates with IDEMIA USA's Program Management team to integrate customer-requested enhancements.

Erik Wolle — Solutions Engineer

Our Solutions Engineer, Erik Wolle, oversees the development of all program and technical infrastructure requirements in each of IDEMIA USA's state contracts. He has experience with a wide variety of hardware platforms and software systems, with

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additional experience with complex networking and mainframe systems. He has been instrumental in developing the technical, data, and reporting interfaces for every electronic fingerprinting program developed and operated by IDEMIA USA, which includes major agencies such as New York State's Office of Children and Family Services (OCFS), the New York State Department of Motor Vehicles (DMV), the Texas State Board for Educator Certification (SBEC), and Texas Real Estate.

Mr. Wolle has distinguished himself during his career in the information technology services industry with proven outstanding performance in systems development projects over more than 25 years. In addition to his decades of AFIS-related experience and proven expertise in developing solutions, Mr. Wolle holds a Master of Business Administration (MBA) from the University of Iowa, a Master of Science in Healthcare Administration from the University of Iowa, and a Bachelor of Science in Special Studies from Cornell College.

Mr. Wolle brings his vast experience in the implementation of statewide fingerprinting networks to the wide array of services provided by IDEMIA USA, ensuring that technical infrastructure meets or exceeds requirements for each new program. He and his group developed the software that enabled IDEMIA USA to submit fingerprints electronically to the FBI directly as well as through channeling agents. Throughout his history with the company, his team has implemented this capability in more than 25 states and with six FBI channeling agents, including the Transportation Security Clearinghouse. In his role, he provides the support and assistance necessary for state AFIS agencies to maximize the technology available to build strong technical solutions that meet the needs of state AFIS and other agencies.

Andrea Franklin — District Manager

Our District Manager, Andrea Franklin, brings more than eight years' experience in the biometric industry, starting as an Enrollment Agent in her home state of South Carolina. Her experience with the day-to-day operations of an Enrollment Center and Enrollment Systems gives her the knowledge required to maintain a successful Enrollment Center with full contractual compliance. Ms. Franklin will dedicate resources, define processes, and provide practical solutions to ensure smooth operations and a high level of customer service in our Enrollment Centers.

While managing state and federal programs, Ms. Franklin has built positive relationships with partners, agencies, and customers and is known for her excellent customer service. In her current role, Ms. Franklin manages Enrollment Centers in six states, assisting her supervisors by providing resources, solutions, and hands-on support to her Enrollment Center staff members. Through hard work and proven problem solving and leadership skills, she has grown to become an operations manager that leads her team by providing support, oversight, and daily management as they deliver services to corporate and partner Enrollment Centers throughout the State.

Felicia Moore — Customer Service Supervisor

Our Customer Service Supervisor, Felicia Moore, will oversee the daily Enrollment Center operations to provide for and meet the needs of partner locations and staff. Ms. Moore has been with IDEMIA USA for 10 years and has been the Customer Service

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Supervisor for the past three years. Having started her career as a Mobile Enrollment Agent for West Virginia, Ms. Moore brings with her the knowledge and skills necessary to communicate effectively with partners and provide the best experience to all customers serviced by West Virginia.

Ms. Moore has extensive experience supporting the West Virginia program. She advanced from a Mobile Enrollment Agent to become a Lead Enrollment Agent as well as a Certified Trainer, commissioning workstations to complete in-depth trainings with onboarding staff and partners for multiple platforms. When West Virginia transitioned to UEP, Ms. Moore supported the deployment of new workstations and trained both current staff and new onboarding staff. In her current role, she continues to leverage her experience as an Enrollment Agent with a working knowledge of the West Virginia program and the day-to-day operations.

Descriptions of Past Projects

We currently operate and support our proven process in 28 state and federal Applicant-fingerprinting networks throughout the U.S. Pennsylvania, New York, and Texas have requirements similar or more stringent than West Virginia's requirements. Our Enrollment Centers are in all 50 states and the District of Columbia, and strategically deployed to support the volumes of each specific program. In addition to our state government programs, IDEMIA USA's fingerprinting services are used nationwide for the DHS TSA UES program. No other vendor supports as many complex and large fingerprinting programs as IDEMIA USA.

The UES program that we support for the TSA has many of the same or similar requirements to those of this RFP. We operate more than 400 Enrollment Centers for the UES program in which we provide fingerprint and photo capture; automated identity document authentication; recurring Enrollment Agent (EA) training and communication; multiple agency interfaces; direct channeling to the FBI for Criminal History Records Check (CHRC); and Applicant web portal and Call Center services for pre-registration, appointment scheduling, and customer care.

> ### *TSA Universal Enrollment Services (UES) Program*
>
> IDEMIA USA operates UES Enrollment Centers in every U.S. state, including West Virginia. We have serviced more than 13 million customers to date through the UES program.

Table 14 summarizes several of IDEMIA USA's largest contracts that have the same or similar requirements to those of this RFP. Our success with these projects demonstrates that we can accomplish the goals of the West Virginia project.

Table 14: IDEMIA USA's Experience with Same or Similar Projects.

Electronic Fingerprint Attribute	Indiana	Texas	New York	Florida	Michigan	Pennsylvania
Annual Volume	275,000	800,000	480,000	239,000	185,000	620,000
Number of sites	109	157	92	90	65	132
Current Contract Period of Performance	2009 – Present	2005 – Present	2009 – Present	2007 – Present	2012 – Present	2019 – Present

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Electronic Fingerprint Attribute	Indiana	Texas	New York	Florida	Michigan	Pennsylvania
Square mileage	36,418	261,797	54,556	65,758	96,716	46,055
Geographic Coverage	Statewide	Statewide	Statewide	Statewide	Statewide	Statewide
Location Strategy	Fixed and Mobile	Fixed and Mobile	Fixed	Fixed	Fixed and Mobile	Fixed and Mobile
Central Server	Yes	Yes	Yes	Yes	Yes	Yes
Pre-Enrollment Website	Yes	Yes	Yes	Yes	Yes	Yes
Pre-Enrollment Call Center	Yes	Yes	Yes	Yes	Yes	Yes
Fee Collection and Remittance	Yes	Yes	Yes	Yes	Yes	Yes
Agency Interfaces	Yes	Yes	Yes	Yes	Yes	Yes
Admin Portal	Yes	Yes	Yes	No	Yes	Yes
Results Adjudication	Yes	No	No	No	No	Yes
Digital Photo Capture	No	Yes	Yes	Yes	No	Yes

Qualifications and Experience Generally (4.3.1)

4.3.1 Qualification and Experience Information: Vendor should describe in its proposal how it meets the desirable qualification and experience requirements listed below.

IDEMIA USA fully meets this requirement.

The following sections will describe in detail how IDEMIA USA will meet and exceed the desirable qualifications and experience required to support the West Virginia fingerprinting program.

4.3.1.1 The Vendor should have at least 3 (three) successful applicant fingerprinting projects of similar size and scope (equipment installation/training projects are not considered of similar scope) and provide references of such projects.

IDEMIA USA fully meets this requirement.

IDEMIA USA has provided the names of three successful state customer projects similar in size and scope:

- Michigan State Police
- New York State Division of Criminal Justice Services (NY DCJS)
- New Jersey State Police

Successful Applicant Fingerprinting Projects – Similar Size and Scope

Michigan State Police
Project Manager Name and Contact Information
Sherry Rosin 7150 Harris Dr., Dimondale, MI 48821

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Michigan State Police

(517) 284-3082

RosinS@michigan.gov

Type of Project:	Statewide electronic fingerprinting services

Project Goals and Objectives and How They Were Met:

IDEMIA USA has provided a full-service network of civil Applicant fingerprinting services supporting more than 150,000 Applicants in Michigan. This statewide single-source solution includes a secure bilingual web registration and scheduling portal, Call Center, statewide Enrollment Centers equipped with Live Scan equipment and Enrollment Agents, fee collection/remittance, central Data Center, and AFIS interface.

In 2013, the Michigan State Police re-awarded IDEMIA USA the contract to operate the statewide Applicant-fingerprinting network. Within nine weeks of contract award, IDEMIA USA completed necessary updates and expansion efforts to perform for the new contract with no interruption of services to Applicants. In 2019, IDEMIA USA was re-awarded another contract term for 10 additional years. Michigan transitioned to UEP in 2020 and receives the same benefits that West Virginia and other IDEMIA USA state customers experience on that platform.

New York State Division of Criminal Justice Services (NY DCJS)

Project Manager Name and Contact Information

Nicole Cooper, Director, State Identification Bureau

80 S Swan St, Albany, NY 12210

518-469-2632

Nicole.Cooper@dcjs.ny.gov

Type of Project:	Statewide Applicant Fingerprinting services

Project Goals and Objectives and How They Were Met:

IDEMIA USA was chosen as the statewide vendor for Live Scan fingerprint submissions to NY DCJS in 2009. Goals and objectives included taking over current agency Card Scan processes that cleared hard fingerprint card backlogs and allowed agencies to establish a cut-off for hard card submission while new Applicants were routed into the network of more than 90 Enrollment Centers throughout the State.

For some agencies, IDEMIA USA established data transfer protocols and software interfaces that allowed the agencies to take advantage of time and money-saving technological solutions to manual processes or to replace previous technology solutions as seamlessly as possible. We developed sophisticated interfaces for agencies upon request, which allow for the interchange of data in support of established agency processes with no disruption to users. IDEMIA USA was able to stand up more than 90 Enrollment Centers in both urban and rural areas of the State in a very short period to ensure that the network met contractual requirements. IDEMIA USA has continually supported this program since the inception in 2009.

New Jersey State Police

Project Manager Name and Contact Information

Bradley Cherry

West Trenton, NJ 08628

609.882.2000 x 2318

Bradley.Cherry@njsp.org

Type of Project:	Statewide Applicant Fingerprinting Services

Project Goals and Objectives and How They Were Met:

IDEMIA USA provides fingerprinting services to more than 400,000 Applicants throughout the State of New Jersey annually. IDEMIA USA provides services that include bilingual appointment scheduling Call Center; bilingual secure web-based appointment scheduling; statewide system of Enrollment Centers equipped with enrollment workstations and Enrollment Agents; Card Scan for out-of-state Applicants; customized Agency system integration; central Secure Data Center; electronic connection to the State AFIS; reporting; fee Collection and remittance; and customer account and billing services.

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New Jersey State Police

IDEMIA USA is responsible for the initial fingerprint capture and transmission of Live Scan records to the New Jersey State Police (NJSP) for a search of their database and, as appropriate, forwarding to the FBI. We provide services to 19 separate State entities and more than 500 local police departments. We process more than 400,000 Applicants annually, and have transmitted over 4.8 million submissions to the NJSP since 2002. Because of our success, the State re-awarded the contract to us in March 2019.

4.3.1.2 References should include projects where services such as call centers, employment of Live Scan operators, centralized data center, and fee collection were provided including:

- Company name, address, and telephone number
- Contact person name, title, business address, phone number and email address
- Annual fingerprint volume
- Brief description of the services provided
- List the agency or agencies using the network
- Description of the technical solution including systems and applications installed
- List of fingerprinting centers including the hours of availability
- Letter of recommendation

IDEMIA USA fully meets this requirement.

IDEMIA USA has provided references of projects where services include Call Centers, employment of Live Scan operators, centralized Data Centers, and fee collection capabilities. These references are as follows:

- New York Division of Criminal Justice Services (NY DCJS)
- Michigan State Police
- Indiana Department of Administration

Past Performance Reference #1

Reference Information: New York Division of Criminal Justice Services (NY DCJS)	
Company/Agency:	**Contact Person:**
New York Division of Criminal Justice Services 80 S Swan St, Albany, NY 12210 518-457-6113	Nicole Cooper, Director, State Identification Bureau 80 S Swan St, Albany, NY 12210 518-469-2632 Nicole.Cooper@dcjs.ny.gov
Annual Fingerprint Volume:	450,000
Agency or Agencies using the network:	NY DCJS
List of Fingerprinting Centers including hours of availability:	Over 75 Enrollment Site locations throughout the state of New York, including New York City, Albany, and Buffalo. Hours of operation 9:00 AM – 5:00 PM ET.
Brief description of services provided:	

IDEMIA USA was chosen as the statewide vendor for Live Scan fingerprint submissions to NY DCJS in 2009. Solutions included taking over current agency Card Scan processes that cleared hard fingerprint card backlogs and allowed agencies to establish a cut-off for hard card submission while new Applicants were routed into the network of more than 90 Enrollment Centers throughout the State. For some agencies, IDEMIA USA established data transfer protocols and software interfaces that allowed the agencies to take advantage of time and money-saving technological solutions to manual processes or to replace previous

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Reference Information: New York Division of Criminal Justice Services (NY DCJS)
technology solutions as seamlessly as possible. We developed sophisticated interfaces for agencies upon request, which allow for the interchange of data in support of established agency processes with no disruption to users. IDEMIA USA was able to stand up more than 90 Enrollment Centers in both urban and rural areas of the State in a very short period to ensure that the network met contractual requirements.

Since inception of the program, IDEMIA USA has added a number of major New York agencies to the network, including the Department of Motor Vehicles, New York State Lottery, Office of Children and Family Services and, most recently, The Justice Center. Each of these agencies required a significant engineering effort to provide secure data exchanges, data authentication against agency records, and special reporting needs. IDEMIA USA was able to onboard each agency, providing all of the customization required, on time and on budget.

We conduct weekly in-depth management status calls with the DCJS team to discuss status of the network, and report on operational and technology updates, network planning, and any concerns the team has dealt with over the previous week.

IDEMIA USA provides a "before call" report which includes ongoing reporting as requested by DCJS such as SLA/customer satisfaction stats, site capacity/status reporting, and an "after call" report which documents the topics discussed on the call. This style of reporting allows DCJS the operational and technology information needed for the level of oversight they provide for the network. Our customer service satisfaction rating for this network is routinely between 96–98 percent.

IDEMIA USA performs an annual disaster recovery test with staff from IDEMIA USA and DCJS participating. |
| **Description of the technical solution including systems and applications installed:** |
| The technical solution in New York State includes the following:
• Universal Enrollment Platform (UEP)
• UEP Enrollment Tablet and UEP fingerprint workstation including the TP4100
• B5000 Document authentication
• iA-thenticate® – identification screening (Document authentication for documents such as driver license, passport, etc.) prior to printing
• Digital photo capture
• Customized agency system integration
• Electronic connection to the State AFIS Reporting
• Administrative Queue Review
• Fee Collection
• Customer account and billing services |
| **Letter of recommendation:** |
| Letter of recommendation from NY DCJS is included in Appendix B. |

Past Performance Reference #2

Reference Information: Michigan State Police	
Company/Agency:	**Contact Person:**
Michigan State Police P.O. Box 30634 Lansing, MI 48909609-882-2000	Sherry Rosin, Manager, Criminal History Section P.O. Box 30634 Lansing, MI 48909 517-643-5483 RosinS@michigan.gov
Annual Fingerprint Volume:	150,000
Agency or Agencies using the network:	Michigan State Police
List of Fingerprinting Centers including hours of availability:	Over 60 Enrollment Centers including locations in Lansing, Flint, and Detroit. Hours of operation 9:00 AM – 5:00 PM ET.

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Reference Information: Michigan State Police

Brief description of services provided:

IDEMIA USA provides a full-service network civil applicant fingerprinting services for more than 150,000 individuals at over 60 Enrollment Centers in the State of Michigan. This statewide single source solution includes secure bilingual web registration and scheduling portal, Call Center, statewide Enrollment Centers equipped with Live Scan equipment and Enrollment Agents, fee collection/remittance, central Data Center, and AFIS interface.

In 2013, the Michigan State Police re-awarded IDEMIA USA the contract to operate the statewide Applicant-fingerprinting network. Within nine weeks of contract award, IDEMIA USA completed necessary updates and expansion efforts to perform for the new contract with no interruption of services to Applicants. In 2019, IDEMIA USA was re-awarded another contract term for five additional years.

Services include the following:
- Over 60 Enrollment Centers supporting more than 150,000 fingerprints each year
- 24/7 online appointment scheduling availability, including toll free Call Center appointment scheduling; capture of demographic data
- Live Scan fingerprint images; card scanning services for conversion of ink and roll hard copy fingerprint cards; customized data interface protocols for major agencies
- Secure Data Center; fee collection, including offering account arrangements to user agencies; and management of the network throughout the State

Description of the technical solution including systems and applications installed:

The technical solution in Michigan includes the following:
- Universal Enrollment Platform (UEP)
- UEP Enrollment Tablet and UEP fingerprint workstation including the TP4100
- B5000 Document authentication
- iA-thenticate® – identification screening (Document authentication for documents such as driver license, passport, etc.) prior to printing
- Digital photo capture
- Customized agency system integration
- Electronic connection to the state AFIS Reporting
- Administrative Queue Review
- Fee Collection
- Customer account and billing services

Letter of recommendation:

Letter of recommendation from Michigan State Police is included in Appendix B.

Past Performance Reference #3

Reference Information: Indiana Department of Administration

Company/Agency:	Contact Person:
Indiana Department of Administration 402 W. Washington Street Indianapolis, IN 46204 317.232.8157	Jacob Pardue Vendor Contract Manager, Procurement Division 402 W. Washington Street, Room W468 Indianapolis, IN 46204 317-232-8157 Jpardue1@idoa.in.gov

Annual Fingerprint Volume:	190,000
Agency or Agencies using the network:	Indiana Department of Administration
List of Fingerprinting Centers including hours of availability:	Over 70 Enrollment Center locations including sites in South Bend, Gary, and Ft. Wayne. Hours of availability 9:00 AM – 5:00 PM ET.

IDEMIA

Reference Information: Indiana Department of Administration
Brief description of services provided:
IDEMIA USA operates a statewide fingerprinting network for the Indiana Department of Administration (IDOA). As the exclusive Live Scan fingerprinting provider for the State of Indiana, we are a certified FBI Channeling Agent, fingerprinting approximately 190,000 Applicants annually at more than 70 fingerprint Enrollment Centers across the state. Our centers provide convenient, professional environments for Live Scan (i.e., electronic) fingerprinting services to support the fingerprinting needs for all Indiana residents. Fingerprints are submitted on behalf of the State Agency to the authorized secure channel—either the Indiana State Police and/or over the IDEMIA FBI Channeling system. At the IDEMIA USA secure Data Center, responses from Indiana State Police AFIS for State and/or FBI background check results are stored in the IDEMIA results system, which collates and returns the results as configured for each transaction type.
Description of the technical solution including systems and applications installed:
- Universal Enrollment Platform (UEP)   - UEP Enrollment Tablet and UEP fingerprint workstation including the TP4100   - B5000 Document authentication   - IDEMIA results system   - iA-thenticate® – identification screening (Document authentication for documents such as driver license, passport, etc.) prior to printing   - Digital photo capture   - Customized agency system integration   - Electronic connection to the state AFIS Reporting   - Administrative Queue Review   - Fee Collection   - Customer account and billing services
Letter of recommendation:
Letter of recommendation from Indiana Department of Administration is included in Appendix B.

4.3.1.3 The Vendor should provide statistics on the number of Applicant fingerprinting payment transactions processed annually by payment type.

IDEMIA USA fully meets this requirement.

Table 15 provides statistics on the number of West Virginia Applicant fingerprinting payment transactions processed annually by payment type.

Table 15: Applicant Fingerprinting Payment Transactions Processed Annually by Payment Type

Payment Type	Percent of Annual Transactions
Check or Money Order	9 percent
NCAC Authorization Code	42 percent
Credit Card	49 percent

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4.3.2 Mandatory Qualification/Experience Requirements – The following mandatory qualification/experience requirements must be met by the Vendor as a part of its submitted proposal. Vendor should describe how it meets the mandatory requirements and include any areas where it exceeds the mandatory requirements. Failure to comply with mandatory requirements will lead to disqualification, but areas where the mandatory requirements are exceeded will be included in technical scores where appropriate. The mandatory qualifications/experience requirements are listed below.

IDEMIA USA fully meets this requirement.

IDEMIA USA meets and/or exceeds all the mandatory qualification/experience requirements as described in this proposal response. The following section will further detail the requirements that IDEMIA USA meets and/or exceeds.

4.3.2.1 The Vendor must currently be engaged in at least one successful applicant fingerprinting project of similar size and scope (equipment installation/training projects are not considered of similar scope) and provide references of such project.

IDEMIA USA fully meets this requirement.

IDEMIA USA is currently supporting multiple Applicant fingerprinting projects of similar size and scope to that of West Virginia. All three references described in section 4.3.1.2 meet this requirement. Additionally, three projects of similar size and scope are detailed in section 4.3.1.1.

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Subsection 4.4: Oral Presentations

4.4 Oral Presentations (Agency Option): The Agency has the option of requiring oral presentations of all Vendors participating in the RFP process. If this option is exercised, points will be allocated in Section 6.2 below at the time the RFP is issued, or via addendum prior to technical bid opening. During oral presentations, Vendors may not alter or add to their submitted proposal, but only clarify information. A description of the materials and information to be presented is provided below:

Materials and Information Requested at Oral Presentation:

IDEMIA USA is willing and able to provide an oral presentation further detailing our solution and services. We look forward to the opportunity to clarify information as needed.

4.4.1 Vendors will be asked to give an oral presentation of its response to the committee to allow a better understanding of the Vendor's knowledge of the business and the solution being proposed.

IDEMIA USA is willing and able to give an oral presentation to provide the committee with a better understanding of our knowledge of the business and our proposed solution.

4.4.2 The interview time shall be limited to Forty-Five (45) minutes with a session for questions and answers after.

IDEMIA USA understands and acknowledges that time for oral presentations will be limited to 45 minutes with a session for questions and answers to follow.

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APPENDIX A – DRAFT WORK PLAN

IDEMIA USA's Draft Work Plan – referenced in response to requirements 4.2.1.7.1, 4.2.2.9, and 4.2.2.9.3 – is included on the following pages.

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Table 16: Draft Work Plan

Task Name	Start	Finish	Resource Names
Applicant Fingerprint Services - WV CRFP 0212 SWC2200000002	**Thu 6/2/22**	**Tue 1/3/23**	
PROJECT INITIALIZATION/CONTRACTING	**Thu 6/2/22**	**Fri 7/22/22**	
RFP issue date	Thu 6/2/22	Thu 6/2/22	WV Dept of Admin Purchasing
Submission of RFP Proposal	Tue 7/5/22	Tue 7/5/22	IDEMIA USA
Anticipated Contract Award to Chosen Vendor	Fri 7/15/22	Fri 7/15/22	WV Dept of Admin Purchasing
Contract Signing Completed	Fri 7/22/22	Fri 7/22/22	IDEMIA USA, WV Dept of Admin Purchasing
IDEMIA USA Kickoff meeting with WV Stakeholders	Mon 8/1/22	Fri 8/5/22	
IDEMIA USA Internal Kickoff meeting	**Mon 8/8/22**	**Mon 8/8/22**	
IDEMIA USA Internal WBS Planning/Status meetings - DATES TBD/ Meetings Scheduled As Needed	**Mon 8/8/22**	**Mon 8/8/22**	
Internal IDEMIA USA Project Manager and Deployment Manager	Mon 8/8/22	Mon 8/8/22	IDEMIA USA PM, Delivery Manager, Deployment Manager
Facilities and Partner Manager and team	Mon 8/8/22	Mon 8/8/22	Facilities and Partner Team
RFP Requirements Review	Mon 8/8/22	Mon 8/8/22	IDEMIA USA PM
IDEMIA USA Internal IT/Hardware Procurement team	Mon 8/8/22	Mon 8/8/22	Engineering Delivery
IDEMIA USA Internal IT/Result System Development Team	Mon 8/8/22	Mon 8/8/22	Engineering Delivery
Call Center Team	Mon 8/8/22	Mon 8/8/22	Call Center
Training Team	Mon 8/8/22	Mon 8/8/22	Training
Finance Team	Mon 8/8/22	Mon 8/8/22	Finance
Deployment Team	Mon 8/8/22	Mon 8/8/22	Deployment Manager and Team
PHASE 1 CURRENT TECHNICAL ENVIRONMENT, LOCATION, AND STAFFING SOLUTION DEPLOYMENT	**Mon 7/25/22**	Tue 10/4/22	
Project Deliverables: Project Plan	**Mon 7/25/22**	**Fri 9/2/22**	
Prepare Project Plan document for Review	Mon 7/25/22	Fri 8/5/22	IDEMIA USA PM
WV Stakeholder Review of Project Plan document	Mon 8/8/22	Fri 8/26/22	WV Stakeholders, IDEMIA USA PM
WV Stakeholder Acceptance of Project Plan document	Mon 8/29/22	Fri 9/2/22	WV Stakeholders
Communications to Agency: Status, Schedule, Dependencies	**Mon 8/8/22**	**Mon 9/26/22**	
Review Communication Plan with the Agency	Mon 8/8/22	Fri 9/2/22	WV Stakeholders, IDEMIA USA PM
Prepare Notice and Information Packet for Agency	Mon 9/5/22	Mon 9/19/22	WV Stakeholders, IDEMIA USA PM

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Task Name	Start	Finish	Resource Names
Send Notice and Information Packet to State Agencies	Tue 9/20/22	Mon 9/26/22	WV Stakeholders, IDEMIA USA PM
Enrollment Center Operations	**Mon 8/8/22**	**Mon 9/5/22**	
WV Stakeholder Review of Current Operations and Staffing Plan	Mon 8/8/22	Fri 8/26/22	Engineering Delivery, IDEMIA USA PM, WV Stakeholders
WV Stakeholder Acceptance of Current Operations and Staffing Plan	Mon 8/29/22	Fri 9/2/22	WV Stakeholders
All Current Enrollment Centers will remain operational	Mon 9/5/22	Mon 9/5/22	IDEMIA USA PM
Personnel	**Tue 8/9/22**	**Tue 9/20/22**	
Finalize List of IDEMIA USA/WV Project Management Team	Tue 8/9/22	Mon 8/22/22	IDEMIA USA PM, Delivery Manager
Assign Facilities Lead and Team	Tue 8/9/22	Mon 8/22/22	Facilities and Partner Team
Assign IDEMIA USA Internal Engineering Development Team	Tue 8/9/22	Mon 8/22/22	Engineering Delivery
Assign the Team Lead for Finance	Tue 8/9/22	Mon 8/22/22	Finance
Assign the Team Lead for Call Center	Tue 8/9/22	Mon 8/22/22	Call Center
Assign and Schedule Deployment Team/Trainers for Deployment	Tue 8/9/22	Mon 8/22/22	Deployment Manager and Team
Identify/Secure/Hire new Team Members	Tue 8/9/22	Tue 9/20/22	IDEMIA USA PM
Vetting of all New Team Members	**Tue 8/9/22**	**Tue 10/4/22**	
Vet all New IDEMIA USA employees with a WV background check	Tue 8/9/22	Tue 10/4/22	Delivery Manager, IDEMIA USA PM
Vet New IDEMIA USA Internal Engineering Development Team	Tue 8/9/22	Tue 10/4/22	Engineering Delivery
Vet New Deployment Team/Trainers	Tue 8/9/22	Tue 10/4/22	Deployment Manager and Team
Vet New IDEMIA USA MA Team members	Tue 8/9/22	Tue 10/4/22	IDEMIA USA PM
Vet New Call Center Resource Persons	Tue 8/9/22	Tue 10/4/22	Call Center
Vet New EAs Hired	Tue 8/9/22	Tue 10/4/22	IDEMIA USA PM
Technology Solution Planning	**Tue 8/9/22**	**Tue 10/4/22**	
Review of Existing Solution, Result System, and Data Exchange	Tue 8/9/22	Tue 9/20/22	Engineering Delivery, IDEMIA USA PM, WV Stakeholders
WV Stakeholder Acceptance of Current Design and Solution	Wed 9/21/22	Tue 10/4/22	WV Stakeholders
Operational Toll-Free number, Call Center Services, Public Internet Website, and Results System will remain operational	Tue 10/4/22	Tue 10/4/22	IDEMIA USA PM
PHASE 1 Current Environment GO-LIVE Completed	Tue 10/4/22	Tue 10/4/22	Delivery Manager, IDEMIA USA PM
PHASE 2 RESULTS SYSTEM UPGRADE	**Mon 8/8/22**	**Tue 1/3/23**	

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Task Name	Start	Finish	Resource Names
PHASE 2 RESULTS SYSTEM SOFTWARE DEPLOYMENT	**Mon 8/8/22**	**Tue 1/3/23**	
WV Results System Implementation Planning	Mon 8/8/22	Fri 8/26/22	Delivery Manager, Engineering Delivery, IDEMIA USA PM
WV Stakeholder Review of Implementation Plan	Mon 8/29/22	Fri 9/2/22	Delivery Manager, IDEMIA USA PM, WV Stakeholders
Phase 2 WV Stakeholder Acceptance of Results System Implementation Plan	Mon 9/5/22	Mon 9/12/22	WV Stakeholders
Phase 2 Results System Solution Development	**Tue 9/13/22**	**Mon 11/14/22**	
Design and Initial Technical Development	Tue 9/13/22	Mon 10/10/22	Engineering Delivery, IDEMIA USA PM, Delivery Manager
WV Stakeholder Acceptance of Design and Solution	Tue 10/11/22	Mon 10/24/22	WV Stakeholders
Technical Development Work	Tue 10/25/22	Mon 11/14/22	Engineering Delivery
Communications to Agency: Training and Status	**Tue 11/15/22**	**Tue 12/27/22**	
Update Training Material: User manual, Quick Reference Guide, Training acknowledgement forms	Tue 11/15/22	Mon 11/21/22	Training, Delivery Manager, Engineering Delivery
Review Phase 2 Communication Plan with the Agency	Tue 11/22/22	Mon 11/28/22	IDEMIA USA PM, Delivery Manager, WV Stakeholders
Prepare Notice and Information Packet for Agency	Tue 11/29/22	Mon 12/19/22	IDEMIA USA PM, Delivery Manager, WV Stakeholders
Send Notice, Information Packet, and Training Materials to State Agencies	Tue 12/20/22	Tue 12/27/22	IDEMIA USA PM, Delivery Manager, WV Stakeholders
Phase 2 Results System Solution Implementation	**Mon 12/19/22**	**Tue 1/3/23**	
Implementation and Deployment in Production System of Technical Development for Results System Solution	Mon 12/19/22	Mon 1/2/23	Engineering Delivery
Results System Solution Implemented	Tue 1/3/23	Tue 1/3/23	Engineering Delivery
PHASE 2 RESULTS SYSTEM GO-LIVE Completed	Tue 1/3/23	Tue 1/3/23	
ONGOING OPERATIONS AND MARKETING			
Operational Management, Program reviews, Ongoing Quarterly			IDEMIA USA PM, WV Stakeholders
Operations and Maintenance Plans, Ongoing Monthly			IDEMIA USA PM
Legislative affairs and new user agency meeting, Ongoing Annually			IDEMIA USA PM

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APPENDIX B – LETTERS OF RECOMMENDATION

IDEMIA USA's letters of recommendation from those references provided in response to requirement 4.3.1.2 (New York Division of Criminal Justice Services, Michigan State Police, and Indiana Department of Administration) are included on the following pages.

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NEW YORK STATE | **Division of Criminal Justice Services**

June 20, 2022

State of West Virginia
Department of Administration, Purchasing Division
2019 Washington Street East
Post Office Box 50130
Charleston, WV 25305-0130

To Whom it May Concern,

The purpose of this letter is to provide a letter of support for IDEMIA Identity & Security USA LLC (IDEMIA). The New York State Division of Criminal Justice Services (NYS DCJS) has a statewide network for applicant fingerprinting services with IDEMIA as our current fingerprint vendor. IDEMIA has successfully provided these services for NY DCJS and the applicants of New York since 2009.

As part of our contract with IDEMIA, some of the services provided include:

- A network of more than 90 Enrollment Centers throughout the State fully managed by IDEMIA, referred to as the Civil Vendor Managed Network (CVMN)
- 24/7 online appointment scheduling availability, including toll-free Call Center appointment scheduling
- Live Scan fingerprint and card scanning services for conversion of ink and roll hard copy fingerprint cards
- Several options for fee collection, including offering account arrangements to user agencies

I am very pleased to provide this letter of support for IDEMIA. If I may answer any additional questions about our experience as a customer, please feel free to contact me at (518) 457-2983 or Nicole.Cooper@dcjs.ny.gov.

Sincerely,

Nicole Cooper

Nicole Cooper
Director, State Identification Bureau
New York State Division of Criminal Justice Services

80 South Swan Street, Albany, New York 12210 | www.criminaljustice.ny.gov

⟨⟨|⟩⟩ IDEMIA

STATE OF MICHIGAN
DEPARTMENT OF STATE POLICE
LANSING

GRETCHEN WHITMER
GOVERNOR

COL. JOSEPH M. GASPER
DIRECTOR

June 16, 2022

State of West Virginia
Department of Administration, Purchasing Division
2019 Washington Street East
Post Office Box 50130
Charleston, WV 25305-0130

To Whom it May Concern:

The purpose of this letter is to provide my recommendation of IDEMIA Identity & Security USA LLC (IDEMIA) for statewide applicant fingerprinting services, based on the Michigan State Police's (MSP) own experience with IDEMIA as our current fingerprint vendor. IDEMIA has provided these services for MSP and the applicants of Michigan since 2013.

As part of our contract with IDEMIA, some of the services provided include:

- A network of more than 60 Enrollment Centers statewide.
- 24/7 online appointment scheduling availability, including toll free Call Center appointment scheduling; capture of demographic data.
- Live Scan fingerprint images, including card scanning services for conversion of ink and roll hard copy fingerprint cards.
- Customized data interface protocols for major agencies.
- Secure data center.
- Fee collection, including offering account arrangements to user agencies; and management of the network statewide.

I am very pleased to recommend IDEMIA. If I can answer any additional questions about our experience as a customer, please feel free to call me at 517-643-5483 or email RosinS@michigan.gov.

Sincerely,

Sherry Rosin, Manager
Criminal History Section
Criminal Justice Information Center

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June 17, 2022

State of West Virginia
Department of Administration, Purchasing Division
2019 Washington Street East
Post Office Box 50130
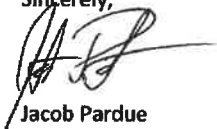Charleston, WV 25305-0130

To Whom it May Concern,

The purpose of this letter is to provide my recommendation of IDEMIA Identity & Security USA
LLC (IDEMIA) for statewide applicant fingerprinting services, based on Indiana Department of
Administration's (IDOA) own experience with IDEMIA as our current fingerprint vendor. IDEMIA
has provided these services for IDOA and the applicants of Indiana since 2009.

As part of our contract with IDEMIA, some of the services provided include:

- Providing electronic fingerprinting services for approximately 190,000 applicants
  annually at more than 70 fingerprint Enrollment Centers across the state
- 24/7 online appointment scheduling availability, including toll free Call Center
  appointment scheduling; capture of demographic data
- Live Scan fingerprint images; card scanning services for conversion of ink and roll hard
  copy fingerprint cards
- Secure data center; fee collection, including offering account arrangements to user
  agencies; and management of the network throughout the State.

I am very pleased to recommend IDEMIA. If I can answer any additional questions about our
experience as a customer, please feel free to contact me. My telephone number is
317.232.8157 and my email address is JPardue1@idoa.IN.gov.

Sincerely,

Jacob Pardue
Vendor Contract Manager

⟨⟨⟩⟩ IDEMIA