



**State of West Virginia  
Department of Administration  
Purchasing Division**

**NOTICE**

Due to the size of this bid, it was impractical to scan every page for online viewing. We have made an attempt to scan and publish all pertinent bid information. However, it is important to note that some pages were necessarily omitted.

If you would like to review the bid in its entirety, please contact the buyer. Thank you.

\*\*\*



ORIGINAL

West Virginia State Police  
Applicant Fingerprinting Services



ENROLLMENT SERVICES DIVISION

Submitted to:

State of West Virginia  
Purchasing Division

Attn: Tara Lyle, Senior Buyer  
2019 Washington Street, East  
PO Box 50130  
Charleston, WV 25305-0130  
Solicitation Number: DPS1115  
Due: 03/31/2011 – 1:30PM EST

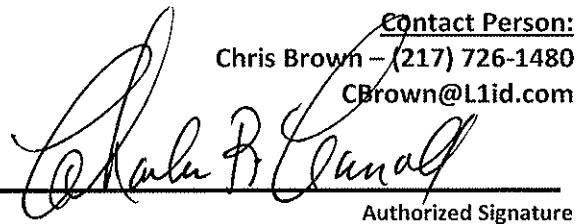
Submitted by:

Integrated Biometric Technology, LLC  
d/b/a L-1 Enrollment Services

15 Century Blvd Ste 500  
Nashville, TN 37214  
(615) 871-0522

Contact Person:

Chris Brown – (217) 726-1480  
CBrown@L1id.com

  
Authorized Signature

4/5/2011

Date

RECEIVED

APR -6 A 9:19

ENROLLMENT SERVICES DIVISION  
STATE OF WV

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 Purchasing Division  
 2019 Washington Street East  
 Post Office Box 50130  
 Charleston, WV 25305-0130

# Request for Quotation

RFQ NUMBER  
 DPS1115

PAGE  
 1

ADDRESS CORRESPONDENCE TO ATTENTION OF:  
 TARA LYLE  
 304-558-2544

RFQ COPY

Integrated Biometric Technology, LLC  
 2730 Old Republic Way  
 15 Century Blvd, Suite 500  
 Nashville, TN 37214

SHIP TO  
 DEPARTMENT OF PUBLIC SAFETY  
 4124 KANAWHA TURNPIKE  
 SOUTH CHARLESTON, WV  
 25309 746-2141

DATE PRINTED 02/18/2011	TERMS OF SALE	SHIP VIA	F.O.B.	FREIGHT TERMS
BID OPENING DATE: 03/31/2011		BID OPENING TIME 01:30PM		

LINE	QUANTITY	UOP	CAT. NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
0001	1	JB		680-48		
<p>FINGERPRINTING EQUIP. AND SUPPLIES</p> <p>REQUEST FOR PROPOSAL</p> <p>CONTRACT TO PROVIDE EXCLUSIVE 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 BEING PROCESSED BY OR THROUGH THE STATE CENTRAL REPOSITORY.</p> <p>MANDATORY PRE-BID</p> <p>A MANDATORY PRE-BID WILL BE HELD ON 03/01/2011 AT 1:30 PM AT THE WV STATE POLICE HEADQUARTERS LOCATED AT 725 JEFFERSON ROAD, SOUTH CHARLESTON, WV 25209. ALL INTERESTED PARTIES ARE REQUIRED TO ATTEND THIS MEETING FAILURE TO ATTEND THE MANDATORY PRE-BID SHALL RESULT IN DISQUALIFICATION OF THE BID. NO ONE PERSON MAY REPRESENT MORE THAN ONE BIDDER.</p> <p>AN ATTENDANCE SHEET WILL BE MADE AVAILABLE FOR ALL POTENTIAL BIDDERS TO COMPLETE. THIS WILL SERVE AS THE OFFICIAL DOCUMENT VERIFYING ATTENDANCE AT THE MANDATORY PRE-BID. FAILURE TO PROVIDE YOUR COMPANY AND REPRESENTATIVE NAME ON THE ATTENDANCE SHEET WILL RESULT IN DISQUALIFICATION OF THE BID. THE STATE WILL NOT ACCEPT ANY OTHER DOCUMENTATION TO VERIFY ATTENDANCE. THE BIDDER IS RESPONSIBLE FOR ENSURING THEY HAVE</p>						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE: *Charles R. Carroll* TELEPHONE: 615-983-6352 DATE: 4/5/2011

TITLE: President FEIN: 31-1633561 ADDRESS CHANGES TO BE NOTED ABOVE

WHEN RESPONDING TO RFQ, INSERT NAME AND ADDRESS IN SPACE ABOVE LABELED 'VENDOR'



State of West Virginia  
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### Request for Quotation

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ADDRESS CORRESPONDENCE TO ATTENTION OF  
 TARA LYLE  
 304-558-2544

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 TYPE NAME/ADDRESS HERE

DEPARTMENT OF PUBLIC SAFETY  
 4124 KANAWHA TURNPIKE  
 SOUTH CHARLESTON, WV  
 25309 746-2141

DATE PRINTED	TERMS OF SALE	SHIP VIA	F.O.B.	FREIGHT TERMS
02/18/2011				

BID OPENING DATE: 03/31/2011 BID OPENING TIME 01:30PM

LINE	QUANTITY	UOP	CAT. NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
<p>CONTRACT NULL AND VOID, AND TERMINATE SUCH CONTRACT WITHOUT FURTHER ORDER.</p> <p>WORKERS' COMPENSATION: VENDOR IS REQUIRED TO PROVIDE A CERTIFICATE FROM WORKERS' COMPENSATION IF SUCCESSFUL</p> <p>ALL OF THE ITEMS CHECKED BELOW WILL BE A REQUIREMENT OF THIS CONTRACT:</p> <p>(XX) INSURANCE: SUCCESSFUL VENDOR SHALL FURNISH PROOF OF COMMERCIAL GENERAL LIABILITY INSURANCE PRIOR TO ISSUANCE OF CONTRACT. UNLESS OTHERWISE SPECIFIED IN THE BID DOCUMENTS, THE MINIMUM AMOUNT OF INSURANCE COVERAGE REQUIRED PER THE SPECIFICATIONS.</p> <p>(XX) BONDS: \$25,000.00 PAYABLE TO THE STATE OF WEST VIRGINIA, SHALL BE SUBMITTED WITH EACH BID AS A BID BOND. THE SUCCESSFUL BIDDER SHALL ALSO FURNISH A A PERFORMANCE BOND AND LABOR/MATERIAL BOND FOR \$50,000.00.</p> <p>BONDS MAY BE PROVIDED IN THE FORM OF A CERTIFIED CHECK, IRREVOCABLE LETTER OF CREDIT, OR BOND FURNISHED BY A SOLVENT SURETY COMPANY AUTHORIZED TO DO BUSINESS IN TH STATE OF WEST VIRGINIA. A LETTER OF CREDIT SUBMITTED IN LIEU OF A BOND WILL ONLY BE ALLOWED FOR PROJECTS UNDER \$100,000. PERSONAL OR BUSINESS CHECKS ARE NOT ACCEPCTABLE IN LIEU OF THE BID BOND, PERFORMANCE BOND, OR LABOR AND MATERIAL BOND.</p> <p>REV. 11/00</p> <p>VENDOR PREFERENCE CERTIFICATE</p> <p>THIS TEAM EXHIBIT HAS BEEN REPLACED BY THE ONLINE VERSION WHICH IS AVAILABLE HERE:</p>						

SIGNATURE <i>Charles R. Canale</i>				TELEPHONE 615-983-6352		DATE 4/5/2011	
TITLE President		FEIN 31-1633561		ADDRESS CHANGES TO BE NOTED ABOVE			

WHEN RESPONDING TO RFQ, INSERT NAME AND ADDRESS IN SPACE ABOVE LABELED 'VENDOR'



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 TYPE NAME/ADDRESS HERE

VENDOR

SHIP TO

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 SOUTH CHARLESTON, WV  
 25309 746-2141

DATE PRINTED	TERMS OF SALE	SHIP VIA	FOB	FREIGHT TERMS
02/18/2011				

BID OPENING DATE: 03/31/2011 BID OPENING TIME 01:30PM

LINE	QUANTITY	UOP	CAT NO	ITEM NUMBER	UNIT PRICE	AMOUNT
<p>HTTP://WWW.STATE.WV.US/ADMIN/PURCHASE/VRC/VENPREF.PDF</p> <p>EXHIBIT 4</p> <p>LOCAL GOVERNMENT BODIES: UNLESS THE VENDOR INDICATES IN THE BID HIS REFUSAL TO EXTEND THE PRICES, TERMS, AND CONDITIONS OF THE BID TO COUNTY, SCHOOL, MUNICIPAL AND OTHER LOCAL GOVERNMENT BODIES, THE BID SHALL EXTEND TO POLITICAL SUBDIVISIONS OF THE STATE OF WEST VIRGINIA. IF THE VENDOR DOES NOT WISH TO EXTEND THE PRICES, TERMS, AND CONDITIONS OF THE BID TO ALL POLITICAL SUBDIVISIONS OF THE STATE, THE VENDOR MUST CLEARLY INDICATE SUCH REFUSAL IN HIS BID. SUCH REFUSAL SHALL NOT PREJUDICE THE AWARD OF THIS CONTRACT IN ANY MANNER.</p> <p>REV. 3/88</p> <p style="text-align: center;">NOTICE</p> <p>A SIGNED BID MUST BE SUBMITTED TO:</p> <p style="text-align: center;">DEPARTMENT OF ADMINISTRATION        PURCHASING DIVISION        BUILDING 15        2019 WASHINGTON STREET, EAST        CHARLESTON, WV 25305-0130</p> <p>THE BID SHOULD CONTAIN THIS INFORMATION ON THE FACE OF THE ENVELOPE OR THE BID MAY NOT BE CONSIDERED:</p> <p>SEALED BID</p>						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS			
SIGNATURE	TELEPHONE	DATE	
	615-983-6352	4/5/2011	
TITLE	FEIN	ADDRESS CHANGES TO BE NOTED ABOVE	
President	31-1633561		

WHEN RESPONDING TO RFQ, INSERT NAME AND ADDRESS IN SPACE ABOVE LABELED 'VENDOR'



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 Charleston, WV 25305-0130

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ADDRESS CORRESPONDENCE TO ATTENTION OF:
TARA LYLE 304-558-2544

RFQ COPY  
 TYPE NAME/ADDRESS HERE

VENDOR

SHIP TO

DEPARTMENT OF PUBLIC SAFETY  
 4124 KANAWHA TURNPIKE  
  
 SOUTH CHARLESTON, WV  
 25309 746-2141

DATE PRINTED	TERMS OF SALE	SHIP VIA	F.O.B.	FREIGHT TERMS
02/18/2011				
BID OPENING DATE: 03/31/2011		BID OPENING TIME 01:30PM		

LINE	QUANTITY	UOP	CAT NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
BUYER: ----- TL/32 -----						
RFQ. NO.: ----- DPS1115 -----						
BID OPENING DATE: ----- 03/31/2011 -----						
BID OPENING TIME: ----- 1:30 PM -----						
PLEASE PROVIDE A FAX NUMBER IN CASE IT IS NECESSARY TO CONTACT YOU REGARDING YOUR BID:						
<u>217-793-7393</u> -----						
CONTACT PERSON (PLEASE PRINT CLEARLY):						
<u>Chris Brown</u> -----						
***** THIS IS THE END OF RFQ    DPS1115    ***** TOTAL:						

SIGNATURE <i>Charles R. Cantel</i>			SEE REVERSE SIDE FOR TERMS AND CONDITIONS		TELEPHONE 615-983-6352	DATE 4/5/2011
TITLE President	FERN 31-1633561	ADDRESS CHANGES TO BE NOTED ABOVE				

WHEN RESPONDING TO RFQ, INSERT NAME AND ADDRESS IN SPACE ABOVE LABELED 'VENDOR'





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ADDRESS CORRESPONDENCE TO ATTENTION OF  
 TARA LYLE  
 304-558-2544

RFQ COPY

L-1 Enrollment Services  
 Attn: Dianna Smith  
 1650 Wabash Ave. Ste. D  
 Springfield, IL 62704

SHIP TO  
 DEPARTMENT OF PUBLIC SAFETY  
 4124 KANAWHA TURNPIKE  
 SOUTH CHARLESTON, WV  
 25309 746-2141

DATE PRINTED	TERMS OF SALE	SHIP VIA	FOB	FREIGHT TERMS
03/25/2011				

BID OPENING DATE: 04/06/2011 BID OPENING TIME 01:30PM

LINE	QUANTITY	UOP	CAT NO	ITEM NUMBER	UNIT PRICE	AMOUNT
ADDENDUM NO. 1						
1. QUESTIONS AND ANSWERS ARE ATTACHED. 2. TO MOVE THE BID OPENING FROM 03/31/2011 TO 04/06/2011. 3. ADDENDUM ACKNOWLEDGEMENT IS ATTACHED. THIS DOCUMENT SHOULD BE SIGNED AND RETURNED WITH YOUR BID. FAILURE TO SIGN AND RETURN MAY RESULT IN DISQUALIFICATION OF YOUR BID. EXHIBIT 10						
REQUISITION NO.: DPS1115						
ADDENDUM ACKNOWLEDGEMENT						
I HEREBY ACKNOWLEDGE RECEIPT OF THE FOLLOWING CHECKED ADDENDUM(S) AND HAVE MADE THE NECESSARY REVISIONS TO MY PROPOSAL, PLANS AND/OR SPECIFICATION, ETC.						
ADDENDUM NO.'S:						
NO. 1	.....					
NO. 2	.....					
NO. 3	.....					
NO. 4	.....					
NO. 5	.....					
I UNDERSTAND THAT FAILURE TO CONFIRM THE RECEIPT OF THE ADDENDUM(S) MAY BE CAUSE FOR REJECTION OF BIDS.						

SIGNATURE <i>Charles R. Cantel</i>				SEE REVERSE SIDE FOR TERMS AND CONDITIONS	
TITLE President		FEIN 31-1633561		TELEPHONE 615-983-6352	DATE 4/5/2011
ADDRESS CHANGES TO BE NOTED ABOVE					

WHEN RESPONDING TO RFQ. INSERT NAME AND ADDRESS IN SPACE ABOVE I ARFI FD 'VENDOR'



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BIDDING


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DATE PRINTED	TERMS OF SALE	SHIP VIA	F.O.B.	FREIGHT TERMS
03/25/2011				

BID OPENING DATE: 04/06/2011 BID OPENING TIME 01:30PM

LINE	QUANTITY	UOP	CAT NO	ITEM NUMBER	UNIT PRICE	AMOUNT
<p>VENDOR MUST CLEARLY UNDERSTAND 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.</p> <p style="text-align: center;">             SIGNATURE            Integrated Biometric Technology,            d/b/a L-1 Enrollment Services            COMPANY            4/6/2011            DATE         </p> <p>NOTE: THIS ADDENDUM ACKNOWLEDGEMENT SHOULD BE SUBMITTED WITH THE BID.</p> <p>REV. 09/21/2009</p> <p style="text-align: right;">END OF ADDENDUM NO. 1</p>						
0001	1	JB		680-48		
FINGERPRINTING EQUIP. AND SUPPLIES (INCLUDING LASER)						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS			
SIGNATURE 	TELEPHONE 615-983-6352	DATE 4/5/2011	
TITLE President	FEIN 31-1633561	ADDRESS CHANGES TO BE NOTED ABOVE	

WHEN RESPONDING TO RFQ, INSERT NAME AND ADDRESS IN SPACE ABOVE LABELED 'VENDOR'

**RFP Attachment A: Vendor Response Sheet**

- 2.3.1 The vendor must have at least 1 (one) successful statewide applicant fingerprinting network and/or at least 3 (three) applicant fingerprinting networks of similar size and scope (equipment installation/training projects are not considered of similar scope) and provide references of such projects.
- 2.3.2 References must include projects where services such as call center, 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 hours of availability
  - Letter of recommendation

The chart below gives a snapshot view of six of our networks that represent projects of similar size and scope to that represented by this RFP. Further details about these projects are provided below.

Attribute	Texas	Indiana	Missouri	New York	California	South Carolina
Number of Sites	146	67	38	92	70	15
Contract Period	2005-Present	2009-Present	2005-Present	2009-Present	1998-Present	2007-Present
Square mileage	261,797	36,418	69,704	54,520	163,696	38,020
Geographic Coverage	Statewide	Statewide	Statewide	Statewide	Statewide	Statewide
Location Strategy	Fixed and mobile	Fixed and mobile	Fixed and mobile	Fixed and mobile	Fixed and mobile	Fixed and mobile
Installation Time	12 weeks	12 weeks	12 weeks	16 weeks	12 weeks	12 weeks
Annual Volume	685,000	95,000	87,000	200,000	160,000	36,000
Central Server (single transmission point)	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
Card Scan for Non-resident Applicants	Yes	Yes	Yes	Yes	Yes	Yes
Digital Photo Capture	Yes	No	No	Yes	No	No

Figure 1

**Reference Details:**

Company	<p><b>Texas Department of Public Safety</b>  5805 North Lamar Blvd, Building G  Austin, TX 78752-4431</p>
Contact Person	<p>Mike Lesko, Chief – Crime Records Service  5805 North Lamar Blvd, Building G  Austin, TX 78752-4431</p> <p>512-424-2524  mike.lesko@txdps.state.texas.us</p>
Annual Fingerprint Volume	685,000
Description of Services	<p>In early 2006, L-1 was chosen by the Texas Department of Public Safety to establish a statewide fingerprinting network, Fingerprint Applicant Service of Texas (FAST), with locations throughout the state to provide fingerprinting services to both urban and rural areas of the state. Currently L-1 fingerprints between 50-60,000 applicants each month and has almost 150 fingerprinting centers operating currently throughout the state. Use of the L-1 Administrative Queue Review product which consolidates all background check results and allows staff to automatically disposition ‘no-hit’ records, has allowed Texas DPS to streamline their backend process. Staff is able to print or send all dispositioned result letters with a single command. This allows for increased traffic of electronic submissions of civil applicant records with less need for manual intervention by Texas DPS staff, making the most of limited staffing resources.</p> <p>Many of the State licensing agencies were not prepared to utilize the service without making significant modifications to their internal processes. L-1 worked closely with these individual agencies to create customized systems that provided efficient services for the agencies involved as well as for the applicant within the context of the network.</p> <p>The State of Texas has an established E-Pay system used to facilitate the collection of fees for services provided by State agencies. L-1 technical staff successfully integrated the L-1 components of the FAST program into the E-Pay system. This allows applicants who must pay licensure fees to pay for the fingerprinted fees at the same time in a secure web-based environment, greatly simplifying the process for the applicant and for agencies.</p> <p>L-1 developed a customized web-based solution for the Texas Board of Nursing, Department of Family Protective Services (DFPS), Real Estate Commission (TREC) and State Board of Educator Certification (SBEC) which verifies that applicants scheduling appointments for fingerprinting have been approved by the agency to complete the process. This solution saves time, money and frustration for the</p>

	<p>agencies and applicants by ensuring that all required steps for certification or licensing are taken before the applicant is fingerprinted.</p> <p>In 2007, the Texas State Board of Education (SBEC) was given a mandate to comply with requirements to obtain a fingerprint-based background check on every certified teacher throughout the state (approximately 400,000) within 4 years from passage of the legislation. L-1 worked closely with SBEC to develop a plan (The Blitz) to conduct on-site fingerprinting sessions for more than 1,200 Independent School Districts at more than 8,000 campuses in a manner that would satisfy all of their requirements in their timeframe. Out of these planning sessions, L-1 expanded the responsibilities of one of our major minority subcontractors with extensive fingerprinting experience, MRi, to hire "Blitz Teams" which would work within a geographical region to visit each campus according to schedules developed each quarter by L-1 and SBEC personnel. Schedules are developed to take into consideration holiday and testing dates and were refined with local and District-specific or campus considerations. As an added convenience, certified teachers were also able to use L-1's established Enrollment Centers to complete their fingerprinting requirements if they were unavailable during the time L-1 Blitz Teams visited their campus.</p> <p>L-1 provides fingerprinting for applicants at the TxDPS Headquarters office in Austin, TX, having taken over this service from TxDPS staff, freeing them for other duties.</p> <p>We provide the following services in association with this network:</p> <ul style="list-style-type: none"> <li>• Bi-lingual appointment scheduling by phone or secure website</li> <li>• Convenient Enrollment Centers equipped with Enrollment Workstations and Enrollment Officers</li> <li>• Card Scan for out-of-state applicants</li> <li>• Customized agency system integration</li> <li>• Electronic connection to the state AFIS Reporting</li> <li>• Administrative Queue Review</li> <li>• Fee Collection</li> <li>• Customer account and billing services</li> <li>• Onsite fingerprinting for groups of 30 or more</li> </ul>
Participating Agencies	Sole Source Statewide Network – includes all State agencies required to obtain fingerprint-based background checks
Description of Technical Solution	<ul style="list-style-type: none"> <li>• L-1 Live Scan system</li> <li>• L-1 Store and Forward Server</li> <li>• Secure connection to State AFIS</li> <li>• Cisco Virtual Private Network encryption of data transfer circuits</li> <li>• Proprietary registration, back end and billing software</li> <li>• Customized agency system integration and data sharing</li> </ul>

	protocols <ul style="list-style-type: none"> <li>• Photo capture system</li> <li>• Card scan system</li> </ul>
List of Fingerprinting Centers (with hours of operation)	Included in Exhibit A
Letter of Recommendation	Included in Exhibit B

Company	<b>Indiana Department of Administration (Indiana State Police)</b> 402 W Washington St., W468 Indianapolis, IN 46204
Contact Person	<u>Indiana Department of Administration</u> Roxie Coble, Vendor Contract Manager 402 W Washington St., W468 Indianapolis, IN 46204 (317) 234-4251 rcoble@idoa.IN.gov  <u>Indiana State Police</u> Major Doug Shelton 100 N. Senate Avenue, IGCN Indianapolis, IN 46204-2259 (317) 232-8265 dshelton@isp.in.gov
Annual Fingerprint Volume	95,000
Description of Services	<p>In March of 2009 L-1 was chosen to provide statewide civil applicant fingerprinting services to the State of Indiana. This statewide single source solution, referred to as INkless, includes secure web and call center scheduling, statewide enrollment centers including equipment and operators, results processing and delivery, secure web portal, and AFIS interface.</p> <p>The contractual implementation timeline requirement was 90 days. However, due to the end of the previous contract supporting the Department of Child Services (DCS) processing, there was a request to accelerate the implementation to a 6 week window, with the remainder of the sites and additional services to be added within the 90 day timeline. We met this accelerated timeline for DCS processing and stood up a 34 site network in the 6 week timeline with customized result processing to prevent a gap in services to this applicant group.</p> <p>Additionally, we met the implementation deadline of 90 days with all aspects of the program in operation. We stood up more than 65 Enrollment Centers throughout the state in collaboration with our minority subcontractors which were a requirement of the contract. The contract required that at least 95% of the population of Indiana be within 15 miles of an enrollment center. We worked with major state agencies such as the Department of Child Services (DCS), Bureau of</p>

Motor Vehicles (BMV) and Indiana State Police (ISP) to ensure that appointment scheduling pages and reporting formats met with their requirements and included the collection of all required data points in addition to the data collected for the background check. For instance, DCS asks us to collect facility data and disclosure form responses which are saved in the central database for use by internal agency applicant processing.

During the installation of the results processing equipment and AFIS interface, L-1 staff worked closely with ISP technical staff and Indiana state data processing staff to integrate our solution into their secure network infrastructure. This work included ensuring all installed equipment and network connectivity satisfied all FBI CJIS Security and other industry security standards.

There are two agencies that provide the adjudication work for all of the applicant groups in the state, DCS and ISP. We installed and customized our Administrative Queue Review product for use by ISP and DCS authorized staff to process the results and make adjudication for their respective applicant groups. This product manages all transactions and the return of results from the ISP AFIS and the FBI IAFIS and allows authorized users to review records which may need manual intervention. It generates an email notification to agencies that have access to view the status of applicant background checks via the secure web portal and generates result notifications in the manner approved for each agency, either paper letter or email based notices.

Often in our contract operations, we are asked to make additional changes to processing that may benefit the state or applicant groups. For example, in an effort to streamline the manual process for handgun carry permit applicants, ISP asked L-1 to develop additional functionality which would allow an interface between their on-line permit application web site and our registration system to allow for applicant data to be pulled into our registration system to eliminate duplicate entry of data when scheduling an appointment for fingerprinting. Use of this automated method of handgun carry application process has cut processing time from 6 weeks to less than a week. We performed these changes at no additional charge to the state.

In addition to regular monthly status calls, L-1 undergoes quarterly reviews with the Indiana Department of Administration, the contract management entity, and with the agency stakeholders including ISP, DCS, and any other agency desiring to participate, to review contract performance against established metrics and to allow information sharing between L-1 and the users of the system. These meetings have produced a very solid partnership between L-1 and the user agencies and have produced a very successful program operation during the contract term.

L-1 provides fingerprinting for applicants at the ISP Headquarters office

	<p>in Indianapolis, IN, having taken over this service from ISP staff, freeing them for other duties.</p> <p>We provide the following services in association with this network:</p> <ul style="list-style-type: none"> <li>• Bi-lingual appointment Scheduling by phone or secure website</li> <li>• Convenient Enrollment Centers equipped with Enrollment Workstations and Enrollment Officers</li> <li>• Card Scan for out-of-state applicants</li> <li>• Electronic connection to the state AFIS</li> <li>• Administrative Queue Review</li> <li>• Agency interfaces where requested</li> <li>• Fee Collection</li> <li>• Convenient payment options for applicants and agencies</li> <li>• Reporting</li> </ul> <p>Onsite services for groups of 30 or more</p>
Participating Agencies	Sole Source Statewide Network – includes all State agencies required to obtain fingerprint-based background checks
Description of Technical Solution	<ul style="list-style-type: none"> <li>• L-1 Live Scan system</li> <li>• L-1 Store and Forward Server</li> <li>• Proprietary registration, back end and billing software</li> <li>• Secure connection to State AFIS</li> <li>• Cisco Virtual Private Network encryption of data transfer circuits</li> <li>• Customized agency system integration and data sharing protocols</li> <li>• L-1 iA-thenticate document authentication system</li> <li>• Card scan system</li> </ul>
List of Fingerprinting Centers (with hours of operation)	Included in Exhibit A
Letter of Recommendation	Included in Exhibit B

Company	<p><b>Missouri State Highway Patrol</b>          PO Box 9500          Jefferson City, MO 65102-9500</p>
Contact Person	<p>Tim McGrail, Captain - MSHP          Missouri State Highway Patrol          PO Box 9500          Jefferson City, MO 65102-9500</p> <p>(573) 562-6160          Tim.McGrail@mshp.dps.mo.gov</p>
Annual Fingerprint Volume	87,000
Description of Services	In August 2005, L-1 was awarded the contract to provide statewide services to the State of Missouri. L-1 implemented and currently



	<p>operates a statewide network of 38 fixed and mobile electronic fingerprinting centers.</p> <p>Missouri required a 90-day implementation schedule, which we were able to exceed by having fingerprinting centers established throughout the state within 45 days. During the implementation phase, L-1 completed a special on-site project for a major St. Louis area school district where more than 900 employees were fingerprinted during a two-week time period.</p> <p>MSHP requested that L-1 meet with agencies throughout the state who would be using the network to introduce the program and to answer any questions the agencies might have. More than 400 agency representatives attended the meetings and were given information on the flow of the process, how the agencies should direct employees to the network and how L-1 would facilitate the completion of fingerprint submissions. In addition, L-1 provided agencies with forms that could be completed and returned on the day of the meeting to request that escrow or billing accounts be established for their agencies. This allowed us to establish a large number of accounts for agencies without them having to contact us individually. These meetings facilitated a smooth program rollout and gave agencies confidence that the program was flexible enough to meet the needs of their agencies and applicants. Throughout the term of the contract, L-1 has worked proactively with MSHP to ensure that as new applicant groups are added and that the network is ready to accommodate the additional volume. We have collaborated with agencies and companies affected by new legislation who want to provide fingerprinting services to their constituents in locations convenient to the applicants by establishing them as enrollment centers.</p> <p>We provide the following services in association with this network:</p> <ul style="list-style-type: none"> <li>• Bi-lingual appointment scheduling by phone or secure website</li> <li>• Convenient Enrollment Centers equipped with Enrollment Workstations and Enrollment Officers</li> <li>• Card Scan for out-of-state applicants</li> <li>• Electronic connection to the state AFIS Reporting</li> <li>• Fee Collection</li> <li>• Onsite fingerprinting sessions for groups of 25 or more</li> </ul>
Participating Agencies	Sole Source Statewide Network – includes all State agencies required to obtain fingerprint-based background checks
Description of Technical Solution	<ul style="list-style-type: none"> <li>• L-1 Live Scan system</li> <li>• L-1 Store and Forward Server</li> <li>• Secure connection to State MorphoTrak AFIS</li> <li>• Cisco Virtual Private Network encryption of data transfer circuits</li> </ul>

	<ul style="list-style-type: none"> <li>• Proprietary registration and billing software</li> <li>• Card scan system</li> </ul>
List of Fingerprinting Centers (with hours of operation)	Included in Exhibit A
Letter of Recommendation	Included in Exhibit B

2.3.3. The Vendor must also submit at least 3 (three) additional references that may be outside the scope of this project but will demonstrate the vendor's ability to implement and complete projects comparable to the size and scope of this RFP.

Company	<b>New York Department of Criminal Justice Services</b> 4 Tower Place Albany, NY 12203-3764
Contact Person	Ann Sammons, Manager – Civil Identification Bureau NYS Division of Criminal Justice Services 4 Tower Place Albany, NY 12203-3764  518-457-3700 ann.sammons@dcjs.state.ny.us
Annual Fingerprint Volume	200,000
Description of Services	<p>L-1 was chosen as the statewide vendor for live scan fingerprint submissions to NY DCJS. Program requirements include fingerprinting centers within 20 miles or 30 minutes of applicant's home or work; online and telephonic appointment scheduling; capture of demographic data; livescan fingerprint images and photo capture; card scanning services for transition to the network and out-of-state applicants; transaction processing and adjudication software; customized data interface protocols for major agencies; secure data center; and management of the network throughout the state.</p> <p>Because major agencies had independent processes in place for the processing of their large volumes of applicants, L-1 was required to do an in-depth analysis of current procedures and work with each agency individually to ensure that the new network provided uninterrupted service to both the agencies and their applicants. 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, L-1 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 specific agencies which allow for the interchange of data in support of established agency processes with</p>

	<p>no disruption to users.</p> <p>L-1 was able to stand up more than 90 Enrollment Centers in both urban and rural areas of the state in a very short period of time to ensure that the network met contractual requirements. While Centers in urban areas are relatively easy to identify, rural areas of upstate New York required intense effort.</p> <p>We provide the following services in association with this network:</p> <ul style="list-style-type: none"> <li>• Multi-lingual appointment scheduling by phone or secure website</li> <li>• Convenient Enrollment Centers equipped with Enrollment Workstations and Enrollment Officers</li> <li>• iA-thenticate – ID screening</li> <li>• Card Scan for out-of-state applicants</li> <li>• Customized agency system integration</li> <li>• Electronic connection to the state AFIS Reporting</li> <li>• Administrative Queue Review</li> <li>• Fee Collection</li> <li>• Customer account and billing services</li> <li>• Onsite fingerprinting for groups of 30 or more</li> </ul>
Participating Agencies	Department of Criminal Justice Services Department of Motor Vehicles Department of State Office of Children and Family Services Lottery
Description of Technical Solution	<ul style="list-style-type: none"> <li>• L-1 Live Scan system</li> <li>• L-1 Store and Forward Server</li> <li>• Proprietary registration, back end and billing software</li> <li>• Secure connection to State MorphoTrak AFIS</li> <li>• Cisco Virtual Private Network encryption of data transfer circuits</li> <li>• Customized agency system integration and data sharing protocols</li> <li>• Photo capture system</li> <li>• L-1 iA-thenticate document authentication system</li> <li>• Card scan system</li> </ul>
List of Fingerprinting Centers (with hours of operation)	Included in Exhibit A

Company	<b>California</b>
Contact Person	<p>           Cathy Claborne, Assistant to the Bureau Chief            California Department of Social Services            744 P Street            MS 7-747            Sacramento, CA 95814            916-274-6211  <a href="mailto:Cathy.Claborne@dss.ca.gov">Cathy.Claborne@dss.ca.gov</a> </p> <p>           Susan Roberts, Analyst - Examination Section, Producer License Bureau            California Department of Insurance            320 Capital Mall            Sacramento, CA 95814            916-492-3023  <a href="mailto:RobertsS@insurance.ca.gov">RobertsS@insurance.ca.gov</a> </p>
Annual Fingerprint Volume	160,000
Description of Services	<p>           The California Department of Social Services, which requires the fingerprinting of all child care and adult care applicants, is one of the largest single agency customers utilizing our network, processing approximately 160,000 transactions annually. L-1 has provided electronic fingerprinting services to DSS since 1998.         </p> <p>           One of the major challenges L-1 faced in implementing this program was integrating daily file transfers. DSS required that L-1 receive a file containing approved applicants' demographic data into our Registration System. Also, L-1 was required to create a daily file of applicants who had been scheduled to be fingerprinted and return this file to DSS. L-1 worked with DSS programmers to establish a protocol for secure file transfer and to develop reporting formats which would meet DSS' stringent requirements. The data file from DSS is used to screen applicants seeking to be fingerprinted and to ensure data quality.         </p> <p>           In 2000, L-1 began working with DSS to develop an electronic solution for their Trustline Automated Registration Program (TARP). The goal was to develop a way for child care providers required to register with Trustline to provide the application information electronically. L-1 provides special data collection services to the TARP program, collecting the registration information through our established scheduling system. With this service, L-1 collects additional DSS Trustline program information from each applicant, fingerprints the applicant and provides daily electronic data files to DSS Trustline, removing the need for DSS employees to handle paper applications. This service has been expanded on a county by county basis to all registrants, whether they are fingerprinted by L-1 or another provider, streamlining the TARP program and allowing for significant program efficiency savings.         </p>

	<p>L-1 has been providing electronic fingerprinting services to Department of Insurance (CDI) since 1999. L-1 provides service to CDI applicants at CDI-designated locations. A major component of this program is L-1's card scan services for CDI's many out-of-state applicants, comprising approximately 20,000 paper fingerprint cards annually.</p> <p>In addition to the network of L-1 Enrollment Centers, we also provide scheduling services to one of California's busiest Police Departments for their non-criminal justice fingerprinting. The San Francisco Police Department utilizes our appointment scheduling call center for scheduling and our billing service for fee collection to streamline its service and reduce the personnel needed to provide live scan to the general public.</p> <p>We provide the following services in association with this network:</p> <ul style="list-style-type: none"> <li>• Bi-lingual appointment Scheduling by phone or secure website</li> <li>• Convenient Enrollment Centers equipped with Enrollment Workstations and Enrollment Officers</li> <li>• Card Scan for out-of-state applicants</li> <li>• Electronic connection to the state AFIS</li> <li>• Agency interfaces where requested</li> <li>• Fee Collection</li> <li>• Convenient payment options for applicants and agencies</li> <li>• Reporting</li> </ul> <p>Onsite services for groups of 30 or more</p>
Participating Agencies	In addition to the agencies listed above, because California is an open state which allows multiple vendors to provide services, anyone required to undergo a fingerprint-based background check can be processed by L-1.
Description of Technical Solution	<ul style="list-style-type: none"> <li>• L-1 Live Scan system</li> <li>• L-1 Store and Forward Server</li> <li>• Proprietary registration, back end and billing software</li> <li>• Secure connection to State AFIS</li> <li>• Cisco Virtual Private Network encryption of data transfer circuits</li> <li>• Customized agency system integration and data sharing protocols</li> <li>• Card scan system</li> </ul>
List of Fingerprinting Centers (with hours of operation)	Included in Exhibit A
Company	<b>South Carolina Law Enforcement Division (SLED)</b> 4400 Broad River Road Columbia, S.C. 29210-4055
Contact Person	South Carolina Law Enforcement Division (SLED)

	<p>Celeste Proffitt, Assistant Director          4400 Broad River Road          Columbia, S.C. 29210-4055          803-896-7125          CProffitt@sled.sc.gov</p>
Annual Fingerprint Volume	36,000
Description of Services	<p>In September of 2007, L-1 was chosen to provide statewide civil applicant fingerprinting services to the State of South Carolina. This statewide single source contract required services and components that mirror the majority of the requirements of the West Virginia RFP. This contract includes secure web and call center scheduling, L-1 staffed statewide enrollment centers including livescan equipment and FBI fingerprint card printers, secure web portal and AFIS interface. In addition, it included the use of L-1 iA-thenticate document authentication devices.</p> <p>South Carolina Law Enforcement Division (SLED) requested a staggered deployment which L-1 met well within the implementation time. All sites are operated by L-1 employees, as required by SLED. From an initial deployment of 5 locations, as additional volume was added to the network, the network has expanded to 15 locations throughout the state. In addition to fixed site and mobile locations, we provide on-site fingerprinting sessions for groups of 25 or more applicants.</p> <p>Often in our contract operations, we are asked to make additional changes to processing that may benefit the state or applicant groups. For example, in an effort to validate applicant and agency qualification and to eliminate duplicate information entry and fingerprint process tracking with the Department of Social Services (DSS), we were asked to develop additional functionality which would allow an interface between their mainframe applicant processing system and our registration system. Use of this automated method of validation and data exchange has greatly lowered applicant processing errors and misplaced results status data. We performed these changes at no additional charge to the state.</p> <p>Our operations staff are in constant contact with the SLED operations staff and agency contacts to ensure efficient processing and a fast response to any requests for data. Automation of the civil applicant processing in South Carolina has greatly increased the efficiency and speed for all of the participating user agencies and greatly reduced the manual labor requirement for SLED. Our continuing efforts and attention to detail have produced a very solid partnership between L-1 and the user agencies and a program that meets all of the contractual requirements.</p> <p>We provide the following services in association with this network:</p>

	<ul style="list-style-type: none"> <li>• Bi-lingual appointment scheduling by phone or secure website</li> <li>• Convenient Enrollment Centers equipped with Enrollment Workstations and Enrollment Officers</li> <li>• iA-thenticate – ID screening</li> <li>• Card Scan for out-of-state applicants</li> <li>• Customized agency system integration</li> <li>• Electronic connection to the state AFIS Reporting</li> <li>• Administrative Queue Review</li> <li>• Fee Collection</li> <li>• Customer account and billing services</li> <li>• Onsite fingerprinting for groups of 30 or more</li> </ul>
Participating Agencies	Sole Source Statewide Network – includes all State agencies required to obtain fingerprint-based background checks
Description of Technical Solution	<ul style="list-style-type: none"> <li>• L-1 Live Scan system</li> <li>• L-1 Store and Forward Server</li> <li>• Proprietary registration, back end and billing software</li> <li>• Secure connection to State AFIS</li> <li>• Cisco Virtual Private Network encryption of data transfer circuits</li> <li>• Customized agency system integration and data sharing protocols</li> <li>• L-1 iA-thenticate document authentication system</li> <li>• Card scan system</li> </ul>
List of Fingerprinting Centers (with hours of operation)	Included in Exhibit A

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

Vendor Response:

Integrated Biometric Technology, doing business as L-1 Enrollment Services (L-1), the industry's pre-eminent enrollment and fingerprinting services company, is pleased to respond to this RFP for West Virginia State Police (WVSP) Applicant Fingerprinting Service. Throughout this proposal, we will demonstrate that L-1:

- is a trusted, low-risk choice,
- is a solutions-oriented company that tailors our service offerings to meet our customers' needs; and
- will provide value over and above the minimum requirements of this RFP

## Trusted Choice

L-1's fingerprinting services solution, EasyPath, is currently being used in 18 states, including California, New York, Texas, and Florida. EasyPath is also used on a nationwide basis for the U.S. Transportation Security Administration's HazPrint and TWIC programs. In total, our EasyPath network currently services approximately 2 million customers annually at over 1,000 digital enrollment centers across the United States and Canada.

L-1's approach to this project is to tailor our existing and proven EasyPath network to meet the needs of this RFP.

### Existing Infrastructure

L-1 operates with the following scalable infrastructure:

- ❖ Executive management team with over 50 years of combined fingerprinting services experience.
- ❖ Project management team with over 50 years of combined experience implementing and operating fingerprinting networks.
- ❖ 24x7 Multi-lingual web-based scheduling function currently registering over 1 million customers per year.
- ❖ 12,000 square foot U.S. based multi-lingual call center currently accepting over 1 million calls per year.
- ❖ Centralized card scan conversion center processing over 100,000 paper cards annually.
- ❖ Secure data center currently submitting over 2 million fingerprint records annually to 18 state and 5 federal channels.
- ❖ Fee processing center which accepts cash, money orders, checks and credit cards. This center also manages over 5,000 customer billing accounts.
- ❖ Field proven FBI-certified live scan hardware and software.
- ❖ Experienced staff of Enrollment Officer trainers.
- ❖ Technical help desk currently supporting over 1,000 Enrollment Centers throughout the United States.



BID BOND

PO NO.: DPS 1115  
 AGENCY: WV State Police  
 VENDOR: L-1 Identity Solutions  
 ADDRESS: 15 Century Blvd. Suite 500  
Nashville Tennessee 37214  
 AMOUNT OF CHECK: 25,000<sup>00</sup>  
 ANTICIPATED COMPLETION DATE: \_\_\_\_\_  
 BUYER: Tara Lyle DATE: 4/6/11

PURPOSE/REMITTER: INTEGRATED BIOETRIC TECH. LLC



CASHIER'S CHECK

No. 9475509656

93-38  
929

DATE: APRIL 01, 2011

PAY TWENTY FIVE THOUSAND DOLLARS AND 00 CENTS

\$ 25,000.00

TO THE ORDER OF: WEST VIRGINIA DEPARTMENT OF SAFETY

CUSTOMER COPY

Location: 9475 SPRINGFIELD

NON NEGOTIABLE

U.S. Bank National Association  
Minneapolis, MN 55480

AUTHORIZED SIGNATURE

HARLAND CLARKE 20745 (03/10) 10240681

THIS DOCUMENT CONTAINS A TRUE WATERMARK - HOLD TO LIGHT TO VIEW



CASHIER'S CHECK

No. 9475509656

93-38  
929

DATE: APRIL 01, 2011

PAY TWENTY FIVE THOUSAND DOLLARS AND 00 CENTS

\$ 25,000.00

TO THE ORDER OF: WEST VIRGINIA DEPARTMENT OF SAFETY

PURPOSE/REMITTER: INTEGRATED BIOETRIC TECH. LLC

Location: 9475 SPRINGFIELD

U.S. Bank National Association  
Minneapolis, MN 55480



Sandra Willett  
AUTHORIZED SIGNATURE

Details on Back. Security Features Included.

RFQ No. DPS1115

STATE OF WEST VIRGINIA  
Purchasing Division

**PURCHASING AFFIDAVIT**

**West Virginia Code §5A-3-10a states:** No contract or renewal of any contract may be awarded by the state or any of its political subdivisions to any vendor or prospective vendor when the vendor or prospective vendor or a related party to the vendor or prospective vendor is a debtor and the debt owed is an amount greater than one thousand dollars in the aggregate.

**DEFINITIONS:**

"Debt" means any assessment, premium, penalty, fine, tax or other amount of money owed to the state or any of its political subdivisions because of a judgment, fine, permit violation, license assessment, defaulted workers' compensation premium, penalty or other assessment presently delinquent or due and required to be paid to the state or any of its political subdivisions, including any interest or additional penalties accrued thereon.

"Debtor" means any individual, corporation, partnership, association, limited liability company or any other form or business association owing a debt to the state or any of its political subdivisions. "Political subdivision" means any county commission; municipality; county board of education; any instrumentality established by a county or municipality; any separate corporation or instrumentality established by one or more counties or municipalities, as permitted by law; or any public body charged by law with the performance of a government function or whose jurisdiction is coextensive with one or more counties or municipalities. "Related party" means a party, whether an individual, corporation, partnership, association, limited liability company or any other form or business association or other entity whatsoever, related to any vendor by blood, marriage, ownership or contract through which the party has a relationship of ownership or other interest with the vendor so that the party will actually or by effect receive or control a portion of the benefit, profit or other consideration from performance of a vendor contract with the party receiving an amount that meets or exceed five percent of the total contract amount.

**EXCEPTION:** The prohibition of this section does not apply where a vendor has contested any tax administered pursuant to chapter eleven of this code, workers' compensation premium, permit fee or environmental fee or assessment and the matter has not become final or where the vendor has entered into a payment plan or agreement and the vendor is not in default of any of the provisions of such plan or agreement.

Under penalty of law for false swearing (*West Virginia Code §61-5-3*), it is hereby certified that the vendor affirms and acknowledges the information in this affidavit and is in compliance with the requirements as stated.

**WITNESS THE FOLLOWING SIGNATURE**

Vendor's Name: Integrated Biometric Technology, LLC d/b/a L-1 Enrollment Services

Authorized Signature: *[Signature]* Date: 3/3/11

State of Tennessee

County of Davidson, to-wit:

Taken, subscribed, and sworn to before me this 31 day of March, 2011.

My Commission expires May 6th, 2013

AFFIX SEAL HERE

NOTARY PUBLIC *[Signature]*

