**RFP # ASA-21-66603 BUSINESS PROPOSAL**

**ATTACHMENT E**

**Instructions: Please provide answers in the shaded areas to all questions. Reference all attachments in the shaded area.**

***Business Proposal***

* + 1. **General (optional) -** Please introduce or summarize any information the Respondent deems relevant or important to the State’s successful acquisition of the products and/or services requested in this RFP.

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| IDEMIA Identity & Security USA LLC (IDEMIA USA) has more than 10 years’ experience partnering with the Indiana Department of Administration (IDOA) for electronic fingerprint services. We are the leading U.S. provider of identity solutions designed to simplify, protect, and secure the lives of the American people.  IDEMIA USA understands identity is personal, private, and deserves the highest protection. We work to ensure individual privacy, and partner with government agencies within federal, state, intelligence, defense, transportation, law enforcement, border control, criminal justice, as well as Business to Business (B2B) sectors. Not only do we provide these entities with identity verification and protect against identify theft, but we help to accelerate their digital transformations to meet the needs and demands of their customers.  Why IDEMIA USA   * Strong relationship with IDOA reflected in our commitment to IDOA agencies since 2009 * Continuing with IDEMIA USA means IDOA will avoid changing the IT processes, Enrollment Center, and methods of communication with applicants * Employ in-state personnel; currently 90+ Indiana residents * Provide out-of-state digital fingerprinting with B5000 ID validation and fraud detection * Offer established network in place and INKless System support * Committed to quick turnaround on issues resolution   Our solutions support the goal of “One Person, One Identity.” We verify that applicants are who they claim to be, we reduce fraud and enhance national security, and we deliver the highly secure credentials and processes on which Americans depend. In addition, we deliver complete solutions for the secure issuance of Identifications (IDs), such as U.S. driver’s licenses and passports. We deliver solutions for border management and law enforcement, including Indiana State Police, Fire Arms Licensing, and department of Corrections, as well as retail, travel, and applicant vetting through the use of document authentication, data verification, and biometrics (i.e., iris, fingerprints, and face).  Through our digital offerings and solutions, IDEMIA USA helps keep citizens safe and ensure critical government services are operating. |

* + 1. **Respondent’s Company Structure** - Please include in this section the legal form of the Respondent’s business organization, the state in which formed (accompanied by a certificate of authority), the types of business ventures in which the organization is involved, and a chart of the organization. If the organization includes more than one (1) product division, the division responsible for the development and marketing of the requested products and/or services in the United States must be described in more detail than other components of the organization. Please enter your response below and indicate if any attachments are included.

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| Idemia Identity & Security USA (IDEMIA USA) is a Limited Liability Corporation (LLC)) organization. IDEMIA USA is a U.S. company headquartered in Reston, Virginia, and is incorporated/formed in the State of Delaware. Please see Appendix 1 for a copy of our Certificate of Authority Filing History Documents listing Idemia Identity & Security USA LLC as the new legal name of the company.  The company operates as part of a group of companies carrying the brand “IDEMIA,” all of which are owned by a common ultimate parent, Advent International, headquartered in Boston, Massachusetts. Our competencies span the full spectrum of identity and security, including physical and mobile driver’s license and identification card issuance, document authentication, enrollment services, and full biometric solutions. Figure 1 shows IDEMIA USA’s organizational structure.    Figure : IDEMIA USA Organization Chart  Morpho USA is the parent company of IDEMIA USA. Our common mission and values provide world-class technology and service to IDOA’s agencies and applicants.  IDEMIA USA has been a global provider of biometric products and services, fingerprinting state, local, and federal background applicants for more than 25 years. As an experienced industry leader in innovation, we manage more than 30 fingerprinting programs through our “IdentoGO®” brand service offering that includes more than 1,600 Enrollment Centers throughout all 50 states and the District of Columbia.  The majority of our assigned project team professionals have been managing your program since 2009. They have established strong business relationships with the IDOA agencies; they know who we are and they are familiar with our management practices and channels of communication. For these reasons, you can continue to count on us. |

* + 1. **Company Financial Information** –This section must include documents to demonstrate the Respondent’s financial stability. Examples of acceptable documents include: most recent Dunn & Bradstreet Business Report (preferred) or audited financial statements for the two (2) most recently completed fiscal years. If neither of these can be provided, explain why and include an income statement and balance sheet, for each of the two most recently completed fiscal years.

If the documents being provided by the Respondent are those of a parent or holding company, additional information should be provided for the entity/organization directly responding to this RFP. That additional information should explain the business relationship between the entities and demonstrate the financial stability of the entity/organization which is directly responding to this RFP.

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| IDEMIA is an international corporation that was formed in 2017 with the merger of Safran Identity & Security SAS (Morpho) and Oberthur Technologies SA (Oberthur). The IDEMIA group of companies, with more than $2.5 billion in annual revenue, is owned and indirectly controlled by Boston-based, Advent International, a private equity firm with $31 billion in managed assets.  IDEMIA Identity and Security USA LLC (“IDEMIA USA”) is a United States business unit of IDEMIA with over $450 million in annual revenue. IDEMIA USA maintains strong positive cash flow and has access to IDEMIA’s net cash position (~$200M) and line of credit (~$350M) to satisfy its contractual and supplier obligations. Thus, we not only have the technical expertise to deliver superior solutions as detailed elsewhere in this proposal, but we also have extensive financial resources and a stable business base to ensure continued strong performance in Indiana. IDEMIA USA’s financial statements are audited annually by two independent accounting firms, Ernst & Young and Mazars, as part of the group audit of IDEMIA.  Please refer to Appendix 2 for copies of our consolidated IDEMIA Group Financial Statements for the past two fiscal years—2018 and 2019. |

* + 1. **Integrity of Company Structure and Financial Reporting** - This section must include a statement indicating that the CEO and/or CFO, of the responding entity/organization, has taken personal responsibility for the thoroughness and correctness of any/all financial information supplied with this proposal. The particular areas of interest to the State in considering corporate responsibility include the following items: separation of audit functions from corporate boards and board members, if any, the manner in which the organization assures board integrity, and the separation of audit functions and consulting services. The State will consider the information offered in this section to determine the responsibility of the Respondent under IC 5-22-16-1(d).

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| IDEMIA USA’s Management is responsible for the thoroughness and correctness of any and all financial information. Our management follows a strict code of conduct where they establish and maintain adequate internal control over all financial reporting. Accordingly, management has designed, implemented, and maintained a system of internal controls relevant to the preparation and fair presentation of the financial data to ensure it is free from material misstatement. IDEMIA USA has an independent board of directors, which includes a specific audit committee. We engage an independent auditor to annually review both our results and internal control structure, the findings of which are reported to the Company’s audit committee. We also ensure separation of consulting services from the firm that conducts its annual financial statement review and we employ an internal audit and risk team to monitor our key operating controls. Lastly, we have an internal Risk Management committee that also reports directly to IDEMIA USA Board of Directors. |

* + 1. **Contract Terms/Clauses** - Please provide the requested information in RFP Section 2.3.5.

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| Please see **Appendix 3** for a copy of IDEMIA USA’s redlined Sample Contract, Attachment B. |

* + 1. **References** - Reference information is captured on ATTACHMENT H. Respondent should complete the reference information portion of the ATTACHMENT H which includes the name, address, and telephone number of the client facility and the name, title, and phone/fax numbers of a person who may be contacted for further information if the State elects to do so. The rest of ATTACHMENT H should be completed by the reference and emailed DIRECTLY to the State. The State should receive three (3) ATTACHMENT H’s from clients for whom the Respondent has provided products and/or services that are the same or similar to those products and/or services requested in this RFP. ATTACHMENT H should be submitted to [idoareferences@idoa.in.gov](mailto:idoareferences@idoa.in.gov) or mailed to the address listed in section 1.8 of the RFP. Attachment X should be submitted no more than ten (10) business days after the proposal submission due date listed in Section 1.24 of the RFP. Please provide the customer information for each reference.

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| **Customer 1** |  |
| Legal Name of Company or Governmental Entity | Michigan State Police |
| Company Mailing Address | 7150 Harris Dr. |
| Company City, State, Zip | Dimondale, MI 48821 |
| Company Website Address | https://www.michigan.gov/msp/ |
| Contact Person | Sherry Rosin |
| Contact Title | Manager, Criminal History Section  Criminal Justice Information Center |
| Company Telephone Number | (517) 284-3082 |
| Company Fax Number | (517) 332-2521 |
| Contact E-mail | RosinS@michigan.gov |
| Industry of Company | State Police |
| **Customer 2** |  |
| Legal Name of Company or Governmental Entity | New Jersey State Police Department |
| Company Mailing Address | P.O. Box 7068 |
| Company City, State, Zip | West Trenton, NJ 08628 |
| Company Website Address | https://www.njsp.org/ |
| Contact Person | Bradley Cherry |
| Contact Title | Captain |
| Company Telephone Number | (609) 882-2000, ext. 2318 |
| Company Fax Number | (609) 882-2033 |
| Contact E-mail | Bradley.Cherry@njsp.org |
| Industry of Company | State Police |
| **Customer 3** |  |
| Legal Name of Company or Governmental Entity | State of New York - Division of Criminal Justice Services |
| Company Mailing Address | 80 S Swan St. |
| Company City, State, Zip | Albany, NY 12210 |
| Company Website Address | https://www.criminaljustice.ny.gov/ |
| Contact Person | Ann Sammons |
| Contact Title | Chief of Identification Operation |
| Company Telephone Number | (518) 485-9216 |
| Company Fax Number | (518) 457-3089 |
| Contact E-mail | ann.sammons@dcjs.ny.gov |
| Industry of Company | Criminal Justice Services |

**2.3.7 Registration to do Business -** Selected out-of-state Respondents providing the products and/or services required by this RFP must be registered to do business within the State by the Indiana Secretary of State and the Indiana Department of Administration, Procurement Division. The address contact information for this office may be found in Section 1.18 of the RFP. This process must be concluded prior to contract negotiations with the State. It is the successful Respondent’s responsibility to complete the required registration with the Secretary of State. Please indicate the status of registration, if applicable. Please clearly state if you are registered and if not provide an explanation.

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| IDEMIA Identity and Security, LLC is registered with the state of Indiana. Per the [inbiz.in.gov](https://inbiz.in.gov/BOS/Home/Index) website (Figure 2) our Business ID Number is 2002031700416 and our Status is “Active.”    Figure : Screenshot from [inbiz.in.gov](https://inbiz.in.gov/BOS/Home/Index) website showing IDEMIA USA Business Details  Figure 3 shows our Certificate of Existence, which is equivalent to a Certificate of Good Standing according to the Inbiz.in.gov website.    Figure : IDEMIA USA Certificate of Existence/Good Standing |

* + 1. **Authorizing Document -** Respondent personnel signing the Transmittal Letter of the proposal must be legally authorized by the organization to commit the organization contractually. This section shall contain proof of such authority. A copy of corporate bylaws or a corporate resolution adopted by the board of directors indicating this authority will fulfill this requirement. Please enter your response below and indicate if any attachments are included.

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| Mr. Ed Casey, Chief Executive Officer (CEO), has delegated Mr. Donnie Scott, Senior Vice President, Public Security to commit IDEMIA USA contractually. Further, Mr. Scott’s signature on the Transmittal Letter signifies and affirms the certification of all the information and representation made by IDEMIA USA within our response to this RFP.  Please refer to Appendix 4 for our signed Letter of Transmittal and a copy of IDEMIA USA Delegation of Authority attached herewith. The document is classified as Confidential. |

* + 1. **Subcontractors -** The Respondent is responsible for the performance of any obligations that may result from this RFP and shall not be relieved by the non-performance of any subcontractor. Any Respondent’s proposal must identify all subcontractors and describe the contractual relationship between the Respondent and each subcontractor. Either a copy of the executed subcontract or a letter of agreement over the official signature of the firms involved must accompany each proposal.

Any subcontracts entered into by the Respondent must be in compliance with all State statutes, and will be subject to the provisions thereof. For each portion of the proposed products and services to be provided by a subcontractor, the technical proposal must include the identification of the functions to be provided by the subcontractor and the subcontractor’s related qualifications and experience. The combined qualifications and experience of the Respondent and any or all subcontractors will be considered in the State’s evaluation. The Respondent must furnish information to the State as to the amount of the subcontract, the qualifications of the subcontractor for guaranteeing performance, and any other data that may be required by the State.

All subcontracts held by the Respondent must be made available upon request for inspection and examination by appropriate State officials, and such relationships must meet with the approval of the State. The Respondent must list any subcontractor’s name, address, and the state in which formed that are proposed to be used in providing the required products and/or services. The subcontractor’s responsibilities under the proposal, anticipated dollar amount for subcontract, form of organization, and an indication from the subcontractor of a willingness to carry out these responsibilities are to be included for each subcontractor. This assurance in no way relieves the Respondent of any responsibilities in responding to this RFP or in completing the commitments documented in the proposal. The Respondent must indicate which, if any, subcontractors qualify as a Minority Business Enterprises or Women’s Business Enterprises under IC 4-13-16.5-1. See Section 1.21 and Attachment A for Minority and Women’s Business Enterprises information. Please enter your response below and indicate if any attachments are included.

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| IDEMIA USA has identified the following list of qualified business partners to provide specific services to IDOA’s Fingerprinting Services program. The majority of these subcontractors have supported multiple IDEMIA USA’s state programs for more than eight years.  We are providing copies of Letters of Agreement as Appendix 5.  Table 1: List of qualified business partners with their classification and roles in IDOA Fingerprinting Program   | Subcontractor Name & Address | Classification Status: MBE/ WBE/IVOSB | Qualifications/ Experience | Contractual Relationship | Product/ Service | Role in this Contract | Amount  $ | | --- | --- | --- | --- | --- | --- | --- | | Bucher & Christian Consulting, Inc. dba BCforward  9777 North College Avenue  Indianapolis, IN 46280 | Active – MBE | Business Solution and Staffing.  Bucher & Christian Consulting has provided these services since 1998. | Subcontractor we have engaged to provide enrollment center partner management and staffing. | Enrollment center partner for management and staffing | MBE subcontractor | $698,400 | | Netlogx, LLC  212 W. 10th Street. Ste. D470  Indianapolis, IN 46202 | Active – WBE | Program Management and Staffing.  Netlogx has provided these services since 1998. | Subcontractor we have engaged to provide enrollment center partner management and staffing. | Enrollment center partner for management and staffing | WBE subcontractor | $698,400 | | Blackbird Clinical Services  2 Executive Drive, Ste. D  Lafayette, IN 47905 | Active – WBE | Clinical Testing Services.  Blackbird Clinical Services has provided these services since 2009. | Blackbird Clinical Services has an established relationship with IDEMIA since 2013. | Fingerprinting services | WBE Fingerprinting location | $87,300 | | Miracle Works LTD  3125 Dandy Trail Ste. 130  Indianapolis, IN 46214 | Active – MBE | Community-based solutions services firm. | Miracle Works LTD established a relationship with IDEMIA in 2021. | Fingerprinting services | MBE Fingerprinting location | $87,300 | | Sahasra Technologies Corp. STLogics  1119 Keystone Way, Ste 301  Carmel, IN 46032 | Active – WBE | Sahasra Technologies Corp. STLogics  Information Technology Solutions, Software, and Staffing. | Subcontractor we have engaged to provide fingerprinting services. | Fingerprinting services | WBE Fingerprinting location | $87,300 | | Marshall Security, LLC  2520 W. 3rd St. Bloomington, IN 47403 | IVOSB | Marshall Security, LLC | Marshall Security, LLC established a relationship with IDEMIA in 2021. | Fingerprinting services | IVOSB  Fingerprinting location | $261,900 | |

* + 1. **RESERVED**
    2. **General Information** - Each Respondent must enter your company’s general information including contact information.

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| **Business Information** |  |
| Legal Name of Company | Idemia Identity & Security USA LLC |
| Contact Name | Meghan Peterson |
| Contact Title | Manager, Business Development, Public Security |
| Contact E-mail Address | [meghan.peterson@us.idemia.com](mailto:meghan.peterson@us.idemia.com) |
| Company Mailing Address | 11951 Freedom Drive, Suite 1800 |
| Company City, State, Zip | Reston, VA 20190 |
| Company Telephone Number | (978) 427-7818 |
| Company Fax Number | (952) 945-3339 |
| Company Website Address | www.Idemia.com |
| Federal Tax Identification Number (FTIN) | 27-4388807 |
| Number of Employees (company) | As of January 1, 2021, IDEMIA USA employs 2,682 individuals, including 90 people in the state of Indiana. |
| Years of Experience | IDEMIA USA has been fingerprinting state, local, and federal applicants for more than 25 years. |
| Number of U.S. Offices | We have seven office locations in the U.S. Our headquarters is located in Reston, VA. Our other offices reside in the following states:   * Fort Wayne, Indiana * Billerica, Massachusetts * Bloomington, Minnesota * Des Moines, Iowa * Springfield, Illinois * Nashville, Tennessee |
| Year Indiana Office Established (if applicable) | IDEMIA USA established its office in Fort Wayne, Indiana in 2003. |
| Parent Company (if applicable) | Morpho USA is the parent company of IDEMIA USA |
| Revenues ($MM, previous year) | In 2020, IDEMIA USA generated $474.7 million in revenue. |
| Revenues ($MM, 2 years prior) | Revenues for the past two years:  2019: $564.4 million  2018: $423 million |
| % Of Revenue from Indiana customers | 2019 and 2020 = 1.4% |

* 1. Does your Company have a formal disaster recovery plan? Please provide a yes/no response. If no, please provide an explanation of any alternative solution your company has to offer. If yes, please note and include as an attachment.

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| Yes. IDEMIA USA has a well-developed disaster recovery plan for responding to and mitigating any unexpected natural disasters. This plan includes business scenarios beyond the IT system, including disaster management processes and physical buildings that support Customer Service Center or Enrollment Center operations. We provide high-availability technology solutions that protect our customers from experiencing a negative impact from routine hardware and software failures.  In the event of a catastrophic failure scenario, we also have systems and procedures in place to restore services with minimal disruption. The following section describes the processes we have in place to reduce the risk through Disaster Prevention and the actions we deploy in the event of a force-majeure event.  Please refer to Appendix 6 for a copy of our draft IDEMIA USA Business Continuity and Disaster Recovery Plan. |

* 1. What is your company’s technology and process for securing any State information that is maintained within your company?

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| IDEMIA USA has always implemented the highest possible controls to ensure data privacy and security for IDOA and its agencies in performance of our current contract. We will continue to meet, or exceed, compliance with IDOA security requirements.  The following provides a complete overview of the technology security control measures, methodologies and processes we follow to protect State information from loss, misuse, or unauthorized access.  The heart of IDEMIA USA’s security program for biometric enrollment services is NIST Special Publication 800-53 Revision 4, *Security and Privacy Controls for Federal Information* mature UEP system is *Systems and Organizations*. We have consistently demonstrated our ability to implement, monitor, and maintain required technical, administrative, physical, and operational controls to meet federal-level security requirements at the Moderate level.  With all the required technical control in place, our scheduled FedRAMP Moderate Readiness Assessment will take place during the first half of 2021.  Our UEP system is entirely cloud-native within the FedRAMP-compliant Amazon Web Services (AWS) East/West regions. It is scheduled to migrate to the AWS GovCloud region during the first half of 2021. Additionally, UEP is currently scheduled to undergo a FedRAMP Moderate readiness assessment by an independent third-party assessor in the first half of 2021. Note that FedRAMP requirements are aligned directly with NIST SP 800-52 and SP 800-53 standards, with additional requirements for cloud services providers.  Annually, an independent third-party assessor performs Payment Card Industry Data Security Standard (PCI DSS) audits on the UEP system. It has been determined as compliant with PCI Merchant Level 2 requirements. Our Training Department and personnel Security Credentialing Team are responsible for ensuring all Security Awareness training requirements of this contract are fulfilled. The Training Department uses the GreenLight Learning Management System (LMS) to assign required training activities to the appropriate personnel. The Security Credentialing Team tracks and facilitates initial and recurring training compliance statuses of the appropriate staff members who are required to complete initial and annual training.  Our cross-departmental approach to security and training leverages the GreenLight LMS and ensures timely training completion and credentialing.  All of our personnel complete comprehensive *Security Awareness and Privacy* training modules upon hire, and then annually thereafter. The Security Credentialing Team manages the IDEMIA FBI Channel account authorization process, which requires that personnel complete FBI CJIS *Security Awareness and Privacy* training courses to access Criminal Justice Information (CJI). Completion of training must be demonstrated to the team before a user or system account can be created.  During the first quarter of every calendar year, the credentialing function verifies that the limited number of personnel with system access comply with training requirements. If an individual is out of compliance with training requirements, then their access is deactivated. Non-compliant system accounts are deactivated without exception.  CJI at rest (i.e., inactive information, such as stored data) is encrypted using the OpenSSL library. The cryptographic module is built strictly according to specifications for Federal Information Processing Standard (FIPS) 140-2. It is accessed through a purpose-built Java Native Interface (JNI) wrapper. SSL origination is implemented using support that is built into the Java runtime. SSL termination is implemented using the Tomcat Apache Portable Runtime (APR) native library and the aforementioned FIPS 140-2 OpenSSL module.  Representational State Transfer (RESTful) web service interfaces are secured by Hyper Text Transfer Protocol Secure (HTTPS) and restricted to TLS 1.2 using AES 256 ciphers. Access requires client certificate authentication (i.e., mutual, or two-way, authentication). IDEMIA USA is the Certificate Authority for the client side of the web service interface. The interface is unidirectional—clients discover available responses by polling. The web service endpoints are tied to a public Domain Name System (DNS) entry. |

* + 1. **Experience Serving State Governments -** Please provide a brief description of your company’s experience in serving state governments and/or quasi-governmental accounts.

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| IDEMIA USA is a global provider of biometric products and services that has been fingerprinting state, local, and federal background Applicants for more than 25 years. We are an industry leader in innovation and currently manage more than 30 fingerprinting programs that include more than 1,600 Enrollment Centers throughout all 50 states and the District of Columbia.  State agencies have demonstrated their satisfaction by continuing to use our services. We have provided our LiveScan and fingerprinting services in Texas and New Jersey for more than 12 years. In addition, we have provided our offerings in Indiana and New York since 2009, in West Virginia since 2011, and in Florida since 2002. depicts the breadth of the governmental agencies we serve.    Figure 4: Agencies Served by IDEMIA USA Fingerprinting Services  IDEMIA USA’s goal is to continue to provide the highest level of customer service  to each applicant in support of the workflow at each IDOA agency.  Currently, IDEMIA USA provides fingerprinting services for the following Indiana State Agencies, for a total combined volume of 297,031 in 2020.   * Indiana State Police * Indiana State Police Firearms Licensing * Department of Children Services – Child Support Bureau * Department of Child Services * Professional Licensing Agency * State Personnel Department * Family and Social Services Administration * Department of Education * Bureau of Motor Vehicles * Department of Revenue * Department of Corrections * Department of Financial Institutions * Gaming Commission * Office of Technology * Housing and Urban Authority * Secretary of State's Office * Indiana State Hospitals   We will continue to support IDOA’s needs as deemed fit to satisfy your specific agencies’ needs for fingerprinting services. |

* + 1. **Experience Serving Similar Clients -** Please describe your company’s experience in serving customers of a similar size to the State with similar scope. Please provide specific clients and detailed examples.

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| IDEMIA remains the partner of choice for the largest state biometric enrollment programs in the United States—including Florida, Texas, New York, New Jersey, Pennsylvania, Tennessee, and Indiana—and we service a wide variety of user licensing agencies. In many of our contracts, we fingerprint Applicant employment and licensing populations very similar to those served by IDOA’s program. Table 2 summarizes several of IDEMIA USA’s current state contracts with requirements that are similar in size and scope to IDOA’s program, including Massachusetts and Pennsylvania, who utilize our Results Dissemination solution. For all of these programs, we are the prime contractor and sole-source fingerprinting background check service provider. Our success with these programs demonstrates our ability to continue to support IDOA’s program requirements no matter how diverse.  Table 2: IDEMIA USA’s UEP Solution Experience   |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | Attribute | Indiana | Texas | Massachusetts | Pennsylvania | New Jersey | | **Number of Sites** | **75** | **150** | **27** | **122** | **17** | | **Contract Period** | 2009–Present | 2005–Present | 2013–Present | 2017–Present | 2013–Present | | **Years of Service** | >11 | >15 | >7 | >3 | >7 | | **Annual Volume** | 194,000 | 800,000 | 150,000 | 600,000 | 400,000 | | **Geographic Coverage** | Statewide | Statewide | Statewide | Statewide | Statewide | | **Square Mileage** | 35,826 | 261,232 | 10,565 | 46,055 | 8,729 | | **Installation Time** | 12 weeks | 12 weeks | 9 weeks | 16 weeks | 12 weeks | | **Central Server (Single Transmission Point)** | Yes | Yes | Yes | Yes | Yes | | **AFIS Interface** | Yes | Yes | Yes | Yes | Yes | | **Public Website** | Yes | Yes | Yes | Yes | Yes | | **Customer Service Center** | Yes | Yes | Yes | Yes | Yes | | **Technical Help Desk** | Yes | Yes | Yes | Yes | Yes | | **Identification Verification** | Yes | Yes | Yes | Yes | Yes | | **Image Capture** | Yes | Yes | Yes | Yes | Yes | | **Card Scan Services** | Yes | Yes | Yes | Yes | Yes | | **Fee Collection and Remittance** | Yes | Yes | Yes | Yes | Yes | | **Agency Interfaces** | Yes | Yes | Yes | Yes | Yes | | **Reporting** | Yes | Yes | Yes | Yes | Yes | | **Results Dissemination and Adjudication** | Yes | No | Yes | Yes | No |     IDEMIA USA is providing the following detailed examples of our experience serving customers with a similar size and scope to Indiana. These longstanding IDEMIA USA customers have followed or will be following the same successful upgrade path from our legacy Enrollment Solution to the UEP without disruption of service. We provide our customers the very best customer service, training, and technical support in the industry today.  Table 4: Massachusetts Executive Office Public Safety and Security (EOPSS)   |  |  | | --- | --- | | Customer: Massachusetts EOPSS | | | Contracting Agency/Entity | Massachusetts Executive Office of Safety and Security (EOPSS) | | Address | 1 Ashburton Place, Suite 2133, Boston, MA 02108 | | Dates of Contract Work | 2013–Present | | **Description of Services Provided**  IDEMIA USA provides fingerprinting services to more than 130,000 applicants throughout the Commonwealth of Massachusetts annually. The Massachusetts solution includes a secure web registration, integration with user agencies, scheduling portal, Customer Service Center, statewide Enrollment Centers equipped with LiveScan equipment and Enrollment Agents, fee collection/remittance, and central data center, AFIS interface, and a custom-built results dissemination solution.  In 2020, Massachusetts EOPSS re-awarded IDEMIA USA the contract to continue operating the statewide applicant-fingerprinting network for 10 additional years. Massachusetts EOPSS will begin the transition to UEP in 2021 and will receive the same benefits that New Jersey and other IDEMIA USA state customers experience today. | |   Table 5: New York Division of Criminal Justice Services   |  |  | | --- | --- | | Customer: State of New York - Division of Criminal Justice Services | | | Contracting Agency/Entity | State of New York – Division of Criminal Justice Services | | Address | 80 S Swan St.  Albany, NY 12210 | | Dates of Contract Work | 2009–Present | | **Description of Services Provided:**  IDEMIA USA was selected as the statewide vendor for LiveScan fingerprint submissions to New York Division of Criminal Justice Services in 2009, and continues to provide services to more than 470,000 applicants each year.  We successfully performed the requirements of the contract, including setting up more than 85 Enrollment Centers in both urban and rural areas of the state. In 2016, we were awarded the new contract to continue as the vendor providing the New York Vendor Managed Fingerprint System.  Services include: fingerprinting centers within 25 miles or 35 minutes of applicant’s home or work; American Disability Act (ADA) accessible sites; 24x7 online appointment scheduling availability, including website translation in six languages; toll-free Customer Service Center appointment scheduling; capture of demographic data; LiveScan fingerprint images and photo capture; card scanning services for conversion of ink and roll hard copy fingerprint cards; use of identification authentication software; customized data interface protocols for major agencies; secure data center; handling of all processing fees, including offering account arrangements to user agencies; and management of the network throughout the state. | |   Table 6: Pennsylvania Department of General Services (DGS)   |  |  | | --- | --- | | Reference: Pennsylvania DGS | | | Contracting Agency/Entity | Pennsylvania DGS | | Address | 515 N Office Bldg., Harrisburg, PA 17125 | | Dates of Contract Work | 2017–Present | | **Description of Services Provided:**  IDEMIA USA operates a statewide fingerprinting network for the Commonwealth of Pennsylvania (PA) under the Digital Fingerprint and Electronic Federal Criminal Background Check Services program. As the exclusive LiveScan fingerprinting provider for the Commonwealth of PA, we are a certified FBI Channeling Agent, fingerprinting approximately 650,000 applicants annually at more than 200 fixed and mobile fingerprint Enrollment Centers across the state. Our centers provide convenient, professional environments for LiveScan (i.e., electronic) fingerprinting services to support the fingerprinting needs for all PA residents.  Fingerprints are submitted on behalf of the Commonwealth of PA User State Agency to the authorized secure channel—either the PA State Police and/or over the IDEMIA FBI Channeling system. At the IDEMIA USA secure data center, responses from PA State Police AFIS for state and/or FBI background check results are stored in the IDEMIA Flex-Check™ system, the customized results dissemination solution, which collates and returns the results as configured for each transaction type. | | |

No other vendor in the Industry has the depth of experience supporting programs of similar size and scope to Indiana. IDEMIA USA is the only vendor that successfully provides Results Dissemination and Adjudication solutions similar to INkless, and the only vendor that provides electronic ID verification for each applicant that enters an enrollment center. The below table illustrates why we are the NO RISK and Superior vendor for IDOA and Indiana applicants.

Table 7: IDEMIA USA depth of experience and superior vendor capability

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Attribute | IDEMIA | Fieldprint | Biometrics4ALL | Accurate Biometrics |
| **Number of Employees** | 2600 | 60 | 50 | 50 |
| **Number of Indiana Fingerprint Sites** | 75 | <20 | <10 | <7 |
| **Years of Experience** | 25 | 15 | 16 | 20 |
| **Solution Includes Electronic ID Verification** | YES | NO | NO | NO |
| **Solution Includes Out of State Electronic Submissions** | YES | YES | YES | YES |
| **Number of State Programs Similar in Size and Scope to Indiana** | 15 | 2 | 0 | 1 |
| **Number of Programs Supporting Result Dissemination and Adjudication** | >5 | 0 | 0 | 0 |

* + 1. **Indiana Preferences -** Pursuant to IC 5-22-15-7, Respondent may claim only one (1) preference. For the purposes of this RFP, this limitation to claiming one (1) preference applies to Respondent’s ability to claim eligibility for Buy Indiana points. **Respondent must clearly indicate which preference(s) they intend to claim. Additionally, the Respondent’s Buy Indiana status must be finalized when the RFP response is submitted to the State.**

~~Additionally, Respondents that wish to claim the Buy Indiana preference (for any criteria listed below) must have an email confirmation of their Buy Indiana status provided by buyindianainvest@idoa.in.gov included in the proposal response. The email confirmation must have been provided from within one year prior to the proposal due date.~~ ***Deleted per Addendum #2, issued on 01/29/2021***

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| --- |
| IDEMIA USA meets the following Buy Indiana definition – “A business that has a substantial positive economic impact on Indiana.”  As part of our BUY Indiana Application, the condition we selected that represents the status of our business with the State of Indiana is - *A business that makes significant capital investments in Indiana.* Supporting documents that were provided as evidence included 53 attachments of executed lease agreements and the total purchase price of the real property and equipment.  In summary, IDEMIA USA makes the following substantial economic impact in Indiana:   * A 18,700 square foot office, engineering and laboratory facility in Fort Wayne, IN, with annual rent of $290,000 * Current employer of over 88 Indiana residents with payroll exceeding $7M annually * Property, plant, and equipment in Indiana totaling over $16M * Current supplier to the Indiana Bureau of Motor Vehicle and other Indiana state agencies   IDEMIA USA will continue to hire Indiana residents directly or through subcontractors to perform project management, fingerprint capture duties, and technical support. Ft. Wayne Facility.  IDEMIA USA maintains one of its core businesses in Fort Wayne, IN. Our Secure Credential Division produces many state driver’s license systems throughout North America, including the high secure driver’s license system and card for the Indiana Bureau of Motor Vehicles. This presence has existed in the Fort Wayne community since 1958 and was most recently expanded in 2004 by advancing the Indiana location as the Division’s worldwide operations hub.  Our present operation includes key personnel and physical assets that have represented a permanent presence in the Northeastern Indiana economy for many years, employing over 75 Indiana residents and growing annually. These employees are solely dedicated to the state driver’s license business, while operating from an over 18,700 square foot facility. In 2004 the facility was expanded which brought in several key executive positions and a dozen new, high paying, professional jobs in the driver’s license business to Fort Wayne.  IDEMIA USA currently leases a multi-purpose facility, which houses our system engineering activities; a nationwide Customer Service Center; the assembly of capture stations for our worldwide market; our worldwide supply chain; manufacturing engineering; manufacturing quality control; and a new, state-of-the-art, ISO-certified, high security Card Factory which will service multiple states.  IDEMIA USA actively pursues and uses Indiana-based vendors for needed equipment, services, and consumables. Daily, our warehouse is serviced by trucking and freight companies that deliver and transport all product materials IDEMIA USA uses in 33 state locations and to the over 1,000 driver’s license issuance locations. In addition, our Fort Wayne location is responsible for delivery to foreign identification accounts where shipments to the United Kingdom, Mexico, the Philippines, Costa Rica, and many Eastern European countries, to name a few, are routine. Our Fort Wayne facility truly has worldwide responsibility, and as such, provides great value to the Indiana transportation economy.  Our system integration and assembly group relies on Indiana vendors to help build our products. The IDEMIA USA-based Purchasing group is proud to select Indiana vendors for all requirements, whether they are specifically for the Fort Wayne facility, for any of the 35 state driver’s license projects, or for our Development and Research facility in Burlington, MA. |

* + 1. **Payment -** Please provide the requested information in RFP Section 2.3.15.

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| As the current IDOA fingerprint services provider, IDEMIA USA accepts payment in the form of credit/debit card (Visa, MasterCard, Discover, and American Express), personal checks, money order, certified checks, corporate checks, E-checks, and online payments. We do not accept cash payments due to security concerns. We agree to accept any credit card user handling fees associated with the acceptance of the State’s Purchasing Card, but do not anticipate any such handling fees being applied. We accept credit card payments either in-person or online.  We demonstrate meeting this requirement by processing customer credit payments only for State’s who choose this method of payment. We currently provide this method of payment for such States as New Jersey, New York, Pennsylvania, and Texas. |