

| Instructions |
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| This Response Template must be used for submission of written questions. All questions should provide the requested information. Those that do not, may not be answered by DHS. The Vendor may add as many lines as needed. DHS would strongly prefer the Vendor to ask multi-part questions as individual questions on separate lines. |
| Instructions: Complete all cells of each question asked in the Table below. Clearly identify the referenced section or text. |

| Question ID | RFP Reference (page number, section number, paragraph) | Specific RFP Language | Question | Answers |
|----------------|--|--|---|---|
| <i>Example</i> | <i>Page 7, section 1.15, C</i> | J. Vendors may submit multiple bid | <i>May vendors submit more than one bid?</i> | <i>yes See section 1.15, J</i> |
| 1 | Page 10, section 2.5, A | Contractor shall provide Fingerprint Configurations (including, without limitation, electronic fingerprint capture/control software and fingerprint scanning devices) to enable the live scan capture and transmittal of fingerprints to the Arkansas State Police (ASP) Arkansas Fingerprint Identification System (AFIS) from DHS County Offices throughout the state. | Does this project have an Interface Control Document (ICD) with granular requirements in addition to the scope of work? | Yes, see attached ICD and data dictionary documents. |
| 2 | Page 10, Section 2.5, A | Contractor shall provide Fingerprint Configurations (including, without limitation, electronic fingerprint capture/control software and fingerprint scanning devices) to enable the live scan capture and transmittal of fingerprints to the Arkansas State Police (ASP) Arkansas Fingerprint Identification System (AFIS) from DHS County Offices throughout the state. Contractor's Fingerprint Configurations must include the necessary capture/control software, forensic-quality fingerprint scanning device, and any other hardware and/or software necessary to enable the live scan capture of fingerprints for background check purposes | Will DHS or ASP supply information regarding the specification and procedure for interface development to the ASP AFIS? | Yes, see attached high level process for integration with AFIS. |
| 3 | Page 10, Section 2.5, A | Contractor shall provide Fingerprint Configurations (including, without limitation, electronic fingerprint capture/control software and fingerprint scanning devices) to enable the live scan capture and transmittal of fingerprints to the Arkansas State Police (ASP) Arkansas Fingerprint Identification System (AFIS) from DHS County Offices throughout the state. Contractor's Fingerprint Configurations must include the necessary capture/control software, forensic-quality fingerprint scanning device, and any other hardware and/or software necessary to enable the live scan capture of fingerprints for background check purposes | Will there be any special certification process required prior to transmitting EBTS files to the ASP AFIS? | Yes, CJIS and NIST compliance are required. |

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| 4 | Page 10, Section 2.5, A | Contractor shall provide Fingerprint Configurations (including, without limitation, electronic fingerprint capture/control software and fingerprint scanning devices) to enable the live scan capture and transmittal of fingerprints to the Arkansas State Police (ASP) Arkansas Fingerprint Identification System (AFIS) from DHS County Offices throughout the state. Contractor's Fingerprint Configurations must include the necessary capture/control software, forensic-quality fingerprint scanning device, and any other hardware and/or software necessary to enable the live scan capture of fingerprints for background check purposes | Will there be any additional connection fee associated with connection of the live scan devices to the ASP AFIS? | <i>No additional fees from ASP or DHS.</i> |
| 5 | Page 10, Section 2.5, A | Contractor shall provide Fingerprint Configurations (including, without limitation, electronic fingerprint capture/control software and fingerprint scanning devices) to enable the live scan capture and transmittal of fingerprints to the Arkansas State Police (ASP) Arkansas Fingerprint Identification System (AFIS) from DHS County Offices throughout the state. Contractor's Fingerprint Configurations must include the necessary capture/control software, forensic-quality fingerprint scanning device, and any other hardware and/or software necessary to enable the live scan capture of fingerprints for background check purposes | Will DHS supply information regarding connection to the network? Any VPN or special equipment required to connect to the DHS ASP network? | <i>A VPN will be required to connect to ASP AFIS. ASP will provide the networking information to connect to ASP AFIS in the planning and implementation meetings. DHS will provide computer network configuration information during the planning and implementation meetings.</i> |
| 6 | Page 11, Section 2.5, F | Contractor's Fingerprint Configuration must provide on-screen verification of successful fingerprint capture. | Will AFIS communicate to live scan the successful receipt of the fingerprint transmission. How will the acknowledgement be communicated from AFIS? | <i>For this requirement (2.5, E), the fingerprint configuration is required to provide a visual indicator to the user that the fingerprints have been captured successfully. For requirement 2.5.F, the fingerprint configuration is required to provide confirmation that the fingerprint images have been successfully delivered to the ASP AFIS secure server via VPN connectivity.</i> |
| 7 | Page 11, Section 2.5, G | Contractor must provide the capture/control software and fingerprint scanning devices to be installed and connected to DHS client workstations/personal computers. DHS will provide the client workstations/personal computers configured to the contractor's required specifications. | Will the DHS supplied computers be dedicated to live scan? Will other applications and devices be connected to these computers? | <i>DHS's preference is that computer connected to the live scans can be used for other applications, for example email, web browsing, etc. If vendor requires dedicated computer, DHS will secure dedicated equipment to be used only for live scan purposes.</i> |
| 8 | Page 11, Section 2.5, J | The Fingerprint Configuration must interface with the Arkansas State Police (ASP) Arkansas Fingerprint Identification System (AFIS) and associated Online Criminal Background Check system (https://www.ark.org/criminal/index.php) operated by the Information Network of Arkansas (INA) on behalf of ASP and continue to interface for the duration of the contracted term. This shall include the capability to download applicable demographic information for client validation via web service provided by the Online Criminal Background Check System and referenced by a transaction control number (TCN). | Please explain how the Online Criminal Background Check System will be used. Will the control software need to interface for both category I and category II background checks? | <i>The on-line Criminal Background Check (CBC) System will be used by DHS to establish the transaction. Vendor will/may use CBC to access the transaction information to auto populate demographics on the fingerprint card during live scan processing. A fingerprint transmission transaction will be transmitted to CBC. Interface will be for Category II background checks only.</i> |

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| 9 | Page 11, Section 2.5.1 | The Fingerprint Configuration must interface with the Arkansas State Police (ASP) Arkansas Fingerprint Identification System (AFIS) and associated Online Criminal Background Check system (https://www.ark.org/criminal/index.php) operated by the Information Network of Arkansas (INA) on behalf of ASP and continue to interface for the duration of the contracted term. This shall include the capability to download applicable demographic information for client validation via web service provided by the Online Criminal Background Check System and referenced by a transaction control number (TCN). | Can DHS or ASP supply specifications on how to access the Online Criminal Background Check System to perform the required download? | <i>Yes, ASP and INA will work with the successful vendor and supply this information during the planning and implementation meetings. ICD and Data Dictionary provided with answer to question 1.</i> |
| 10 | Page 11, Section 2.6, Section 3 | The Contractor shall ensure that any related/required external systems or components (collectively called the "Related Configuration" – i.e., web servers, file transfer servers, databases, network devices, etc.) that are required for normal operation of the Fingerprint Configuration are maintained with an uptime of ninety-nine percent (99.0%) or higher. | As the contractor will we be held responsible for DHS and other vendor's equipment that are "related" to the normal operation of the Fingerprint Configuration? | <i>DHS/ASP will hold vendor responsible for any vendor supplied components required for the normal operation of the fingerprint configuration. DHS/ASP will be responsible for the computer(s) and any DHS/ASP supplied components.</i> |
| 11 | Page 14, Section 2.6, Section 15 | The Fingerprint Configuration must have the ability to bill any fees directly to DHS or require payment at time of fingerprint capture. | Will the live scan solution be required to act as a fee collection P.O.S. terminal. Will the transactions need to be processed in real time at the point of sell. Can you describe or provide examples of the fees that will need to be collected at time of fingerprinting? | <i>Please refer to the IFB price sheet. Also please see addendum 1 for change in the specifications.</i> |
| 12 | Page 14, Section 2.6, Section 18 | The Fingerprint Configuration must meet all applicable DHS IT requirements and standards. | Are the DHS requirements and standards documented and available for review? | <i>Yes, please see attached DHS IT Standards and Requirements.</i> |