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February 25, 2021

Abigail Chittenden, Senior Account Manager  
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Indiana Department of Administration  
Procurement Division  
402 W. Washington St., Room W468  
Indianapolis, Indiana 46204

Subject: IDEMIA USA – Executive Summary, RFP Section 2.2

Solicitation for Fingerprinting Services, Request for Proposal # ASA-21-66603

Dear Ms. Chittenden,

As the current service provider for Indiana Department of Administration (IDOA) since 2009, IDEMIA Identity & Security USA LLC (IDEMIA USA) has been proud to serve the Department's fingerprinting program and the user agencies and applicants of Indiana. We propose to extend our partnership by continuing to meet and exceed contract SLAs, enhancing the current network and technology throughout the state, and providing benefits that the state and applicants will only receive from IDEMIA USA's full service solution.

IDEMIA USA has been providing fingerprinting services to applicants for more than 25 years for state, local, and federal agencies. We are the industry leader in innovation and experience, and currently manage more than 30 fingerprinting programs that include more than 1,600 Enrollment Centers throughout all 50 U.S. states and the District of Columbia. Over the course of our relationship on the Indiana program, we have gained unmatched knowledge and a deep understanding of the complex agency interfaces and workflows needed to keep the program running successfully. From our experienced Program Management team, to our Customer Service Center support staff and our team of dedicated and diverse Enrollment Agents, no other vendor has the knowledge that we have acquired over the past decade in support of your program. IDOA and contributing user agencies know who we are and know where we are, and have developed confidence and trust in our team and our processes. We recognize the work necessary to continue supporting the fingerprinting services program, and propose to upgrade our services including enhancing the existing network of Enrollment Centers, enrollment technology, and customer service levels for the program and applicants throughout the state.

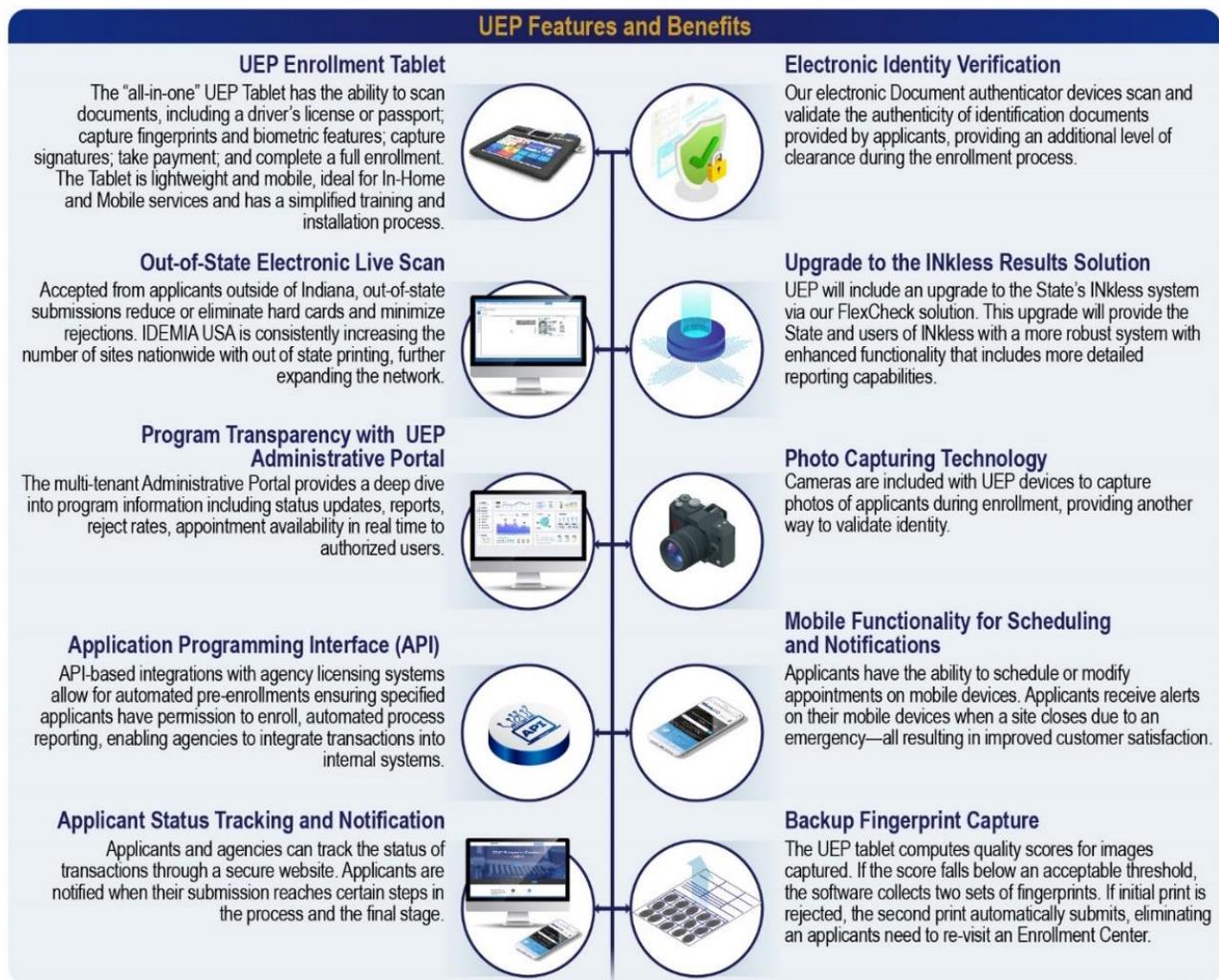
IDEMIA USA is proud to support IDOA's current fingerprinting program, processing nearly 300,000 applicants in 2020 due to the surge in gun permit volume. In addition to our network of Enrollment Centers supporting the fingerprint process, we also created and continue to support the state's INKless results Criminal History system. The INKless system was developed to give IDOA and user agencies the ability to review pending and completed transactions and results, and gives access to detailed reports of the transactions including rejection rates and certain Personally Identifiable Information (PII) as requested. In 2020, more than 228,000 of the 297,000 total transactions submitted through INKless were automatically approved, resulting in a 77% approval rate and contributing to an overall cost savings for Indiana State Police, by allowing agency staff to focus adjudication attention on the highest risk applicants.

***IDEMIA USA proposes a no-risk upgrade to our next-generation advanced technology, the Universal Enrollment Platform (UEP). Our UEP solution will provide IDOA innovative technology with significant enhancements and NO disruption to routine agency operations.***

IDEMIA USA also supports the Indiana State Police with their Gun Permit program, which includes processing fingerprints for Gun Permit applicants as well as our Applicant Programming Interface (API) solution. The IDEMIA USA API pulls information from the State’s internal system to the IDEMIA USA system during the registration process, avoiding unnecessary duplicate data entry. 2020 was the largest volume to date with 187,000 Indiana Gun Permits processed by the IDEMIA USA program team. Since the inception of this program in 2010, IDEMIA USA has processed more than 826,000 permits for the applicants of Indiana.

UEP provides IDOA and applicants throughout Indiana with unmatched efficiencies and the latest solutions for data integrity, data security, fingerprint and photo quality, data storage, and informative program reporting. We are the No Risk choice for the State of Indiana and will seamlessly continue current service, maintaining your current systems to prevent downtime or disruption while we phase-in the UEP deployment.

**No other vendor in the industry has the benefits that our UEP solution brings the State of Indiana. Figure 1 illustrates our UEP capabilities.**



**Figure 1 : Summary of our UEP Features and Benefits to the State of Indiana**

***UEP is the leading solution for biometric enrollment, and we are confident that it will serve as a high-performance and dependable backbone solution for IDOA and the applicants of Indiana. UEP is a mature and tested solution we have deployed successfully in many states including Texas, New York, Pennsylvania, New Jersey, Tennessee, Missouri, Oklahoma, Colorado, and West Virginia.***

Additionally, UEP successfully supports the U.S. Department of Homeland Security (DHS) Transportation Security Administration (TSA). That program serves more than three million applicants each year and maintains a customer satisfaction rate of 99.7% based on customer surveys.

## **Additional Executive Summary Requirements – RFP Section 2.2**

### **The IDEMIA USA Commitment to IDOA**

With our strong understanding of complex agency interfaces and workflows, IDOA and contributing user agencies can trust in our ability to deliver this enhanced solution on time and efficiently. We have appreciated the opportunity to serve IDOA and the applicants of Indiana as a trusted, proven, and responsive partner. Our unwavering commitment has remained consistent since our statewide fingerprinting services partnership began more than 10 years ago. Our knowledge and experience on each of the components of IDOA's solution including the INKless system, Gun Permit process, and overall fingerprinting program makes us the best and lowest risk option for IDOA. We will preserve the operational efficiencies and the highest levels of customer satisfaction the applicants experience today while implementing further enhancements through UEP—the industry's most modern, secure, and best-in-class solution.

***IDEMIA USA remains the leader in developing innovative biometric solutions. We are dedicated to bringing advanced solutions to Indiana and our customers as part of our continued excellence in customer service.***

#### **2.2.1 Agreement with Requirement listed in Section 1**

The Respondent must explicitly acknowledge understanding of the general information presented in Section 1 and agreement with any requirements/conditions listed in Section 1.

IDEMIA USA has reviewed the general information presented in Section 1 of the RFP. We hereby acknowledge and confirm our understanding, and further agree with all requirements/conditions listed in Section 1.

#### **2.2.2 Summary of Ability and Desire to Supply the Required Products and/or Services**

The Executive Summary must briefly summarize the Respondent's ability to supply the requested products and/or services that meet the requirements defined in Section 2.4 of this RFP. The letter must also contain a statement indicating the Respondent's willingness to provide the requested products and/or services subject to the terms and conditions set forth in the RFP including, but not limited to, the State's mandatory contract clauses.

As the current provider, IDEMIA USA has a deep knowledge and understanding of the state's requirements, wants and needs. We confirm our ability and desire to supply the requested products and/or services that meet the requirements as defined in Section 2.4 of the RFP. We confirm our willingness to provide the requested products and/or services subject to the terms and conditions set forth in the RFP including but not limited to, the State's mandatory contract clauses.

There is no other vendor in the industry with the experience and knowledge that IDEMIA USA brings from over 10 years of collaborating on the Indiana program. IDEMIA USA will continue to consistently meet contract SLAs, and our top priority is to further improve our services and solution for IDOA and Indiana applicants. IDEMIA USA's resources are unmatched; from our key program personnel with decades of

experience in the industry, to our nationwide leader status on innovative products and services supporting applicant fingerprinting contracts. We are confident in our people and our full technology solution having the ability to not just meet all of the requirements laid out in this RFP, but exceed them.

### 2.2.3 Signature of Authorized Representative

A person authorized to commit the Respondent to its representations and who can certify that the information offered in the proposal meets all general conditions including the information requested in Section 2.3.4, must sign the Executive Summary.

In the Executive Summary, please indicate the principal contact for the proposal along with an address, telephone and fax number as well as an e-mail address, if that contact is different than the individual authorized for signature.

#### ***IDEMIA USA Authorized Representative:***

**Name and Title:** Donnie Scott, Senior Vice President, Public Security

Ed Casey, Chief Executive Officer (CEO) has delegated Mr. Donnie Scott, Sr. Vice President, Public Security to commit IDEMIA USA contractually. Further, Mr. Scott's signature on the Executive Summary signifies and affirms the certification of all the information and representation made by IDEMIA USA within our response to this RFP.

#### ***Principal Contact for the Proposal:***

Name and Title: Meghan Peterson, Manager, Business Development, Public Security

Address: 11951 Freedom Drive, Suite 1800, Reston, VA 20190

Tel.: (978) 427-7818

Fax: (952) 945-3339

Email: Meghan.peterson@us.idemia.com

### 2.2.4 Respondent Notification

Unless otherwise indicated in the Executive Summary, Respondents will be notified via e-mail. It is the Respondent's obligation to notify the Procurement Division of any changes in any address that may have occurred since the origination of this solicitation. The Procurement Division will not be held responsible for incorrect vendor/contractor/respondent addresses.

IDEMIA USA has reviewed this requirement and will notify the Procurement Division of any changes of key information that may have occurred since the origination of this solicitation. This includes changes in authorized personnel and/or addresses and other contact information.

### 2.2.5 Confidential Information

Respondents are advised that materials contained in proposals are subject to the Access to Public Records Act (APRA), IC 5-14-3 et seq. (see section 1.15).

Provide the following information:

- List all documents, or sections of documents, for which statutory exemption to the APRA is being claimed;
- Specify which statutory exception of APRA applies for each document, or section of the document;
- Provide a description explaining the manner in which the statutory exception to the APRA applies for each document or section of the document.
- Provide a separate redacted (for public release) version of the document.

IDEMIA USA designates the following documents/sections as Confidential Information:

**Table 1: Designation of Confidential Information**

Document/Section	Applicable statutory exception of APRA	Exception to the APRA
Financial Statements	Indiana ST 5-14-3-4(a)(5).	Confidential financial information under Indiana ST 5-14-3-4(a)(5).
Business Continuity Plan & Disaster Recovery (DRAFT).	Indiana ST 5-14-3-4(b) (10). Administrative or technical information.	Administrative or technical information that would jeopardize a record keeping system under Indiana ST 5-14-3-4(b) (10).
Attachment F - Technical Proposal, Requirement 2.4.8.3	Indiana ST 5-14-3-4(a)(4). Interface Connectivity – IDEMIA USA Unique Technology	Trade secrets under Indiana ST 5-14-3-4(a)(4).

We are also providing a redacted version of our Attachment F-Technical Proposal response.

### 2.2.6 Other Information

**This item is optional.** Any other information the Respondent may wish to briefly summarize will be acceptable.

#### ***IDEMIA USA’s Response to the Coronavirus (COVID-19) Pandemic.***

The COVID-19 pandemic brought some challenges to the United States and the programs we support. IDEMIA USA remains focused on the health and safety of the State of Indiana applicants as well as the continuity of our operations and partnership with IDOA. In light of the pandemic environment, IDEMIA USA implemented a Pandemic Readiness Plan as part of our Business Continuity Plan. The Pandemic Readiness Plan includes a designated Crisis Management Team monitoring the COVID-19 outbreak closely.

We have taken many key actions to ensure that we deliver for IDOA and Indiana applicants during this unprecedented time, including the following:

- Enrollment Centers remain open and continue to operate under Centers for Disease Control and Prevention (CDC) regulations. We are communicating regularly with our IDEMIA USA Enrollment Agents as well as our partner agents throughout Indiana and nationwide, about CDC-recommended practices to help minimize exposure. These practices include increasing cleaning protocols throughout Enrollment Centers, requiring hand washing and sanitization after every enrollment, practicing social distancing, installing barriers where appropriate, and mandating masks.
- Our engineering team is working to support Type-14 flat fingerprint capture for enrollments, reducing the amount of time spent and physical contact between an Enrollment Agent and Applicant. UEP provides a remote keypad for applicant entry, eliminating an Enrollment Agent and Applicant from touching common surfaces.
- During the Shelter in Place phase of 2020, many vendors had to shut down their Enrollment Center network; however, IDEMIA USA maintained more than 70% operational availability of our nationwide sites.
- Several members of IDEMIA USA’s Executive Committee, including the Chief Financial Officer (CFO) and Chief Operations Officer (COO), are dedicated to the management of this situation to ensure our focus remains on the health and safety of our people and the fulfillment of our business obligations.

***IDEMIA USA leads the industry in Enrollment Center availability, keeping Enrollment Centers open and operational as much as possible, due to the balance of our partner and corporate locations.***

Many of our services have been deemed essential, and our unique Enrollment Center network has allowed us to keep them available. As volumes increase and surge on the upside of this crisis, IDEMIA USA is ready with our established sites, trained people, and special programs to accommodate needs. We are prepared to increase current Enrollment Centers' hours, add agents, or perform mobile events, as needed, to support IDOA and its applicants.

Lastly, UEP will bring key benefits for IDOA in the current COVID-19 environment and any future needs for social distancing. UEP can capture flat fingerprints and use advanced software capabilities to convert to a compliant tenprint submission. This reduces the need for an Enrollment Agent and applicant to come into close contact with each other during enrollment processing, thus allowing social distancing to be practiced inside Enrollment Centers.

***IDOA and the State of Indiana can depend on IDEMIA USA as a valued partner and a leader in the industry to support your program through this challenge and any future challenges.***

Sincerely,



Dennie Scott

Sr. Vice President, Public Security

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