

**RFP #2447**  
**Background Check Payment Website**  
**Responses to Offeror Questions**

**10/04/2021**

- Q1. Is a preexisting background screening platform that is customizable acceptable if it meets the requirements set forth in the RFP?  
a. If so, is a per transaction cost proposal acceptable?  
A1. No, This RFP is not for a screening platform
- Q2. Will the state of South Dakota require screening services from a vendor in conjunction with the payment and report?  
A2. No
- Q3. What criminal history information does the state of South Dakota supply to the users?  
A3. N/A
- Q4. What is the estimated monthly volume of requests per month?  
A4. Estimated \$2,500
- Q5. How many state agency users will require access to process user requests? Will the state require a tiered permissions structure?  
A5. 10, No
- Q6. Is it desired the electronic solution be displayed and activated on a specific state website, kiosk or location?  
A6. We would like it to be part of the current ATG website, but we are open to a separate website hosted on or off state infrastructure.
- Q7. Is preference given or a set aside allowed for WBE or DBE firms?  
A7. No
- Q8. Who is currently performing the background checks in addition to the fingerprinting portion referenced?  
A8. The Division of Criminal Investigation's Identification Staff
- Q9. If the agency is seeking background checks, can the agency provide clarity to what information is required?  
A9. We are not seeking background checks. We are seeking a request and payment website.
- Q10. How many new online requests are expected each month?  
A10. Reference Q4
- Q11. Is there any form of Identity proofing required at login or upon re-visit?  
A11. No
- Q12. How many online requests will result in a payment?

A12. Approximately 85%

Q13. Is the application fee fixed or variable? If fixed, what is the fee? If variable, what is the average fee amount?

A13. Fixed, \$43.25

Q14. Are there any requirements specific to payments (i.e. payment methods, validation or backend systems posting)?

A14. Electronic payment will be the preferred method. However, we will still need the option on the website for individual to request hard fingerprint cards through an online form. This method would be for those who require to pay by check or money order, or for individuals who are from out of state.

Q15. Are there any requirements specific to reporting? Payments reporting?

A15. We need to be able to run a report of how many requests/payments were made per agency (ORI) per month, by billed agencies, non-billed agencies, individual. We would like the option to run this report manually. We would also need a report that would give annual totals for statistical purposes. This would include numbers on the manual entry administrative side for mailed in paper fingerprint cards.

Q16. Is there any standard CMS used by the state? The list at [bit.sd.gov/standards](http://bit.sd.gov/standards) says simply Content Management System (CMS) as the product. If we should recommend a system, are there any limitations?

A16. No. Not that we are aware of.

Q17. If we are proposing a vendor-hosted solution, are there additional details you would like addressed in the proposal outside of the questions in Schedule C?

A17. No

Q18. Can you provide more details on Section 5.8 System Diagram, which is referenced on page 13? What is expected here?

A18. There is no section 5.8 on page 13

Q19. Will we integrate the site with the background check provider? If not, how will we transmit requests to provider?

A19. No. The site will provide a receipt with a specific receipt number that they will take with them to get fingerprinted at the local law enforcement agency.

Q20. How will agency verification be done? Will we be provided ahead of time with identifying information about those who will request background checks through this site so that we can verify that they are able to have the costs covered by an agency? If yes, does this information need to be pre-loaded before the applicant can make the request?

A20. We are currently identifying a plan to include state agency notification within the system to verify an applicant. There will have to an alternative method for non-state agencies, as they will not have internal access to the system. You will be provided with the agency list and contact information after the contract has been signed to preload into the system.

Q21. What is Idemia and how will we integrate with them, if necessary?

A21. Ideamia is our AFIS provider. You will not integrate with them.

Q22. What types of reports will need to be run for Finance and other agencies?

A22. Reference Q15

Q23. Will the site be maintained by SD programmers? Or does this depend on whether we are offering a vendor-hosted solution?

A23. No, we would depend on the Vendor regardless of solution offered.

Q24. How much weight will you put on geographical proximity as well as familiarity with South Dakota?

A24. 2% each

Q25. 1.3 Purpose for the Request Proposal (RFP), Page 2: Please confirm whether the scope of the RFP is limited to the SD DCI only. Will the State make the contract available to other agencies?

A25. Limited to SD DCI

Q26. 1.3 Purpose for the Request Proposal (RFP), Page 2: Please confirm the payment use cases for the background check website – for instance, will the background check requests and payments come from Agencies, Businesses (non-Agency payers), Consumers (individuals) or all of the above?

A26. All of the above

Q27. 1.3 Purpose for the Request Proposal (RFP), Page 2: Please confirm how SD DCI will determine when to assess a service / convenience fee to the payment. Does the SD DCI anticipate it will assess a service / convenience for most or all payments? For instance, will all payers other than State Agencies be subject to a convenience fee to make a payment?

A27. No

Q28. 1.3 Purpose for the Request Proposal (RFP) , Page 2: Please provide the number (#) and expected value (\$) of Card (Credit and Debit) payments expected per year through the background check website.

A29. Reference Q12 and Q13

Q29. 1.3 Purpose for the Request Proposal (RFP) , Page 2: Does SD DCI have the desire to offer ACH (e-Checks) as a form of payment through the background check website?

A29. Yes

Q30. If so, please provide a best guess estimate of the number (#) and expected value (\$) of ACH (e-check) payments expected per year through the background check website.

A30. Please refer to Q10 and Q13. But we would anticipate the option of credit card payment. We do not know what the split would be between CC payment and ACH.

Q31. 1.3 Purpose for the Request Proposal (RFP) , Page 2: Does SD DCI have the desire to offer additional payment channels in addition to the background check website such as IVR, In-store, In-person, etc.?

A31. Reference Q14

Q32. 1.3 Purpose for the Request Proposal (RFP) , Page 2: Is the state looking for a standalone solution that includes the background check capability, gateway, payment processing and financial reporting?

A32. No, We are only looking for gateway, payment processing and financial reporting.

Q33. 1.3 Purpose for the Request Proposal (RFP) , Page 2: Is the state open to a bid for merchant processing alone?

A33. No

Q34. 1.3 Purpose for the Request Proposal (RFP) & 2.0 Scope of Work Feature 1, Page 7: In 1.3.3, the following is mentioned “SD DCI (is) open to a state hosted or vendor hosted solution.” Given the openness for a state hosted solution, would the State be willing to host Feature 1 and collect the information?

A34. Yes

Q35. 2.0 Scope of Work, Feature 1, Page 7: What are the required pieces of data/fields (data elements) for a background check?

A35. Reference Q3

Q36. 2.0 Scope of Work, Feature 2, Page 7: There is no Feature 2, was this unintentional and a mis-numbering of the Feature numbers only?

A36. This was unintentional mis-numbering