



National Forum for Background Checks

AHFSA Annual Conference
Background Screening Interest Track
August 21-23, 2017

Contracting for Statewide Fingerprinting and Software Support

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Contracting for Statewide Fingerprinting and Software Support



- ▶ Objective: This session will convey the status of Forum research on best practices in contracting for statewide fingerprinting and software support.
- ▶ Questions from interested States: Our conference goal is dialog. In this session, representatives from interested States are encouraged to ask questions; describe their challenges for effectiveness, efficiency and equity; and exchange information.



Fingerprinting Contracts

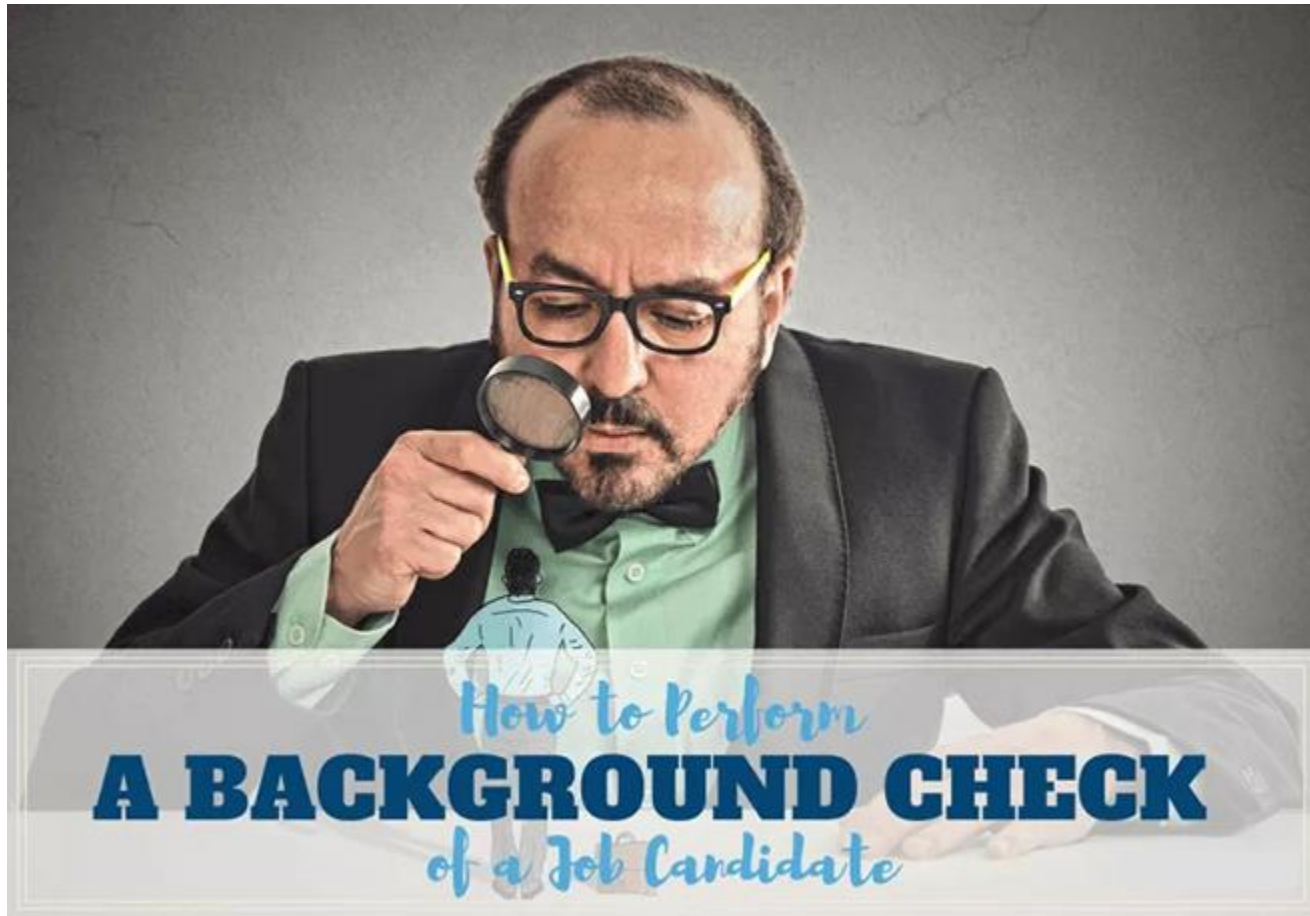
- ▶ Methods and Results
 - ▶ 10 out of 11 conduct fingerprint based background checks
- ▶ Commonalities
 - ▶ Vendor fee's: \$8.25 - \$20.00
 - ▶ Annual volume: 5,000 to 330,000
- ▶ Define your needs:
 - ▶ Volume
 - ▶ Will you do the printing or the vendor
- ▶ Important areas to cover in contract:
 - ▶ Site distribution
 - ▶ Rejection rate accountability
 - ▶ Penalties for not meeting accountabilities
 - ▶ Vendor per transaction fee



Software Maintenance Contracts

- ▶ **Methods and Results**
 - ▶ 3 Responses
 - ▶ Vendors
 - ▶ Hourly support range: 180 to 500
- ▶ **3 Major Services**
 - ▶ **Technical Support:** General ongoing support of future requirements and defect resolution
 - ▶ **Application Enhancements:** New software development and testing of the platform
 - ▶ **Reciprocity Agreement:** Ongoing reciprocal software builds from Vendor on-going development and maintenance

Questions from States?



How to Perform
A BACKGROUND CHECK
of a Job Candidate