

Background Checks FAQ's

Question

What is the Background check/fingerprinting process at DPS? What is the process to acquire Photo ID/Access Card at TFC?

Answer

- (1) All contractor's employees and subcontractors must complete a criminal background check before any services are performed at the site. All criminal background checks must be accomplished by Texas department of Public Safety (DPS), which includes fingerprint processing by an independent third-party company selected by DPS Identogo. All contractors and subcontractors must open an account with Identogo to obtain Criminal Background Checks for their employees. Identogo will issue an authorization code associated with TFC's service code number (#11G6ZN). To schedule on-line, use the following process: To schedule your ten-minute fingerprint appointment, simply visit <https://uenroll.identogo.com> and enter the following Service Code 11G6ZN.
- (2) All contractor's employees and subcontractors must submit a RM-1 form to an authorized designator. The designator will email the form to the **TFCAccess.RiskMgmt@tfc.texas.gov** email box within 48-72 workday hours. TFC badging office will vet criminal background, enroll applicant into badging system, and notify applicant via-email to report to designated badging office. Applicant will report to selected badging office with a valid government identification card for processing.

Question

How do I pay for a criminal background check?

Answer

IdentoGO accepts Visa/MasterCard/Discover/American Express, business checks, money orders and coupon codes or authorization codes (employer accounts) at the time of service. Please note that personal checks and cash are not accepted. Contractors and subcontractors may open an account with IdentoGO to obtain Criminal Background Checks for their employees. IdentoGO will issue an authorization code associated with TFC's service code number (#11G6ZN).

Question

Who do I contact if I have a problem with scheduling and gaining access to the TFC buildings?

Answer

TFC Risk Management will assist contractors with any questions to expedite the process. Risk Management is available to participate in pre-solicitation conference to help contractors' employees understand the process.

Question

What determines priority for background review?

Answer

Contractors and subcontractors are processed based on the date of their criminal background check and submittal date of the RM-1 form. The badging office will process the RM-1 form with 48-72 workday hours. TFC badging office will vet criminal background, enroll applicant into badging system, and notify applicant via-email to report to designated badging office. Applicant will report to selected badging office with a valid government identification card for processing. If an applicant criminal background check is delayed by DPS, TFC will hold the applicant in a pending status until results are available. If the applicant has a criminal history, the information is vetted internally by an authorized TFC staff for review.

Question

What are the criteria for denying badging privileges? What types of criminal backgrounds will result in immediate disqualification?

Answer

Contractor Screening Criteria – Level I

A conviction or deferred adjudication for one of the following offenses will result in the permanent disqualification of a person from eligibility to provide contractual services with Texas Facilities Commission:

- 1) any act causing death as defined in Texas Penal Code;
- 2) any felony or misdemeanor involving Arson, Burglary, Breach of Computer Security, Credit Card Abuse, Counterfeiting, Forgery, Kidnapping, Robbery, Stalking, Terroristic Threat, Theft, and any sexual offense designated as a felony in Texas Penal Code;

Additionally, anyone who has a current duty to register as a sex offender, is under indictment or is a fugitive from justice is disqualified.

For individuals who have a conviction or deferred adjudication for felonies not enumerated above, 10 years must have passed from the time of disposition or discharge of probation in order for that person to be eligible to provide contractual services with the Texas Facilities Commission

For individuals who have a misdemeanor conviction or deferred adjudication for misdemeanors not enumerated above, 5 years must have passed from the time of disposition or discharge of probation in order for that person to be eligible to provide contractual services with the Texas Facilities Commission.

Question

What is the procedure for regaining badge access when a badge suddenly loses permission before its expiration?

Answer

Contractors and subcontractors should contact the badging office at 512-463-6156 to report issue. The badging coordinator will troubleshoot the issue to determine if it can be resolved electronically, or if the access card needs to be replaced.

Question

What is the process to receive access to DPS controlled buildings?

Answer

The TFC badging process is as follows:

1. Upon receipt of an RM-1 requesting access to DPS controlled buildings; the badging office will submit an electronic access application to DPS (CP-6).
2. DPS will notify TFC badging that the applicant is ready to be processed. This may take two to three business days for processing.
3. TFC badging will notify the applicant to report to the TFC badging office.
4. TFC badging will provide an identification card/access card to applicant.
5. The applicant will be provided instructions and a map to report to DPS for additional access to DPS controlled buildings.

If a contractor or subcontractor does not follow this process, they may have an issue receiving a badge.