

Vendor State and Federal Criminal Background Check (CBC) Procedures

Below are the instructions for obtaining a state and federal CBC as required by the State of Delaware, Department of Health & Social Services for Vendors working on Information Technology Projects. Please read through the entire document before beginning the process as some steps may need to be completed out of order.

If you are a Delaware Resident:

Please note: A fingerprint card is needed for the federal CBC. Not all Identogo locations provide fingerprint cards/Retail Services Print and Go. You may want to make an appointment to obtain a fingerprint card as outlined in #2 below first, and then choose that same location for your state CBC (as outlined in #1 below) to avoid having to visit two Identogo locations.

State Criminal Background Check

- 1) Start the CBC process by going to <https://dsp.delaware.gov/obtaining-a-certified-criminal-history/>. Once on the site, scroll down to *Personal Criminal History Report* and click on the blue *Personal Criminal History* link. An Identogo PDF will open. In the blue box at the top click the <https://uenroll.identogo.com/> link. Enter the Service Code of 27RVGT in the oval box and click GO. You will then select *Schedule or Manage Appointment* and complete the online registration and appointment process.
- 2) To obtain a fingerprint card to send to the FBI, you will need to go back to the Delaware State Police website <https://dsp.delaware.gov/obtaining-a-certified-criminal-history/> as indicated in #1 and scroll down to *Schedule an Appointment* and click the <https://uenroll.identogo.com/> link. For this appointment, please enter the Service Code 1111G2. This will bring you to Identogo webpage for *Retail Services Print and Go*. Complete the online registration and appointment process to obtain your fingerprint card.

YOU WILL RECEIVE THE CBC RESULTS VIA EMAIL WITHIN 24-36 HOURS. TO RETRIEVE THE RESULTS YOU WILL NEED TO CORRECTLY ANSWER THE SECURITY QUESTION YOU CREATED DURING REGISTRATION. THIS IS A ONE-TIME OPPORTUNITY TO VIEW THE RESULTS – MAKE SURE YOUR ANSWER IS CORRECT. IF IT FAILS YOU MUST REDO THE PROCESS, ALONG WITH THE FEE.

Once you have the results, please scan them as A PDF AND EMAIL them TO DHSS_ITSecurityCBC@delaware.gov (underscore after DHSS)

Fees

The cost of the State CBC processing and fingerprint card is approximately \$92.00. Payment is rendered at the time of your appointment.

Federal Criminal Background Check

To have your fingerprints processed online, by mail or at an FBI-approved channeler, visit the FBI website at [Rap Sheets \(Identity History Summary Checks\) — FBI](#). Choose how to receive your background check under the section titled *Get Your Identity History Summary/Rap Sheet (or Proof One Does Not Exist)*. You will be provided with exact instructions on how to submit your fingerprints and what is required by the FBI either electronically or by mail.

Please note that you are the initiator of the report. The receiver of the report should be listed as:

IRM Criminal Background Check Team
1901 N. DuPont Highway, Herman Holloway Campus, Biggs Bldg., Door #1
New Castle, Delaware 19720

If you are sending your fingerprints by mail, the FBI suggests taking a photo of the envelope to have a record of where your request is being sent. Please make sure your Fingerprint Card is signed, your Date of Birth is correct and the Long Box is completed. Double check everything prior to sending the information to the FBI. If not completed correctly, they will return your request.

DO NOT OPEN THE ENVELOPE IF YOU RECEIVE YOUR REPORT AT HOME, YOU WILL BE RESPONSIBLE FOR THE PROCESS AGAIN AT YOUR OWN EXPENSE.

Should the report be mailed to you, either hand deliver or mail the **SEALED AND UNOPENED** FBI envelope to:

*IRM Criminal Background Check Team
1901 N. DuPont Highway, Herman Holloway Campus, Biggs Bldg., Door #1
New Castle, Delaware 19720*

Fees

The cost for a federal background check/Identity History Summary Check (Rap Sheet) is \$18.00. If submitting online you may pay by credit card. All other methods of payment require a money order or certified check payable to the Treasury of the United States.

If you are a Non-Delaware Resident:

State Criminal Background Check

Validate that there is an IdentoGO location in your state. You can do this by going to the IdentoGO homepage ([We provide identity-related services to protect American lives. | Identogo](#)) and searching for locations in your state.

1. If there is an IdentoGO location in your state, start the CBC process by going to <https://dsp.delaware.gov/obtaining-a-certified-criminal-history/>. Once on the site, scroll down to *Personal Criminal History Report* and click on the blue *Personal Criminal History* link. An Identogo PDF will open. In the blue box at the top click the <https://uenroll.identogo.com/> link. Enter the Service Code of 27RVGT in the oval box and click GO. You will then select *Schedule or Manage Appointment* and complete the online registration and appointment process. If there is no IdentoGO location in your state, proceed to #2.

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Once you have the results, please scan them as A PDF AND EMAIL them TO [DHSS ITSecurityCBC@delaware.gov](mailto:DHSS_ITSecurityCBC@delaware.gov) (underscore after DHSS)

2. If there is no IdentoGo location in your state, you will need to obtain two fingerprint cards for your state and federal background checks from your local police department. There may be a fee charged by your local police department for this service.

Once you have the fingerprint cards, you will make an appointment through IdentoGO (<https://uenroll.identogo.com/>) and use the personal code 27RVGT and select *Submit a Fingerprint Card by Mail*. This will provide you with a mailing address for your fingerprint card for processing. Complete the online registration to start the state background check process.

Fees

The State processing fee and Fingerprint Card is approximately \$92.00 if you visit an IdentoGO site. If there is no IdentoGO location in your state, the mail in processing fee is \$72.00.

Federal Criminal Background Check

To have your fingerprints processed online, by mail or at an FBI-approved channeler, visit the FBI website at [Rap Sheets \(Identity History Summary Checks\) — FBI](#). Choose how to receive your background check under the section titled *Get Your Identity History Summary/Rap Sheet (or Proof One Does Not Exist)*. You will be provided with exact instructions on how to submit your fingerprints and what is required by the FBI either electronically or by mail.

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