



# New Mexico

## Department of Public Safety

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April 27, 2023

Dear Valued Partners,

Fingerprint supported background checks are migrating to a new solution provider IDEMIA, on Monday, May 1, 2023. New Mexico Department of Public Safety has sent out multiple briefings in recent weeks about the new provider and how the new solution operations.

Effective with the IDEMIA solution, the following fees will be assessed per transition:

	SERVICE	APPLICANT PAYS
1.	All Other Agencies	\$59.00
2.	DOH Livescan	\$88.30
3.	Law Enforcement	\$23.00

If you have any questions regarding the transition to the IDEMIA solution, please let us know.

IDEMIA has set up a dedicated email to field any billing question you may have via: [ESD-Billing@US.IDEMIA.COM](mailto:ESD-Billing@US.IDEMIA.COM).

IDEMIA is providing additional information from [ENROLLMENTDELIVERY@US.IDEMIA.COM](mailto:ENROLLMENTDELIVERY@US.IDEMIA.COM). Please adjust any email spam settings as necessary to ensure you are receiving these important updates. IDEMIA will monitor their email box for any questions that arise.

Sincerely,

A handwritten signature in black ink, appearing to read "Jessica Rodarte".

Jessica Rodarte  
Technical Support Staff Manager  
Deputy CJIS Security Officer (CSO)  
Law Enforcement Records Bureau

PC: FILE