

From: [VILLEGAS Eric L * OED](#)
To: [HUDSPETH Jacqueline M * OED](#)
Subject: FW: Follow up questions from OED
Date: Thursday, January 21, 2021 9:06:18 AM

Hello Jackie,

Here are Teresa's questions and ID.me's responses, in case you need them.

Respectfully,

Eric Villegas

(Pronombres / Pronouns: he, him, his, el)

Universal Access Coordinator

Oregon Employment Department

From: Mere Work <mere.work@id.me>
Sent: Wednesday, January 20, 2021 12:37 PM
To: RAINEY Teresa L * OED <Teresa.L.RAINEY@oregon.gov>
Cc: VILLANI David * OED <David.VILLANI@oregon.gov>; FRIESEN Lori L * OED <Lori.L.FRIESEN@oregon.gov>; VILLEGAS Eric L * OED <Eric.L.VILLEGAS@oregon.gov>; Dan Hildenbrand <dan.hildenbrand@id.me>; Ryan Schwartzberg <ryan.schwartzberg@id.me>
Subject: Re: Follow up questions from OED

Hi Teresa,

Of course! Happy to expand on the additional questions, as well.

- 1.) ID.me is a SaaS company; we offer a solution that requires access to the internet. Even if someone has to utilize a public computer, friend's computer, public wifi--something--they only need to get access one time in order to be verified. For someone who truly has NO access, most of our state partners have some sort of manual review process in place.
- 2.) ID.me meets Web Content Accessibility Guidelines (WCAG) 2.0 Level A and Level AA, and Conformance Requirements. As mentioned, please use this site for 5-10 (real) test users: <https://hosted-pages.id.me/test-identity-proofing> . I'd also be happy to provide you with our VPAT, if required.
- 3.) For translations, we work with a company that has done all of our translation work--they are familiar with our product/pages/look/feel and I don't think we'd be comfortable primarily relying on a partner to execute that. Now, we would welcome any feedback, but I believe we would handle it ourselves as we already have a process for it. I am getting details on cost/timing (I don't think it's very expensive). Out of curiosity...what languages would you need us to support?

Thanks!

Mere Work

Senior Account Executive

Mobile: 703-712-3750
8280 Greensboro Dr Suite 800
McLean, VA, 22102
mere.work@id.me

On Wed, Jan 20, 2021 at 2:12 PM RAINEY Teresa L * OED
<Teresa.L.RAINEY@oregon.gov> wrote:

Hello Mere,

Thank you again to you and your team for your time and patience this morning; we greatly appreciate it! As I mentioned, Eric and I have a few follow up questions:

1. How does a customer without internet access navigate the process?
2. Can you provide any information on whether your system follows the WCAG 2.0?
3. Is there any flexibility for our internal translators to translate the product so we can better prepare for expanding language options down the road?

Thank you again, and I hope you have a great rest of your day!

Regards,

Teresa Rainey
Equity and Inclusion Officer
Pronouns: she, her - Why do [pronouns matter](#)?
Oregon Employment Department
Cell: (503) 586-9240



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