

From: [HOUSE Nameun * OED](#)
To: [WYLAND Heather E * OED; "Mere Work"](#)
Cc: [FRIESEN Lori L * OED](#)
Subject: RE: 1-22-21 OED's REVIEW/FEEDBACK to ID.me Contract (COVID-19-244)
Date: Monday, January 25, 2021 4:16:21 PM

FYI – I will be out of the office this Wednesday, 1/27 for all-day training.

Nameun House, OPBC, OSPC | Procurement and Contract Specialist | **Oregon Employment Department** | 875 Union Street NE, Salem, Oregon 97311 | Phone: **971-375-3484** | Nameun.House@oregon.gov

From: WYLAND Heather E * OED <Heather.E.WYLAND@oregon.gov>
Sent: Monday, January 25, 2021 4:12 PM
To: 'Mere Work' <mere.work@id.me>
Cc: HOUSE Nameun * OED <Nameun.HOUSE@oregon.gov>; FRIESEN Lori L * OED <Lori.L.FRIESEN@oregon.gov>
Subject: RE: 1-22-21 OED's REVIEW/FEEDBACK to ID.me Contract (COVID-19-244)

Hi Mere,

Thank you for reaching out and defining what the content of the meeting Wednesday will be rather than a project kick off meeting. Please include Nameun and I in this meeting and we can update the draft contract and SOW as needed based on the outcome of the discussion.

Thanks again,
Heather

Heather Wyland, MBA, C.P.M., A.P.P. | Procurement Manager | **Oregon Employment Department** | 875 Union Street NE, Salem, Oregon 97311 | Cell: 971-718-7000 | heather.e.wyland@oregon.gov

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"May you challenge the paradigms that need challenging, and keep your footing in that process."
Unknown author

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From: Mere Work <mere.work@id.me>
Sent: Monday, January 25, 2021 3:28 PM
To: WYLAND Heather E * OED <Heather.E.WYLAND@oregon.gov>
Cc: HOUSE Nameun * OED <Nameun.HOUSE@oregon.gov>; FRIESEN Lori L * OED <Lori.L.FRIESEN@oregon.gov>

Subject: Re: 1-22-21 OED's REVIEW/FEEDBACK to ID.me Contract (COVID-19-244)

Hi Heather-

I touched base with Lori earlier. Your comments are with my legal team, but we'd like to discuss contractor requirements (ie what we would need to do--we're hiring 50+ people a week), and also the payments--pricing stays the same, it's more so the gating aspect, which is easier to talk through on the phone.

I think Wednesday still works for the team, just keeping it smaller and not a kickoff meeting.

Thanks!

Mere Work

Senior Account Executive

Mobile: 703-712-3750

8280 Greensboro Dr Suite 800

McLean, VA, 22102

mere.work@id.me



On Mon, Jan 25, 2021 at 11:26 AM WYLAND Heather E * OED
<Heather.E.WYLAND@oregon.gov> wrote:

Hi Mere,

Thank you for the update. Unfortunately the negotiations and contract execution need to be completed before we have a kickoff meeting. It's a linear process for government to have all the terms nailed down, including pricing prior to incurring debt.

At this time, my calendar looks like:

Tuesday 8-10 am and 4-4:30

Wednesday 8-10 am and 11-12:30 am then 3:30-4:30 pm.

Thursday all morning until 12:30

Friday any time after 11 am.

Also, We may need to have others involved in this part of the negotiations too, since the pricing is something program staff will need to be included in.

Thank you,
Heather

Heather Wyland, MBA, C.P.M., A.P.P. | Procurement Manager | **Oregon Employment Department** | 875 Union Street NE, Salem, Oregon 97311 | Cell: 971-718-7000 |

heather.e.wyland@oregon.gov

“May you challenge the paradigms that need challenging, and keep your footing in that process.”
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From: Mere Work <mere.work@id.me>

Sent: Friday, January 22, 2021 6:15 PM

To: WYLAND Heather E * OED <Heather.E.WYLAND@oregon.gov>

Cc: HOUSE Nameun * OED <Nameun.HOUSE@oregon.gov>; FRIESEN Lori L * OED <Lori.L.FRIESEN@oregon.gov>

Subject: Re: 1-22-21 OED's REVIEW/FEEDBACK to ID.me Contract (COVID-19-244)

Hi Heather-

Legal is reviewing the comments, but in taking a look at things, we definitely need to set up a call to discuss payments and languages. I am working with my product team to get a clear answer on languages, and I **think** I might have some idea on language that could work (OED claimants, for example) to define payments. I do want to talk through how that would work, though.

Can that be part of the kickoff meeting Lori set up next Wednesday? We have 1.5 hours, and should only need about 15 minutes to discuss those items. We have an all hands all day Monday/Tuesday and I've been asked to not schedule any meetings if it can be avoided...if it can't, c'est la vie.

Thank you!

Mere Work

Senior Account Executive

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McLean, VA, 22102

mere.work@id.me



On Fri, Jan 22, 2021 at 6:58 PM WYLAND Heather E * OED
<Heather.E.WYLAND@oregon.gov> wrote:

Thank you so much Mere! Have a nice weekend and we'll talk next week.

Heather Wyland, MBA, C.P.M., A.P.P. | Procurement Manager | **Oregon Employment Department** | 875 Union Street NE, Salem, Oregon 97311 | Cell: 971-718-7000 |
heather.e.wyland@oregon.gov

"May you challenge the paradigms that need challenging, and keep your footing in that process." Unknown author

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From: Mere Work <mere.work@id.me>

Sent: Friday, January 22, 2021 3:58 PM

To: WYLAND Heather E * OED <Heather.E.WYLAND@oregon.gov>

Cc: HOUSE Nameun * OED <Nameun.HOUSE@oregon.gov>; FRIESEN Lori L * OED <Lori.L.FRIESEN@oregon.gov>

Subject: Re: 1-22-21 OED's REVIEW/FEEDBACK to ID.me Contract (COVID-19-244)

Thanks, everyone! I'll get this over to Legal now.

Thank you!

Mere Work

Senior Account Executive

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mere.work@id.me



On Fri, Jan 22, 2021 at 6:51 PM WYLAND Heather E * OED
<Heather.E.WYLAND@oregon.gov> wrote:

Thank you Nameun and Mere for your work on this! Have a nice weekend everyone.

Heather Wyland, MBA, C.P.M., A.P.P. | Procurement Manager | **Oregon Employment Department** | 875 Union Street NE, Salem, Oregon 97311 | Cell: 971-718-7000 | heather.e.wyland@oregon.gov

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From: HOUSE Nameun * OED <Nameun.HOUSE@oregon.gov>
Sent: Friday, January 22, 2021 3:42 PM
To: Mere Work <mere.work@id.me>
Cc: FRIESEN Lori L * OED <Lori.L.FRIESEN@oregon.gov>; WYLAND Heather E * OED <Heather.E.WYLAND@oregon.gov>
Subject: 1-22-21 OED's REVIEW/FEEDBACK to ID.me Contract (COVID-19-244)
Importance: High

Hi Mere,

Please find OED's response to ID.me's comments and edits.

FYI – I will have fluctuating hours next week (half day Tuesday and out on Wednesday and Thursday for all-day training), so please respond to both me and my manager, Heather (Heather.E.Wyland@oregon.gov Cell: 971-718-7000) so she can carry this through if I am out in an effort to see if we can meet the 26th.

Thank you so much and have a wonderful weekend!

Nameun

Nameun House, OPBC, OSPC | Procurement and Contract Specialist | **Oregon Employment Department** | 875 Union Street NE, Salem, Oregon 97311 | Phone: **971-375-3484** | Nameun.House@oregon.gov

From: Mere Work <mere.work@id.me>
Sent: Thursday, January 21, 2021 11:48 AM
To: HOUSE Nameun * OED <Nameun.HOUSE@oregon.gov>
Cc: FRIESEN Lori L * OED <Lori.L.FRIESEN@oregon.gov>; LEAHY Lindsi K * OED

<Lindsay.K.LEAHY@oregon.gov>; TRUEX Bill L * OED <Bill.L.Trux@oregon.gov>; WYLAND Heather E * OED <Heather.E.WYLAND@oregon.gov>

Subject: Re: FOR ID.me REVIEW/FEEDBACK: DUE (THU) 1/21 by 3:00 PM PST OED-ID.me Contract (COVID-19-244)

Hi Nameun,

Please find our COI and comments attached. Lori--if this is expected to be live by the 26th (?) or soon thereafter, we need to have a kickoff meeting ASAP (tomorrow?). The ID.me team has an offsite Monday/Tuesday of next week and we will not be available for meetings. I'm happy to pass along what needs to be done--the work is mostly for your comms team, in reality (url: <https://hosted-pages.id.me/oregon-employment-department-identity-proofing> and Spanish: <https://hosted-pages.id.me/oregon-employment-department-identity-proofing-spanish>)

Of note, we *do* change our Privacy policy and other items that you found on our website occasionally, so we cannot be bound to a single version of our ToS as we need to update it to keep up with changes in laws, etc. Ideally we would simply cross-reference our website and not include the text as an attachment (same for Privacy Policy).

Additionally, we made a few notes in the document, but we cannot gate who gets sent to the [REDACTED]. That is one of the downsides of the [REDACTED] versus the direct integration; we will charge for anyone who is verified, regardless of if they were on OED's email list or not.

Finally, for Exhibit B -5 (Insurance)--we had requested our COI as soon as we saw your email, since we needed to get a quick turn. In doing so, we did not add Oregon as an end user. More comments are attached.

Thank you,

Mere Work

Senior Account Executive

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mere.work@id.me



On Wed, Jan 20, 2021 at 1:36 PM HOUSE Nameun * OED <Nameun.HOUSE@oregon.gov> wrote:

Hi Mere,

Thank you for forwarding our draft, updating the [REDACTED] credentials in the service agreement language, sending me the W-9, and letting me know that your legal team might take more time.

Please have your legal team contact me with any questions or concerns. Thanks again for your help and have a wonderful day!

Nameun House, OPBC, OSPC | Procurement and Contract Specialist | **Oregon Employment Department** | 875 Union Street NE, Salem, Oregon 97311 | Phone: **971-375-3484** | Nameun.House@oregon.gov

From: Mere Work <mere.work@id.me>

Sent: Wednesday, January 20, 2021 10:24 AM

To: HOUSE Nameun * OED <Nameun.HOUSE@oregon.gov>

Cc: FRIESEN Lori L * OED <Lori.L.FRIESEN@oregon.gov>; LEAHY Lindsi K * OED <Lindsi.K.LEAHY@oregon.gov>; TRUEX Bill L * OED <Bill.L.Trux@oregon.gov>; WYLAND Heather E * OED <Heather.E.WYLAND@oregon.gov>

Subject: Re: FOR ID.me REVIEW/FEEDBACK: DUE (THU) 1/21 by 3:00 PM PST OED-ID.me Contract (COVID-19-244)

Hi Nameun,

I've sent this to our legal team but I cannot guarantee we will be able to have everything back to you by 3 tomorrow; we will do our best. Apologies for including POC language in the draft services work I sent over [REDACTED] we will revise to the [REDACTED] credentials for OED.

Please find our W-9 attached.

Thank you,

Mere Work

Senior Account Executive

Mobile: 703-712-3750

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McLean, VA, 22102

mere.work@id.me



On Wed, Jan 20, 2021 at 12:59 PM HOUSE Nameun * OED <Nameun.HOUSE@oregon.gov> wrote:

Dear Mere,

Attached please find a draft contract (Contract#: COVID-19-244, Project Name: UI SBR PUA Fraud Prevention and Detection) for ID.me's review.

Please have your legal counsel review the attached and provide redlined version or approval of the draft with response to OED's questions/comments in the draft (also listed below) to me by Thursday, January 21, 2021, 3:00 PM (PST). We hope to get the contract executed on or before Tuesday, January 26, so thank you and ID.me team in advance for a timely response to our request.

ø Please add the Contractor (ID.me)'s Contract Administrator's info on page 1.

ø Please respond to OED's questions to clarify sections 6.1 under Attachment 1. Services Agreement in Exhibit A on page 25 re: (1) why a total # of credentials for a 3-month period are only [REDACTED] and (2) why the term for credentials is 3 months, not 2 years. We might just need clarification on these. Thank you.

ø Please comment on or accept our recommendation for (1) deleting 6.4 Consequences Termination (a)(iii) under Attachment 1. Service Agreement in Exhibit A or (2) adding "(for Agency, under Section 10. Confidentiality of this Contract, COVID-19-244 and ORS 191.001 to ORS 192.170)", on page 25.

ø Please note the following re: Exhibit A - Statement of Work -

- Pages 17-21 (including Tasks and Deliverables) were drafted based on ID.me's "Employment Benefits and Integration_Web" document
- Attachment 1: Id.me Service Agreement was copied from ID.me's "Service Agreement" except for (1) the Order Form and (2) signature page of the Service Agreement.
- Attachment 2: Id.me Terms of Service (ID.me's document intended for ID.me users, copied from ID.me's website)
- Attachment 3: Id. Privacy Policy is ID's me policy (ID.me's document intended for ID.me users, copied from ID.me's website)
- Attachment 4: Id.me Biometric Data Privacy Policy (ID.me's document intended for ID.me users, copied from ID.me's website)
- Attachment 5: Id.me Cookie Policy and Credentials Policy (ID.me's document intended for ID.me users, copied from ID.me's website)

ø Also, provide the following contract-required documents with a redlined version or approval of the draft contract with comments/answers requested by OED:

- Certificate of Insurance: Please refer to Exhibit B on page 62 for the types and the coverage of amount of required insurance.
- Completed W-9.
- Completed Letter of Assurance – Criminal Background Check: Exhibit C on page 63.
- Completed Independent Contractor Certification: Exhibit E on page 68.

If you or your legal counsel have any questions or concerns, please email me and cc: Heather.E.Wyland@oregon.gov (OED Procurement Manager/DPO, 971-718-7000).

Thank you again so much for your help!
Have a wonderful day!

Nameun

Nameun House, OPBC, OSPC | Procurement and Contract Specialist | **Oregon Employment Department** | 875 Union Street NE, Salem, Oregon 97311 | Phone: 971-375-3484 | Nameun.House@oregon.gov

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