

From: [VILLEGAS Eric L * OED](#)
To: [HUDSPETH Jacqueline M * OED](#)
Subject: RE: Follow up questions from OED
Date: Thursday, January 21, 2021 10:53:27 AM

Just now getting to this message. You're welcome! And, I get to see your lovely picture again! 😊

From: HUDSPETH Jacqueline M * OED <Jacqueline.M.HUDSPETH@oregon.gov>
Sent: Thursday, January 21, 2021 9:22 AM
To: VILLEGAS Eric L * OED <Eric.L.VILLEGAS@oregon.gov>
Subject: RE: Follow up questions from OED

Great! Thank you for the additional info. 😊

From: VILLEGAS Eric L * OED <Eric.L.VILLEGAS@oregon.gov>
Sent: Thursday, January 21, 2021 9:06 AM
To: HUDSPETH Jacqueline M * OED <Jacqueline.M.HUDSPETH@oregon.gov>
Subject: FW: Follow up questions from OED

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



We envision an Oregon where meaningful work enables the state's diverse people and businesses to realize their full potential, creating prosperity in every community.

This message (including any attachments) may contain confidential and privileged information belonging to the sender, for a specific individual and purpose, and is legally privileged. If you are not the intended recipient, you should delete this message and any disclosure, copying, forwarding or distribution of this message, or the taking of any action based on it, by you is strictly prohibited.