

From: HOUSE Nameun * OED
To: WYLAND Heather E * OED
Subject: RE: ID.me comments to contract
Date: Wednesday, February 3, 2021 8:14:38 AM
Attachments: image001.png

Heather, would you take a look at the contract before I send it to ID.me? I was not present during the phone conversation with ID.me legal, so I want to make sure if I accepted terms that both parties agreed.

Also, one more question - would you accept all ID.me's changes below (deletion of the last sentence in 4.2 and additions of the 4.2.3 and 4.2.4)

4.2. Payments. Payments, including interim payments, to Contractor are subject to ORS 293.462, will be made only for completed and accepted Deliverables and Services, and will be made in accordance with the payment schedule and requirements set forth in Exhibit A. Agency will not pay for other users (not Agency Customer defined in section 9.1.1 of this Contract) accessing the OED's Hosted Landing Page (HLP) created by Contractor.

4.2.1. \$3.50 per each credential for successful virtual verification: The rate may decrease if the tier pricing for unsupervised remote (self-serve by Agency Customer) verification.

4.2.2. \$3.50 per each credential for successful virtual in-person proofing (supervised remote): Remains at \$3.50 even if the tier pricing drops for unsupervised remote (self-serve by Agency Customer).

4.2.3. \$1.75 per each credential for self-serve verification previously verified by Contractor.

4.2.4. ID.me will not charge Agency for detected Synthetic Identity Fraud, to include identities created and verified with a mix of real and stolen and or false information.

4.2.3.4.2.5. ID.me will charge Agency for detected Socially Engineered fraud, to include individuals who verify through job, romance, financial or other schemes, as those individuals do indeed exist.

Microsoft Office User
See comments on page 2. There is no way to gate this on ID.me's side, we have no insight into who you email or direct to the HLP. Based on other state integrations, people who have not been emailed can and will go to the HLP out of desperation to clear up their issues. ID.me will charge for these users

WYLAND Heather E
Mere, OED's intent is to only pay for Agency Customers. I believe we were all on the same page about what OED would pay for and that it was limited to the defined Agency Customers. Is there alternate language you would suggest that gets us to the same place? Do you want to have a quick meeting about this with the team so we can all understand and strategize a solution?

Microsoft Office User
Heather, does this suffice?

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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From: WYLAND Heather E * OED <Heather.E.WYLAND@oregon.gov>
Sent: Tuesday, February 2, 2021 4:43 PM
To: HOUSE Nameun * OED <Nameun.HOUSE@oregon.gov>
Subject: FW: ID.me comments to contract

Hi Nameun,

With Martin's agreement, please accept the changes that we have agreed to, and leave the questions and changes that I made yesterday. Then forward to me for review prior to sending to Mere.

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

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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: HEPP Martin * OED <Martin.HEPP@oregon.gov>
Sent: Tuesday, February 2, 2021 4:36 PM
To: WYLAND Heather E * OED <Heather.E.WYLAND@oregon.gov>
Cc: LEAHY Lindsy K * OED <Lindsy.K.LEAHY@oregon.gov>; TRUEX Bill L * OED <Bill.L.Trux@oregon.gov>
Subject: RE: ID.me comments to contract

Hi,

This looks good and I'm comfortable with it per the notations. I want to point out that for all intents and purposes, this is not "Software as a Service" (SaaS). Rather, we are subscribing to receive data generated by OED customers, processed by the vendor (ID.me) who will send the result of such processing to OED. Consequently, we will own the data provided to us by ID.me. This is one of the reasons DAS has precluded the completion of a "cloud workbook".

It is a subtle understanding, but there are myriad understandings when a "cloud" product is mentioned or considered.

Please let me know if I can provide any additional information.

Cheers,
Martin

Martin Hepp | Deputy CIO | Oregon Employment Department
Desk: 503-947-1976 | Cell: 503-877-8297 | E-Mail: martin.hepp@oregon.com

Governor's COVID-19 Resources Site for food, housing, health, and other resources
Oregon Employment Department <https://unemployment.oregon.gov>

From: WYLAND Heather E * OED <Heather.E.WYLAND@oregon.gov>
Sent: Tuesday, February 2, 2021 4:24 PM

To: HEPP Martin * OED <Martin.HEPP@oregon.gov>
Cc: LEAHY Lindsy K * OED <Lindsy.K.LEAHY@oregon.gov>; TRUEX Bill L * OED <Bill.L.Trueux@oregon.gov>
Subject: FW: ID.me comments to contract

Hi Martin,

Please review the email thread below for context. In the attached contract draft you will note in section 9 that IDme has deleted the language about “work products.” Although it is a small risk given the services that IDme will be providing, I want to let you know about it and get your thoughts on this. Please let me know when you can, as Bill is out today and we are trying to push this through. Let me know if you have any questions.

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

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From: LEAHY Lindsy K * OED <Lindsy.K.LEAHY@oregon.gov>
Sent: Tuesday, February 2, 2021 3:40 PM
To: WYLAND Heather E * OED <Heather.E.WYLAND@oregon.gov>
Subject: RE: ID.me comments to contract

Hi Heather –

Bill is out today, could you also send this to Martin for review?

Thanks for all you do!
Lindsy

From: WYLAND Heather E * OED <Heather.E.WYLAND@oregon.gov>
Sent: Tuesday, February 2, 2021 12:33 PM
To: LEAHY Lindsy K * OED <Lindsy.K.LEAHY@oregon.gov>
Cc: FRIESEN Lori L * OED <Lori.L.FRIESEN@oregon.gov>; HOUSE Nameun * OED <Nameun.HOUSE@oregon.gov>
Subject: FW: ID.me comments to contract

Hi Lindsy,

Lori suggested that I forward this email string to you about the IDme contract. The gist of the thread is that there is some risk to not having “work products” defined in contract. However, since IDme isn’t providing the services to OED, rather they are providing them to our customers, I think the risk is low. I’ve asked Bill to look at it and let me know if he agrees. If he does then we can update the contract and get it sent back for final review by them.

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

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From: FRIESEN Lori L * OED <Lori.L.FRIESEN@oregon.gov>
Sent: Tuesday, February 2, 2021 12:10 PM
To: WYLAND Heather E * OED <Heather.E.WYLAND@oregon.gov>
Subject: RE: ID.me comments to contract

Thanks Heather! It think it would be good to forward that same message and forward your previous email to Lindsy w/this message. You can take Kristin off for this.
Thanks,
Lori

From: WYLAND Heather E * OED <Heather.E.WYLAND@oregon.gov>
Sent: Tuesday, February 2, 2021 12:03 PM
To: FRIESEN Lori L * OED <Lori.L.FRIESEN@oregon.gov>
Subject: RE: ID.me comments to contract

Hi Lori,

If this were a service that IDme were providing to OED, having work product defined would be very necessary to help sort out which products and IP belong to which party or both. Since this isn’t a service that IDme is actually providing to OED, then the risk is much lower.

Thanks,
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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From: FRIESEN Lori L * OED <Lori.L.FRIESEN@oregon.gov>
Sent: Tuesday, February 2, 2021 12:01 PM
To: WYLAND Heather E * OED <Heather.E.WYLAND@oregon.gov>
Subject: RE: ID.me comments to contract

Hi Heather (looped everyone else out),
What are the risks you see by this change?
Lori

From: WYLAND Heather E * OED <Heather.E.WYLAND@oregon.gov>
Sent: Tuesday, February 2, 2021 11:43 AM
To: FRIESEN Lori L * OED <Lori.L.FRIESEN@oregon.gov>; TRUEX Bill L * OED <Bill.L.Trux@oregon.gov>
Cc: JONES Kristin K * OED <Kristin.K.JONES@oregon.gov>; HOUSE Nameun * OED <Nameun.HOUSE@oregon.gov>
Subject: RE: ID.me comments to contract

Hi Lori and Bill,

I have completed my review and have only one remaining concern. IDme changed the contract to remove references to Work Products and didn't respond to my questions/comments. Bill, if you are okay with this given the scope of the services and risks for this I am okay with it as written. Please look at section 9 and let me know.

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

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From: FRIESEN Lori L * OED <Lori.L.FRIESEN@oregon.gov>
Sent: Tuesday, February 2, 2021 11:24 AM
To: WYLAND Heather E * OED <Heather.E.WYLAND@oregon.gov>; HOUSE Nameun * OED <Nameun.HOUSE@oregon.gov>
Cc: JONES Kristin K * OED <Kristin.K.JONES@oregon.gov>
Subject: RE: ID.me comments to contract

Thanks Heather!

From: WYLAND Heather E * OED <Heather.E.WYLAND@oregon.gov>
Sent: Tuesday, February 2, 2021 11:18 AM
To: FRIESEN Lori L * OED <Lori.L.FRIESEN@oregon.gov>; HOUSE Nameun * OED <Nameun.HOUSE@oregon.gov>
Cc: JONES Kristin K * OED <Kristin.K.JONES@oregon.gov>
Subject: RE: ID.me comments to contract

Hi all,

Just finished training and am moving to the contract review.

Thanks,
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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From: FRIESEN Lori L * OED <Lori.L.FRIESEN@oregon.gov>
Sent: Tuesday, February 2, 2021 10:45 AM
To: HOUSE Nameun * OED <Nameun.HOUSE@oregon.gov>
Cc: WYLAND Heather E * OED <Heather.E.WYLAND@oregon.gov>; JONES Kristin K * OED <Kristin.K.JONES@oregon.gov>
Subject: RE: ID.me comments to contract

Hi Nameun,

I still need to know the next steps and estimated timing. If it is likely that the contract will not be finalized by tomorrow. I need to move the kick-off meeting asap and coordinate a new time with several internal staff and vendor staff.

Heather said she's done with training around 11:30 and will get w/me then.

Thanks!
Lori

From: HOUSE Nameun * OED <Nameun.HOUSE@oregon.gov>
Sent: Tuesday, February 2, 2021 10:31 AM
To: FRIESEN Lori L * OED <Lori.L.FRIESEN@oregon.gov>
Cc: WYLAND Heather E * OED <Heather.E.WYLAND@oregon.gov>; JONES Kristin K * OED <Kristin.K.JONES@oregon.gov>
Subject: RE: ID.me comments to contract

Hi Lori,

You are doing great! We'll check in and follow up with each other to help each other get through this emergency project. Thank you!

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: FRIESEN Lori L * OED <Lori.L.FRIESEN@oregon.gov>
Sent: Tuesday, February 2, 2021 10:19 AM
To: HOUSE Nameun * OED <Nameun.HOUSE@oregon.gov>
Cc: WYLAND Heather E * OED <Heather.E.WYLAND@oregon.gov>; JONES Kristin K * OED <Kristin.K.JONES@oregon.gov>
Subject: RE: ID.me comments to contract

Thanks for catching that Nameun. I thought I took her out of the conversation and missed that. Yes, I understand the importance of communication and having the appropriate roles communicating the appropriate information.

With that said, please remember I still need to learn/know the process and timing of what I don't know so I can continue to work on the project logistics as the Project Manager and Single Point Of Contact (SPOC). As I've discussed with you previously, there are Process, IT, Vendor, timing, Exec updates, meetings, and other logistics I need to piece together. It is my job to ask these questions and I need you to let me ask what I don't know and let me be the project SPOC. Due to the priority of this and importance of the right folks to attend, I need to preset whatever meetings I can to ensure the availability of all the right folks.

I need to know the process and timing.

Thanks for understanding!
Lori

From: HOUSE Nameun * OED <Nameun.HOUSE@oregon.gov>
Sent: Tuesday, February 2, 2021 10:02 AM
To: FRIESEN Lori L * OED <Lori.L.FRIESEN@oregon.gov>
Cc: WYLAND Heather E * OED <Heather.E.WYLAND@oregon.gov>
Subject: RE: ID.me comments to contract

Hi Lori,

Just a reminder - You may not include Mere (contractor) in our internal process conversation. We are still in negotiation (in the draft, you shall see there are provisions other than pricing information being discussed and our DPO needs to make sure the standard language for Oregon are not so much removed or altered by the contractor).

Yesterday we have already responded to Mere that we would get back to ID.me on the matter after review, so ID.me needs to wait for our review and approval. Let's wait for Heather (DPO)'s approval and process.

Thank you!

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: FRIESEN Lori L * OED <Lori.L.FRIESEN@oregon.gov>
Sent: Tuesday, February 2, 2021 9:52 AM
To: HOUSE Nameun * OED <Nameun.HOUSE@oregon.gov>; Mere Work <mere.work@id.me>; WYLAND Heather E * OED <Heather.E.WYLAND@oregon.gov>
Subject: RE: ID.me comments to contract

Good morning Heather and Nameun.
Can you tell me how likely this is to be finalized by tomorrow?
Does this need to go to the Bill and Lindsay for another review? Or just legal?
Lori

From: HOUSE Nameun * OED <Nameun.HOUSE@oregon.gov>
Sent: Monday, February 1, 2021 8:40 AM
To: Mere Work <mere.work@id.me>; WYLAND Heather E * OED <Heather.E.WYLAND@oregon.gov>; FRIESEN Lori L * OED <Lori.L.FRIESEN@oregon.gov>; VILLANI David * OED <David.VILLANI@oregon.gov>
Subject: RE: ID.me comments to contract

Good morning Mere,

Thank you so much for forwarding the draft contract with the ID.me's legal language to address the pricing matter. We will get back with you on this after our executive's review.

Please let me know if you have any concerns or questions.

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: Friday, January 29, 2021 3:58 PM
To: HOUSE Nameun * OED <Nameun.HOUSE@oregon.gov>; WYLAND Heather E * OED <Heather.E.WYLAND@oregon.gov>; FRIESEN Lori L * OED <Lori.L.FRIESEN@oregon.gov>; VILLANI David * OED <David.VILLANI@oregon.gov>

Subject: ID.me comments to contract

Hi OED team,

Apologies for the delay--it has been a bit of an insane week! I spoke with our legal team and added the following language to pricing:

- *ID.me will not charge Agency for detected Synthetic Identity Fraud, to include identities created and verified with a mix of real and stolen and or false information.*
- *ID.me will charge Agency for detected Socially Engineered fraud, to include individuals who verify through job, romance, financial or other schemes, as those individuals do indeed exist.*

Additionally, our legal team does request to exclude 9.1.5 and 9.2 (see attached). Please let me know if you have additional questions--we work weekends and can turn something around (probably) or have a meeting Monday with counsel if that is needed. I know we're trying to get this in place ASAP and I do apologize on the delays on our side.

Thank you!

Mere Work

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



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