

From: [HOUSE Nameun * OED](#)
To: [VILLANI David * OED](#); [Mere Work](#)
Cc: [FRIESEN Lori L * OED](#); [Geoff Dailey](#)
Subject: RE: Quote for OED
Date: Tuesday, January 12, 2021 8:32:37 AM

We would prefer ID.me to send its quote to SHI and have *SHI* send to OED.

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: VILLANI David * OED <David.VILLANI@oregon.gov>
Sent: Tuesday, January 12, 2021 8:25 AM
To: Mere Work <mere.work@id.me>
Cc: HOUSE Nameun * OED <Nameun.HOUSE@oregon.gov>; FRIESEN Lori L * OED <Lori.L.FRIESEN@oregon.gov>; Geoff Dailey <geoff.dailey@id.me>
Subject: RE: Quote for OED

Thanks for the answers and I'm looking forward to the PowerPoint. I believe we would like the quote to come through SHI. Nameun please correct me if that is not correct.

Thanks Mere,
Dave

From: Mere Work <mere.work@id.me>
Sent: Tuesday, January 12, 2021 7:49 AM
To: VILLANI David * OED <David.VILLANI@oregon.gov>
Cc: HOUSE Nameun * OED <Nameun.HOUSE@oregon.gov>; FRIESEN Lori L * OED <Lori.L.FRIESEN@oregon.gov>; Geoff Dailey <geoff.dailey@id.me>
Subject: Re: Quote for OED

Hi Dave-

Great, I'll get a quote ready. Would you like me to send it directly to you and then you will send to SHI, or would you like me to send to SHI and have *them* send to you?

Regarding the questions, it shouldn't be an issue. The way ID.me works is: one person--one email--one account (an individual can go add an additional email to their account after account creation). I'll break down the examples you mentioned:

1. Forgot they already completed the ID.me process: if they see the ID.me login and sign in, they will be prompted to go through MultiFactor authentication and then...that's it. They've already verified. OED has already received their information. The licensing includes unlimited MFA, so there is no additional charge to OED for this
2. Tries multiple times to be verified: It does not matter how many times an individual tries, or the time period. ID.me only charges OED for successfully verified individuals. We do not charge on transactions--success only.

I'm working on a very, very clear powerpoint for another state about our licensing. I should

have that ready in a bit, and will send it over!

Thank you,

Mere Work

Senior Account Executive

Mobile: 703-712-3750

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McLean, VA, 22102

mere.work@id.me



On Tue, Jan 12, 2021 at 9:31 AM VILLANI David * OED <David.VILLANI@oregon.gov> wrote:

Hi Mere,

OED was able to lock in the number of credentials we would like to start with so we can move forward with getting a quote for our procurement team. OED would like to start with [REDACTED] credentials. Is there anything else you need from me at this stage?

A question that came up in our last meeting had to do with individuals attempting to validate their ID multiple times in short succession. I'll try to not get too deep into the weeds at this point but this could happen because they forgot they already completed the ID.me process or because they received a letter reminding them to complete the process. There are a few other scenarios we identified internally and we are working on solutions on our end. Does ID.me have anything in place to help with this? for example if an individual tries to certify their ID for the same state within a certain period of time, would ID.me still charge Oregon?

Thanks and let me know if I missed something you need for the quote.

Dave Villani

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

Sent: Wednesday, January 6, 2021 7:58 AM

To: VILLANI David * OED <David.VILLANI@oregon.gov>

Cc: HOUSE Nameun * OED <Nameun.HOUSE@oregon.gov>; FRIESEN Lori L * OED <Lori.L.FRIESEN@oregon.gov>; Geoff Dailey <geoff.dailey@id.me>

Subject: Re: Quote for OED

Hi Dave-

No problem--see my answers below. **Since you are utilizing NASPO SVAR, I'm sure you know that there will be a slight markup to the amount I am using below--just wanted to

make sure you realized this is our base price--there is a markup through the reseller.

Based on what we've seen from states of a similar population size to Oregon, we've seen a range of pre-purchase of [REDACTED] credentials up to [REDACTED] credentials, with an average of [REDACTED] credentials. Of our 14 live states, half have had to purchase additional credentials due to massive volume in the last 4 months. We understand that the amount is dependent on budget, uncertainty, risk (from the state perspective) and a variety of factors. Prior to answering your questions, I will offer three additional points:

- A lot of our state partners have had success utilizing COVID emergency funding for identity verification/fraud prevention. I'm not sure if that is an option for OED, but wanted to mention it.
- Many states have started small, with a pilot and a smaller PO--after a few months and getting comfortable/seeing the demand/need/functionality of the product, they have issued a larger PO and done a direct integration (Arizona, Indiana, FL; PA and GA in process)
- One very small state was able to successfully leverage an additional enterprise-wide identity project at the state to increase the budget/amount pre-purchased for the specific project.

Credentials:

○ Do we pay for the credentials up front or as they are used? **You can do either; however, the pay-as-you-go fee starts at [REDACTED] per credential. The pay upfront allows you to lock in the current tier price [REDACTED]. For the record, we do not have a single state partner that has opted for pay-as-you-go.**

▪ If we pay upfront, at the end of the contract term, would OED get paid for the remainder of unused credentials? **No; honestly this has not occurred for any of our federal or state clients to date. The license terms are 24 mo (and I can adjust to 36 months if you are interested in a larger up front purchase).**

▪ If we pay upfront, is there any process or requirement for OED to request money paid for the unused credentials? **No; see previous answer.**

▪ If we pay as we use them, do we pay for unused credentials? **No; you would pay [REDACTED] for each verified credential**

○ Are we able to purchase more credentials if we use more than we anticipated?

▪ Is there a penalty or additional fee for adding or exceeding the number of credentials? **No; this happens all the time.**

- General:

○ Because we are purchasing through SHI, would SHI or ID.me send monthly

invoices with the amount spent? **ID.me can send SHI invoices--SHI send them to you. OED will also get verification results daily for 2 weeks and then weekly after.**

- In the bit of reading I got in before the end of the day yesterday it looks like ID.me will be sending monthly invoices. (yes)
- That being the case I assume we would also get something from SHI.
- So a better question is, would ID.me send an invoice to both OED and SHI?

Please let me know if anything else comes up!

Thank you,

Mere Work

Senior Account Executive

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On Wed, Jan 6, 2021 at 10:31 AM VILLANI David * OED

<David.VILLANI@oregon.gov> wrote:

Good morning Mere,

We are working on the number of credentials we would like to purchase. This discussion raised a couple of questions. I will be going back through the documentation you sent to see if I can answer them, but figured I'd also ask you in hopes of getting an answer faster than me reading in-between meetings.

- Credentials:
 - Do we pay for the credentials up front or as they are used?
 - If we pay upfront, at the end of the contract term, would OED get paid for the remainder of unused credentials?
 - If we pay upfront, is there any process or requirement for OED to

request money paid for the unused credentials?

- If we pay as we use them, do we pay for unused credentials?

- Are we able to purchase more credentials if we use more than we anticipated?

- Is there a penalty or additional fee for adding or exceeding the number of credentials?

- General:

- Because we are purchasing through SHI, would SHI or ID.me send monthly invoices with the amount spent?

- In the bit of reading I got in before the end of the day yesterday it looks like ID.me will be sending monthly invoices.

- That being the case I assume we would also get something from SHI.

- So a better question is, would ID.me send an invoice to both OED and SHI?

Thanks in advance

Dave Villani

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

Sent: Tuesday, January 5, 2021 7:59 AM

To: VILLANI David * OED <David.VILLANI@oregon.gov>

Cc: HOUSE Nameun * OED <Nameun.HOUSE@oregon.gov>; FRIESEN Lori L * OED <Lori.L.FRIESEN@oregon.gov>; Geoff Dailey <geoff.dailey@id.me>

Subject: Re: Quote for OED

Hi Dave-

Yes, X=confirmed successful credentials. The memo I sent you all a few weeks back lays out our licensing in-depth; the credentials are valid for 24 months from go-live (sometimes PO happens a significant amount of time before go-live), and there is no monthly minimum.

For example, if OED pre-purchases ████████ licenses and goes live in Feb 2021, and then uses ████████ over the year, the remaining ████████ would be available until Feb 2023.

Thank you,

Mere Work

Senior Account Executive

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On Tue, Jan 5, 2021 at 9:57 AM VILLANI David * OED

<David.VILLANI@oregon.gov> wrote:

Thanks for the quick response Mere.

I interpret "X number of credentials" as confirmed ID's, is that correct? Also when we are determining how many to purchase, are we looking at a specific time frame like X per month?

Dave

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

Sent: Monday, January 4, 2021 4:42 PM

To: VILLANI David * OED <David.VILLANI@oregon.gov>

Cc: HOUSE Nameun * OED <Nameun.HOUSE@oregon.gov>; FRIESEN Lori L * OED <Lori.L.FRIESEN@oregon.gov>; Geoff Dailey <geoff.dailey@id.me>

Subject: Re: Quote for OED

Hi Dave!

Happy New Year to you and the OED team! We're excited to kick off 2021 with this project with you all. In order to accurately give SHI a quote, I need the number of verification credentials you will be purchasing.

While we do charge 2 different fees based on if the user is a new or returning (previously verified by ID.me) user, it's difficult to ascertain what percentage of your users will be pre-verified. All of our other partners have purchased X number of credentials, and then, in addition to daily/weekly reporting, we send monthly invoices that show how the credentials have been broken down between new issuances/network renewals. Does that make sense?

For the other items:

- I've attached an example [REDACTED] file and the integration guide, which contains step-by-step directions (we also go over this in-depth during an onboarding call). For the csv, the time stamp is set to UTC and the naming convention for the file is: [REDACTED]
- **Hosted Landing Page:** The banner image is 1300px X 450px and the logo is 60px X 60px (jpg or png preferred). Here are a few examples (please do not

verify through them!): [Washington](#), [Georgia](#), [Indiana](#)

- **Help.ID.me Page:** We recommend creating an OED specific help page on [Help.ID.me](#). If you can provide the copy/images in word format we can easily add the page [here](#). North Dakota has received great feedback from claimants on their page, so we do recommend that specific one. Other states have also preferred to keep it very generic and point back to their own state FAQ page.

Please let me know if you have any questions.

Thank you,

Mere Work

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On Mon, Jan 4, 2021 at 5:20 PM VILLANI David * OED

<David.VILLANI@oregon.gov> wrote:

Hi Mere, I hope you had a good couple of holiday's. The Oregon Employment Department is looking forward to working with ID.me. We are would like to get our procurement process started and would like a quote provided through SHI. The quote would be for a State landing page, per match cost (new and existing ID), and a statement of work. If there is more you need to generate the quote, just let us know. I have include Nameun from procurement and Lori who will be our project manager.

I also receive some additional questions from our IT shop. What method/s does ID.me use to send us results? I believe you told us [REDACTED] but I wanted to verify. When possible, they would also like a sample file or file layout so we can start setting our systems up internally to process the file.

Thanks in advance

Dave Villani

Operations and Policy Analyst

Oregon Employment Department

(503) 947-1356

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