



DEPARTMENT OF ECONOMIC SECURITY

Your Partner For A Stronger Arizona

Arizona Department of Economic Security Task Order Request TO21-000053

UI Identify Verification

Version 1.4

Submitted to Statewide Contractor:

Statewide Contract Number:

ADSP016-130651

Statewide Contract Description:

NASPO Software Value Added Reseller (SVAR)

State Contractor (Reseller):

SHI International

State Partner (Partner):

ID.me, Inc.

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October 9, 2020



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Task Order Signature Page

This Task Order is governed by the State of Arizona Contract for Software Value Added Reseller ADSP016-130651. In the event of a conflict between the terms in this Task Order, including any terms in Contractors response to the Task Order Request, and the terms of the Participating Addendum and Master Agreement shall prevail. SHI International Corporation shall be acting as a Reseller of ID.me, Inc. for the Arizona Department of Economic Security as described within the Scope of Work/Task Order. The Partner in this Task Order is ID.me, Inc.

Task Order Term: This Task Order shall be effective the date of last signature and shall end 12 months from date of execution, unless extended in accordance with the State of Arizona Contract.

BY SIGNING THIS FORM ON BEHALF OF THE CONTRACTOR, THE SIGNATORY CERTIFIES HE/SHE HAS THE AUTHORITY TO BIND THE CONTRACTOR TO THIS CONTRACT.

FOR AND ON BEHALF OF THE AGENCY,

ARIZONA DEPARTMENT OF ECONOMIC SECURITY:



Signature of Authorized Individual

Javier Navarro

Typed Name

Procurement Manager

Title

10/09/2020

Date

FOR AND ON BEHALF OF THE PARTNER:

ID.ME, INC.



Signature of Authorized Individual

Michelle Graffum

Typed Name

FOR AND ON BEHALF OF THE STATEWIDE CONTRACTOR,
SHI INTERNATIONAL:



Signature of Authorized Individual

Natalie Castagno

Typed Name

Director of Contracts & RFPs

Title

8/9/20


Date

General Counsel

Title

October 9, 2020

Date

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Statement of Work

1. Definitions:


- 1.1. Contractor: The person or entity reselling solutions under the terms and conditions set forth in this Master Agreement and Participating Addendum. Contractor also includes its employees, subcontractors, agents and affiliates who are providing the services agreed to under the Master Agreement and Participating Addendum.
- 1.2. Partner: Partner qualified and authorized by Contractor, and approved by the Participating State under a Participating Addendum, who may, to the extent authorized by Contractor, fulfill any of the requirements of this Master Agreement and Participating Addendum including but not limited to providing Services under this Master Agreement and Participating Addendum. Partner has no authority to amend this Master Agreement, Participating Addendum or to bind Contractor to any additional terms and conditions.

2. Purpose:

- 2.1. Purpose Statement: The purpose of this task order is to provide secure identity verification services for Pandemic Unemployment Assistance (PUA) claims and other Unemployment Insurance (UI) claims as determined by ADES.

3. Service Description

- 3.1. Actual Service Objective: The Partner shall provide secure virtual identity verification and proofing services. The solution shall integrate with the existing UI claim system to provide real time results for new claims and provide a hosted landing page for services of existing claims that are identified by ADES.
- 3.2. Background: Since March 2020 ADES has received over 3.1 million initial unemployment claims. To date over eleven (\$11) billion dollars have been processed for payments and ADES has identified and prevented over \$6 billion in fraudulent benefit payments. Given the unprecedented volume in transactions and dollar amounts paid out, there is a significant concern over the extent of fraudulent claims. The Department of Labor has directed the States to make efforts to rapidly and proactively prevent, detect, and investigate fraudulent activity. To meet this requirement ADES will need the assistance of a federally-certified Credential Service Provider that can verify the identity of individuals submitting these claims.
- 3.3. Location(s) Where Services Will Be Provided: Virtual

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4. Partner System Functionality Requirements

- 4.1. Partner’s Credential Service Provider shall offer a differentiated set of identity proofing capabilities, all of which are certified up to NIST 800-63-2 LOA3 or NIST 800-63-3 IAL2/AAL2:
 - 4.1.1. Online Self-Serve “Unsupervised Remote” Identity Proofing
 - 4.1.2. Virtual In-Person “Supervised Remote” Identity Proofing
 - 4.1.3. In-Person Identity Proofing with a Trusted Referee

- 4.2. Partner’s solution shall meet the requirement for NIST 800-63-3 AAL 2 & 3.


- 4.3. Partner shall support a comprehensive set of Multi-factor Authentication (MFA) capabilities including:
 - 4.3.1. Enhanced SMS
 - 4.3.2. Phone Calls including verifications through landlines
 - 4.3.3. Partner Authenticator App
 - 4.3.4. Code Generator
 - 4.3.5. Push Notifications
 - 4.3.6. FIDO U2F Security Key
 - 4.3.7. Mobile Yubikey

- 4.4. Attribute Exchange: Partner’s Attribute Exchange shall enable verification of various credentials related to an individual’s legal identity such as: Employment, Income, Education, and Professional Licenses. This includes coverage for groups like the active-duty military, veterans, students, teachers, first responders, doctors, nurses, healthcare professionals, and government employees


5. Partner General Requirements

The Partner Shall:


- 5.1. Work with the Department business areas and clarify goals and further define requirements as needed.
- 5.2. Provide a Hosted Landing Page (HLP) Integration and Standard Integration (Immediate or Long-term Solution). The Partner and ADES agree to work collaboratively to integrate as follows:
 - 5.2.1. For Hosted Landing Page Integration:
 - 5.2.1.1. Timeframe: 48-72 hours for technical design, review, and implementation
 - 5.2.1.2. Flow
 - 5.2.1.2.1. Partner sets up a HLP.
 - 5.2.1.2.2. ADES sends notification email to existing claimant.
 - 5.2.1.2.3. Claimant completes self-verification process.

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- 5.2.1.2.4. Partner sends attributes back to ADES for claimants who have been successfully verified.
 - 5.2.1.3. Verification results: Delivered once every 24 hours via PGP-encrypted CSV file.
 - 5.2.1.4. Implementation Steps
 - 5.2.1.4.1. Partner begins working on the HLP and sends the link as soon as it is available to begin edits.
 - 5.2.1.4.2. ADES will designate authentication policy (NIST 800-63-2 LOA3 is standard)
 - 5.2.1.4.3. ADES and Partner exchange Secure File Transfer Protocol (SFTP) connection information
 - 5.2.1.4.4. ADES provides PGP encryption keys to Partner
 - 5.2.1.4.5. ADES and Partner validate PGP encryption
 - 5.2.1.4.6. ADES provides a final copy of wording for HLP
 - 5.2.1.4.7. ADES provides direction on stylistic updates necessary for HLP
 - 5.2.1.4.8. ADES provides banner image and logo for HLP
 - 5.2.1.4.9. Partner reviews ADES email notification template
 - 5.2.1.4.10. Ades and Partner complete final review
 - 5.2.1.4.11. Go live
 - 5.2.1.4.12. ADES directs identified claimants, via email template, to verify with Partner at the HLP
 - 5.2.1.4.13. Partner returns the following attributes for verified claimants to ADES once every 24 hours in a secure CVS file via SFTP
 - 5.2.1.4.13.1. Unique Identifier (UUID)
 - 5.2.1.4.13.2. Full Name
 - 5.2.1.4.13.3. Email address
 - 5.2.1.4.13.4. Phone Number
 - 5.2.1.4.13.5. SSN
 - 5.2.1.4.13.6. Date of Birth
 - 5.2.1.4.13.7. Address
 - 5.2.1.4.13.8. City
 - 5.2.1.4.13.9. State
 - 5.2.1.4.13.10. Postal Code
- 5.2.2. For Standard Integration:
 - 5.2.2.1. Timeframe: 3-4 weeks for technical design, review, and implementation
 - 5.2.2.2. Flow: Users self verify directly on the designated state webpage.
 - 5.2.2.3. Verification Results: Real time
 - 5.2.2.4. Implementation Steps:
 - 5.2.2.5. ADES creates a developer account with Partner

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- 5.2.2.5.1. ADES will designate authentication policy (NIST 800-63-2 LOA3 is standard)
- 5.2.2.6. ADES and Partner exchange SAML metadata (along with keys) to ensure proper configuration of the endpoints
 - 5.2.2.6.1. A copy of current, full metadata shall always be available at a designated location provided by Partner to ADES
 - 5.2.2.6.2. Sandbox environment metadata shall always be available at a designated location provided by Partner to ADES
- 5.2.2.7. The metadata document describes the identity provider (IdP) to the relying party (RP) and includes the following elements:
 - 5.2.2.7.1. The endpoint addresses for communication
 - 5.2.2.7.2. The X.509 certificates used to sign and encrypt SAML assertions
 - 5.2.2.7.3. The Partner’s IdP SAML service shall support the following SAML bindings:
 - 5.2.2.7.3.1. HTTP-POST
 - 5.2.2.7.3.2. HTTP-Redirect
 - 5.2.2.7.4. The Partner’s IdP SAML service shall support the following NameID formats:
 - 5.2.2.7.4.1. urn:oasis:names:tc:SAML:1.1:nameid-format:unspecified
 - 5.2.2.7.4.2. urn:oasis:names:tc:SAML:2.0:nameid-format:persistent
 - 5.2.2.7.4.3. The Partner’s IdP SAML service shall support invoking different authentication and verification policies on a per-application or per-request basis. The policy name is required to be passed along within the element.
- 5.2.2.8. Both parties complete final review
- 5.2.2.9. Go live
- 5.2.2.10. Users begin to verify Partner through Partner’s solution
- 5.2.2.11. ADES receives real-time verification results
 - 5.2.2.11.1. Attributes returned:
 - 5.2.2.11.1.1. Unique Identifier (UUID)
 - 5.2.2.11.1.2. Full Name
 - 5.2.2.11.1.3. Email address
 - 5.2.2.11.1.4. SSN
 - 5.2.2.11.1.5. Date of Birth
 - 5.2.2.11.1.6. Address
 - 5.2.2.11.1.7. City
 - 5.2.2.11.1.8. State
 - 5.2.2.11.1.9. Postal Code

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6. **IDME-IAL2I-0007** Partner shall perform the following Integration steps.

- 6.1. Determine Federated Identity Protocol. Partner shall be committed to supporting open standards and federated protocols and support SAML 2.0, OAuth2.0, OpenID Connect, and RESTful APIs.
- 6.2. Determine Identity Proofing and Authentication Policy
- 6.3. Partner Payload Attributes
 - 6.3.1. Partner shall collect various pieces of information to perform identity resolution for both Unsupervised Remote Proofing and Virtual In-Person “Supervised Remote” Proofing flows.
- 6.4. Confirm Attribute Matching Logic with ADES
- 6.5. Create Test Accounts
- 6.6. Partner Brand Assets as agreed to by ADES
- 6.7. User Volume Estimates and Prior Notification
 - 6.7.1. ADES agrees to provide a monthly estimate of user volume to the Partner POC.
- 6.8. Go-Live
 - 6.8.1. Once all of the previous steps have been completed the Go-Live Checklist below will be utilized to ensure each step has been completed for this and any future integrations.
 - 6.8.2. Go Live Checklist:

Step	Description	Partner Confirmation
1	Federated Identity Protocol	SAML 2.0, OAuth, or OIDC
2	Identity Proofing and Authentication Policy	Enter Policy
3	Determined Partner Payload Attributes	Yes/No
4	Confirmed Attribute Matching Logic	Yes/No
5	Created Test Accounts	Yes/No
6	Leveraged Partner Brand Assets	Yes/No
7	Provided Estimated User Volumes and Prior Notification	Yes/No

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7. Support:


- 7.1. Partner will provide a dedicated customer success manager and technical integration engineer to assist with all technical and business needs for ADES. In coordination with ADES’s technical teams, Partner’s integration engineer and customer success manager will be available throughout the lifecycle of migrating new applications and to provide support as required.
- 7.2. Partner will provide an omni-channel member support available 24 hours a day, 7 days a week, 365 days a year. Partner member support team will provide support via live-chat and through online support tickets that can be submitted on Partner’s website. Support for all login, identity proofing, and MFA related support tickets shall be unlimited.

8. Technical User Flow

- 8.1. Claimant clicks button
- 8.2. On the sign-up screen, the user is asked to create an account (if they do not already have one) with an email address and password. Then, the claimant will confirm ownership of the email address and proceed to the LOA 3 identity verification flow.
- 8.3. After the claimant completes identity verification:
 - 8.3.1. HLP: The claimant sees a success screen and receives an email from ADES with next steps.
 - 8.3.2. Full integration via SAML: The claimant is brought to the consent screen where they are able to see the attributes that may be released to ADES.
- 8.4. Once the claimant consents to releasing their information, they are redirected to the ADES platform with the attributes in an encrypted SAML Assertion

9. Milestone and Deliverables

Milestone	Deliverable
Integration	ID.me configuration and technical Integration
Successful Identity Verifications	Identity Proofing Results (Credentials); up to 275,000 credentials Part Number 1 Issuances: IDME-IAL21-0008 Part Number 2 Renewals: IDME-IAL2R-0008

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10. Payment

10.1. Payment Unit

10.1.1. One (1) Credential. Payment unit is for one (1) successful identity verification

10.2. Payment Rate

10.2.1. The initial Task Order will be issued based on \$3.50 per successful identity verification

10.3. The Contractor in collaboration with the Partner shall submit a complete and accurate invoice.

10.3.1. Partners invoices shall include the following:


10.3.1.1. The Partners name and address (include payment address, if different).

10.3.1.2. The Contract Number and Task Order Number

10.3.1.3. The total number of credentials delivered in the calendar month

10.3.1.4. Applicable sales tax

10.3.1.5. The total amount due

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ADES Task Order Special Terms and Conditions

1. Acceptance

Acceptance criteria for Task Order selection, project milestones and project completion shall require ADES sign off on an Acceptance document prepared by the Partner(s). A standardized Acceptance document format shall be determined by the Requesting Entity and Partner(s). Task Order selection, projects or any project milestones are not accepted by the ADES until a signed Acceptance document is completed. Acceptance criteria for projects that are exclusively individual consultant resources require State approval of hours for each time period invoiced for each individual consultant resource.

2. Change Order Request

A Change Order Request must comply with A.R.S. R2-7-604. In the event a change order is required, all change orders must be approved in writing by both authorized parties prior to any changes taking place.

3. Intellectual Property (IP)

ADSP016-130651 State of Arizona Uniform Terms and Conditions Sec. 3.8 Intellectual Property: - Any and all intellectual property, including but not limited to copyright, invention, trademark, trade name, service mark, and/or trade secrets forming part of the deliverables under this contract and any related subcontract (“Intellectual Property”), shall be work made for hire and the State shall be considered the creator of such Intellectual Property. The preexisting technology of subcontractor including all rights to subcontractor’s platform, shall remain the sole and exclusive property of subcontractor. The ID.me platform, software and underlying technology, including any enhancements created after the date of this Agreement, are the sole and exclusive property of ID.me.