

**Request for Information 23-RFI-001-MC**  
**Identity Verification Services**  
**Technical Questions and Answers**

The Department's responses to timely submitted questions are provided below:

<b>Respondent Question Number*</b>	<b>RFI Reference</b>	<b>Question*</b>	<b>Answers</b>
1		I wanted to request some more information regarding Advertisement RFI-02456 and what exactly that would entail? What information and identity proofing information would you need? What databases would we have to connect to?	Please refer to section B.3, Specifications.
2		I saw the RFI just released for the Identity Verification Services and had one question I'd like to submit.  Does DEO's Reemployment Assistance Program currently use any vendor contracted tools for the identity verification needs or is this a new requirement being considered?	ID.me is DEO's current vendor.
3	Page 6, Section B.3(34)	Please clarify what the intent is, or what kind of information DEO would anticipate B2C passing to the systems/solutions we would deliver.	Contractor should expect information such as the Access token, Email, SSN, Object ID, Name, and Date of Birth
4	Page 8, Section B.12; and page 7, Section B.8	DEO requests a redacted copy of responses that contain confidential information. Section B.12 requests redacted copies "on hard copy and on compact disk, at the time of reply to submission." However, Section B.8 requires email submission. Please confirm that email submission of the redacted copy will suffice.	DEO will accept submission of the redacted copy via email.
5	P 5, B.3 #1, Specifications	Does prior to account creation and login refer to B2C account creation and login? Request DEO please clarify the intent of this specification.	Yes, through the Reemployment Assistance Claims and Benefits Information System.
6	P 7, B.7 #2, Details	To provide accurate pricing estimates, can FL DEO provide an estimate of how many claimants (or verifications) are anticipated on an annual basis? Of those, how many claimants have previously engaged with Florida DEO (i.e., new vs returning users)?	Estimated 360,000-400,000 new claimants based on current annual volume.
7	Page 5, Sec B.3 (verification related items)	Could you provide the estimated number of verifications per year?	Please refer to Question/Answer 6.

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8	Page 5, Sec B.3 (item 23)	Can the FedRAMP requirement be eased or postponed?	No, all FedRAMP requirements must be met.
9	Section B.3, #3	What does it mean to verify a user without identification?	It means verifying a user without identification documents.
10	Section B.3, #5	Is person-to-person identity verification both in-person and remote verification (over video or phone)?	Please provide all potential options in your response.
11	Section B.3, #13	Will you provide a list of acceptable State issued identification cards?	<ul style="list-style-type: none"> <li>• Documentation issued by a federal, state, or local government agency that contains a photograph or identifying information such as name, date of birth, sex, height, and address;</li> <li>• School identification (ID) card with photograph;</li> <li>• United States (U.S.) military ID card, dependent's ID card, or U.S. Coast Guard Merchant Mariner card;</li> <li>• Native American tribal document;</li> <li>• U.S. Passport (unexpired or expired); or</li> <li>• Certificate of U.S. Citizenship or Certificate of Naturalization.</li> </ul>
12	Section B.3, #16	Will the vendor be expected to provide a management system for reporting?	Yes, the Vendor should have reporting capabilities to produce reports for DEO.
13	RFI Page 5, Section B.3 Specifications, Number 5	Can you please clarify the meaning of "person-to-person identity verification"?	Person-to-person identify verification means verifying an individual's identity through their physical presence.
14	RFI Page 5, Section B.3 Specifications, Number 20	Does DEO envision that parents/caregiver will be involved in the authentication of persons under the age of 18?	DEO is looking for creative solutions and industry best practices which include the caregiver/parents authenticating persons under the age of 18.
15	RFI Page 5, Section B.3 Specifications, Number 3 and Number 14	How are those without identification documents currently being authenticated, and how does the DEO envision authenticating those without identification documents in the future? Is there an intent for self-attestation?	See Question/Answer 9 and 10.

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16	RFI Page 5, Section B.3 Specifications, Number 23	Can you please confirm that FedRAMP Moderate is not required for on-prem solutions?	The RFI is a procurement tool for determining cloud-based technologies. When expected to store or process data (Cloud based technologies) categorized as "Moderate" impact or higher, that it possesses FedRAMP provisional Authority to Operate (ATO) at the "moderate" or higher impact level.
17	RFI Page 5, Section B.3 Specifications, Number 29	Can you please clarify who the "customer" accessing the help desk will be? Will it be DEO, or will it be FL residents/the end users?	The Help Center will be utilized by citizens/claimants.
18	RFI Page 6, Section B.3 Specifications, Number 34	Can you please elaborate on the "various solutions"?	Please see Question/Answer 5.
19	RFI Page 7, Section B.7 Instructions to Respondents,	What are the DEO's expected transaction volumes annually?	Please see Question/Answer 6.
20	p2, A.5, Calendar	What is the estimated timeline for procurement of these services (orals, RFP release, Contract signed, Go Live, length of contract, etc.)?	"Next Steps" relating to procurement timeline will be determined by DEO and released accordingly.
21	p4, B.1.1, Improved Security	In which general areas does DEO want "improved security"?	DEO seeks to reduce cyber security risks and potential for fraud and prevent any claim "high jacking."
22	p4, B.1.4, Improved Services	In which areas does DEO want "improved services and service delivery" (which external user services and which DEO internal services)?	DEO is seeking a solution that will assist with fraud detection and simple yet sophisticated authentication while minimizing the time and effort for the claimant.
23	p4, B.1.6, Improved Quality	In which service areas does DEO want "improved quality"?	Please see Question/Answer 22.
24	p4, B.1.7, Increased Transparency	In which areas does DEO want "increased transparency" (internal and external)?	Please see Question/Answer 22.
25	p5, B.3.2, User is Human	Does this mean verify the user is not a bot or machine, or verify the user is a real person and not fraud?	"User is human" means the user is not a bot or machine.

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26	p5, B.3.5, Person-to-Person	How many users have verified their identity in a person-to-person interaction monthly or annually?	Person-to person interaction is processed thru multiple Local Workforce Development Boards (LWDB) and is currently not being tracked for reporting.
27	p5, B.3.7, In Person	How many users have verified their identity in-person monthly or annually?	Please see Question/Answer 26.
28	p5, B.4, Azure	Is DEO only using Azure Active Directory External Identities or will the expectation be to integrate to Azure Active Directory single sign-on and Multi-factor Authentication?	DEO is currently using Azure Active Directory with MFA. In this case, single sign-on is not applicable, since it addresses external users.
29	p5. B.3.15, Verification	What percentage of DEO's users are verified without any interaction from agency staff or third-party referees?	80%
30	p5. B.3.15, Verification	What is DEO's desired metric for this verification?	85% or greater.
31	p5, B.3.18, Metrics	What will be the expected contract performance metrics?	Expected contract performance metrics include overall statistics for users attempting to verify, the percentage of successful users, suspected fraud rate, and method of identity verification.
32	p5, B.3.20, Under 18	Regarding allowing authentication of identities for people under the age of 18, how does DEO plan to receive consent of the minor?	Please see Question/Answer 14.
33	p5, B.3.20, Under 18	What percentage of transactions have historically been for those under the age of 18?	Less than 1%.
34	p5, B.3.23, FedRAMP	FedRAMP Moderate as a requirement would unnecessarily limit competition on this opportunity. Would the government accept compliance with other federal standards / frameworks as a method to demonstrate effective security practices? For example, NIST SP 800-171 maps to controls from NIST SP 800-53 that are included in FedRAMP and is a method for enabling controlled unclassified information to be processed in a secure manner.	Please see Question/Answer 8.
35	p5, B.3.24, FIPS	Today, NIST does not have any validated cryptographic modules for Federal Information Processing Standard (FIPS) 140-3. Please clarify how it plans to handle evaluation. Is compliance with this requirement a future goal or will self-attestation be sufficient?	DEO is requesting that cryptographic modules be compliant with the 140-3 standard and use CMVP approved security functions (SP 800-140C); proof of CMVP <i>validation</i> is not required at this time but

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			will be expected in the future as 140-2 validations expire.
36	p5, B.3.32, Accessibility	We are pleased to see the push for compliance with the Americans with Disabilities Act of 1990. Is DEO seeking compliance for all user experiences or solely web-based pages? For example, capture apps may not be compliant by the very nature of the experience / process.	DEO is seeking compliance for both.
37	p7, B.7.2.3, Annual costs	Please provide anticipated volumes so we can provide accurate estimated volume pricing. If providing historical volumes only, please estimate the percentage of change over upcoming years.	Please see Question/Answer 6.
38	Pg 5, B3 Specifications, #1 Verify users prior to account creation and login.	Does the DEO expect the vendor to manage access (username / password) on behalf of the State after the account is created? Or does the DEO prefer identity verification takes place prior to a user having the ability to create an account on the State's server?	The vendor would manage the verification credentials used for the verification system only.
39	Pg. 6, B.6 Process	You state that this RFI will not result in the award of a contract but that it may be used to develop a future procurement. Can you advise when an RFP for this service will likely be issued by the State?	Please see Question/Answer 20.
40	Pg. 8, B.12 RESPONDENT'S DUTIES ... PUBLIC RECORD	The RFI states "...the Respondent must also provide DEO with a separate Redacted Copy of its response, in hard copy and on compact disk, at the time of reply submission." Due to the two (2) day turnaround between the Answers to Questions and the due date of the response, will the DEO please allow the submission of the Redacted Copy to be provided following the email submission of the RFI response?	Please see Question/Answer 4.