

## EDD ID Proofing Prompts

### Company Profile

1. Company Name:
2. Contact Name:
3. Contact Phone:
4. E-mail Address:
5. Company Website:
  - *If available, please provide a URL for background material on your product or team (i.e., video, case studies, blog piece, etc.).*
6. Please share which State of California procurement (DGS software licensing) programs/vehicles that you, or one of your resellers, are registered under as of your submission to this solution.

Scoring Criteria: Pass/Fail

Requirement: Must have

7. Describe how your solution, or components of your solutions, aligns with or meet's FedRAMP moderate authorization or in the pipeline in the will be on the FedRAMP in the next 12 months. \* (200-word max)

Scoring Criteria: Pass/Fail

Requirement: Must elaborate

Audience: ITB

Guidance: CDT CISO direction for the project.

1. Describe how your solution aligns with or meet's NIST 800-63-A IAL2 standard. \* (200-word max)

Scoring Criteria: Pass/Fail

Requirement: Must elaborate

Audience: ITB

Guidance: CDT CISO direction for the project. Looking for information on how they are meeting it.

### Section Weighting of Answers

Section	Weighting
Technical Solution	40%
Proposed Approach, Implementation and Staffing	40%
Cost	20%
References	N/A

Guidance: A Fail on and "Pass/Fail" questions would exclude the vendor from consideration.

### Technical Solution

Weighting: 40%

2. How does your solution address the problem as described in the presentation. \* (200-word m)  
Scoring Criteria: Does not meet the need (1), Sort of meets the need (3), generally meets the need (7), meets the need (10)  
Requirement: Must have  
Audience: Everyone  
Guidance: Looking for an experience that provides the least amount of friction for our customers.  
Vendor should address specific all the business problems as shared in the presentation. Ultimately the solution should provide individual identity proofing.
3. Describe the technical architecture and support model for EDD of your proposed solution. Attach a visual diagram to help the explanation. \* (500-word max)  
Scoring Criteria: Does not meet the need (1), Sort of meets the need (3), generally meets the need (7), meets the need (10)

Requirement: Must have

Audience: ITB

Guidance: Looking specifically for the availability of an API that can integrate with .Net and Salesforce solutions. Specific examples of integration should result in a higher rating.

4. Describe the scalability and flexibility of your proposed solution. \* (200-word max)

Scoring Criteria: Does not meet the need (1), Sort of meets the need (3), generally meets the need (7), meets the need (10)

Requirement: Must have

Audience: ITB

Guidance: Looking for the ability to process to handle 200,000 requests per month and scale up to 20x that volume real time. Proofing can take a little longer but must be able to scale. 95% of transactions should be less than a second, remaining should be less than 5 seconds.

5. Describe the support model (Service Level Agreement - SLA) for EDD of your proposed solution. Are there specified penalties if the solution does not able to meet the SLA's. \* (500-word max)

Scoring Criteria: Does not meet the need (1), Sort of meets the need (3), generally meets the need (7), meets the need (10)

Requirement: Must have

Audience: ITB

Guidance: What are the support hours, expected response time, expected resolution time (SLA). Do they have a SWAT team approach. Did they specify a ITSM S/W or process used to track incidents, root cause or problem resolution.

6. Describe how your proposed solution uses biometrics, including facial recognition, as a means of identifying and authenticating individuals. What is your retention policy and is it configurable.

Scoring Criteria: Does not meet the need (1), Sort of meets the need (3), generally meets the need (7), meets the need (10)

Requirement: Question must be answered.

Audience: ITB

Guidance: What biometric functions such as use of facial recognition, iris recognition, fingerprint, or other biometric options the product offers. Not having Biometrics does not exclude the vendor from consideration. It could be an issue, if they use Biometrics but do not provide ability to control retention. We would like the vendor to send us and remove the Biometrics after completing the proofing.

7. Describe how your solution meets Web Content Accessibility (WCAG) 2.1 guidelines. \* (200-word max)

Scoring Criteria: Sort of meets the need, generally meets the need, meets the need (T-Shirt sizing type evaluation)

Requirement: Must elaborate

Audience: ITB

Guidance: If the solution is a background API (primary use case), then the solution may not be presented to the customer which would exclude them from meeting this standard (N/A).

8. Describe how your solution supports a multi-language environment. Required written languages: Traditional Chinese, Simplified Chinese, Vietnamese, Korean, Armenian, Tagalog, English and Spanish \* (200-word max)

Scoring Criteria: Does not meet the need (1), Sort of meets the need (3), generally meets the need (7), meets the need (10)

Requirement: Must elaborate

Audience: All

Guidance: Fail does not necessary exclude the product if we handle all the presentation to the customer in the SCP product. The impact of this question is higher if the ID Proofing product is going to ask questions to proof identity.

9. Describe the proposed solutions API's and how it meets restful standards. \* (200-word max)  
Scoring Criteria: Does not meet the need (1), Sort of meets the need (3), generally meets the need (7), meets the need (10)  
Requirement: Must elaborate  
Audience: ITB  
Guidance: We are looking for an API based interface that can work with any application, specifically .Net and Sales Force. A mature API solution would qualify as a "meet's the need". Looking for a high level of integration into our Data Warehouse (see next question).
10. Describe the proposed solution's ability to provide regular, customizable reporting and how the data can be exported into an industry standard format (real time and batch). \* (200-word max)  
Scoring Criteria: Does not meet the need (1), Sort of meets the need (3), generally meets the need (7), meets the need (10)  
Requirement: Must elaborate  
Audience: ITB  
Guidance: Looking for the ability to ingest the data and turn it into something reportable. Initially, we may rely on the vendor to provide meaningful reporting.
11. Please provide a description of the pilot (stable non-production/non-customer facing) and/or sandboxing (stable non-customer facing environment) of solution available. We are looking for the capability to create hypothetical rules and then run tests against those rules to evaluate the results. \* (200-word max).  
Scoring Criteria: Does not meet the need (1), Sort of meets the need (3), generally meets the need (7), meets the need (10)  
Requirement: Must elaborate  
Audience: All mature  
Guidance: We want to know that we can test approaches to Identity Proofing and verify that they work before we put them in front of customers. Determine how a pilot or sandbox environment would impact pricing.
12. Describe how EDD can configure/customize retention of data for the solution. \* (200-word max).  
Scoring Criteria: Does not meet the need (1), Sort of meets the need (3), generally meets the need (7), meets the need (10)  
Requirement: Must elaborate  
Audience: All  
Guidance: Look for any cap (Max) to retention or impacts to pricing if we keep data for an extended people. Keep in mind that there are legal requirements as we get into prosecution with external law enforcement. This should include the consideration of biometrics, and system/application logs).
13. Describe how your solution handles ID proofing without using SSN? Or a situation where multiple people have the same SSN. \* (200-word max)  
Scoring Criteria: Does not meet the need (1), Sort of meets the need (3), generally meets the need (7), meets the need (10)  
Requirement: Must elaborate  
Audience: All  
Guidance: Looking for the ability to do Identity Proofing w/o an SSN. This should also provide the capability to handle multiple people that share the same SSN or are using an employer assigned SSN. If they specify a similar confidence level to having the SSN it would be "meets the need".

14. Describe how your solution can be configured specifically to meet requirements that are unique to EDD. EDD may require features that are different from your other customer/user base. We are looking for flexibility/adaptability that can be configured as opposed to solutions that will require code changes. (PPT provides specific requirements as we know them today.) \* (200-word max)  
Scoring Criteria: Does not meet the need (1), Sort of meets the need (3), generally meets the need (7), meets the need (10)  
Requirement: Must elaborate  
Audience: All  
Guidance: We are looking for the capability to configure new features into the solution w/o having to wait for a new release/increment or agreement from all the vendors clients that the feature is important.
15. Provide a list of any technical or business capabilities your solution offers that not currently outlined within the Market Research but should be considered by EDD moving forward. (200-word max)  
Requirement: Must elaborate  
Audience: All  
Guidance: Is the vendor growing and developing new capabilities going forward. (Helps in differentiating them from other vendors.) How aware are they around the challenges around Fraud and Identity Proofing

### **Proposed Approach, Implementation and Staffing**

Weighting: 40%

16. Describe the approach in solving the Challenge statement. An estimated timeframe for design, development, and implementation and any assumptions/dependencies that should be noted in your approach. \* (500-word max)  
Scoring Criteria: 1-10 scale, 1 being low/terrible  
Requirement: Must elaborate  
Audience: All  
Guidance: Look for both technical and business requirements. This should be considered their primary sales pitch. Did they address the points in the power point and how quickly do we think they can implement their solution (max of a 6-month time frame for an MVP release).
17. Describe your testing approach and defect resolution process. \* (200-word max)  
Scoring Criteria: 1-10 scale, 1 being low/terrible.  
Requirement: Must elaborate  
Audience: All  
Guidance: Looking for an organization that has mature, well defined process. Should include identifying Root Cause for all defects. A well-qualified vendor would offer a transparent change control log.
18. Describe the approach to planning for production implementations. Include information on future roadmaps and how far out you are designing for the solution's future. \* (200-word max)  
Scoring Criteria: 1-10 scale, 1 being low/terrible  
Requirement: Must elaborate  
Audience: All  
Guidance: Looking for a vendor that has an iterative process with identified MVP models. In addition, look for flexibility on when the implementations are made (time of day).
19. Describe what customer service is available to EDD (e.g., 24x7 customer service over phone). \* (200-word max)  
Scoring Criteria: 1-10 scale, 1 being low/terrible  
Requirement: Must elaborate  
Audience: All

Guidance: A mature vendor would have multiple support levels along with a definition of priorities/severities. The response should closely align with EDD's existing support model (i.e., P1 15-minute communication standard).

20. Describe the ID Proofing business expertise of the core team in addressing the Challenge statement. \* (200-word max)

Scoring Criteria: 1-10 scale, 1 being low/terrible

Requirement: Must elaborate

Audience: All

Guidance: The vendor should have demonstrated experience. An ideal core team would not only provide enhancement for the solution, but they should also be recognized leaders in the industry. Core team should be defined and could go to top levels of management.

21. Describe how you manage change requests in your solution across all customers vs those changes that are unique to EDD. \* (200-word max)

Scoring Criteria: 1-10 scale, 1 being low/terrible

Requirement: Must elaborate

Audience: All

Guidance: Looking for the vendor to ask for testing and sign-off on major changes. Vendor should have a strong communication strategy along with tracking and the ability to back out of changes.

22. Describe your approach to organizational change management (OCM) and knowledge transfer with the EDD staff before, during and after the implementation. \* (200-word max)

Scoring Criteria: 1-10 scale, 1 being low/terrible

Requirement: Must elaborate

Audience: All

Guidance: Looking for stability from the vendor and a plan when changes happen. Vendor should have experience working with change in large public sector organizations (10,000 staff). Vendor should have a plan to bring EDD up to speed on both changes to the solution and the industry (e.g., Fraud, Identity Proofing).

23. Describe the online resources (documentation/tutorials) that are available to educate EDD staff and customers (entities that are having issues with Identity Proofing). \* (200-word max)

Scoring Criteria: 1-10 scale, 1 being low/terrible

Requirement: Must elaborate

Audience: All

Guidance: Does the vendor's response represent the resources that EDD will need going forward.

## **Cost**

Weighting: 20%

24. Estimate up-front costs (range or pricing tiers/model) for the proposed solution. This estimate should include associated Project Management costs, integration fees, training, and knowledge transfer. Include any sizing assumptions/constraints that affect the cost range/pricing model.

*Utilize the metrics provided in the presentation. Failure to provide a pricing model for the proposed solution may exclude you from consideration.* \* (200-word max)

Scoring Criteria: Sort of meets the need, generally meets the need, meets the need (T-Shirt sizing type evaluation)

Audience: All

Guidance: Looking for as close to a full pricing model as possible at this point in the process and significant differences between 2 vendors. Sizing assumptions could increase the costs significantly in events like the pandemic.

25. Estimate and describe ongoing costs that will be expected after the implementation (include support, OCM, ongoing training, Knowledge transfer and maintenance fee's). \* (200-word max)

Scoring Criteria: Sort of meets the need, generally meets the need, meets the need (T-Shirt sizing type evaluation)

Audience: All

Guidance: Like 30, we are looking for vendors that vary widely in their approach. If this exceeds \$5m (EDD delegation), vendor may not work within the EDD structure. If it exceeds \$10m (CDT delegation), they will not qualify under SLP and will not be considered. Under \$5m should be higher rated.

## **References and Experience**

Weighting: N/A

26. List three to five customer references (State based Unemployment and Disability benefits, Financial, Healthcare, Insurance, or similar fields/footprint), as well as the associated point of contact and their contact information (phone and email). \* (200-word max)

Scoring Criteria: Pass/Fail

Audience: All

Guidance: Expect the vendor to provide the information

27. Provide information on current clients, including total number of current clients, a list of clients in our industry (State based Unemployment and Disability benefits, Financial, Healthcare, Insurance, or similar fields/footprint), and descriptions of successful project completions of a similar size and complexity. \* (200-word max)

Scoring Criteria: Sort of meets the need, generally meets the need, meets the need (T-Shirt sizing type evaluation)

Audience: All

Guidance: "Meets the need" would be a vendor with Government or Banking experience of similar sizes (e.g., Organizations over 10,000 employees, 1m active users).