



Arizona Department of Housing Task Order Request TO21-000003

Identify Verification

Version 1.0

Submitted to Statewide Contractor:

Statewide Contract Number:
ADSPO16-130651
Statewide Contract Description:
NASPO Software Value Added Reseller (SVAR)
State Contractor (Reseller):
SHI International
State Partner (Partner):
ID.me, Inc.

Lori Moreno, HR/Procurement
Administrator

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August 10, 2021



Task Order Request		 Arizona Department of Housing
Description:	Homeowner Assistance Fund (HAF) Identity Verification	
Task Order No:	TO21-000003	

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Task Order Signature Page

This Task Order is between the Arizona Department of Housing ("ADOH"), SHI International Corp ("SHI" or "Contractor") and ID.me, Inc ("Partner"), 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 Housing 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 24 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
ARIZONA DEPARTMENT OF HOUSING:



Signature of Authorized Individual

Thomas M. Simplot

Typed Name

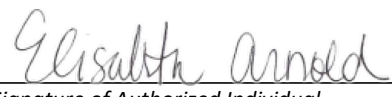
Director

Title

10/6/2021

Date

FOR AND ON BEHALF OF THE
STATEWIDE CONTRACTOR:



Signature of Authorized Individual

Elisabeth Arnold

Typed Name


Lead Contracts Specialist

Title

10/06/21

Date

FOR AND ON BEHALF OF THE 3rd PARTY
PROFESSIONAL SERVICES PARTNER



Signature of Authorized Individual

Pete Eskew


Typed Name

GM, Public Sector

Title

Oct 6, 2021

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.
- 1.2. Partner: Third party contractor 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 the Homeowner Assistance Fund (HAF) program.

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 Speridian Technologies Financial Assistance Management Solution (FAMS) system to provide real time results.
- 3.2. Background: The Homeowner Assistance Fund (HAF) was established under section 3206 of the American Rescue Plan Act of 2021 (the ARP). Administered by the US Department of the Treasury, the Program allocates \$9.9 billion to state and municipal governments to provide financial assistance and housing stability services to eligible households. Homeowners are eligible to receive amounts allocated to a HAF participant under the HAF if they experienced a financial hardship after January 21, 2020 and have incomes equal to or less than 150% of the area median income. A HAF participant may provide HAF funds only to a homeowner with respect to qualified expenses related to the dwelling that is such homeowner's primary residence. The anticipated demand for homeowner assistance has resulted in an immediate need to make efforts to rapidly and proactively prevent, detect, and investigate fraudulent activity. To meet this requirement ADOH will require the assistance of a NIST SP 800-63-3 Credential Service Provider (CSP) that can verify the identity of individuals submitting applications under the HAF program.
- 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

4.2. 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

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. The Partner and ADOH agree to work collaboratively to integrate as follows:


5.2.1. For Standard Integration:

- 5.2.1.1. Timeframe: 3-4 weeks for technical design, review, and implementation
- 5.2.1.2. Flow: Users self verify directly on the designated state webpage.
- 5.2.1.3. Verification Results: Real time
- 5.2.1.4. Implementation Steps:
- 5.2.1.5. ADOH creates a developer account with Partner


5.2.1.5.1. ADOH will designate authentication policy (NIST 800-63-3 IAL2/AAL2 is standard)

5.2.1.6. ADOH and Partner exchange SAML metadata (along with keys) to ensure proper configuration of the endpoints

5.2.1.6.1. A copy of current, full metadata shall always be available at a designated location provided by Partner to ADOH

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- 5.2.1.6.2. Sandbox environment metadata shall always be available at a designated location provided by Partner to ADOH
 - 5.2.1.7. The metadata document describes the identity provider (IdP) to the relying party (RP) and includes the following elements:
 - 5.2.1.7.1. The endpoint addresses for communication
 - 5.2.1.7.2. The X.509 certificates used to sign and encrypt SAML assertions
 - 5.2.1.7.3. 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
 - 5.2.1.7.4. The Partner's IdP SAML service shall support the following NameID formats:
 - 5.2.1.7.4.1. urn:oasis:names:tc:SAML:1.1:nameid-format:unspecified
 - 5.2.1.7.4.2. urn:oasis:names:tc:SAML:2.0:nameid-format:persistent
 - 5.2.1.7.4.3. 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.
 - 5.2.1.8. Both parties complete final review
 - 5.2.1.9. Go live
 - 5.2.1.10. Users begin to verify Partner through Partner's solution
 - 5.2.1.11. ADOH 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
6. 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, and/or OpenID Connect (OIDC).
 - 6.2. Determine Identity Proofing and Authentication Policy
 - 6.3. Partner Payload Attributes

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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 ADOH

6.5. Create Test Accounts

6.6. Partner Brand Assets as agreed to by ADOH

6.7. User Volume Estimates and Prior Notification

6.7.1. ADOH 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 beutilized 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	NIST 800-63-3 IAL2/AAL2
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

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 ADOH. In coordination with ADOH’s technical

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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 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 identity verification flow.
- 8.3. After the claimant completes identity verification:
 - 8.3.1. 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 ADOH.
- 8.4. Once the claimant consents to releasing their information, they are redirected to the ADOH 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 8,000 credentials
	Part Number 1 Issuances: IDME-IAL2I-0008
	Part Number 2 Liveness: IDME-LIVENESS-001
	Part Number 3 Renewals: IDME-IAL2R-0008
	Part Number 4 IDME-SUPREMPROOF-001


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10. Pricing for services under this Task Order will be billed per SHI Quote# 20981355

#	Product	Qty	Unit Price	Total
1	Identity Proofing IAL2 CSP & TM with Support Part# IDME-IAL2I-0008	5,440	\$3.61	\$19,638.40
2	Identity Proofing IAL2 CSP & TM with Support via Face Liveness Part# IDME-LIVENESS-001	5,440	\$1.03	\$5,603.20
3	Identity Proofing Renewal IAL2 CSP & TM with Support Part# IDME-IAL2R-0008	1,600	\$1.80	\$2880.00
4	Identity Proofing IAL2 CSP & TM with Support via Supervised Remote Session Part# IDME-SUPREMPROOF-001	960	\$7.22	\$6,931.20
			Subtotal	\$35,052.80
			*Tax	\$3,014.54
			Total	\$38,067.34

**Tax is estimated*

- 10.1. Unused Licenses will be rolled over to subsequent fiscal year.
- 10.2. 1, New users verifying for the first time via ID.me's self-service process. ID.me estimates that 80% of the ADOH's applicants will need to verify with ID.me for the first time (6,400). It's expected that 85% of the 6,600, or 5,440 users will verify using this method.
- 10.3. 2, A video selfie with presentation attack detection. This will apply to all new users verifying via self-service (5,440).
- 10.4. 3, Existing users authenticating with their previously verified ID.me credentials.
- 10.5. 4, New users verifying on a video call via ID.me's Trusted Referee workflow.

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ADOH Task Order Special Terms and Conditions

1. **Acceptance**

Acceptance criteria for Task Order selection, project milestones and project completion shall require ADOH 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 ADOH 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. Notwithstanding the foregoing, the preexisting technology of subcontractor and all rights to subcontractor's platform, shall remain the sole and exclusive property of subcontractor. The ID.me platform, software, ID.me database including ID.me personal information, and underlying technology, including any enhancements created after the date of this Agreement, are the sole and exclusive property of ID.me.