

Justification

This is an emergency procurement under the COVID pandemic guidelines. This emergency procurement is required with the goal to reduce the number fraudulent claims for the Commonwealth's EOLWD systems, as well as, provide a ID verification vehicle to enable payments to be sent to viable claimants in a more expeditious fashion.

Description

The Massachusetts Executive Office of Labor and Workforce Development (EOLWD) is seeking to obtain a quote from ID.me for a claimant ID verification solution. This solution is to perform identity verification for issue cases pertaining to our claimants. At this time, we are presuming the following usage model:

- 80% of claimants ID verification, that cannot be validated by current process at EOLWD; will be done automatically through ID.me processing.
- 20% of claimants ID verification, that require "follow up and in person or virtual verification" will be handled by ID.me staffing.
- Contract duration - next 12 months; includes 100,000 – 150,000 unique users
- Data/information is provided directly by the claimant to ID.me. At no time does the Commonwealth and/or EOLWD provide claimant and/or PII data directly to ID.me.
- ID.me provides both the claimant and EOLWD with the status of ID verification of the claimant.
- Should include Integration Support for ID.me Hosted Landing Page (HLP)
- Should include assistance with communication/press release
- This is a rate based (task item) contract

Cost/Budget

The anticipated cost of this one-year service for EOLWD is approximately \$512,000.