

IDV RFP Questions and Answers – Additional - as of Nov 22 2019

This is a compilation of numerous questions, most of the questions covered similar topics.

Any updates will be posted to: <http://www.itsc.org/Pages/IDV.aspx>

1. "All these types of identity fraud can be used in stand-alone attacks, or as a part of a larger fictitious employer attack." Describe the process used in this type of attack.

Response: A fictitious employer can create an Unemployment Insurance account with the State, employing multiple stolen or synthetic identities, leading to a larger potential fraud.

2. The RFP mentions "Incarceration Cross Match" – is NASWA requesting incarceration data for this process?

Response: No. This is mentioned as another type of service the IDH may implement.

3. Are there an established set of labor categories and qualification requirements that NASWA intends to use in support of this effort?

Response: No.

4. Will NASWA require government background checks through a government agency to meet the background investigation requirement.

Response: The vendor response should include the vendor's existing process for background checks conducted for the personnel with access to systems containing Personally Identifiable Information.

5. The RFP states: "The offeror will provide cost estimates for the development, integration, and ongoing management of the project necessary to accomplish the tasks in this RFP." Does NASWA expect to see this cost a separate proposed cost or included in the cost per transaction?

Response: That determination should be made by the offeror and called out in the response.

6. Can the Center provide a breakdown of the estimated number or percentage of transactions that will be processed via batch, as opposed to in real time?

Response: As this is a new service no estimate is available for how the States will utilize the options of API vs. batch processing.

7. If the results of the IDV Solution suggest an individual claimant's ineligibility will the Center engage in an investigation of the claimant? Will the results of the IDV Solution result in an automatic denial of benefits?

Response: No. The information returned from the IDV vendor about the claimant will be returned to the State who has submitted the claim to the IDH, any investigation and claim determination is the sole responsibility of the State.

8. Is there the possibility that the page, and font size limits can be adjusted?

Response: Page and font sizes will remain as stated in the RFP. For limited annotations to diagrams and figures the font size can be adjusted to an appropriate size.

9. Is there the possibility of including information the offeror believes adds to the response but does not fit within the page limits or as direct answers to the RFP items?

Response: Additional items may be included as appendices/addendums/etc., however these items will not be evaluated as part of the response and may not be read by all evaluators.