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| ETF logo | **STATE OF WISCONSIN**  **Department of Employee Trust Funds**  **A. John Voelker**  SECRETARY | Wisconsin Department  of Employee Trust Funds  PO Box 7931  Madison WI 53707-7931  1-877-533-5020 (toll free)  Fax 608-267-4549  etf.wi.gov |

Date: March 31, 2022

To: All Vendors

Subject: **Request for Information (RFI) ETB0052 Identity Proofing Solution**

**Response Due: Monday, April 25, 2022, by 5:00 PM CDT**

The Wisconsin Department of Employee Trust Funds (ETF) is issuing this Request for Information to solicit input from the marketplace regarding an identity proofing solution and implementation services.

Thank you in advance for your response.

Department of Employee Trust Funds

[ETFSMBProcurement@etf.wi.gov](mailto:ETFProcurement@etf.wi.gov)

**1. General Information**

**1.1 Introduction**

The purpose of this Request for Information (RFI) is to solicit information from qualified identity proofing solution software and implementation providers.

This RFI seeks to identify responding vendor’s existing contractual relationships with resellers that the State of Wisconsin can purchase from, the capabilities of vendor’s identity proofing solutions, experience in implementing vendor’s identity proofing solution, and cost for annual identity proofing subscription, implementation, and any available discounts.

General Information:

* Responses to this RFI will not be returned and become ETF’s property upon submission to ETF.
* Responses are voluntary and shall not bind either the respondent or ETF in any way. This RFI is issued solely for information and planning purposes and does not constitute a solicitation.
* Responses to this RFI are not an offer and cannot be accepted by ETF to form a binding contract.
* Ask questions prior to April 12, 2022, by submitting them to [ETFSMBProcurement@etf.wi.gov](mailto:ETFSMBProcurement@etf.wi.gov) or via the [eSupplier](https://esupplier.wi.gov/psp/esupplier_4/SUPPLIER/ERP/c/WI_SS_SELF_SERVICE.WI_SS_BIDDER_BIDS.GBL?Page=WI_SS_BIDDER_BIDS&Action=U) portal.

ETF will respond by April 15, 2022, by posting answers on the [eSupplier](https://esupplier.wi.gov/psp/esupplier_4/SUPPLIER/ERP/c/WI_SS_SELF_SERVICE.WI_SS_BIDDER_BIDS.GBL?Page=WI_SS_BIDDER_BIDS&Action=U) portal and [ETF’s public website](https://etf.wi.gov/node/26536).

* ETF will not respond with answers to any questions submitted as part of your response; include any assumptions you make in your response.
* Responses to this RFI will be reviewed by ETF and may be used to further develop, change, alter or delete specifications, terms, or conditions within a future solicitation. Providing a response to this RFI is not a prerequisite to submitting a proposal should ETF offer such an opportunity in the future. The contents of responses to this RFI will not be considered in the review or evaluation of future bids or proposals.
* ETF is not liable for any cost incurred by any vendor who responds to this RFI.
* ETF reserves the right to ask for clarification on any responses.
* If you must include confidential/proprietary information in your response, you must provide a redacted version of your submission and provide a list of the confidential/proprietary information in the attached Designation of Confidential and Proprietary Information Form. All vendors should submit this form, even if no confidential/proprietary information is provided; if no confidential/proprietary information is provided, write “none” on the first line, sign and return the form as instructed.

**1.2 Background and Current Plans**

The State of Wisconsin Department of Employee Trust Funds (ETF) requires an identity proofing solution for non-state staff accessing our information.

Currently, ETF is using Okta for single sign-on. When a non-state staff member signs up for a single sign-on account they are asked to provide first and last name, username, and password. Since this only proves the non-state staff member has access to the provided email address, it is insufficient proof of identity.

ETF’s future state includes an identity proofing solution that, for example, requires a social security number, driver license picture, etc. to establish the account maker is who they identify themselves to be. ETF prefers a cloud-based solution but is open to hearing about other solutions.

The table below shows the timeline for the identity proofing solution.

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| **Timeline of Identity Proofing Solution** | |
| RFI ETB0052 Published | March 31, 2022 |
| Questions Due to [eSupplier](https://esupplier.wi.gov/psp/esupplier_4/SUPPLIER/ERP/c/WI_SS_SELF_SERVICE.WI_SS_BIDDER_BIDS.GBL?Page=WI_SS_BIDDER_BIDS&Action=U) portal or ETFSMBProcurement@etf.wi.gov | April 12, 2022 |
| ETF Posts Answers on [eSupplier](https://esupplier.wi.gov/psp/esupplier_4/SUPPLIER/ERP/c/WI_SS_SELF_SERVICE.WI_SS_BIDDER_BIDS.GBL?Page=WI_SS_BIDDER_BIDS&Action=U) and [ETF’s public website](https://etf.wi.gov/node/26536) | April 15, 2022 |
| Vendor Responses Due to ETF | April 25, 2022,  5:00 PM CDT |
| ETF reviews responses, conducts reference checks, and selects finalists | May 2022 |
| ETF conducts Proof of Concept with finalists and selects product and implementer | June 2022 |
| ETF purchases identify proofing solution and implementation services through existing State authorized reseller contract (listed below) | Contract signed July 2022 |
| Implementation Begins | September 1, 2022 |
| Implementation Finished | November 1, 2022 |

1. **Submitting a Response**
2. **Due Date and Time:** Responses are due no later than Monday, April 25, 2022, 5:00 PM CDT. Responses submitted after the due date and time listed above may not be reviewed by ETF.

**b. Submission of Responses:** Responses can be submitted in one of two ways. 1) To [ETFSMBProcurement@etf.wi.gov](mailto:ETFSMBProcurement@etf.wi.gov). Email subject line should read “[Vendor Name] RFI Response ETB0052.” 2) Via [eSupplier](https://esupplier.wi.gov/psp/esupplier_4/SUPPLIER/ERP/c/WI_SS_SELF_SERVICE.WI_SS_BIDDER_BIDS.GBL?Page=WI_SS_BIDDER_BIDS&Action=U) using the response wizard there. Hard copy mail and fax responses will not be accepted.

**c. Submission via eSupplier**

Respond to all bid factors presented in eSupplier as directed in the eSupplier bid factor, with the appropriate information. For example, the bid factor may ask for a one sentence answer, “yes” or “no” answer, to download, complete and attach a form, or create and attach a document. Do as directed. Some bid factors are required and will not allow the response to be submitted without completing them.

Please note, responders must click "Submit" in the Wisconsin eSupplier Portal to have their response received. Clicking "Save" does not submit the response.

**d. Submission Requirements for E-mail**

* + Submit one filecontaining your unredacted response. The file should be labeled “[Vendor Name] RFI Response ETB0052.”

Include your completed and signed Designation of Confidential and Proprietary Information form in this file. If no confidential information is provided, just write “none” and sign and date at the bottom of the form.

* + **If your response contains confidential and/or proprietary information/documents:** In addition to the above folder, submit another foldercontaining your redacted response. All files contained in this folder should EXCLUDE or REDACT all confidential and proprietary information/documents. This file folder should be labeled “[Vendor Name] REDACTED RFI Response ETB0052.”

**Note:** ETF may need to electronically send your redacted materials to members of the public when responding appropriately to public records requests. If there is a public records request regarding the RFI, your redacted file is the file that will be shared with requestors. Note that no matter what method you use to redact documents, ETF is not responsible for checking that the redactions match your submitted Designation of Confidential and Proprietary Information form. ETF is not responsible for checking that redactions, when viewed on-screen via electronic file, cannot be thwarted. ETF is not responsible for responding to public records requests via printed hard copy, even if the redactions you made are only effective on printed hard copy. ETF may post your redacted responses on [ETF’s public website](https://etf.wi.gov/node/26536) in exactly the same file format you provided to ETF, and ETF is not responsible if the redacted file is copied and pasted, uploaded, e-mailed, or transferred via any electronic means, and somehow loses its redactions in that process.

* Redact only material you/your company authored. For example, do not redact ETF’s question or statement in the RFI you are responding to, only your answer.
* Do not redact page numbers. Page numbers should remain visible at all times, even if the whole page is being redacted.
* List a descriptor of the redacted items on your submitted Designation of Confidential and Proprietary Information form; sign the form only once. Add as many lines/pages to the form as necessary.

1. **Information Requested**

Vendors submitting a response to this RFI should address the items listed below. Additional information regarding your services is welcome.

**3.1 Company Information**

3.1.1 Provide your company’s name, address, ownership structure, number of employees, number of offices, and locations.

3.1.2 Provide contact name and information for the person ETF may contact concerning your response and the products and services you offer.

3.1.3 List any relevant web sites for your company and its offerings.

3.1.4 Please provide the name of your company’s identify proofing solution(s).

3.1.5 Describe how your solution has changed/improved over the previous 3-5 years. We’re looking for how agile and flexible your product is and how adaptive to current-day challenges.

3.1.6 Describe any anticipated expansion of offerings you expect to make in the next three years.

3.1.7 List your largest 5 customers, including all state and federal customers, and implementers of your identity proofing solution for those customers as of January 1, 2022, in the table 1 below.

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| Table 1 | | |
|  | **Customer Names** | **Implementer** |
| 1. |  |  |
| 2. |  |  |
| 3. |  |  |
| 4. |  |  |
| 5. |  |  |

3.1.8 Does your company have a SOC II, Type 2 it will share with customers? Please provide your SOC2 report if you have one. Contact [ETFSMBProcurement@etf.wi.gov](mailto:ETFProcurement@etf.wi.gov) if an NDA is needed. If you don’t have a SOC II, Type 2, to share with customers, say so in your response to 3.1.8. If you do have a SOC II, Type 2, to share with customers, that you are planning to submit, and you need an NDA to submit it that has not been executed yet, please note that in your response to 3.1.8. If your company is currently going through the process of being SOC II, Type 2 certified, but isn’t yet, please note that in your response to 3.1.8 also.

3.1.9 Identify all EXISTING (not potential or previous) contractual relationships your company has with the following vendors:

CDW-G via [505ENT-M21-NASPOSVAR-01](https://vendornet.wi.gov/Contract.aspx?Id=edf97dd0-7cec-ea11-8124-0050568c7f0f)

Insight via [505ENT-M21-NASPOSVAR-02](https://vendornet.wi.gov/Contract.aspx?Id=edf97dd0-7cec-ea11-8124-0050568c7f0f)

SHI via [505ENT-M21-NASPOSVAR-03](https://vendornet.wi.gov/Contract.aspx?Id=edf97dd0-7cec-ea11-8124-0050568c7f0f)

Carahsoft via [505ENT-O18-NASPOCLOUD-00](https://www.naspovaluepoint.org/portfolio/cloud-solutions-2016-2026/carahsoft-technology-corporation/)

505ENT-O18-NASPOCLOUD-00 NASPO Cloud – link to [NASPO Cloud contract vendors](https://www.naspovaluepoint.org/portfolio/cloud-solutions-2016-2026/#contracts)

3.1.10 Can you provide the full range of services that are within scope of the contracts listed, including hosting, implementation, and any other services that may be required?

Note: We believe the publisher, publisher’s designated implementer or hosting service would be providing the service and not the vendor on the contract. Please describe your business model concerning this.

3.1.11 Would you be willing to create a contractual relationship with any of the contractors in the above contracts for which you don’t currently have a relationship? By what date? Which vendor(s)? If you have no EXISTING contracts with the resellers listed in 3.1.9 for BOTH your company's identity proofing solution AND implementation services DO NOT continue answering questions or submit a response.

3.1.12 Please share any additional information, not already addressed in this RFI, that you feel would assist ETF in better understanding potential challenges and opportunities.

**3.2 Identity Proofing Solution Technical Questions**

* Complete and attach Appendix A - Identity Proofing Solution Technical Questions

**3.3 Identity Proofing Solution Costs**

3.3.1 Complete Table 2.

1. Implementation of the product/service.

2. ETF anticipates an annual per-user fee for use of the identity proofing solution. Please indicate the estimated cost for ETF's use of the product with the assumption that 200,000 users proof their identity in year 1 and then 5,000 do so on a yearly basis thereafter. Subsequent years would accommodate new users.

3. Please indicate how support is priced (including by tier as appropriate).

4. Please indicate what the discount for ETF would be on your full catalog of goods and services. These discounts should be available immediately.

5. Also list any other loyalty discounts, govt discounts, or other discount programs your company offers for length of contract or any other reason.

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| Table 2 | | |
|  | **Cost Category** | **Pricing Structure and Cost** |
| 1. | Implementation of the product/service. |  |
| 2. | Annual Subscription for 200,000 members, assuming 200,000  proof their identity in year 1 and 5,000 each year for out-years |  |
| 3. | Support Tiers, Coverage and Cost |  |
| 4. | Discount for Full Catalog of Good and Services |  |
| 5. | Loyalty Discounts / Discount Programs (govt., length of contract, other) |  |

3.3.2 Describe your cost structure if it is different than that described in 3.3.1.

3.3.3 Will your company extend this pricing to other State of Wisconsin agencies and/or municipalities?

End.

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| ETF_logo_large |  | STATE OF WISCONSIN **Department of Employee Trust Funds**   1. **John Voelker**   SECRETARY | Wisconsin Department  of Employee Trust Funds  PO Box 7931  Madison WI 53707-7931  1-877-533-5020 (toll free)  Fax 608-267-4549  etf.wi.gov  B |

**Designation of Confidential and Proprietary Information**

The material my company has submitted in response to **RFI ETB0052** includes proprietary and confidential information that qualifies as a trade secret, as provided in § 19.36(5), Wis. Stats., or is otherwise material that can be kept confidential under the Wisconsin Open Records Law. As such, my company requests that certain pages of our response, as indicated below, be treated as confidential material and not be released without our written approval. I understand other information cannot be kept confidential unless it is a trade secret.

Trade secret is defined in § 134.90(1)(c), Wis. Stats. as follows: “Trade secret” means information, including a formula, pattern, compilation, program, device, method, technique or process to which all the following apply:

* The information derives independent economic value, actual or potential, from not being generally known to, and not being readily ascertainable by proper means by, other persons who can obtain economic value from its disclosure or use.
* The information is the subject of efforts to maintain its secrecy that are reasonable under the circumstances.

Prices always become public information when responses are opened, and therefore cannot be kept confidential.

S**ign and submit this form as instructed in the RFI.** Failure to include this form with your response may mean that all information provided as part of your response will be open to examination and copying. The state of Wisconsin (State) will consider other markings of confidentiality in your response to be insufficient.

**If you are not including any confidential or proprietary materials with your response, please write “none” in the first row below, sign and submit this form as instructed in the RFI.**

**My company requests the following documents/sections/pages not be released:**

|  |  |
| --- | --- |
| **Topic/Subject Matter** | **Response Page #** |
| Click or tap here to enter text. | Click or tap here to enter text. |
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**Attach additional copies of this form if necessary.**

In the event the designation of confidentiality of the above-listed information is challenged, my company hereby agrees to provide legal counsel or other necessary assistance to defend the designation of confidentiality and to hold the State harmless for any costs or damages arising out of the State withholding the materials. My company agrees to hold the State harmless for any damages arising out of the release of any materials unless they are specifically identified above.

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| Vendor Name: | Click or tap here to enter text. |
|  |  |
| Name & Title of Authorized Representative: | Click or tap here to enter text. |
|  |  |
| Authorized Representative Signature: |  |
|  |  |
| Signature Date: | Click or tap here to enter text. |