



Iowa Workforce Development

LexisNexis Identity Management Solutions Statement of Work

Purpose

Iowa Workforce Development (IWD) commits resources to Iowa's prosperity by working to ensure the income security, productivity, safety, and health of all Iowans. Unfortunately, human service agencies across the nation, especially Unemployment Insurance agencies, are under attack by fraudsters filing fraudulent claims and receiving benefits for identities that do not belong to them. Additionally IWD and agencies nationally are faced with the daunting task of recovering significant amounts of money in overpayments. IWD has a very important initiative to utilize technology in efforts to reduce fraud, waste and abuse; LexisNexis is pleased to partner with IWD in this mission by way of providing a comprehensive Identity Management Solution.

LexisNexis will be providing a multi-layered approach to:

- Streamline the identity authentication process during enrollment to reduce the potential for identity fraud as well as provide operational efficiencies to your enrollment processes
- Scan and monitor existing active claimants identities for ongoing risk
- Aide IWD in efforts to more accurately and efficiently locate and contact debtors
- Provide a powerful investigative portal to aid in investigations

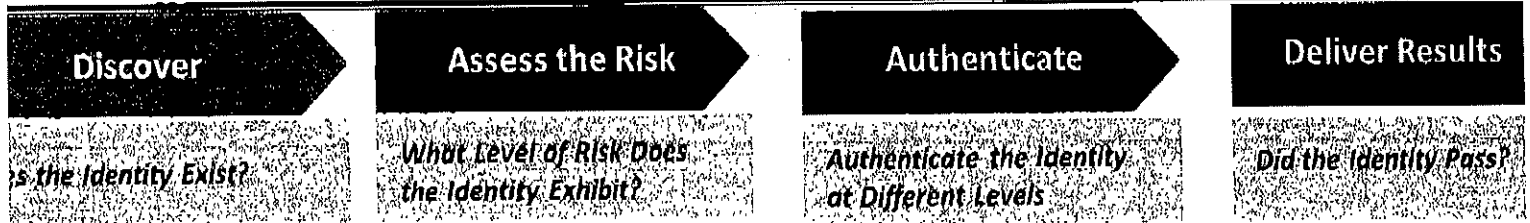
LexisNexis is uniquely qualified to provide this Identity Management Solution, which combines patented technology, security and privacy compliance, tens of thousands of unique data sources, and critical information on both individuals and businesses. LexisNexis is pleased to partner with IWD in an effort to increase operational efficiencies, reduce the impact of fraud, waste, and abuse within the program, as well as increasing overpayment recovery.

Solution Overview

Instant ID Q&A, the LexisNexis Identity Management Solution ("IDMS") is an interactive, risk-based approach to authenticate a consumer's identity in seconds. The solution quiz is highly configurable and powered by LexisNexis extensive datasets. We utilize advanced up-front identity analytics and a sophisticated question-generation engine that effectively addresses fraud while maintaining a positive user experience. IDMS offers a real-time knowledge-based authentication process to help IWD swiftly confirm that claimants are who they claim to be resulting in improved security, improved customer satisfaction and lower failure rate due to insufficient information.



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Because of the different level of requirements of all customers, the solution was built to be highly configurable. Configurability includes but is not limited to the following options:

- Question Selections from Extensive Pool
- Quiz Scoring (number correct, weighting, etc.)
- Number of Quiz Answer Choices
- Quiz Duration
- Quiz Velocity (number of attempts)
- Utilize Red Herring (diversionary) Questions
- Ability to Present a Quiz to All Applicants
- Question Lookback Period
- Question Wording
- Ability to Add Future Layers

LexisNexis Beneficiary Integrity Scan is a multiple use solution can both systematically identify risk within your existing claimant population as well as provide a level of non-interactive identity verification for claimants who do not utilize online claim filing. The LexisNexis Beneficiary Integrity Scan is a configurable batch process that systematically identifies risk indicators such as:

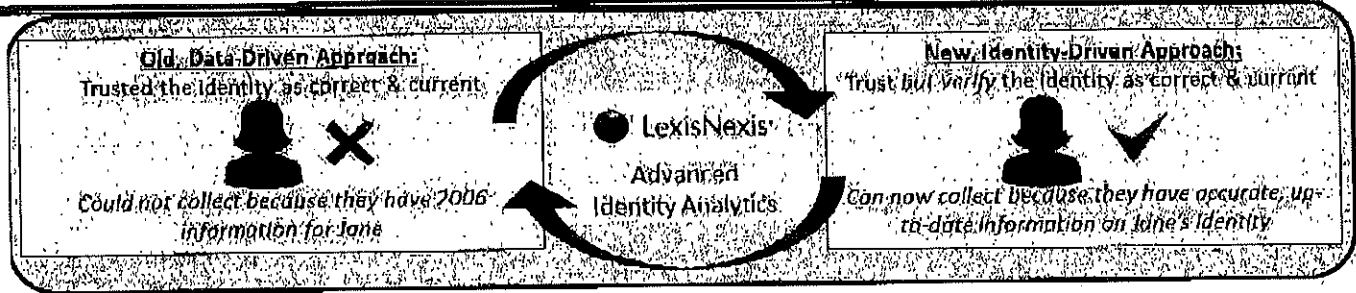
- **Duplicates:** Are there non-obvious duplicates on your roles?
- **Deceased:** Is the identity dead?
- **Identity Risk:** Is there high-risk identity and address indicators or inconsistencies?
- **Address:** Are you providing benefits to some one that has no association with your state or the input address?
- **Wealth Indicators:** Has a wealthy individual's identity been compromised? Is this indicative of someone who should not be receiving long term benefits?
- **Possible Incarceration:** Are you paying benefits to someone who is currently incarcerated?

As identity and identity fraud experts, LexisNexis understands that identities must be assessed and continuously monitored for ongoing risk potential. Individuals could become deceased, incarcerated, have their identities compromised, or be part of a more complex fraud ring. LexisNexis data is constantly updated, meaning that we see the identities as they continuously evolve. LexisNexis will perform ongoing post-processing batch analytics on your enrolled population.

The Identity Contact Resolution (ICR) solution enables government agencies to contact individuals that were previously considered un-contactable through automated batch processing. Using innovative linking and identity reconstruction technology, this powerful offering verifies and resolves debtor identity data that may have changed over time. In addition, ICR will rank the potential contactability of the debtors on the refreshed identity information. It recognizes connections between data at different points in time, then verifies and resolves debtor identity matches. ICR then appends the most recent identity and contact information.



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Accurint for Government is a highly useful tool for researching identities beyond the boundaries of our automated solutions. Accurint for Government will benefit IWD employees with an investigative functionality. Thousands of government agencies across the country use Accurint to fight fraud, waste and abuse, to enforce laws and regulations, and to provide citizen-centric services. Accurint offers access to billions of public and proprietary records, more than any other provider. With Accurint you can:

- Locate people and discover associations
- Uncover assets
- Investigate businesses
- Visualize complex relationships
- Verify and uncover derogatory information regarding filers

This stand-alone, Web-based service can be accessed with a unique User ID and password. Special software is not required, and any updates or upgrades are transparent to users. Search results are typically returned in seconds. The Accurint Web site is accessible 24 hours a day, 7 days a week.

Statement of Work

This Statement of Work (SOW) is entered into on March 1, 2017 between Iowa Department of Workforce Development ("IWD") and LexisNexis Risk Solutions FL Inc. ("LexisNexis") and is subject to the LexisNexis terms and conditions.

Period of Performance

LexisNexis shall perform the work under this SOW beginning on or about April 1, 2017.

LexisNexis Performance Obligations

LexisNexis will have exclusive control over the means, method and details of fulfilling LexisNexis' obligations hereunder including sole responsibility for managing the delivery of all LexisNexis Services and/or Deliverables hereunder.

Description of Services Provided by LexisNexis

LexisNexis will provide Instant ID Q&A Identity Management Solutions ("IDMS"), Benefit Integrity Scan, Identity Contact Resolution ("ICR") and Accurint for Government Plus ("Accurint") as set forth to IWD to fulfill the objectives of authenticating the identities of IWD beneficiaries submitting claims, identifying and monitoring



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claimant population post eligibility for identity risk, identifying better contact information for overpayment population, and providing an online investigative portal commencing on or about April 1, 2017.

Instant ID Q&A

IDMS is available through any one of or all of the following delivery channels: integration to IWD's system via web services, integration to IWD's interactive voice response system (IVR), or LexisNexis-hosted portal application. Based on our understanding of IWD's approach to implementing LexisNexis solutions, this statement of work has been drafted specifically to reflect the integration of IDMS to IWD's platform via web services as well as access to the LexisNexis hosted portal application. Annual pricing includes the selection of any or all three of the delivery channels.

LexisNexis Requirements

LexisNexis will provide the below described functions in support of this SOW:

- Provide a project manager as a technical point of contact for IWD through implementation and duration of the contract
- Provide credentials for access to the LexisNexis IDMS application programming interface (API)
- Provide documentation such as an IDMS web services guide for implementation of the LexisNexis IDMS
- Provide IDMS web service development language WSDL and XSD schema to IWD
- Provide the appropriate technical consultation to ensure successful implementation of LexisNexis IDMS to IWD
- Provide a data analyst to support the overall implementation and perform ongoing analysis of the project
- Collaborate with IWD to identify possible process improvements

IWD Requirements

IWD will provide the below described functions in support of the SOW in a timely manner:

- Provide a project manager as a technical point of contact for LexisNexis through implementation and duration of the contract
- Coordinate IWD technical implementation teams for implementation and post-implementation activities
- Collaborate with LexisNexis to identify the appropriate integration points into the IWD workflow
- Establish and maintain remote connectivity to LexisNexis IDMS application programming interface (API)
- Perform necessary implementation tasks in a timely manner
- Provide feedback performance data to LexisNexis for review and analysis
- Collaborate regularly with LexisNexis to analyze recommendations for process improvement
- IWD is responsible for providing the following input elements as a request to the LexisNexis IDMS solution:
 - Unique Identifier (for IWD reference)
 - First Name
 - Last Name
 - Street Address
 - City
 - State
 - Zip Code



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- SSN
- DOB (optional)

Note:

- If any of the above input information is excluded, verification checks may not be performed against those missing elements
- The absence of any non-optional input elements may affect LexisNexis discovery processes
- All identities inputted to LexisNexis IDMS shall be over the age of 18 years old

Benefit Integrity Scan

Benefit Integrity Scan is a powerful solution to identify risk within your active claimant population. The solution is available via batch exchange only. There is a level of configurability available within the solution so the LexisNexis team will need to collaborate during implementation to ensure the solution is set up to meet IWD's criteria within the scope of the solution.

LexisNexis Requirements

LexisNexis will provide the below described functions in support of this SOW:

- Provide a project manager as a technical point of contact for IWD through implementation and duration of the contract
- Provide credentials for access to the LexisNexis Secure File Exchange Protocol (SFTP)
- Provide documentation such as input layout requirements, data dictionary, and batch onboarding documentation
- Provide the appropriate technical consultation to ensure successful implementation of LexisNexis Benefit Integrity Scan to IWD
- Provide a data analyst to support the overall implementation and perform ongoing analysis of the project
- Collaborate with IWD to identify possible process improvements

IWD Requirements

IWD will provide the below described functions in support of the SOW in a timely manner:

- Provide a project manager as a technical point of contact for LexisNexis through implementation and duration of the contract
- Coordinate IWD technical implementation teams for implementation and post-implementation activities
- Collaborate with LexisNexis to identify the appropriate integration points into the IWD workflow
- Establish and maintain remote connectivity to LexisNexis SFTP
- Perform necessary implementation tasks in a timely manner
- Provide feedback performance data to LexisNexis for review and analysis
- Collaborate regularly with LexisNexis to analyze recommendations for process improvement
- IWD is responsible for providing the applicable required input identity elements to the LexisNexis Benefit Integrity Scan solution. File formatting and layouts will be mutually agreed upon by both IWD and LexisNexis. The following are required input data elements:
 - Last Name
 - First Name

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- Social Security Number (SSN)
- Address 1 (Street Number and Name)
- Address 2 (Apartment Number)
- City
- State
- Zip

Note:

- The absence of any non-optional input elements may affect LexisNexis discovery processes
- All identities inputted to LexisNexis Benefit Integrity Scan shall be over the age of 18 years old

Identity Contact Resolution

Identity Contact Resolution is a powerful solution to identify updated identity and contact information within your overpayment/debtor population. The solution is available via batch exchange only. There is a level of configurability available within the solution so the LexisNexis team will need to collaborate during implementation to ensure the solution is set up to meet the IWD's criteria within the scope of the solution.

LexisNexis Requirements

LexisNexis will provide the below described functions in support of this SOW:

- Provide a project manager as a technical point of contact for IWD through implementation and duration of the contract
- Provide credentials for access to the LexisNexis Secure File Exchange Protocol (SFTP)
- Provide documentation such as input layout requirements, data dictionary, and batch onboarding documentation
- Provide the appropriate technical consultation to ensure successful implementation of LexisNexis Identity Contact Resolution to IWD
- Provide a data analyst to support the overall implementation and perform ongoing analysis of the project
- Collaborate with IWD to identify possible process improvements

IWD Requirements

IWD will provide the below described functions in support of the SOW in a timely manner:

- Provide a project manager as a technical point of contact for LexisNexis through implementation and duration of the contract
- Coordinate IWD technical implementation teams for implementation and post-implementation activities
- Collaborate with LexisNexis to identify the appropriate integration points into the IWD workflow
- Establish and maintain remote connectivity to LexisNexis SFTP
- Perform necessary implementation tasks in a timely manner
- Provide feedback performance data to LexisNexis for review and analysis
- Collaborate regularly with LexisNexis to analyze recommendations for process improvement
- IWD is responsible for providing the following input elements minimally to the LexisNexis Identity Contact Resolution solution. File formatting and layouts will be mutually agreed upon by both IWD and LexisNexis. The following are required input data elements:



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- Last Name
- First Name
- Social Security Number (SSN)
- Address 1 (Street Number and Name)
- Address 2 (Apartment Number)
- City
- State
- Zip

Suggested Fields for Claimant / Debtor:

- Associated Dollars:
 - Claimant File: Total associated claims amount
 - Debtor File: Total associated debt
 - Write Off File: Total associated write off dollars
- Phone Number
- Date of Birth
- Age of the Debt

Note:

- The absence of any non-optional input elements may affect LexisNexis discovery processes
- All identities inputted to LexisNexis Identity Contact Resolution shall be over the age of 18 years old

Accurint for Government Plus

LexisNexis will create user ID's for up to 10 IWD users to access the Accurint for Government Plus online investigative portal. The intended use for IWD is to perform additional research around the identities identified as risk or requiring further research. IWD will assign an administrator to the Accurint account to manage the users.

LexisNexis Differentiators

LexisNexis is pleased to provide Iowa Department of Workforce Development with our Comprehensive Identity Management Solution. This solution includes products that prevent identity risk during enrollment and allow for deep-dive investigations. **LexisNexis is uniquely qualified** to provide this Comprehensive Identity Management Solution because of our **breadth of data sources, number of identities, and patented linking technology.**

While the best strategy should be geared toward early fraud detection, the combination of tools available within the LexisNexis Comprehensive Identity Management Solution provides the State with the unrivaled ability to recognize and investigate changes and abnormalities that could indicate fraud at each phase of the agency's enrollment workflow. Continuous monitoring and deep-dive investigation are important components



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in stopping fraud and also support the overall integrity of the agency's program and back- end overpayment recovery.

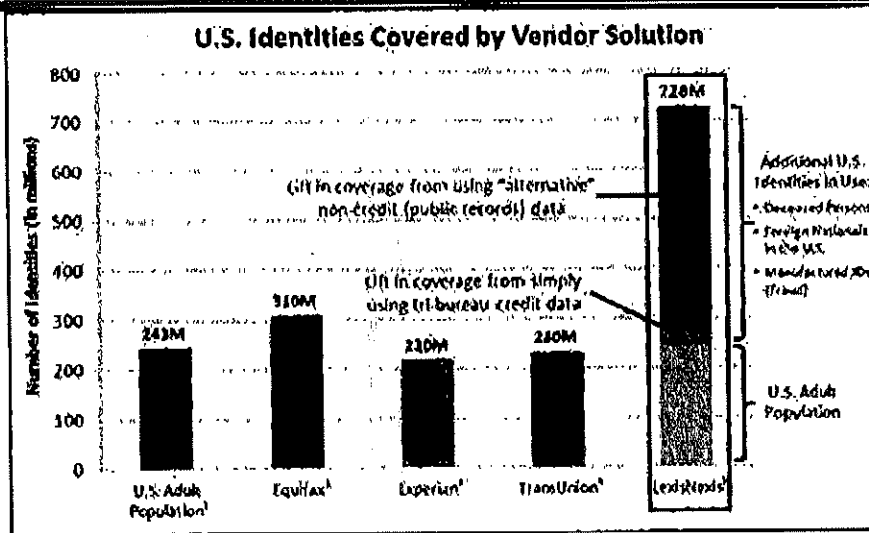
- The Most Data:** In order to meet the Department's mission, the solution must go beyond simply credit bureau data. Every year, consumers are encouraged to get their credit reports and check for inaccuracies. Millions of people have their identities stolen each year for financial services benefit. The fact is that the only way to achieve a gold standard solution is via a model that includes the most data sources with the largest number of identities. In addition to data from all three large credit bureaus, LexisNexis takes in data from tens of thousands of other data sources; including over 1 million new records every day. LexisNexis data is updated by source with frequencies including real time, daily, weekly and monthly. Datasets that are received daily are made available to our users within 24 hours.
- The Most Identities:** Because of our far-reaching data sources, LexisNexis is the only solution that has over 728 million unique identities. This is approximately 300% more than our competition. LexisNexis provides more robust coverage for the un-banked and under-banked populations who would simply not appear or be missed by credit bureau data alone. Studies show 60 million (1/6 of the US) people are unbanked or underbanked. We support more robust coverage for this market, which is prevalent within the consumers of U.S. social services. **LexisNexis is the only complete solution** considering all identities in use – not just those who have a bank account or a credit card.

What makes LexisNexis one of the most comprehensive sets of public records available?

- ❖ Billions of public records.
- ❖ 4.2 billion name/address combinations that map to over 728 million unique identities. We further enhanced the database by removing inactive or duplicate entries, so you get a current active list of contacts containing approximately 244 million identities.
- ❖ More than 917 million business records and 1.3 billion business contact records, representing more than 381 million unique businesses and 739 million unique business contacts.
- ❖ More than 2 billion records of personal property data covering almost 95% of the U.S. population.
- ❖ 8 public records sources that our closest competitor doesn't have and cannot match.
- ❖ Links between more than 10,000 sources of unstructured data to make locating and identifying individuals simpler and easier.



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● Coverage in Number of Identities within the United States. (Source: Based on LexisNexis examination of US Census, Experian Website, and Equifax White Paper as of November 2014. The current number of LexisNexis identities is 708 million.)

- **The Most Advanced Linking Technology:** The LexID, our proprietary linking technology securely and intelligently analyzes billions of partial and complete records, and then filters and links that information based on relevance to provide a more complete picture of an individual. No other system can provide you this functionality

Technology Platform- LexisNexis offers a patented process that combines LexisNexis data content and High Performance Computing Cluster (HPCC) technology to offer the industry's highest hit rate when verifying and updating best address information. LexisNexis is the only company able to match disparate files using proprietary logic and advanced, patented supercomputer technology, resulting in extremely high speed data processing with 99.99% accuracy. The LexisNexis ability to link datasets and identify best addresses based on multiple patented algorithms (LexID) is unprecedented and ensures that the Department will always access only the most current data.

Just How Fast Is It?

In competitive performance benchmarking conducted by a leading national organization, results show that LexisNexis' HPCC Performance Computing Cluster (HPCC) powered web online system linking and fast system integration capability derived from the HPCC technology may enable it to process, analyze and link and associate millions of complex data records and files already from over 600 different sources, billions of information such as millions of transactions per day.



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Implementation

LexisNexis Risk Solutions has experienced and knowledgeable project management staff that will develop a detailed work plan in a collaborative fashion with IWD to align with the goals of IWD. Upon project commencement, LexisNexis will work with the Department to finalize a detailed project plan and work breakdown structure to ensure a successful implementation.

Task Name	Duration	Predecessors	Week 1		Week 4		Week 7			
			Day 1	Day 11	Day 21	Day 31	Day 41	Day 51		
Project Management	5 days		[Gantt bars for Project Management tasks]							
Implementation Kickoff	1 day		[Gantt bar]							
Define Objectives and Project Requirements	5 days		[Gantt bar]							
Business Needs Collaboration	5 days		[Gantt bar]							
Business Process Collaboration	5 days		[Gantt bar]							
State Policy Collaboration	5 days		[Gantt bar]							
Identity Management Implementation Plan	40 days		[Gantt bars for Identity Management tasks]							
Define Configuration Objectives	3 days	3	[Gantt bar]							
Relay Best Practices	3 days	3	[Gantt bar]							
Development / Test	23 days		[Gantt bar]							
Product Training / Admin	1 day	9	[Gantt bar]							
Create Custom Configuration	3 days	8	[Gantt bar]							
Provide Credentials / Test Mode	3 days	17	[Gantt bar]							
Assistance with coding to Web Services	17 days	13	[Gantt bar]							
Assistance with integration testing	17 days	19	[Gantt bar]							
Configuration Modifications	3 days	12	[Gantt bar]							
Launch Prep	9 days		[Gantt bar]							
Verify final configuration for Production	1 day	10	[Gantt bar]							
Finalize Velocity Settings	1 day	10	[Gantt bar]							
Customer UAT	7 days	19	[Gantt bar]							
Execute Go live plan	1 day	20	[Gantt bar]							
Live Launch	1 day	17	[Gantt bar]							
Indefinite Integrity Scan Batch	31 days		[Gantt bars for Indefinite Integrity Scan tasks]							
Data format and layout finalized	0.5 days	2	[Gantt bar]							
Workflows finalized	1 day	2	[Gantt bar]							
Reporting/ success measurements and formatting established	2 days	2	[Gantt bar]							
Batch transfer protocol established for staging and production	1 day	2	[Gantt bar]							
Test batch file exchange testing in staging environment	2 days	27	[Gantt bar]							
Test batch received from HHS/State, processed, QA, delivered	15 days	28	[Gantt bar]							
Customer review and testing of test file output	10 days	29	[Gantt bar]							
Customer acceptance	1 day	30	[Gantt bar]							
Move Process to Production	3 days	31	[Gantt bar]							
Monthly Contact Resolution Batch	31 days		[Gantt bars for Monthly Contact Resolution tasks]							
Data format and layout finalized	0.5 days	2	[Gantt bar]							
Workflows finalized	1 day	2	[Gantt bar]							
Reporting/ success measurements and formatting established	2 days	2	[Gantt bar]							
Batch transfer protocol established for staging and production	1 day	2	[Gantt bar]							
Test batch file exchange testing in staging environment	2 days	27	[Gantt bar]							
Test batch received from HHS/State, processed, QA, delivered	15 days	28	[Gantt bar]							
Customer review and testing of test file output	10 days	29	[Gantt bar]							
Customer acceptance	1 day	30	[Gantt bar]							
Move Process to Production	3 days	31	[Gantt bar]							

Acceptance of Results and Deliverables for Services

Upon completion of the implementation and testing milestones, both IWD and LexisNexis team members will review and summarize the results for IWD to review and approve.



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Change Orders

All change order requests that fall outside the scope of the configurability of the IDMS product must be submitted by or on behalf of IWD to the LexisNexis Project Management. Such change order request are required for work that falls beyond scope of this Statement of Work and include but are not limited to: adding products or processes, additional reporting, out of scope analysis, etc. Each requests will be scoped, sized, and undergo technical and leadership review to determine feasibility, business impact, priority, timelines, and associated costs. LexisNexis will make reasonable efforts to respond to IWD within 7 business days of receipt with approval or denial of the change order request. If approved, LexisNexis will provide estimated implementation timelines, associated risks, and any impact to the contract pricing with IWD.

Pricing

Solution Component	Annual Cap
Risk Based Identity Authentication	175,000 Transactions
Identity Contact Resolution Batch	35,000 Inputs
Beneficiary Integrity Scan Batch -Screening -Quarterly Monitoring	160,000 Screened/Monitored Identities
Accurint for Government Plus	10 Users
	\$259,500
	Total Annual Price

-Support Services include:

- Configuration Modeling*
- Accurint Training*
- Investigative Training*

-Software Solution Bundle pricing shown is annual; billing would be on a monthly basis at 1/12 the annual total

-LexisNexis licensing terms would apply to any final contracts for services

-Pricing subject to 5% increase each subsequent contract year

-Pricing valid for 90 days from receipt of this document.



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Signatures

The parties agree that this SOW will be considered fully executed when signed by both parties by duplicate; each party will keep one of the two signed originals.

AGREED TO and ACCEPTED BY:

AGREED TO and ACCEPTED BY:

Iowa Workforce Development

LexisNexis Risk Solutions FL Inc.

Signature: _____

Signature: _____

Print Name: _____

Print Name: _____

Title: _____

Title: _____

Date: _____

Date: _____