

**Request for Information
Customer Identity Verification Solutions**



**Maine Public Employees Retirement System
96 Sewall Street
PO Box 349
Augusta, ME 04332-0349**

June 5, 2018

**Request for Information
Maine Public Employees Retirement System
Customer Identity Verification Solutions**

Purpose

The Maine Public Employees Retirement System (MainePERS) is issuing this RFI to ascertain options and offerings currently available in the market focused on verifying and authenticating customer identities. The intent of this RFI is to gather information and better understand current industry practices and service options available to MainePERS.

MainePERS has posed the information below in an attempt to understand the services available and the level of maturity of the market.

Introduction

MainePERS is an independent public instrumentality of the State of Maine. MainePERS administers retirement and other programs covering State employees, public school teachers, judges, legislators and employees of municipalities and other public entities.

MainePERS manages its services and programs with approximately 100 employees located at two offices, with its headquarters located in Augusta, Maine and a secondary office in Portland, Maine.

Purpose for Request for Information

The purpose of this RFI is to help MainePERS better understand the commercial market's offering of goods and services available to assist the MainePERS with customer identity verification solutions, over the telephone and online.

Description of Information Requested

MainePERS is interested in solutions that provide on-demand member identity verification. Features should include verification, validation and risk assessment. The solution should be flexible and configurable so MainePERS can respond to the changing needs of its environment as well as allow real time decision making.

All vendors with appropriate product offerings and knowledge relating to the requirements described herein are invited to submit a Response to this RFI. The Response should discuss the vendor's capabilities to provide products and assist MainePERS in understanding product offering capabilities. Information provided will be used to assist MainePERS in developing a Request for Proposal to procure products and services.

MainePERS welcomes your comments on commonly available product and service offerings, and any related resources your organization may be able to provide. Please provide an overview with a general description of your product's capabilities. Please include price range(s) for products and services. Please provide marketing or other related material that would be of value to MainePERS.

The Response should provide straightforward, concise delineation of the Responder's capabilities to assist the needs of MainePERS. Please describe your organization's qualifications and the resources available to draw on to assist MainePERS. It is expected that the Responder will be an experienced vendor with a minimum of five years in business and demonstrable familiarity with customer identity verification solutions.

Questions to Respondents

1. Please provide general information about your company.
2. Please explain the types of customer identity verification products offered by your company and include an overview of hardware or software used by your solution.
3. Please describe the capabilities of your company's product.
4. What changes in the industry does your company foresee for the near future that MainePERS should take into consideration?
5. What are the five most important things MainePERS should consider when purchasing Customer Identity Verification Solutions?
6. Please describe any other products or services not otherwise specified or requested.

Point of Contact

Please forward response by mail or email:

Maine Public Employees Retirement System
Attention: Joanne De Campos
96 Sewall Street
PO Box 349
Augusta, ME 04332-0349

Email: joanne.decampos@mainepers.org

Please forward responses by 2:00 p.m. EST on Tuesday, June 19, 2018.

Response to RFI Submissions

MainePERS may contact responders for the purpose of obtaining additional information.

Freedom of Access

Information and any other communications received from responders are subject to Maine's Freedom of Access law, 1 M.R.S. ch. 13.