U.S. GENERAL SERVICES ADMINISTRATION

Federal Supply Service
Authorized Federal Supply Schedule Price List
Pricelist current through Modification #PO-0064, effective 3/26/2022, and #PS-0066, effective 1/27/2022

For more information on ordering from Federal Supply Schedules go to the GSA Schedules page at GSA.gov

On-line access to contract ordering information, terms and conditions, up-to-date pricing, and the option to create an electronic delivery order are available through GSA Advantage®, a menu-driven database system. The INTERNET address GSA Advantage!® is: GSAAdvantage.gov.

Multiple Award Schedule

Code H: Profession Services
H01. Business Administrative Services Subcategory
H04. Identity Protection Services Subcategory

Contract Number: GS-23F0037T
Business Size: Large

Formerly known as ID Experts

Contract Period: March 26, 2022 - March 25, 2027

Identity Theft Guard Solutions, Inc., ID Experts, dba IDX
10300 SW Greenburg Road, Suite 570,
Portland, OR 97223
Tel: 866-726-4271, FAX: 800-298-8457
Visit us at: https://www.idx.us/
Primary Contact: Ian Kelly, VP, Data Breach Solutions
Primary Telephone: (971) 242 4716
Primary Email: ian.kelly@idx.us

Alternate Contact: Heather Noonan
Alternate Telephone: (503) 320 6050
Alternate Email: heather.noonan@idx.us

At IDX™, we provide innovative software and services to organizations for managing cyber risks and data breaches, and to consumers to protect and restore their identities from identity theft.

Founded in 2003, IDX has been on the GSA since 2007. We have pursued a philosophy of putting the needs of consumers first when responding to identity theft risks. We have served many of the largest healthcare, financial services, retail, higher education, and government organizations in the U.S. Millions of Americans use our flagship IDX identity protection service to address the risks of identity fraud.

About IDX (formerly ID Experts)
Customer Information

1a. Table of Award Special Item Number(s):

<table>
<thead>
<tr>
<th>SIN</th>
<th>Recovery</th>
<th>SIN Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>561450</td>
<td>561450RC</td>
<td>Business Information Services (BIS)</td>
</tr>
<tr>
<td>541990IPS</td>
<td>541990IPSRC</td>
<td>Data Breach Response and Identity Protection</td>
</tr>
<tr>
<td>OLM</td>
<td>OLMRC</td>
<td>Order-Level Materials (OLMs)</td>
</tr>
</tbody>
</table>

1b. Identification of the lowest priced model number and lowest unit price for that model for each special item number awarded in the contract. This price is the Government price based on a unit of one, exclusive of any quantity/dollar volume, prompt payment, or any other concession affecting price. Those contracts that have unit prices based on the geographic location of the customer, should show the range of the lowest price, and cite the areas to which the prices apply. See GSA Price List on page 4.

1c. If the Contractor is proposing hourly rates a description of all corresponding commercial job titles, experience, functional responsibility and education for those types of employees or subcontractors who will perform services shall be provided. If hourly rates are not applicable, indicate “Not applicable” for this item. Not Applicable.

2. Maximum Order: $1,000,000

3. Minimum Order: $100

4. Geographic Coverage: Domestic

5. Point(s) of production: Same as company address

6. Discount from list prices or statement of net price: Government Net Prices (discounts already deducted).

7. Quantity discounts: ID Protection packages — see tiered pricing/volume schedule.

   *Note: Prompt payment terms must be followed by the statement “Information for Ordering Offices: Prompt payment terms cannot be negotiated out of the contractual agreement in exchange for other concessions.”

9. Foreign items: Not Applicable

10a. Time of delivery: Contact Contractor 10b.

Expedited Delivery: Not Applicable

10c. Overnight and 2-day delivery: Not Applicable

10d. Urgent Requirements: Customers are encouraged to contact the contractor for the purpose of requesting accelerated delivery.

11. F.O.B. destination: Destination

12a. Ordering address: 10300 SW Greenburg Road, Suite 570, Portland, OR 97223

12b. Ordering procedures: For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPAs) are found in Federal Acquisition Regulation (FAR) 8.405-3

13. Payment address: 10300 SW Greenburg Road, Suite 570, Portland, OR 97223
14. **Warranty provision**: Not Applicable

15. **Export packing charges**: Not Applicable

16. **Terms and conditions of rental, maintenance and repair**: Not Applicable

17. **Terms and conditions of installation**: Not Applicable

18a. **Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices**: Not Applicable

18b. **Terms and conditions for any other services**: Not Applicable

19. **List of service and distribution point(s)**: IDX, 10300 SW Greenburg Road, Suite 570, Portland, OR 97223

20. **List of participating dealers**: Not Applicable

21. **Preventative maintenance**: Not Applicable

22a. **Special attributes such as environmental attributes (e.g., recycled content, energy efficient, and/or reduced pollutants)**: Not Applicable

22b. **Section 508 Compliance**: Not Applicable

23. **Unique Identifier (UEI) number**: W87HKT8TQJP5

24. **Notification regarding registration in the System for Award Management database**: IDX is registered in SAM.

**Services Contract Labor Standards (SCLS)**: The Service Contract Labor Standards, formerly the Service Contract Act (SCA), apply to this contract, as it applies to the entire Multiple Award Schedule and all services provided. While no specific labor categories have been identified as being subject to SCLS due to exemptions for professional employees (FAR 22.1101, 22.1102 and 29 CFR 541.300), this contract still maintains the provisions and protections for SCLS eligible labor categories. If and/or when the Contractor adds SCLS labor categories / employees to the contract through the modification process, the Contractor must inform the Contracting Officer and establish a SCLS matrix identifying the GSA labor category titles, the occupational code, SCLS labor category titles and applicable wage determination (WD) number. Failure to do so may result in cancellation of the contract.
IDX GSA Schedule Pricing

The rates shown below include the Industrial Funding Fee (IFF) of 0.75%.

**Table 1: Total Solution Identity Protection Package for SIN 541990IPS Firm**

<table>
<thead>
<tr>
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</tr>
</thead>
<tbody>
<tr>
<td>1 - 25K</td>
<td>$10.75</td>
<td>$10.96</td>
<td>$11.18</td>
<td>$11.41</td>
<td>$11.64</td>
</tr>
<tr>
<td>Over 25K to 250K</td>
<td>$9.29</td>
<td>$9.48</td>
<td>$9.67</td>
<td>$9.86</td>
<td>$10.06</td>
</tr>
<tr>
<td>Over 250K to 1M</td>
<td>$8.78</td>
<td>$8.96</td>
<td>$9.14</td>
<td>$9.32</td>
<td>$9.51</td>
</tr>
<tr>
<td>Over 1M to 10M</td>
<td>$8.27</td>
<td>$8.44</td>
<td>$8.61</td>
<td>$8.78</td>
<td>$8.95</td>
</tr>
<tr>
<td>Over 10M to 20M</td>
<td>$7.74</td>
<td>$7.90</td>
<td>$8.05</td>
<td>$8.22</td>
<td>$8.38</td>
</tr>
<tr>
<td>Over 20M</td>
<td>$7.27</td>
<td>$7.42</td>
<td>$7.57</td>
<td>$7.72</td>
<td>$7.87</td>
</tr>
</tbody>
</table>

**Table 2: Total Solution Identity Protection Package for SIN 541990IPS Firm**

<table>
<thead>
<tr>
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</tr>
</thead>
<tbody>
<tr>
<td>1 - 25K</td>
<td>$70.07</td>
<td>$71.48</td>
<td>$72.90</td>
<td>$74.36</td>
<td>$75.85</td>
</tr>
<tr>
<td>Over 25K to 250K</td>
<td>$60.61</td>
<td>$61.82</td>
<td>$63.06</td>
<td>$64.32</td>
<td>$65.60</td>
</tr>
<tr>
<td>Over 250K to 1M</td>
<td>$57.43</td>
<td>$58.57</td>
<td>$59.75</td>
<td>$60.94</td>
<td>$62.16</td>
</tr>
<tr>
<td>Over 1M to 10M</td>
<td>$54.23</td>
<td>$55.32</td>
<td>$56.42</td>
<td>$57.55</td>
<td>$58.70</td>
</tr>
<tr>
<td>Over 10M to 20M</td>
<td>$51.03</td>
<td>$52.05</td>
<td>$53.09</td>
<td>$54.15</td>
<td>$55.24</td>
</tr>
<tr>
<td>Over 20M</td>
<td>$47.89</td>
<td>$48.85</td>
<td>$49.82</td>
<td>$50.82</td>
<td>$51.84</td>
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</table>

**Table 3: Line Item Pricing - Firm Fixed Price Per Year, Per Impacted Individual SIN 541990IPS and 561450**

<table>
<thead>
<tr>
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<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Notification &amp; Address VerificationPrice is Per Notification)</td>
<td>$0.29 + postage</td>
<td>$0.30 + postage</td>
<td>$0.31 + postage</td>
<td>$0.32 + postage</td>
<td>$0.33 + postage</td>
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<tr>
<td>24/7 Call Center</td>
<td>$1.04</td>
<td>$1.06</td>
<td>$1.08</td>
<td>$1.10</td>
<td>$1.13</td>
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<tr>
<td>Credit Monitoring Services</td>
<td>$5.57</td>
<td>$5.68</td>
<td>$5.79</td>
<td>$5.91</td>
<td>$6.03</td>
</tr>
<tr>
<td>Identity Monitoring Services</td>
<td>$2.93</td>
<td>$2.99</td>
<td>$3.05</td>
<td>$3.11</td>
<td>$3.17</td>
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<tr>
<td>$5 Million Identity Theft Insurance</td>
<td>$0.29</td>
<td>$0.29</td>
<td>$0.30</td>
<td>$0.30</td>
<td>$0.31</td>
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<tr>
<td>Identity Restoration</td>
<td>$0.64</td>
<td>$0.66</td>
<td>$0.67</td>
<td>$0.68</td>
<td>$0.70</td>
</tr>
</tbody>
</table>
### Table 4: Line Item Pricing - Firm Fixed Price Per Year, Per Enrollee SIN 541990IPS and 561450

<table>
<thead>
<tr>
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<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Notification &amp; Address Verification (Price is Per Notification)</td>
<td>$0.29 + postage</td>
<td>$0.30 + postage</td>
<td>$0.31 + postage</td>
<td>$0.32 + postage</td>
<td>$0.33 + postage</td>
</tr>
<tr>
<td>24/7 Call Center</td>
<td>$6.93</td>
<td>$7.06</td>
<td>$7.21</td>
<td>$7.35</td>
<td>$7.50</td>
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<tr>
<td>Credit Monitoring Services</td>
<td>$37.15</td>
<td>$37.89</td>
<td>$38.65</td>
<td>$39.42</td>
<td>$40.21</td>
</tr>
<tr>
<td>Identity Monitoring Services</td>
<td>$19.53</td>
<td>$19.92</td>
<td>$20.32</td>
<td>$20.73</td>
<td>$21.14</td>
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<tr>
<td>$5 Million Identity Theft Insurance</td>
<td>$1.89</td>
<td>$1.92</td>
<td>$1.96</td>
<td>$2.00</td>
<td>$2.04</td>
</tr>
<tr>
<td>Identity Restoration</td>
<td>$4.28</td>
<td>$4.37</td>
<td>$4.46</td>
<td>$4.55</td>
<td>$4.64</td>
</tr>
</tbody>
</table>

### Table 5: Additional Services - Firm Fixed Price Per Year, Per Enrollee SIN 541990IPS and 561450

<table>
<thead>
<tr>
<th></th>
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<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Medical Transaction Monitoring and Alerts</td>
<td>$3.04</td>
<td>$3.10</td>
<td>$3.16</td>
<td>$3.23</td>
<td>$3.29</td>
</tr>
<tr>
<td>Advanced Address Lookup (Price is Per Lookup)</td>
<td>$0.21</td>
<td>$0.21</td>
<td>$0.21</td>
<td>$0.22</td>
<td>$0.22</td>
</tr>
<tr>
<td>Score Tracker</td>
<td>$7.34</td>
<td>$7.49</td>
<td>$7.64</td>
<td>$7.79</td>
<td>$7.95</td>
</tr>
<tr>
<td>Social Media Monitoring</td>
<td>$2.94</td>
<td>$3.00</td>
<td>$3.06</td>
<td>$3.12</td>
<td>$3.18</td>
</tr>
<tr>
<td>Offline Mailed Alternative</td>
<td>$17.34</td>
<td>$17.79</td>
<td>$18.15</td>
<td>$18.51</td>
<td>$18.88</td>
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<tr>
<td>Non-branded website</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
<tr>
<td>$1 Million Identity Theft Insurance</td>
<td>$1.03</td>
<td>$1.05</td>
<td>$1.07</td>
<td>$1.09</td>
<td>$1.12</td>
</tr>
</tbody>
</table>
IDX Service Descriptions for All SINs

**Total Solution Identity Protection Package – Per Impacted Individual Per Year** *(see Table 1 for Total Solution Pricing and Table 3 for Line Item Pricing)*

IDX Identity is the most comprehensive identity protection solution available. IDX offers an identity protection package that addresses various types of identity theft risk, along with the support needed to restore identities to pre-theft status and insurance. Price Per Year, Per Impacted Individual pricing may be used by the Ordering Agency when the enrollment rate of the breach is unknown or Ordering Agency desires to provide coverage of various services, eg. Identity Theft Insurance and Identity Restoration Services, to the entire impacted population regardless of enrollment status. The Total Solution includes comprehensive identity protection services delivered via the IDX customizable and configurable service delivery platform. The package includes:

- **Website and Web Application** - Dedicated, branded website and web app. for enrollment, monitoring, alerts and access to all data breach response services procured by the ordering Agency. A dedicated URL is created for each engagement.

- **24/7 Call Center** – Established call center with service specialists readily available to assist 24 hours a day, 7 days a week by dialing a U.S. toll-free number dedicated to your Agency. Our agents, located in the U.S., speak both English and Spanish and are always up-to-date with the latest information ready to assist with enrollment, assist with alerts or respond to any questions the caller may have.

- **Notification** - Provides the procuring Agency with a well-orchestrated and stress-free notification process which includes:
  - Printing, processing and handling of U.S.P.S. First Class notification letter to affected population
  - Acceptance of secured data feed with name, address and unique ID to validate affected population and integrate with CRM system
  - National Change of Address (NCOA) validation prior to mailing
  - Return mail management
  - Researching undeliverable letters and managing process for resending

- **Credit Monitoring Services** – Monitors and alerts the individual to credit file activity at all three credit bureaus (Experian, Transunion and Equifax) that could affect their credit score or signal that their identity may have been compromised. Once individuals enroll and authenticate their identity, they receive their Credit Report (from all three bureaus) and their credit files are monitored for changes.
• **Identity Monitoring Services** – Monitors the internet, dark web and various public records and other databases 24/7, and alerts the individual of changes to personal information including but not limited to, social security number, phone numbers, email addresses, credit and debit card numbers, health insurance identification numbers, driving license, passport number, criminal records, arrest records, court records, payday loans, financial account creation and takeover, sex offender registry, change of address, and social security number trace.

• **Identity Theft Insurance** - Identity Theft Insurance will reimburse Impacted Individuals, regardless of their enrollment status, for expenses associated with restoring their identity should they become a victim of identity theft. If an Impacted Individual’s identity is compromised, the policy provides coverage for up to $5,000,000, with no deductible, from an A.M. Best “A-rated” carrier, subject to the terms, limits and/or exclusions of the policy.

• **Identity Restoration** – Regardless of an Impacted Individuals enrollment status, should an individual detect fraudulent activity, or suspect they are a victim of identity theft within the period of performance, IDX investigates and if they are in fact a victim of identity theft, restores the individual’s identity to the pre-compromised state.

• **System Security Plan, Administration and Reporting as required by GSA**, such as, Security and Security Related Reporting, Post Award Data Incident Reporting, Required Reports, Data Safeguard and Disposal, Task Order Award Reporting

**Total Solution Identity Protection Package – Per Enrollee Per Year** *(see Table 2 for Total Solution Pricing and Table 4 for Line Item Pricing)*

IDX Identity is the most comprehensive identity protection solution available. IDX offers an identity protection package that addresses various types of identity theft risk, along with the support needed to restore identities to pre-theft status and insurance. Price Per Year, Per Enrollee pricing may be used by the Ordering Agency when the number of individuals requiring services is known. The Total Solution includes comprehensive identity protection services delivered via the IDX customizable and configurable service delivery platform. Pricing includes all services as required and described herein but services are ONLY applicable and delivered to Enrollees. The package includes:

• **Website and Web Application** - Dedicated, branded website and web app. for enrollment, monitoring, alerts and access to all data breach response services procured by the ordering Agency. A dedicated URL is created for each engagement.

• **24/7 Call Center** – Established call center with service specialists readily available to assist 24 hours a day, 7 days a week by dialing a U.S. toll-free number dedicated to your Agency.
Our agents, located in the U.S., speak both English and Spanish and are always up-to-date with the latest information or ready to assist with enrollment, assist with alerts or respond to any questions the caller may have.

- **Notification** - Provides the procuring Agency with a well-orchestrated and stress-free notification process which includes:
  - Printing, processing and handling of U.S.P.S. First Class notification letter to affected population
  - Acceptance of secured data feed with name, address and unique ID to validate affected population and integrate with CRM system
  - National Change of Address (NCOA) validation prior to mailing
  - Return mail management
  - Researching undeliverable letters and managing process for resending

- **Credit Monitoring Services** – Monitors and alerts the individual to credit file activity at all three credit bureaus (Experian, Transunion and Equifax) that could affect their credit score or signal that their identity may have been compromised. Once individuals enroll and authenticate their identity, they receive their Credit Report (from all three bureaus) and their credit files are monitored for changes.

- **Identity Monitoring Services** – Monitors the internet, dark web and various public records and other databases 24/7, and alerts the individual of changes to personal information including but not limited to, social security number, phone numbers, email addresses, credit and debit card numbers, health insurance identification numbers, driving license, passport number, criminal records, arrest records, court records, payday loans, financial account creation and takeover, sex offender registry, change of address, and social security number trace.

- **Identity Theft Insurance** - Identity Theft Insurance will reimburse Enrollees, for expenses associated with restoring their identity should they become a victim of identity theft. If an Impacted Individual’s identity is compromised, the policy provides coverage for up to $5,000,000, with no deductible, from an A.M. Best “A-rated” carrier, subject to the terms, limits and/or exclusions of the policy.

- **Identity Restoration** – Should an Enrollee detect fraudulent activity, or suspect they are a victim of identity theft within the period of performance, IDX investigates and if they are in fact a victim of identity theft, restores the individual’s identity to the pre-compromised state.

- **System Security Plan, Administration and Reporting as required by GSA**, such as, Security and Security Related Reporting, Post Award Data Incident Reporting, Required Reports, Data Safeguard and Disposal, Task Order Award Reporting
Additional Services (see Table 5 for per Enrollee pricing)
IDX provides the following customized services that agencies can order in addition to the IPS requirements.

- **Medical Transaction Monitoring and Alerts** – Monitors and alerts to transactions involving medical identity and health insurance numbers that may signal that an Enrolled Individual’s medical identity has been compromised. Enrolled Individuals receive an alert each time a medical or health insurance transaction is processed under their identity. This service can help Enrolled Individuals in gaining better control of their medical identity to combat one of the fastest-growing crimes in the U.S. – medical identity theft.

- **Advanced Address Locator** – Uses SSNs or TINs to scour over 65 billion public records from over 10,000 sources within a single search to gather updated or alternate address information of Impacted Individuals.

- **Scoretracker** – Plots Enrolled Individual’s credit score on a graph, displaying changes in credit score month-over-month to highlight trends over time.

- **Social Media Monitoring** – Monitors and alerts individuals to privacy or reputational risks associated with the content the individual is sharing on social media. Enrolled Individuals can also monitor their children’s social networks. Alerts are sent to an Enrolled Individual if personal information is exposed via a social site whether in profile information, comments or wall posts, if content within an Enrolled Individuals social network is deemed damaging to their reputation such as foul language, sexual content or drug and alcohol references and content on their child’s social network that may indicate instances of cyberbullying, references to weapons or sexual predator activity.

- **Child Monitoring** – Monitors a child's social security number and personal information on the dark web to identify potentially nefarious activity and to spot credit information associated with a child's identity.

- **Offline Mailed Alternative** – Allows Enrolled Individuals with the option of receiving credit or identity monitoring Alert notifications by mail (U.S. Postal Service) in addition to email.

- **Non-branded Website** - The non-branded IDX website has the same capabilities to enroll Impacted Individuals, deliver monitoring services and provide general information related to data breach and safeguarding PII/PHI, and meets all GSA required accessibility, security and performance standards.

- **$1 Million Identity Theft Insurance** – Provides Identity Theft Insurance up to $1 million with a $0 deductible. The insurance covers fraudulent misuse of an individual’s PII and / or PHI. Identity theft insurance reimburses individuals for expenses associated with restoring their identity to pre-theft status should they become a victim of identity theft.