



**STATE OF RHODE ISLAND  
OFFICE OF THE GENERAL TREASURER**

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**REQUEST FOR PROPOSALS AND  
QUALIFICATIONS TO PROVIDE  
A Software Management Solution for the Unclaimed Property Division**

**The Office of the General Treasurer  
50 Service Avenue  
Warwick, RI 02886**

**RFP Issued August 10<sup>th</sup>, 2016**

**Proposals Due September 2<sup>nd</sup>, 2016**

# **TABLE OF CONTENTS**

## **SECTION I: Page 3**

### **General Information**

Introduction

Background

## **SECTION II: Page 3**

### **Purpose of Request for Proposal**

Purpose of Request for Proposal

Issuing Officer, Contacts and Lobbying

Period of Contract

## **SECTION III: Page 4**

### **Scope, Qualifications and Information Requested**

Scope of Work

Minimum Qualifications

Information Requested

## **SECTION IV: Page 8**

### **Proposed Fee**

Proposed Fee

Negotiate Fees and Best and Final Offers (BAFO)

## **SECTION V: Page 9**

### **Selection Process**

Schedule

Questions

Proposal Submission and Format

Evaluation of Responses

Other Considerations and Restrictions

## **SECTION I: GENERAL INFORMATION**

### **INTRODUCTION**

The Office of the General Treasurer (“Treasury”) is responsible, in part, for the collection and safe custody of Rhode Islander’s lost and unclaimed property, that under the law, escheat to the state of Rhode Island when the legal owner of the asset cannot be identified or located by the property holder. The state’s Unclaimed Property Division (“UPD”) is currently in possession of more than \$400 million dollars’ worth of Rhode Islanders’ property.

## **SECTION II: PURPOSE OF RFP**

### **PURPOSE OF RFP**

Treasury, in its continued efforts to improve the effectiveness of services provided, is pursuing improved technology to support it in carrying out its activities. The intent of this Request for Purchase (“RFP”) is to obtain proposals from qualified firms interested in providing a hosted (aka “cloud”-based) computer software management program (“CSMP”) to facilitate the collection, safe keeping, and return of unclaimed property.

Treasury currently operates a legacy, on-premises CSMP for its UPD.

Qualified firms are expected to include conversion of all data from this legacy system to the proposed CSMP in their proposals. (This data includes, but is not limited to, holder contact details, reports of unclaimed property, property detail records, claims, claim activity, security / custody information, safekeeping details for tangible property, and all user/system activity logs.) This CSMP is backed by a relational database running on Microsoft SQL Server 2005.

## **ISSUING OFFICER, CONTACTS AND LOBBYING**

The Treasurer is issuing this RFP. The Issuing Officer identified below is the sole point of contact regarding this RFP. No contacts with any other employee of Treasury or state officials are permitted with respect to this RFP, any proposals submitted in response to the RFP, or the contract to be awarded pursuant to this RFP. This prohibition applies from the date of release of this RFP until the date a contract is executed, unless otherwise requested by the Issuing Officer. This prohibition includes, but is not limited to, any lobbying efforts directed at state legislators or any state officer or employee who might reasonably be considered to have influence over the process and final outcome.

The Issuing Officer for this RFP is:

Patrick Marr

Chief of Staff

Rhode Island Office of the General Treasurer

50 Service Avenue, 2<sup>nd</sup> Floor

Warwick, RI 02886

(401) 462-7664

[Pmarr@treasury.ri.gov](mailto:Pmarr@treasury.ri.gov)

Transmittal letters for any proposal submitted in response to this RFP should designate one person employed by the party responding to this RFP (“Respondent”), who is authorized to contact the Issuing Officer on behalf of the Respondent. Unless otherwise requested by the Issuing Officer, from the date of issuance of this RFP until the date a contract is executed, only such authorized contact person should contact the Issuing Officer with respect to this RFP, any proposal submitted in response to the RFP or the contract to be awarded under the RFP on behalf of the Respondent. Without limiting the foregoing one-contact provision, persons who are not employees of the Respondent shall not contact the Issuing Officer on behalf of the Respondent with respect to this RFP, any proposal submitted in response to the RFP or the contract to be awarded under this RFP unless requested to do so by the Issuing Officer.

Violations of this one-contact provision may result in immediate disqualification from this and any future business opportunities with the Treasurer.

## **PERIOD OF CONTRACT**

The term of this contract shall be for a period of five (5) years with one or more options to extend at the option of the Treasurer for no more than five (5) additional years under the same or better terms and conditions as negotiated if deemed in the best interest of the State of Rhode Island. Bidders who offer price guarantees for the life of the contract will be held to that offer or such better terms as are negotiated.

## **SECTION III: SCOPE OF WORK**

### **SCOPE OF WORK**

Respondent’s responses must conform both in substance and order to the format instructions defined below.

The responsibilities of the Respondent shall be to provide a proven, flexible and customizable turn-key relational CSMP which will have tools/utilities which will:

1. Ensure the database integrity and software stability for the custodial records and accompanying owner data through an unclaimed property management software system;
2. Provide a secure and reliable multi-facet software management system to address all aspects of the UPD’s programs and operations;
3. Provide short-term and long-term computer software technical assistance and support, including staff training;
4. Provide a software management system which integrates public-facing online technology for the purpose of providing self-service search and claim initiation to potential owners of unclaimed property. The online claim component should allow claimants to initiate a search of available property, initiate a claim, and receive status updates on the processing of their claim in real time.
5. Provide a software management system which integrates public-facing online technology for the purpose of providing self-service reporting capabilities for holders of unclaimed property. The online reporting component should allow holders of unclaimed property to securely upload NAUPA II compliant files for the purposes of reporting. The system

- should allow holders to receive status updates (accept/reject messages) regarding their submissions.
6. Provide a software management system that provides one or more Application Programming Interfaces (“API”) that allow the system to securely communicate with external systems for the purposes of claims processing, data validation, fraud detection, financial recoveries and other purposes.
  7. The solution must be hosted in a secure environment, preferably a Tier 3 or higher datacenter.
  8. The system must support for encryption of all in-transit data and will preferably support full encryption for data at rest, as well as robust Role Based Access Control schemes.
  9. The system must support and be integrated with a cloud-based imaging platform to facilitate paperless claims processing as well as holder reporting.
  10. The vendor is responsible for Disaster Recovery / Backup of the solution and respondents should supply the current RTO /RPO standards for their hosted solution.
  11. The system must support customization of templates, letters and forms.
  12. The system must support customization of workflows for business processes such as recording receipts, importing holder reports, processing claims, etc.
  13. The system must maintain full audit logs of all system and user generated transactions.
  14. The system must be capable of interfacing with the state ERP’s Accounts Payable module for the purpose of generating claim payments.
  15. The system must have robust reporting capabilities, providing meaningful reports related to statistical information associated with the UPD data. In addition, the solution should provide reporting on user/system activity for the purposes of performance management.
  16. The system must also allow for ad-hoc report development either via an integrated tool or by allowing for direct-access from 3<sup>rd</sup>-party BI tools.

## **MINIMUM QUALIFICATIONS**

In order to be considered for selection, the following minimum qualifications must be met:

1. The Respondent has a minimum of three (3) years of experience with providing and implementing Unclaimed Property software plans or solutions that require the same or similar services to those described in the Scope of Services set forth in this RFP.
2. The Respondent has detailed information security processes in place. This includes data encryption ability and other related features to secure materials both online and offline.
3. Once selected, the Respondent will be qualified with the Secretary of State to conduct business in the State of Rhode Island and the qualification must be kept current throughout the term of the Agreement. Additionally, the Respondent must maintain all applicable federal licenses and registrations necessary to perform the services specified in this RFP at the time it submits a response to the RFP. The Respondent and its personnel must have all authorizations, permits, licenses, and certification as may be required under federal, state, or local law to perform the services specified in this RFP at the time it submits a response to the RFP

4. The Respondent must have a robust customer service operation in place. This includes, but is not limited to, 24 hour dial-in assistance and custom tutorials provided to new users.
5. Once selected, the Respondent will maintain sufficient procedures and capabilities to ensure the timely and accurate backup and full recovery for all data storage systems related to the Rhode Island account.
6. The Respondent has a company policy and practice of equal opportunity and non-discrimination based on race, creed, sexuality, or gender.
7. Once selected, the Respondent will carry a fidelity bond, errors and omissions insurance or comparable instruments to cover negligent acts or omissions.

The Respondent has a continuing obligation to disclose information throughout the RFP process should any qualifications or situations change that might render the Respondent an unqualified candidate.

## **INFORMATION REQUESTED**

### **Organization and History**

1. Provide the name, title, address, e-mail address, and telephone number of the individual(s) responsible for responding to this request.
2. Please describe your organization providing comment on the following:
  - a. Business background, organizational history (including year founded) and ownership structure.
  - b. An overview of your organization and list all major business lines.
  - c. What percent of revenue is derived from public entities?
  - d. What percent of revenue is derived from non-profit and corporate entities?
  - e. Is your firm Minority Business Enterprise (MBE)/ Women Business Enterprise (WBE) certified? Please identify the percentage of MBE/WBE employed.
3. Provide an organizational chart of your computer software program management team. Indicate the number of employees you have in each functional area of your program management operations and the location in which program management services are provided.
4. How many years has your company offered Unclaimed Property software, or other software products?
5. Detail the public plans in which you currently provide software management, or other digital governance tools, including the solution name, length of contract, number of account owners and current assets.
6. Disclose any termination for cause from any software contract in the past three (3) years. Cite background of the contract, reason for termination, and remedies the respondent has employed to preclude similar circumstances from reoccurring.

7. Provide a list of any subcontractors that your firm plans to utilize in performing the services required. Indicate the contractual relationship and/or affiliation with the subcontractor(s). Detail the services to be provided by subcontractor(s) and how your firm monitors those services. Do you require licenses or insurance of your subcontractors?

8. Provide three (3) references in which your firm provides similar services as requested in this RFP. Include entity name, contact name, phone number and email address. Provide a short description of the services you provide and the length of the contract.

9. Detail any potential conflicts of interest you foresee by providing the services outlined in this RFP. Please identify the actions that would be taken to avoid any conflict(s) of interest.

### **Legal and Regulatory Compliance**

1. Discuss your experience with providing legal and regulatory compliance support to Unclaimed Property software customers. Specifically address the development of solution description and amendments.

2. Discuss how your firm would update Treasury with regards to legal and regulatory compliance matters as it relates to the Unclaimed Property industry.

### **CSMP Solution Specifics**

1. How long has the proposed CSMP been deployed in a production environment?

2. When was the last major update to the system and what were the key enhancements made?

3. Is your firm going through any system conversions or major changes now or in the next three (3) years related to this product offering? If so, please describe and give the schedule. What effect will this have on the platform?

4. Discuss your security testing and identify the dates of testing for the last 5 (5) years.

5. Describe your firm's policies and procedures regarding data encryption, cyber security and other measures to prevent unauthorized access or fraud and include the types of insurance coverage your firm maintains as it relates to the services to be provided as described in this RFP. Provide the names of carriers and the amounts of coverage. Attach current certificates of insurance in effect.

### **Customer Service and Implementation**

1. Discuss which personnel will be assigned to the operation of the CSMP with respect to client service and day-to-day interaction with Treasury. Please provide a brief bio for each individual.

2. Discuss how your firm would involve and coordinate with Treasury in customer service-related matters.

3. Describe your customer service expertise as it relates to software implementation.

4. Outline your firm's process for responding to issues and inquiries made by users.

5. How do you monitor customer satisfaction, including with Treasury and Unclaimed Property system users?
6. Provide a detailed task list and schedule on how you will approach the initial implementation process, including actions required on the part of Treasury and the time-frame to complete each task. Clearly describe the process: who is responsible for coordinating activities, who must participate, what activities must occur? Detail the type and amount of resources required from Treasury, if any.
7. What dedicated resources (personnel, training, etc.), procedures, and controls will you provide or recommend for future training needs? Will additional training be provided when board members or executive staff turnover?
8. What is the process for handling ongoing maintenance and software upgrades for devices and-or your system? Describe how your firm will overcome these issues and maintain service and functionality throughout.

## **SECTION IV: PROPOSED FEE**

### **PROPOSED FEE**

Please provide all fee details in a separate document from the rest of your RFP response. This will be reviewed separately as part of the final evaluation.

1. Detail all fees associated with your proposal, including the expenses outlined below:
  - A. Annual License Fee
  - B. Setup Fee
  - C. Training Fee
  - D. Additional Training(s) Fee
  - E. Customization Fee
  - F. Fees associated with any required third party software to support the solution
2. Detail any other fees (beyond those described in the previous question) that your firm plans to collect as a result of the CSMP.
3. How do you ensure each fee component of the CSMP remains competitive?

### **NEGOTIATE FEES AND BEST AND FINAL OFFERS (BAFO)**

Fees are a material element in awarding the contract pursuant to this RFP. The Treasurer and/or his agents reserve the right to negotiate fees and request best and final offers. Fees, however, are only one of several factors used to evaluate proposals and the Treasurer may rely on factors other than the lowest level of fees in awarding the contract pursuant to this RFP.

## SECTION V: Selection Process

### SCHEDULE

RFP Issued	August 10 <sup>th</sup> , 2016
Deadline for proposers to submit questions	August 19 <sup>th</sup> , 2016
Response to questions	August 26 <sup>th</sup> , 2016
<b>RFP Responses due</b>	<b>September 2<sup>nd</sup>, 2016</b>
Evaluation Period	September 23 <sup>th</sup> , 2016*
Service provider selection	September 30 <sup>th</sup> , 2016*
Contract negotiations and drafting	October 12 <sup>th</sup> , 2016*
Program launch	October 21 <sup>st</sup> , 2016*

\*dates are tentative and subject to change

### Respondents' Questions

If Respondents have any questions, they should submit their questions using the online portal at <http://treasury.ri.gov/rfp-calendar/rfps/up-management-software> no later than 4:00 P.M. Eastern on August 19<sup>th</sup> 2016. All questions will be aggregated and posted publically on the RFP section of [www.treasury.ri.gov](http://www.treasury.ri.gov). Treasury staff will not answer questions verbally or individually during the RFP process.

### Proposal Submission

Respondents should submit two (2) electronic copies: (1) in PDF format and (1) MS Word format to the online portal at <http://treasury.ri.gov/rfp-calendar/rfps/up-management-software> no later than 4:00 P.M. Eastern on September 2<sup>nd</sup>, 2016. Please submit fee information in a completely separate file labeled clearly as "(Firm Name's) Fee Proposal." Proposals received after that deadline will not be considered. Telephoned or faxed submissions will not be considered. If you have any IT issues please contact Chris Cate at 401-462-7659.

### PROPOSAL FORMAT

Proposals should be prepared in a concise manner, delineating the Respondent's capabilities to satisfy the requirements of this RFP. In order to expedite the evaluation of proposals, it is essential that Respondents follow the format and instructions contained herein. Proposals must include substantial evidence of the Respondent's commitment and ability to undertake the services required and outlined in this RFP.

The Treasurer reserves the right to request and consider supplements to proposals or to particular proposals after the deadline for initial proposals, until such time as a contract with a particular Respondent is finalized.

### EVALUATION OF RESPONSES

The CSMP will be selected based upon an assessment of the Respondent's ability to provide the services as described above and the Respondent's proposal. The selection process will consider the relevant

experience of the respondent, the strength of the proposal, the demonstrated ability and willingness of the Respondent to structure the best possible delivery of services, and the cost of the proposed services.

EVALUATION CRITERIA	MAXIMUM POINTS
<b>ELIGIBILITY CRITERIA:</b>	
Bidder must have implemented their solution as a hosted (aka “cloud”-based) platform in at least one Unclaimed Property program run by another US state.	Pass / Fail
<b>TECHNICAL PROPOSAL:</b>	
Bidder background, capabilities, and experience	15
Organization and staffing	10
Legacy system conversion work plan, description of approach, methodology	10
Suitability of software solution	35
<b>MAXIMUM TOTAL TECHNICAL POINTS</b>	<b>70</b>
<b>COST PROPOSAL</b>	
<b>MAXIMUM TOTAL COST POINTS</b>	<b>30</b>
<b>MAXIMUM TOTAL POINTS (TECHNICAL + COST)</b>	<b>100</b>

During the evaluation process the Treasurer staff reserves the right to request additional information or clarification from those submitting responses. Respondents may be asked to participate in a telephonic interview, an in-person interview in Rhode Island or an on-site visit at the Respondent’s place of business.

The RFP does not commit the Treasurer to make any selection or to pay any costs incurred in the preparation of the responses or attendance at interviews and the Treasurer in his sole discretion, reserves the right to accept or reject any or all responses received as a result of this RFP, to waive any nonconformity with the provisions hereof, to negotiate with any qualified source, or to cancel this RFP, in part or in its entirety. All proposals shall become the property of the Treasurer and shall be subject to the Access to Public Records Act (“APRA”) under Rhode Island General Laws § 38-2-1 *et seq.*

**Other Considerations and Restrictions**

*Restrictions on Gifts*

State ethics laws restrict gifts which may be given or received by employees and directors and requires certain individuals to disclose information concerning their activities with State government. Respondents are responsible to determine the applicability of these laws to their activities and to comply with the requirements. In addition, it is a felony offense to bribe or attempt to bribe a public official.

#### *Non-Discrimination*

All proposals shall be considered on the basis of their merit in accordance with the criteria specified herein and shall not exclude any person, firm, or other entity, from consideration on the grounds of sex, race, color, or national origin. Likewise, it is required that all Respondents have established non-discrimination policies, including policies, which prohibit discrimination in the selection of subcontractors. Respondents shall represent and warrant in their responses to this RFP that they do not discriminate on the basis of sex, race, color, or national origin, including but not limited to their selection of subcontractors.

#### *State Code of Ethics*

The State of Rhode Island and Treasurer are committed to maintaining the highest standards of ethics in the awarding of contracts. In accordance therewith, all Respondent's should be familiar with and abide by the State Code of Ethics, as set forth in Rhode Island General Laws §36-14-1 *et. seq.*, and any additional regulations as provided on the State Ethics Commission website <http://www.ethics.ri.gov/code/>.

#### *Confidentiality Requirements*

The staff members that are assigned by the successful Respondent to this Solution – be they employees of the Respondent, sub-contractors to the Respondent, or employees of sub-contractors – may be required to sign a non-disclosure statement.

The Treasurer shall treat all documents submitted by a Respondent in connection with this RFP as public records after awarding the contract pursuant to this RFP, unless the Respondent properly requests that documents submitted by it be treated as non-public at the time of submission. The release of public records is governed by Rhode Island General Laws §38-2-1 *et seq.* (“APRA”). Respondents are encouraged to familiarize themselves with this law before submitting a proposal.

Any request by Respondents that records submitted by them be exempt from being considered public record must be included in the transmittal letter with the Respondents' proposal. In addition, Respondents must enumerate the specific grounds upon which the APRA or other applicable law supports treatment of the documents as exempt from being considered a public record, and further, the factual basis, if any, upon which they rely in asserting that the documents should be exempt. Any request for treating records submitted as being exempt must also include: the name, address, and telephone number of the person authorized by the Respondent to respond to any inquiries by the Treasurer with regard to such an assertion.

Any proposals submitted which contain non-public records must be conspicuously marked on the outside as containing non-public information, and each page upon which non-public information appears must be conspicuously marked as containing non-public information. Identification of the entire proposal as being non-public records may be deemed non-responsive and may disqualify the Respondent.

If the Respondent designates any portion of the proposal as being a non-public record, the Respondent must submit one (1) copy of the proposal from which the non-public record is deleted or redacted. This copy shall be submitted in addition to the number of copies requested in Section V of this RFP. The non-public records must be excised in such a way as to allow the public to determine the general nature of the information redacted and retain as much of the proposal as possible.

The Treasurer will treat the records marked as non-public as being confidential information to the extent such information is determined confidential under the APRA or other applicable law or by a court of competent jurisdiction. The Respondent's failure to request records submitted as being non-public records will be deemed as a waiver of any right to confidentiality, which the Respondent may have had.

By submitting a proposal, Respondent agrees that the Treasurer may reproduce Respondent's proposal for purposes of facilitating the evaluation of the proposal or to respond to requests for public records. Respondent consents to such reproduction by submitting a proposal and further warrants that such reproduction does not violate its rights or the rights of any third parties. The Treasurer shall have the right to use ideas or adaptations of ideas that are presented in proposals.