



Joe Torsella, State Treasurer

RFP 18-001 Vendor Questions

Question

RFP citation p. 23 of 91 “Capability to interface with both the Pennsylvania 529 College and Career Savings Program’s and Pennsylvania ABLÉ Savings Program’s recordkeeping platforms to allow for the electronic transfer of unclaimed property payment to an owner’s Pennsylvania 529 or Pennsylvania ABLÉ account.”

- a. Please provide additional clarifications as to the requirements of the capability to interface with the above listed recordkeeping platforms, at least to the extent of:
 - i. What interfaces do those Pennsylvania Programs have that are expected to be utilized?

Answer: 3rd party interfaces needed will be discussed in detail during contract negotiations.

- ii. What are the specific data points that can be used to validate that the claimant has an account with these programs?

Answer: The specific data points will be determined during interface design.

Question

RFP citation p. 23 of 91 “Provide efficiencies and accountability regarding archiving closed records while maintaining report reconciliation”.

What is meant by “closed records”?

Answer: Paid claims

- b. What are the desired archiving steps, e.g. suppressing edits or removal from the system?

Answer: Controls are in place to prevent any further edits to that particular claim. The paid claim is not removed from the system and is available in the sense that the claim is active



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for reporting purposes. Provide your archiving strategy to maintain peak system performance.

Question

RFP citation p. 24/25 of 91 “Holder Reports – All businesses (“Holder”) filing reports with the program are maintained in the existing software application. Offeror must allow holders to electronically submit reports in standard format to be uploaded to the software system. Holder information such as current address and contact along with an identifying number (Holder ID) is assigned to correspond to the imaged files maintained in office. Unclaimed Property holder reports are maintained for an indefinite period of time while the software system also maintains all annual reports and associated records and remittances. In addition to housing all holder reports and owner data, the unclaimed property software system must provide interactive and search/report capability, including but not limited to, the following features and functions: view/manage business names/data and records, record zero reports, auto-correct or populate fields, *apply system-based logic to limit unacceptable data*, provide means to assign batches/reports, access reports/utilities with customizable abilities (example: holder batch reports, holder mailing labels, largest holder reporting, largest holder remittances, reporting holder count summary, holder reports not electronic, print holder letters).

What is meant by “unacceptable data”?

Answer: By “unacceptable data,” the meaning is directed towards controls in place such that errors (e.g. SSNs provided in the address field, Last Names submitted in the First Name field, incomplete addresses, Zip code submission does not reconcile to USPS mailing standards, non-NAUPA codes for property types, etc.) in Holder Reporting are presented to the Holder for correction before such reports are received by Treasury.

b. Could you provide some examples of “unacceptable data”?

Answer: See above response.

Question

RFP citation p. 27 of 91 “g. *Claims:* Claimant name, EIN, social security number, claim ID, warrant number, subject, property ID, phone number, amount, email address, claimant 2, *edit claim, approve, deny, etc.*”



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- a. Do you intend for “edit claim, approve, deny” to become search criteria?

Answer: Yes.

Question

RFP citation p. 29 of 91 “The integration on demand between the website and software system should allow claims based upon established criteria to import into the workflow/payment process.”

- a. Does this means staff should be able to import claims directly from the website on as needed basis as opposed to or in addition to scheduled batch import into the software system?

Answer: Yes

Question

RFP citation p. 30 of 91 “Administrative Functions. a) Provide on-line data correction functionality and utilities”.

- a. Would you please share some examples of “on-line data correction functionality and utilities”?

Answer: Similar in the approach and response re “unacceptable data” pertaining to Holder Reports (Question 3a), the administrative function here is to allow for controls in place to identify and/or correct errors in on-line submissions (typically Claims).

Question

RFP citation Appendix C p. 60 of 91 “Safekeeping/Tangible Functions” 12. Integrate with Excel, OnBase, Lexis..”

What are the specific objectives for the integration with Lexis within the safekeeping area?

Answer: The objectives here intertwine with the objectives in the realm of Claims to allow for integration with OnBase, Lexis, etc., in connection with tangible property items for which a claim has been submitted.



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Question

RFP citation Appendix C p. 60 of 91 “Safekeeping/Tangible Functions” 13. *Identify discrepancies in reported quantity.”*

- a. What are the specifics of the functionality requested here?

Answer: Functionality to include auto-generated system flags and means to reconcile, without manual intervention, all aspects of safekeeping process including, but not limited to, recordkeeping, storing auction data including sales proceeds, date of sale, seller estimated value, and appraised description.

Question

RFP citation Appendix C p. 61 of 91 “Inquiry System” 12. *Overall flexible name placement search capability.”*

- a. Could you please expand on the description of this type of search capability?

Answer: Ability for the software system to provide results for User inquiries entered as either Last Name or First Name for a name.

Question

RFP citation Appendix C p. 61 of 91 “Claims” 11. *Integrate with Cisco UCCX phone system.”*

- a. What are the expected interface type and features of this integrated solution?

Answer: If the software solution is integrated with the Cisco UCCX phone system, functionality to users could include, but not limited to:
Auto retrieval of the claim in the system to be presented to the Call Center agent once the caller either enters or says their claim number; Auto recording in the system all calls received into the bureau’s Call Center with an ability to retain a brief description code to identify what the call pertains to such as Status inquiry, Assistance with completion of forms, New property lookup, etc.; Auto notification to the Call Center agent if the claim pertains to a fraud alert with an ability to immediately send the recorded call to Investigations; Auto notifications to the Call Center agent when after call follow-up to the caller is required. The awarded vendor can use any CISCO approved interface method that is economically feasible for Treasury and secure. Due to the limited number of call center employees Treasury uses CISCO’s UCCX Express version.



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Question

RFP citation Appendix C p. 63 of 91 “Website” 6. *Remain current* as new records are received, added and reconciled to the proposed software system.”

- a. Does “remaining current” mean “being updated in real time”?

Answer: Yes, to the extent possible.

In accordance with RFP 18-001 Section I-5 Questions and Answers, this correspondence serves as an electronic submission of written questions concerning the Request for Proposal issued on January 11, 2019 for a Software System for the Transformation and Modernization of the Treasury Unclaimed Property Systems and Processes (the “RFP”) sought by the Pennsylvania Treasury Department (the “Department” or the “Treasury”). After reviewing the RFP, the following requests for clarification are respectfully submitted:

Question

Pursuant to Proposal Requirements Section II-3.5 Optional Functionality Costs on page 18 of the RFP, an Offeror shall provide software costs and implementation costs for a voice-enabled mobile unclaimed property search app. With that in mind, and to ensure that the Treasury receives the largest benefit from services to achieve the objectives of the project, please describe the intended functionality and accessibility requirements for the desired app or confirm that this requirement is intended to ensure that the anticipated public website solution for property search and claim activities meets current accessibility standards.

Answer: *Accessibility Standards:* Web Content Accessibility Guidelines (WCAG) 2.0 [[WCAG20](#)] and User Agent Accessibility Guidelines 2.0 [[UAAG20](#)] The intended functionality for this section is in the realm of Claimant services (e.g. property searches, generate claims, status updates, etc.).

Question

Pursuant to Appendix F Contractor Responsibility Provisions on page 81 of the RFP, the Contractor shall provide written certification of provision numbers 1 and 2. With that in mind, and to ensure compliance with the Treasury’s submittal instructions, please clarify if the Offeror shall provide a separately signed document as written certification of provision numbers 1 and 2, or shall the signature of Appendix B Proposal Cover Sheet (page 56 of the RFP) sufficiently bind the Offeror to the provisions of Appendix F, including numbers 1 and 2, specifically.



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Answer: The signature of the authorized official on Appendix B (Proposal Cover Sheet) does not sufficiently bind the Offeror to the provisions of Appendix F. During the course of the selection process, the Offeror will be required to provide written certification re Appendix F, provision numbers 1 and 2.

Question

Is the Department willing to negotiate the Standard Contract Terms and Conditions identified in Appendix A with respect to Section II - Assignment and Section VI - Termination with a qualified, responsible, and capable Offeror?

Answer: While Treasury is not prepared to engage in any detailed discussions regarding contract terms at this point in the RFP process, when an offeror is selected, contract negotiations may take place between the selected vendor and Treasury. However, there are certain contract provisions that are not negotiable, such as, but not limited to, those regarding indemnification and choice of law.

Question

Understanding that the Treasury anticipates entering a direct licensing agreement for the software system, is the Department willing to negotiate the terms and conditions identified in Exhibit A, Software License Requirements, beginning on page 86 of the RFP with a qualified, responsible, and capable Offeror?

Answer: While Treasury is not prepared to engage in any detailed discussions regarding contract terms at this point in the RFP process, when an offeror is selected, contract negotiations may take place between the selected vendor and Treasury. However, there are certain contract provisions that are not negotiable, such as, but not limited to, those regarding indemnification and choice of law.