Request for Proposals

Development and Support of an Unclaimed Property National Database

Released March 14, 2022

Proposals due by 5:00 pm PST on May 11th, 2022

Table of Contents

1.   **Overview**

The National Association of State Treasurers (NAST) is issuing this Request for Proposals ("RFP") for Development and Support of an Unclaimed Property National Database. Institutions that submit Proposals ("Respondents") shall submit their proposals by 5:00 PST by May 11, 2022.

NAST seeks a Contractor with existing relationships to state unclaimed property programs to administer a national database of unclaimed property. The initial period of services contracted will be 5 years with an option for renewal. The Contractor must have thorough knowledge of the unclaimed property reporting and claims processing, NAUPA file formats, web design and support, and federal, state and local unclaimed property programs and law. At the time the Contractor submits its Proposal, or prior to that time, if required by law, the Contractor must have all required licenses, bonding, facilities, equipment and trained personnel necessary to perform the work specified in this RFP.

The objectives NAST seeks to fulfill through this RFP are:

1. Maximize the return of resources and assets to the rightful owner
2. Providing a streamlined searching and claims process to the individual
3. Minimize direct expense to NAST and state programs.
4. Provide an efficient customer service operation for any individual or state requests.

2. Background

The purpose for this Request for Proposals (RFP), is for NAUPA to assess the ideas and strategies from all interested parties, as to the functionality of a national database of unclaimed property owners through missingmoney.com. The national database will provide to the public, access to a central repository of state abandoned property records, through the use of today's powerful database and Internet technology. The database would be an additional extension of outreach efforts used by states, to assist owners in the recovery of unclaimed property.

National Association of Unclaimed Property Administrators and member states have as goals, to maximize the return of resources and assets to the rightful owner and to minimize the cost of this recovery to those owners. A responder to this RFP should bear those two goals in mind.

The existence of the database would allow any person to determine the existence of abandoned or unclaimed property in any of the 50 states, the District of Columbia, and any other participating entity. It's anticipated by NAUPA that a Provider will develop, maintain, and support an Unclaimed Property National Database (UPND), which will provide access to the public of participating States abandoned property records.

The UPND will be developed using current state of the art technology, and it's assumed that the Provider will be continuously taking advantage of the rapidly evolving benefits of the latest technology. As a minimum, the UPND under consideration by NAUPA will contain the following features:

Aggregate or link all state provided abandoned property owner records in a central database located on an Internet web site, so that a searcher will be able to search simultaneously through all individual state records.

Internet site availability 24 hours a day, 7 days a week, and appropriate disaster/business recovery procedures are in place. Security of the state data and any searcher supplied data shall be protected at all times from unauthorized access.

Member states of NAUPA have diverse philosophies on how the database should be fiscally supported. The Association seeks ideas and comments on how the national database would be funded and descriptions of flexible payment strategies.

3.   Initial Qualifications

3.1.   Experience with State Unclaimed Property Programs
The contractor will be working closely with state programs to manage the database and encourage state participation, as well as facilitating the secure transmission of data. To that end, the contractor should have a proven working relationship with state unclaimed property programs. Unclaimed property is a constantly evolving space and the contractor will be required to keep up with state unclaimed property programs, management, and the changing laws and regulations on a national and state level.

3.2.   Timeline
The timeline of the proposals should strive to be operational as close to 10/22/2022 to minimize disruptions in expected service.

3.3.   Searchable database
We understand that systems may need to be adjusted to meet the specifications of the new administrator, but the contractor should have an internet based searchable database structure operational with references to its efficacy. Such a system will ensure secure acceptance of state reports and present them in accordance with the state's preferences.

3.4.   Customer support
The database will offer support to searchers through maintenance and updating of a FAQ page and at minimum a contact form. Support for states will be made available via email or phone at a minimum with an accelerated turnaround time.

3.5.   State data
The database system will need to convert raw reports from state systems into a form and format compatible with the form and format required for the National Database. NAUPA expects the Provider to have experience with handling state data and are interested in the type of notification the Provider would provide to States and ensure appropriate data security measures.

3.6.   Availability and Accessibility
The proposal should ensure that the Site is operational and available to Internet users, aside from unpreventable interruptions, at least 23 hours per day and that site maintenance is performed so as to minimize periods of non-availability. The website must have a mobile friendly interface and strive for accessibility to international users and those with disabilities.

3.7.   Knowledge of NAUPA codes and file formats
NAUPA has established and approved a set of codes in a uniform format to make electronic reporting more consistent. The contractor should have full knowledge of the NAUPA standard property codes and file format, including state specific reporting nuances. They will be expected to keep up with all changes to reporting standards to ensure the most accurate delivery to all participating states.

3.8.   Experience and familiarity with NAST & NAUPA
The Contractor would preferably have an established relationship with NAST & NAUPA, understanding our structure, mission, values, and membership.

4.   Scope of Service

The Contractor must furnish all labor, materials and resources necessary to provide NAST with a searchable national database, including but not limited to the following:

4.1.   Searchable Database

The contractor will maintain a publicly accessible database to allow for the searching of multiple state's unclaimed property records. The results should be filterable by state/province at the minimum.

4.2.   Claims Processing

The database should have options for participating states to decide how the claiming of property will be handled from the database including opting out. Special consideration will be given to seamless claim options.

4.3.   Website

The website hosting the database should include basic information about unclaimed property and links to the NAUPA site as well as all state and international unclaimed property websites.

4.4.   Data protection

The Contractor, being responsible for the secure transfer of sensitive data, must be able to explain how they adhere to the highest level of data and cyber security including, but not limited to: Standardized due diligence on annual SOC reports for the last three years; current cybersecurity framework; ISO 27001 certification; Cyber incident response plan including notification, mitigation, recovery, and restoration timeline; cybersecurity training program which includes new user awareness training, annual user awareness training, and refresher training after incidents.

4.5.   Monetization options

Member states of NAUPA have diverse philosophies on how the database should be fiscally supported. The Association seeks ideas and comments on how the national database would be funded and descriptions of flexible payment strategies.

5. **RFP Key Dates and Deliverables**

6.1. **RFP Schedule**

Task	Date
RFP Released	March 14th
Questions Due	April 4th
Answers Posted	April 24th
Proposals Due	May 11th
Vendor Interviews	May 9-20th
Vendor Selection	May 31st

6.2. **Contact Information**

Jeremy Dawson will serve as the primary point of contact for any questions and to submit responses.

NAST, Jeremy Dawson, jeremy@statetreasurers.org, 202.630.1405

6.3. **Confidentiality of Documents**

NAST will maintain the confidentiality of proposals to the best of our ability, complying with all relevant regulations.

6.4. **Questions**

Questions must be received by 5:00 pm PST on April 4th to receive a response. Answers will be posted to the [NAST website](#) by 5:00 PST on April 24th.

6. Proposal Content & Format

Please provide your responses in the following format. Brevity is encouraged throughout, but the Detailed Scope of Work section has a 10 page limit.

1. Cover page
2. Table of Contents
3. Executive Summary Describing the Proposal
4. Certification of Compliance with Initial Qualifications
5. Detailed Scope of Work (10 page limit)
6. Service Team including subcontractors, if applicable
7. Timeline for Implementation
8. Cost Proposal

7. Selection Criteria

NAST will evaluate all bids according to a uniform process. Bids will be evaluated on a scale of one hundred (100) points distributed among these three categories as follows:

Evaluation Factor	Maximum Number of Points Possible
Background and Experience	20 Points
Database and Website Functionality	30 Points
Customer Services, Communications, and Other Responsibilities	30 Points
Fees	20 Points
TOTAL	100 Points

Bids will receive a raw score in each category based upon NAST's evaluation of responses to specific requirements.

8. Finalist Interview

Finalists may be asked to participate in an interview either in-person or virtually. This interview will discuss the details of the proposal and will be used to make a final decision.