



ADDENDUM No. 2
REQUEST FOR PROPOSALS No. 21-0010
UNCLAIMED PROPERTY SOFTWARE
JULY 6, 2021

The purpose of this addendum is to answer questions received prior to the deadline in Section 1.9, Calendar of Events.

ANSWERS TO QUESTIONS:

- 1) HQ Location (City and State)

Answer: Tallahassee, FL (please reference header on the solicitation document)

- 2) Time Zone

Answer: Eastern Time (ET)

- 3) Number of records you report each year

Answer: Please refer to the solicitation document Section 1.1, subsection A, question 11.

- 4) Are you currently under an Unclaimed Property audit?

Answer: We are currently under an internal audit for unclaimed property.

- 5) Have you historically completed UP reports to the states? (Are you currently compliant with UP regulations)

Answer: Yes, and yes.

- 6) Are you looking to outsource the UP solution or complete the process in house?

Answer: Please refer to Section 1.1 Description of Services Requested.

- 7) For your SAAS solution, are you open to a managed solution in which the vendor would take on many of the administrative functions such as producing, sending, and receiving the due diligence letters and submission of the state reports while users can access the status of the records or are you strictly looking for those functions to be performed internally?

Answer: No. We do not want those items outsourced.

- 8) Can you share what your expectations are for data retention as it relates to unclaimed property records? (timeframe, etc.)

Answer: Data retention relating to unclaimed property records will vary based on the state's, or jurisdiction's, unclaimed property laws. In addition, there may be a dormancy period that will have to be included in that retention period.

- 9) Please expand on the requirement around historical loads from prior systems. What level of record detail is required

Answer: The level of detail encompasses information regarding the unclaimed property owner (primary, secondary, etc.), their contact information, the unclaimed property ID number, as well as the affiliated policy number. In addition, the forecasted state, the forecasted dormancy date, property details (initial amount, date, paid, state paid, etc.), as well as attachments. These listed items are not an all-encompassing list but an example of the level of detail required.

- 10) What are your biggest pain points, if any, with your current reporting process?

Answer: The loading of the data from our systems into the unclaimed property software, and the creation of letter templates.

FAILURE TO FILE A PROTEST WITHIN THE TIME PRESCRIBED IN SECTION 627.351 (6)(e), F.S., CONSTITUTES A WAIVER OF PROCEEDINGS. SEE SECTION 4, GENERAL CONDITIONS, WITHIN THE SOLICITATION DOCUMENT FOR DETAILS REGARDING HOW AND WHERE TO FILE A PROTEST.