



LOUISIANA COMMUNITY & TECHNICAL COLLEGE SYSTEM

Financial Aid Verification Outsourcing Services

BID Number: 40016-20170522

RESPONSES TO INQUIRIES

June 26, 2017

*Changing Lives,
Creating Futures*

Monty Sullivan
System President

Officers:

Timothy W. Hardy
Chair

Deni Grissette
First Vice Chair

Stephen Toups
Second Vice Chair

Members:

Helen Bridges Carter

Erika McConduit

Willie L. Mount

Michael J. Murphy

N. J. "Woody" Ogé

Joe Potts

Paul Price, Jr.

Stephen C. Smith

Mark D. Spears, Jr.

Craig Spohn

Vincent St. Blanc, III

Charles T. Strong

Student Members:

Zachary Hitt

Darell Richardson

Louisiana
Community
& Technical
College System

265 South Foster Drive
Baton Rouge, LA 70806

Phone: 225-922-2800
Fax: 225-922-1185

www.lctcs.edu

1. Does LCTCS currently outsource Verification? And if so, who is your provider?

Clarification: Four LCTCS colleges currently outsource verification through four individual contracts. All of these contracts are with Global Financial Aid Services.

2. Page 9, number E, Staff Qualifications: In the second paragraph, second sentence, you ask for us to provide our employees "on-site" availability. Will it be mandatory that staff be "on-site?" Also in the third sentence of this paragraph, you ask for the Customer references cited in the individual resumes. What if the customer references for staff compiled for this RFP are the same ones? How many different customer references would you ultimately like to see?

Clarification: "On-site" availability is not mandatory. Customer references for staff compiled for this RFP can be the same. There is no minimum required number of customer references.

3. Pages 34 – 36, Attachment B: We offer options that are not listed on this form, how would you like us to document those options?

Clarification: LCTCS is only interested in the enhancements outlined in Attachment B. Additional options not outlined in Attachment B will not garner any additional points during the scoring process.

4. Attachment C, Price Quote, Page 40, Section IV, Number 5: Other financial aid services Please specify in attachments. How detailed would you like us to be? Would you want price quotes on this service?

Clarification: Please provide a summary/overview of the other financial aid services offered. There is no need to provide price quotes, only answers to Questions 5a and 5b.

5. Pages 42 – 50, Attachment E, Sample Contract: Do we need to do anything with this contract or is it for informational purposes only?

Clarification: Attachment E is for informational purposes only.

6. Page 51, Attachment F: Do we need to sign this form and return with the RFP submission?

Clarification: Yes

7. The mandatory qualifications state, "Proposer must show evidence of having experience performing outsourced financial aid verification..." What is your definition of "outsourced"? Must the work have occurred off-campus?

Clarification: "Outsourced" means work done on behalf of another entity, other than the Proposer. The location of the work does not matter. If the Proposer performed financial aid verification for any entity other than itself via a specific contract for financial aid verification, that work would be considered "outsourced."

8. Is there a budget for the project? If so, can you share the budget?

Clarification: LCTCS does not have a budget for this project at this time.

9. Please provide a breakdown of which of the colleges are utilizing the services under the current contract.

Clarification: See response to Question #1. Those college are: Delgado Community College, Fletcher Technical Community College, South Central Louisiana Technical College, and Central Louisiana Technical Community College.

10. Is there a preferred vendor? If so, who is the preferred vendor?

Clarification: There is no preferred vendor.

11. Who is the current vendor?

Clarification: See response to Question #1.

12. Please provide a copy of the proposal and contract currently in use for these services. In addition, please provide the amount charged, by campus, for the latest closed fiscal year.

Clarification: While four LCTCS colleges have active, individual contracts, there is no system-wide contract. The individual college contracts have not been evaluated by the Committee and will not be used to evaluate the proposals received in connection with this RFP.

13. What is the difference between submitted documents being processed in 3-5 business days and verification being completed in 3-5 business days from question 9a. and 9b. in Attachment A?

Clarification: By asking both of these questions, the Committee is seeking to find out the Proposer’s practices for processing documents submitted separately (i.e., “one at a time”). Does the Proposer begin processing documents as they are received or does the Proposer wait until all documents are received (i.e., a “complete file”) before processing?

14. Does each item in Attachments A and B need to be listed in the response to Section F?

Clarification: Yes

15. Pg. 9, Company Background and Experience
Can the financial audit document be held confidential?

Clarification: The responder is required to submit a redacted copy of the proposal. The financial audit document will be held confidential if the responder redacts that information in the redacted copy.

16. Pg. 24, 1.39 Corporate Requirements
Does the vendor need to include a copy of their certificate of good standing with Louisiana with the proposal?

Clarification: No. The vendor awarded the contract will be required to provide a copy of the Certificate of Authority to do business in Louisiana if they are an out-of-state corporation.

17. Pg. 31, Mandatory Deliverables, Question 2.
Could LCTCS provide their definition of “compliance review” for student’s verification documentation?

Clarification: The Committee is seeking to ensure the Proposer routinely performs internal reviews to ensure compliance with federal regulations.

18. Pg. 32, Desired Deliverables, Question 5.
Can this service be provided in the Banner system via ROAMESG?

Clarification: Yes.

19. Pg. 32, Desired Deliverables, Question 5.
Would the school want the vendor to manage any inbox associated with this communication?

Clarification: Yes.

20. Pg. 33, Desired Deliverables, Question 9.
For the verification completion, could that be amended to be 3-5 business days?

Clarification: Yes. This section of the RFP will be amended to include “business” days.

21. Pg. 34, Attachment B - Enhancements, Non-Verification Services, Question 2.
Does LCTCS want the vendor to include an attachment with our additional services and applicable pricing?

Clarification: See response to Question #3. A detailed list is not required.

22. Pg. 35, Attachment B - Enhancements, Communications, Question 1.
Is LCTCS looking for information outbound campaigns for their students? Could LCTCS provide a description of the topics/offices this would be for? How many campaigns would this include?

Clarification: The Committee is trying to determine how the Proposer communicates with students about the verification process. Communications by the vendor shall be limited to the verification process.

23. Pg. 35, Attachment B – Enhancements, Document Collection and Processing
What colleges in the LCTCS system have a dynamic form/electronic form product?

Clarification: One college (Bossier Parish Community College) within the LCTCS has a dynamic form/electronic form product and that college is not a part of the pilot institutions for this contract.

24. Pg. 36, Attachment B - Enhancements, Student Customer Service
Does the LCTCS system want an inbound call center to support verification inquiries? If so, do you want the vendor to provide pricing in a separate attachment?

Clarification: Yes, the LCTCS would prefer an inbound call center to support verification inquiries. It is preferred that the pricing for such service is included in the overall price quote. If it is not, please provide pricing in a separate attachment.

25. Pg. 36, Attachment B - Enhancements, Implementation

Please describe the training content envisioned by LCTCS. Does this directly relate to the vendor's processes and procedures for verification and document review OR is it in reference to an outside processing system utilized by some vendors?

Clarification: The training relates to both the vendor's processes and procedures and to any outside processing system utilized by a vendor.

26. Pg. 37, Attachment C – Price Quote

As this is a multi-year contract, can the vendor provide wording regarding annual price increases?

Clarification: Yes.

27. Pg. 37, Attachment C – Price Quote

Would LCTCS consider a per verification price based on selected for verification with one document submitted? If so, could LCTCS provide this data per school?

Clarification: No, LCTCS would not consider such a pricing structure. LCTCS is unable to provide such data.

28. Pg. 44, 3.1 Payment Terms

Since this is a service contract, will the retainage provision apply?

Clarification: No.

29. Can LCTCS provide the number of students that were selected for verification and also submitted file documentation to the campuses? If yes, can a proposer provide pricing based upon the number of student's submitting files for review, rather than pricing for all students with selected ISIR's?

Clarification: No, LCTCS cannot provide the number of students that were selected for verification and also submitted file documentation to the campuses.

30. Is Lowest Estimated Total Cost defined by opening all bids and the qualified verification provider with the lowest total cost becomes the numerator in the formula on page 38?

Clarification: Yes. The "Lowest Estimated Total Cost" (LETC) is the lowest bid among all bidders.