Solicitation Outline

I.   Scope of Solicitation
II.   Instructions to Offerors
III.   Scope of Work / Specifications
IV.   Terms and Conditions – Special
VI.   Cost Proposal

I. SCOPE OF SOLICITATION

Clemson University is seeking proposals to establish a contract for student loan billing services. Award will be made to one Offeror. Contract will be awarded for one year with an option to renew on an annual basis for up to four additional years at one-year intervals.

AWARD

Award will be made to one Offeror. Award will be made to the highest ranked, responsive and responsible Offeror whose offer is determined to be the most advantageous to the University.

MAXIMUM CONTRACT PERIOD - ESTIMATED

Start date: 09/07/2011 End date: 09/06/2016**.** Dates provided are estimates only. Any resulting contract will begin on the date specified in the notice of award.
Any resulting contract will begin on the date specified in the notice of award.

Deadline for Receipt of Questions: All questions must be emailed to Tammy Crooks at duncant@clemson.edu prior to Thursday, August 18, 2011, 12:00 Noon ET.

II. INSTRUCTIONS TO OFFERORS

1. **DESCRIPTIVE LITERATURE – LABELLING**: Include Offeror's name on the cover of any specifications or descriptive literature submitted with your proposal.

2. **SUBMITTING YOUR PROPOSAL**: Regardless of specific requirements below or in this document, Offerors are required to submit their proposal electronically through the Clemson University online bidding system. To do so you must login (registering first) at https://sciquest.ionwave.net/prod/default.aspx?company=clemson, and follow specific instructions for this solicitation. Do NOT simply email or mail in proposals based on this scope of work document. You must attach your complete proposal response as two separate .pdf files in the online bidding system - one file as a technical only (i.e. no cost information) and one file as a cost proposal. Submit any additional files if required as redacted proposals. These attachments must address all the specific requirements outlined in Section II, Instructions to Offerors, as well as Section III, Scope of Work/Specifications.

3. **INFORMATION FOR OFFERORS TO SUBMIT** - In addition to information requested elsewhere in this solicitation, Offerors should submit the following information for purposes of evaluation:

  1. **Cover Letter**
     Offeror's shall provide a cover letter that contains a commitment to provide the product/services described in this solicitation. The cover letter must include the name and signature of a representative of the Offeror who is authorized to negotiate a contract with the University and should summarize the overall benefits to selecting your company and what your company considers to be the most important factors involved in the selection of survey services.

  2. **Table of Exceptions**
     A summary must state whether your proposal does or does not fully comply with the requirements defined in this solicitation and shall provide a detailed list of exceptions to the Scope of Work or other solicitation requirements including all attachments. This list must be in table form and must identify the page, section number, provision and specific exception, non-conformance and/or substitute language proposed. Failure to identify any specific items of non-compliance will result in the University assuming compliance. The University, at its sole discretion, may modify or reject any exception or proposed change, and an exception may also make a proposal non-responsive.

  3. **Executive Summary**
     The Executive Summary shall condense and highlight the contents of the solution being proposed by the Contractor in such a way as to provide the Evaluation Committee with a broad understanding of the Contractor's Technical Proposal. Contractor's must present their understanding of the problems being addressed, the objectives and intended results of the project, and the scope of work. Contractor's shall summarize how their Technical Proposal meets the requirements of the Request for Proposal, and why they are best qualified to perform the work required herein.

  4. **Corporate Overview**
     The Corporate Overview section of the Technical Proposal must consist of the following subparts:

     a. Contractor Identification and Information
        The Contractor must provide the full company or corporate name, address of the company's headquarters, entity organization (corporation, partnership, proprietorship), state in which the Contractor is incorporated or otherwise organized to do business, year in which the Contractor first organized to do business, whether the name and form of organization has changed since first organized, and Federal Employer Identification Number.

     b. Change of Ownership
        If any change in ownership or control of the company is anticipated during the twelve (12) months following the proposal due date, the Contractor must describe the circumstances of such change and indicate when the change will likely occur. Any change of ownership to an awarded vendor(s) will require notification to Clemson.

c. Office Location
The Contractor's office location responsible for performance pursuant to an award of a contract with Clemson University must be identified.

d. Contract Documents
The Contractor shall provide copies of all contract documents. Contract documents may include, but not be limited to: software license agreements, professional services agreements, master services agreements, maintenance agreements, support and service level agreements, etc.

5. **References**
The Contractor shall provide a minimum of 4 references with contact information including email addresses. Clemson reserves the right to check any reference(s), regardless of the source of the reference information, including but not limited to, those that are identified by the company in the proposal, those indicated through the explicitly specified contacts, those that are identified during the review of the proposal, or those that result from communication with other entities involved with similar projects.

Information to be requested and evaluated from references may include, but is not limited to, some or all of the following: project description and background, job performed, functional and technical abilities, communication skills and timeliness, cost and schedule estimates and accuracy, problems (poor quality deliverables, contract disputes, work stoppages, etc), overall performance, and whether or not the reference would rehire the firm or individual. Only top scoring Contractors may receive reference checks and negative references may eliminate Contractors from consideration for award.

6. **Qualifications:**

A. **Summary of Contractor's Corporate Experience:** The Contractor shall provide a summary matrix listing the Contractor's previous projects similar to this Request for Proposal in size, scope and complexity. The Evaluation Committee will use no more than three (3) narrative project descriptions submitted by the Contractor during its evaluation of the proposal.

The Contractor must provide narrative descriptions to highlight the similarities between their experience and this Request for Proposal. These descriptions must include:
1) The time period of the project;
2) The scheduled and actual completion dates;
3) Staff-months expended;
4) The contractor's responsibilities;
5) For reference purposes, a customer name (including the name of a contact person, a current telephone number, a facsimile number and e-mail address);

6) Each project description shall identify whether the work was performed as the prime contractor or as a subcontractor. If a Contractor performed as the prime contractor, the description must provide the originally scheduled completion date and budget, as well as the actual (or currently planned) completion date and actual (or currently planned) budget.

Contractor and subcontractor(s) experience must be listed separately. Narrative descriptions submitted for subcontractors must be specifically identified as subcontractor projects.

B. **Contractor Key Staff:** The Contractor is expected to propose sufficient staff with the requisite skills and abilities to meet all requirements in this RFP. The Contractor must identify the personnel and provide resumes and references for the identified key staff. If the Contractor's methodology deems other staff as key, the Contractor must identify the positions, provide representative job descriptions, identify the personnel and provide resumes and references. In addition, the Contractor must provide representative job descriptions for any other positions identified in the Contractor's proposed staffing plan.

The Contractor's proposal must describe policies, plans and intentions with regard to maintaining continuity of key staff assigned to the project and avoiding and minimizing the impact of necessary staff changes.

7. **Implementation Plan/Timeline**
   Provide a detailed implementation plan that includes a timeline with dates of initiation and completion. Include all requirements, if any, for university resources that must be used for each step of the implementation.

   Along with the implementation plan, timeline, provide a detailed work plan. The detailed work plan should include a complete work breakdown structure with all tasks having work forecasts, clear deliverables, and appropriate dependencies (predecessors, successors). The plan should prove that the target dates are achievable and support is provided. Any on-site visits required to perform the services herein must be included in the cost of the base solution. This must include all travel, meals, lodging and expenses.

8. **Insurance**
   The successful Offeror shall provide satisfactory evidence of all required insurance coverage and licenses PRIOR TO PERFORMANCE or AS PART OF TECHNICAL PROPOSAL.

9. **Technical Proposal**
   Provide a technical proposal with a detailed description of how your product/service meets the requirements documented in this section as well as Section III/Scope of Work/Specifications. Offeror's proposed solution must describe and identify all products/services to fulfill the scope of this RFP

180   document which must be identified as Offeror's "base solution". It is the intent of
181   Clemson University to acquire the best base solution possible and for evaluation
182   purposes, it is imperative that Offeror's completely and carefully word and
183   convey all of the information requested. Offers should be prepared simply and
184   economically, providing a straightforward, concise description of Offeror's
185   capabilities to satisfy the requirements of the RFP. Emphasis should be on
186   completeness and clarity of content. Offeror's must demonstrate a thorough
187   understanding of the project purpose, scope, activities, requirements and
188   responsibilities. Technical Proposal responses must be complete and detailed,
189   must address each section using identical section titles, and must follow the order
190   and use the numbering scheme contained in the RFP Purpose and Scope of Work.
191   Offeror's must discuss their approach and methodology for each of the activities
192   and deliverables in the proposal and identify key dates.

194   Again, the base solution **must** describe/identify/include all products/services to
195   fulfill the scope of this RFP document. However, there may be additional
196   products/services/enhancements/add-ons that have **not** been requested in the
197   scope of the RFP document but **will be required** for Offeror's product/service to
198   fulfill the scope of the RFP document. If this is the case, Offeror's **must**
199   identify/describe/include these additional products/services in their technical
200   proposal   as   the   "base   solution".   Any   additional
201   products/services/enhancements/add-ons Offeror **requires** in the base solution to
202   fulfill the scope of the RFP **must** also be identified/included in the Offeror's Cost
203   Proposal as the cost of the "base solution". If your offer includes any additional
204   enhancements and/or add-on components or services that is **not required** to fulfill
205   the scope of the RFP, these products/services **must** be identified and described in
206   your Technical Proposal as well as your Cost Proposal documents and labeled in
207   each proposal as Appendix A so that Clemson University can easily and clearly
208   identify what is included in your technical base solution and what is included in
209   your cost base solution. Including a separate appendix for products/services **not**
210   included in the base solution will aide in our evaluation process along with
211   providing a complete understanding of your offer contents. Offers which include
212   either modifications to any of the solicitation's contractual requirements or an
213   offeror's standard terms and conditions may be deemed non-responsive and not
214   considered for award.

216   **10. Cost Proposal**
217   The cost of the proposed products/services must be itemized by Offeror in the
218   Technical Proposal as well as the Cost Proposal, addressing the requirements listed
219   throughout proposal document. Offeror's proposed solution must describe and
220   identify all products/services to fulfill the scope of this RFP document which must be
221   identified as Offeror's "base solution". It is the intent of Clemson University to
222   acquire the best base solution possible and for evaluation purposes, it is imperative
223   that Offeror's completely and carefully word and convey all of the information
224   requested. For each requirement, the Offeror's response to the item must be

225　　　presented, along with which product/service addresses the requirement. At the end of
226　　　the document in the Cost Proposal, the Offeror must present all products/services
227　　　identified as necessary to fulfill the requirements of the RFP document and the cost of
228　　　each must be listed separately as the "base solution". Again, the base solution **must**
229　　　describe/identify/include all products/services to fulfill the scope of this RFP
230　　　document. However, there may be additional products/services/enhancements/add-
231　　　ons that have **not** been requested in the scope of the RFP document but **will be**
232　　　**required** for Offeror's product to fulfill the scope of the RFP document. If this is the
233　　　case, Offeror's **must** identify/describe/include these additional products/services in
234　　　their Cost Proposal as the "base solution". If your offer includes any additional
235　　　enhancements and/or add-on components or services that is **not required** to fulfill the
236　　　scope of the RFP, these products/services **must** be identified and described in your
237　　　Cost Proposal and labeled as Appendix A so that Clemson University can easily and
238　　　clearly identify what is included in your cost base solution. Including a separate
239　　　appendix for products **not** included in the base solution will aide in our evaluation
240　　　process along with providing a complete understanding of your offer contents. All
241　　　costs must be included in the Cost Proposal. Cost Proposal must be separate from the
242　　　Technical Proposal as stated above in RFP Submittal section. **Do not include cost in**
243　　　**Technical Proposal. These should be submitted as two separate documents via**
244　　　**.PDF attachments in the online bidding system. Total cost to fulfill requirements**
245　　　**specified herein must also be indicated in Bid Line Item Pricing in online**
246　　　**bidding system.** Your separate cost proposal may go into more detail in terms of
247　　　cost breakdown, options, etc…, but it must also clearly indicate the cost you enter
248　　　into the online system. This is the cost that will be used for evaluation purposes and
249　　　should reflect the cost for the base technical proposal you are offering in response to
250　　　this solicitation. If there are conflicts in the costs you propose or Clemson cannot
251　　　clearly determine a total cost for your proposal, your response may be deemed non-
252　　　responsive.
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254　　　Cost must be all inclusive of all to include any travel, lodging, and other expenses.
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III. SCOPE OF WORK / SPECIFICATIONS

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262　　1.　PURPOSE
263　　　The intent and purpose of the Request for Proposal (RFP) is to solicit sealed proposals to
264　　　establish a contract through competitive negotiations for student loan billing services for
265　　　Clemson University.
266

267   2. <u>BACKGROUND</u>:
268   Founded in 1889, Clemson University is the land grant University of South Carolina. It
269   has approximately 15,000 undergraduate and 3,800 graduate and professional students.
270   Clemson offers approximately 80 undergraduate and 110 graduate programs. Sixty
271   percent of students are from South Carolina, 39 percent come from other U.S. states and
272   territories and one percent are from other countries.
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274   Clemson University is seeking conversion, billing, accounting, and due diligence support
275   for its Federal Perkins funded student loans.
276
277   A summary of student loans owed as of May 31, 2011 is shown below.
278

<u>TYPE</u>		<u>QUANTITY</u>
Perkins	In school	823
	In grace/repayment	
	• Monthly	1691
	• Quarterly	73
	• Annually	0
	Paid-in-full/Closed	5677

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289   3. <u>STATEMENT OF NEEDS</u>: The contractor shall furnish all labor, equipment and
290   supplies necessary to provide the billing services as follows:
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292   A.   <u>General</u>
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294   1. The contractor shall state its experience in providing the services described
295   herein, including a short resume of the personnel involved in the performance
296   of this contract.
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298   2. The contractor shall provide a description of its services and sample of all
299   bills, notices, and reports offered in this proposal.
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301   3. The contractor shall provide evidence of its participation with industry
302   organizations. Contractor shall also have on staff a government relations
303   specialist to assist clients with regulatory questions.
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305   4. All phases of the service shall be in full compliance with regulations and
306   guidelines established by the Department of Education. Contractor shall
307   comply with the Fair Debt Collection Practice Act (P.L. 95-109) and
308   applicable federal and state regulations.
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310   5. Contractor shall perform account maintenance, billing, cash collection and
311   reporting on a regular basis.
312

6. Contractor shall provide to the U.S. Department of Education the information required for the National Student Loan Data System.

7. Contractor shall have the capability of accepting and interpreting electronic files provided by Clemson University. Clemson University and the Contractor shall mutually agree on the format and the specific information to be included in each file.

8. Contractor shall provide to Clemson University an independent audit report annually. Annual audits shall be conducted in accordance with generally accepted auditing standards and applicable federal results and regulations.

9. Contractor shall provide data loss prevention procedures and disaster recovery plans.

10. Contractor shall identify the method(s) used to encrypt sensitive data.

11. Contractor must protect web applications. Please describe protection against OWASP top 10.

12. Contract must describe documented procedures to respond to security breaches that may expose institutional data to unauthorized access or use.

13. Contractor shall describe how it discovers and responds to publicly known software bugs or other security gaps that may expose institutional data to risk of unauthorized access or use.

14. Contractor must periodically conduct security scanning (using Internet Security Scanner or similar industry standard systems) of hosts serving applications. Please describe methods used.

B.   Billing Services

1. The Contractor will provide *automatic* movement of an account from enrolled to a grace period status, as well as through the account's entire life cycle.

2. Contractor will provide exit interview materials/repayment schedules in a number of formats (ie, electronically, on-line or paper). Contractor will provide the ability to produce ext interviews automatically at the customer's desired time frame. .

3. Contractor will provide optional billing cycles including annual, semiannual, quarterly, bi-monthly and monthly billings.

4. Contractor will have the ability to generate consolidated statements for borrowers with multiple loans, with a complete summary of each loan and

cumulative total. The ability to provide special messages on the statements is required.

5. Contractor must have the ability to provide borrowers with coupon payment books, electronic debiting of bank account, e-bill, and regular billing statements. Borrowers must be able to pay their bills online, mail in or pay by phone options shall be available.

6. Borrowers shall be offered an option to pay their bills online via credit card, if the institution wishes to provide such as option.

7. Contractor must be able to process payments of borrowers who opt to pay in advance. Borrower may elect to pay next installment in advance, with current installment, or make an additional payment to be applied to loan principal, which allows the borrower to pay less interest. An advance payment of the next installment will cause the payment due date to be set in the future.

8. Contractor shall provide regulatory or customer selected contacts (when applicable), with the borrowers during the grace period based on applicable regulations.

9. Contractor shall provide toll free telephone numbers to both the school and the borrowers. Toll free numbers are to be displayed on billing statements, due diligence notices, all other borrower correspondence and borrower web sites.

10. The contractor's system shall have the ability to accept at least three (3) addresses and telephone numbers for the borrower. The contractor shall have the ability to store reference addresses and to provide the option of exclusive billing addresses. Reference addresses shall be readily accessible in an "address screen" and not as a comment added to a "notes or history" screen.

11. All zip codes and addresses must be authenticated before mailing lists are generated.

12. Contractor must process all deferment and cancellation forms in a timely manner.

13. After processing, contractor shall provide on-line access to images of all deferment and cancellation forms as well as all correspondence with Clemson University borrowers.

14. Contractor must send out all past due notices in compliance with Federal Regulations or program requirements.

15. Contractor must be able to accommodate special payment arrangements with borrowers, including arrangements made in accordance with rehabilitation provisions.

16. Contractor must inform borrowers of the availability of the Department of Education's Student Loan Ombudsman's office and National Student Loan Database.

17. Contractor must state performance standards for borrower services including telephone answer rates, correspondence, and forms processing.

18. Contractor must state its ability to produce IRS form 1098E for borrowers that meet the requirements of the Taxpayer Relief Act of 1997. Contractor shall provide reporting to the IRS.

C.   Cash Collection Services

1. Contractor shall transferred daily funds received from borrowers to a bank account selected by Clemson University, using the Automated Clearinghouse (ACH).

2. Contractor shall add returned check fees to the costs billed to the borrowers with corresponding charges added to Clemson University's bill for services rendered by the contractor. Contractor's system shall allow Clemson University to increase the fee charged to borrowers to cover its own administrative expenses for obtaining payment from the borrower.

3. Contractor shall have the ability to automatically prorate borrower payments across multiple programs and loan types.

4. Contractor shall provide detailed information explaining its payment processing including payment application and lockbox processing.

D.   On-Line Services

Contractor must provide an on-line, real-time system allowing Clemson University access to perform most transactions. The following inquiry and updating capabilities are required:

1. Access by Clemson University identification number and by partial name.
2. A complete history of the activity of each account in chronological order.
3. A hierarchy of security.
4. System availability 24 hours 7 days a week.
5. Ability to transmit the following types of updates on-line:

    a.   New loans/loan advances
    b.   Separation Date Changes

451	c.	Name/address/social security number changes
452	d.	Repayment schedule requests
453	e.	General file maintenance
454	f.	Payment posting
455	g.	Renegotiated payment arrangements/forbearance
456	h.	Collection agency placements

6. The *system* must automatically reprocess prior activity on the account when posting backdated data without any necessity for manual review or calculations to determine which data elements would need to be changed by backdated processing. The Contractor's system shall also review all transactions on the loan to ensure that the backdated change does not adversely affect the loan in terms of its audit trail and compliance. The contractor must be able to demonstrate on-line its ability to perform these services.

7. The system must maintain the image of the loan at the time of conversion to allow transactions to be processed on activity prior to conversion.

8. All reports shall be available for viewing on-line immediately following the week-end and/or month-end. All reports must be available on-line for two years.

9. The Contractor shall allow on-line access for Collection Agencies contracting with Clemson University to ensure access to the most current loan data.

E.   Special Requirements

1. The system shall have the capability to interface with collection agencies, i.e. advise agencies of new placements on a weekly basis and of payments received by the contractor on collection accounts. This interface shall include reporting of agency success rates.

2. Contractor shall provide Clemson University with the option to assess collection costs, late charges or penalty charges automatically or manually.

3. The contractor's system shall have the ability to identify loans placed with collection agencies or internal collectors.

4. Contractor shall provide to Clemson University all available records and files pertaining to student loan accounts when required by federal, state and Clemson University auditors. These records shall be retained for five (5) years.

5. Clemson University reserves the right to audit or cause to be audited the selected firm's books and accounts with Clemson University at any time during the term of this agreement and for five (5) years thereafter.

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498   6.   The contractor's system must have edits to ensure that Clemson University's
499   federal loans are processed in compliance with federal regulations, and to
500   protect the integrity of Clemson University's data.

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503   7.   Contractor shall report accounts to a national credit bureau organization, as
504   required by federal regulations. Contractor must respond to credit disputes
505   filed by the borrower.

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510   F.   <u>Reports</u>

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512   1. The contractor's system shall have the capability to offer the following
513   options:

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515   a.   Consolidate the printing of loans from several loan programs in a
516   single report, while maintaining the identity of each loan.

517

518   b.   Provide the capability to view, print or download reports, using the
519   contractor's on-line service.

520

521   c.   Electronic transmission of reports or report data via secured FTP
522   downloads.

523

524   d.   Selection of the sort sequence for each report, usually numeric or
525   alphabetical. However, Clemson University may wish to have
526   other sort options on some reports, such as dates or level of
527   delinquency.

528

529   e.   Selection of multiple sorts for the same report.

530

531   f.   Selection of the production frequency for reports, i.e. daily,
532   weekly, monthly, quarterly, semi-annually, or annually.

533

534   g. Generating reports by group of loans assigned to each Clemson
535   University collector, using an alphabetical range based on borrower's
536   last name, or a numerical range based on borrower's account number.

537

538   h. Provide an annual CD-Rom of month-end reports produced during the
539   fiscal year.

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541   2. The contractor's system shall provide an inventory list of reports, which is
542   available online.

A. Reports

1) Accounting/staff must have access to pull monthly reports
2) Ability to convert PDF document to Microsoft
3) New loans advances report available 24 hours
4) Accounting Report, Transaction Journal and Fis-Op be emailed directly to Clemson Universities accountant
5) All defaulted students account in a comprehensive report (not broken into cohort or not in cohort)
6) Past due reports – shows name, account number, amount past due less deferment
7) When student has 2 accounts, they shall be combined
8) Paid in full reports – name, address, and account number
9) Credit Balance report – shall list the last payment (US Dept of Ed (DOE), borrower, and etc.)

B.   Clemson University shall receive (but not be limited to) the following types of reports:

1.   Required reports and desired frequency

a) Accounting/Reconcilement Reports

- List of transactions and adjustments processed - Monthly
- Cash listing showing detail of deposits - Monthly
- Reconcilement of cash and related general ledger entries - Monthly
- List of general ledger entries in Debit/Credit format - Monthly
- List of new loans and disbursements posted - Monthly
- List of new loans and disbursements not posted - Weekly

b) Program Maintenance Reports

- List of all borrowers included in the current year cohort and a list of borrowers who may be included in the next cohort year - Monthly
- Inventory of borrowers scheduled to graduate - Quarterly
- Inventory of borrowers who are in school or in their grace period – Quarterly
- Inventory of borrowers who are in repayment, with the option to include those with paid-in-full loans – Monthly
- Cross-reference list with names and account numbers – Monthly
- List of addresses from borrowers whose mail was returned -

Monthly
- List of changed names, addresses, and telephone numbers - Monthly
- List of loans paid in full, including a comment to indicate how the loan was paid (e.g. payment, cancellation, etc.), and information sufficient to audit the accounts - Monthly
- List of accounts for which billing has been suspended, with an indication of the reason - Quarterly
- List of loans that meet the criteria for IRS skiptracing – Monthly
- List of loans for borrowers that are currently attempting to Rehabilitate their loan – Monthly

c) Delinquency Reports

- List of delinquent loans, categorized by number of days past due. Clemson University will select the range of days past due for each category - Monthly

- Report of borrowers with whom Clemson University has made special payment arrangements or who have received hardship deferments - Monthly

- Inventory of loans assigned to the U.S. Department of Education, including monetary information necessary to reconcile to the general ledger and the federal report - Monthly

d) Collection Reports

- Inventory of accounts assigned to each collection agency under contract with Clemson University and to each Clemson University collector - Monthly   Report shall be available on-line or electronically downloaded.

- List of accounts assigned to each collection agency or Clemson University collector during the reporting period – Weekly Report shall be available on-line or electronically downloaded.

- Report of payments sent to the contractor by borrowers who are assigned to a collection agency or Clemson University collector - Monthly

- Report providing success rates of each collection agency used by Clemson University - Monthly

e) Program Management Reports

633
634   •   Fiscal Operations Report in the format needed for the Federal
635   Perkins Loan Program, including a listing of accounts included
636   in Part III, Section C - Semi-annually. Optional – Monthly.
637
638   •   Annual Operating Report in the format needed for the Health
639   Professions and Nursing loan programs, including a listing of
640   accounts included in the Borrower Account Worksheet - Semi-
641   annually Optional - Monthly
642
643   •   Program summary report to provide Clemson University with
644   sufficient statistical data to monitor the status of each loan
645   program, e.g. number of loans/borrowers, total dollars loaned
646   and due, etc. - Monthly
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648   **2. Optional Reports**
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650   a) Accounting/Reconcilement Reports
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652   •   List of loans with disbursements in the current award year -
653   Monthly
654
655   b) Program Maintenance Reports
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657   •   Cumulative list of borrowers for whom the contractor does
658   not have any good address - Quarterly
659
660   •   Cumulative list of loans with a credit balance - Quarterly
661
662   •   List of the interest paid by borrowers during the calendar
663   year - Annually
664
665   •   List of loans with small balances. Clemson University
666   shall have the option to set the amount. – Monthly
667
668   •   List of loans with deferment or cancellation processed
669   during prior month.
670
671
672   c) Delinquency Reports
673
674   •   List of borrowers who become delinquent during the
675   reporting period, based on criteria selected by Clemson
676   University, i.e. number of days past due. - Weekly
677
678   d) Program Management Reports

- Summary report of activity on delinquent accounts and on accounts assigned to collection agencies. This report would provide Clemson University with a method to measure the productivity of its collectors and collection agencies. The contractor shall propose a report format to meet this need. - Monthly

3. **The contractor shall list other reports that are available to Clemson University and include samples. These reports shall include:**

   a) Borrowers without a Good Address Report
   b) Loan Monitoring Report
   c) Loans Brought Current Report
   d) Invoice Detail Report
   e) Non-cash Activity Report

C. **Billing Service**

1) Master Promissory Notes (MPN) and Exit Counseling must be provided by the Contractor. Must note all information sent to borrower in file

2) Handle deferments, postponements, cancellations in a timely manner

3) The contractor must have the ability to add collection costs to debtor accounts with the option of automatic or manual addition.

4) The contractor must mail past due notices 30, 60 and 90 days.

5) The contractor shall process Manifest Payoffs through US Dept of Ed

6) The contractor shall process Loan Verification Certificate (LVC) from Direct Lending in working with Collection Agencies

7) Screens shall be easy to read

D. **On-Line services**

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    1) On-line real time access to database

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    2) Access by Clemson University ID (CUID) or Social Security Number

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    3) System availability 24 hours\

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    4) Transmit the following updates online, manually or upon request for

731   a) New loan/loan advances
732   b) Separations;
733   c) Name/address changes
734   d) Loan number, social security number/ CUID changes
735   e) Repayment schedule requests
736   f) General file maintenance
737   g) Special messages
738   h) Payment posting

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740

    5) Access for online database for four employees

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E. Special Account Handling

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    1) System must handle three collection agency interfaces.

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G.   <u>**Conversion**</u>

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1. Provide a detailed conversion plan and explain Clemson University's role in this process.

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2. The contractor shall convert the history of the account into an on-line history file.

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3. The conversion shall be completed within 60 days of the notice of award.

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4. The conversion shall include an audit of the accounts and a letter shall be sent to the borrowers to confirm the status of their account.

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5. Contractor shall prepare a reconciliation report at the completion of the conversion.

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6. Upon completion of the conversion, the Contractor shall confirm with the borrower the status of the account using the newly created records and notify them of the change in billing service.

7. Contractor shall provide initial training at Clemson University following the conversion period.

8. Contractor shall revise any program needed to communicate with an existing or new enterprise system.

9. The contractor shall scan all borrowers files currently held at Clemson University, and provide access once scanned.

H.   Training and Customer Communication

1. The Contractor shall provide initial training of Clemson University employees and follow-up training of these employees as well as service call support for the department. The Contractor must provide on-site training for Clemson University employees.

2. Contractor shall perform annual on-site training visits as mutually agreed upon between the Contractor and Clemson University.

3. The Contractor shall have the ability to host Web conferences for training purposes and shall provide a list of such training.

4. The Contractor shall describe methods used to communicate with borrowers concerning changes to Federal Regulations.

5. Provide training through conversion and once a year after conversion to stay abreast new updates to system.

I.   Ancillary Services

1. The Contractor shall describe their Web site including information and account details that are available to the borrower including payment, deferment, and cancellation history; loan specific information; payment options; borrower tutorials and frequently asked questions; and download forms.

2. The Contractor shall describe your online exit interview service.

3. Discuss any cohort assistance programs offered. Include frequency and types of contacts and include the cost of this service in the cost proposal.

4. Please describe ad hoc reporting tools that are available at no cost to the customer.

5. The contractor shall have available consultative services to insure Clemson University is taking full advantage of all services, features and products.

6. Clemson University is constantly looking at ways to improve services to its borrowers. Please discuss other services your company offers.

J.   **Billing Service**

1. Master Promissory Notes (MPN) and Exit Counseling must be provided by the Contractor. Must note all information sent to borrower in file.

2. Handle deferments, postponements, cancellations in a timely manner.

3. The contractor must have the ability to add collection costs to debtor accounts with the option of automatic or manual addition.

4. The contractor must mail past due notices 30, 60 and 90 days.

5. The contractor shall process Manifest Payoffs through US Dept of Ed

6. The contractor shall process Loan Verification Certificate (LVC)

7. Direct Lending in working with Collection Agencies

8. Screens shall be easy to read

K.   **On-Line services**

1. On-line real time access to database

2. Access by Clemson University ID (CUID) or Social Security Number

3. System availability 24 hours

4. Transmit the following updates online, manually or upon request for
    a) New loan/loan advances
    b) Separations;
    c) Name/address changes
    d) Loan number, social security number/ CUID changes
    e) Repayment schedule requests

854   f) General file maintenance

855   g) Special messages

856   h) Payment posting

857

858   5. Access for online database for four employees

859   **L.**   **Special Account Handling**

860

861   1. System must handle three collection agency interfaces.

862

863 **IV. TERMS AND CONDITIONS – SPECIAL**

864

865 **EVALUATION FACTORS -- PROPOSALS (JAN 2006)**

866 Offers will be evaluated using only the factors stated below. Evaluation factors are stated in the

867 relative order of importance, with the first factor being the most important. Once evaluation is

868 complete, all responsive Offerors will be ranked from most advantageous to least advantageous.

869

870

871   a. Technical Proposal: The degree, completeness, and suitability of the

872   Offeror's proposed technical solutions to meet or exceed the

873   requirements of this RFP. **50%**

874

875   b. Offeror's Qualifications: The Offeror's experience, references and key

876   staff must provide evidence of its depth and breadth of experience, and

877   evidence of successful past performance e with projects of this similar

878   size and scope. **20%**

879

880   c. Cost Proposal: The total cost of ownership for the base solution for the

881   potential five year contract period. **20%**

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883   d. Additional Services/Qualities : **10%**

884

885 **VI. COST PROPOSAL**

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887 See following page

888

889 **VI. COST PROPOSAL**

890

891 PRICE PROPOSAL: Notwithstanding any other instructions herein, you shall
892 submit the following price information as a separate document. Please complete
893 this section and re-attach to online bid document.

894
895
896 **Vendor Name:**_____   **Fax #:**_____
897
898 **Contact Person:**_____   **Telephone #:**_____
899
900 **Delivery Time:**_____
901
902

A. Monthly Service Fee	Monthly Volume by Loan Type	Unit Price	Total Price
Enrolled	825		
Monthly Grace/Repayment	1750		
Quarterly Grace/Repayment	75		
Annual Grace/Repayment	1		
Paid in Full	5500		
Assigned to U.S. Department of Education	10		
Exit Interview Packages (complete)	50		
1st Overdue Notice	50		
2nd Overdue Notice	50		
Final Demand Notice	1		
TRA Reporting – Borrower and IRS	1300		
90-day Due Diligence Telephone Call	25		
NSLDS Reporting	3500		
Credit Bureau Reporting	1000		
Credit Bureau Disputes	10		

Banking Services:
  Automated Clearing House Transfers
  Daily Wire Transfers
  Lock Box
	n/a		

Monthly fee for On Line Access - Data and Reports	1		
TOTAL MONTHLY COST OF CONTRACT (A)			$
Please multiply total monthly cost of contract above by 12 months to arrive at a Total Annual Cost of Contract for evaluation purposes.			$

903
904 **B.   Contractor shall also provide pricing information, if any, for the following additional**
905 **services:**
906

B. Service		Unit Price	Total Price
One time Conversion Fee	1		
One time Scanning Fee	1		
One Time On-site training fee through conversion	1		
Annual On-site training fee	1		
Due Diligence Telephone Contact	1		
History/Profile of Accounts	1		
Skip Tracing Services	1		
Reports	1		
TOTAL (B)			$

907
908 **C.   Contractor shall provide attached any other charges/discounts that might occur which**
909 **have not been listed above.** Please define clearly and estimate the volume. Any charges for
910 services not addressed in this pricing schedule will not be allowed in the course of the contract
911 unless the scope of services is expanded by Clemson University.
912
913 Please combine A – C above and transfer to Total Base Solution in online bidding document as well as
914 below for evaluation purposes.
915
916
917   **TOTAL BASE SOLUTION $_____**
918
919 *Total above for A - C will be used for evaluation purposes and considered to be the "Base*
920 *Solution" costs as referenced throughout the RFP document.*
921
922
923 **Itemized list of products/materials/labor/etc. with unit/total prices per line item is required as an attachment**
924 **to this Cost Proposal. Travel, meals, lodging and all expenses must be included.**
925