Solicitation Outline

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

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

10. Cost Proposal

The cost of the proposed products/services must be itemized by Offeror in the Technical Proposal as well as the Cost Proposal, addressing the requirements listed throughout proposal document. Offeror’s proposed solution must describe and identify all products/services to fulfill the scope of this RFP document which must be identified as Offeror’s “base solution”. It is the intent of Clemson University to acquire the best base solution possible and for evaluation purposes, it is imperative that Offeror’s completely and carefully word and convey all of the information requested. For each requirement, the Offeror’s response to the item must be
presented, along with which product/service addresses the requirement. At the end of
the document in the Cost Proposal, the Offeror must present all products/services
identified as necessary to fulfill the requirements of the RFP document and the cost of
each must be listed separately as the “base solution”. Again, the base solution must
describe/identify/include all products/services to fulfill the scope of this RFP
document. However, there may be additional products/services/enhancements/add-
ons that have not been requested in the scope of the RFP document but will be
required for Offeror’s product to fulfill the scope of the RFP document. If this is the
case, Offeror’s must identify/describe/include these additional products/services in
their Cost Proposal as the “base solution”. If your offer includes any additional
enhancements and/or add-on components or services that is not required to fulfill the
scope of the RFP, these products/services must be identified and described in your
Cost Proposal and labeled as Appendix A so that Clemson University can easily and
clearly identify what is included in your cost base solution. Including a separate
appendix for products not included in the base solution will aide in our evaluation
process along with providing a complete understanding of your offer contents. All
costs must be included in the Cost Proposal. Cost Proposal must be separate from the
Technical Proposal as stated above in RFP Submittal section. Do not include cost in
Technical Proposal. These should be submitted as two separate documents via
.PDF attachments in the online bidding system. Total cost to fulfill requirements
specified herein must also be indicated in Bid Line Item Pricing in online
bidding system. Your separate cost proposal may go into more detail in terms of
cost breakdown, options, etc…, but it must also clearly indicate the cost you enter
into the online system. This is the cost that will be used for evaluation purposes and
should reflect the cost for the base technical proposal you are offering in response to
this solicitation. If there are conflicts in the costs you propose or Clemson cannot
clearly determine a total cost for your proposal, your response may be deemed non-
responsive.

Cost must be all inclusive of all to include any travel, lodging, and other expenses.

III. SCOPE OF WORK / SPECIFICATIONS

1. PURPOSE
The intent and purpose of the Request for Proposal (RFP) is to solicit sealed proposals to
establish a contract through competitive negotiations for student loan billing services for
Clemson University.
2. **BACKGROUND:**

   Founded in 1889, Clemson University is the land grant University of South Carolina. It has approximately 15,000 undergraduate and 3,800 graduate and professional students. Clemson offers approximately 80 undergraduate and 110 graduate programs. Sixty percent of students are from South Carolina, 39 percent come from other U.S. states and territories and one percent are from other countries.

   Clemson University is seeking conversion, billing, accounting, and due diligence support for its Federal Perkins funded student loans.

   A summary of student loans owed as of May 31, 2011 is shown below.

<table>
<thead>
<tr>
<th>TYPE</th>
<th>QUANTITY</th>
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<tbody>
<tr>
<td>Perkins</td>
<td>In school</td>
</tr>
<tr>
<td></td>
<td>In grace/repayment</td>
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<tr>
<td></td>
<td>• Monthly</td>
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<td>• Quarterly</td>
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<tr>
<td></td>
<td>• Annually</td>
</tr>
<tr>
<td></td>
<td>Paid-in-full/Closed</td>
</tr>
<tr>
<td></td>
<td>823</td>
</tr>
<tr>
<td></td>
<td>1691</td>
</tr>
<tr>
<td></td>
<td>73</td>
</tr>
<tr>
<td></td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>5677</td>
</tr>
</tbody>
</table>

3. **STATEMENT OF NEEDS:** The contractor shall furnish all labor, equipment and supplies necessary to provide the billing services as follows:

   **A. General**

   1. The contractor shall state its experience in providing the services described herein, including a short resume of the personnel involved in the performance of this contract.

   2. The contractor shall provide a description of its services and sample of all bills, notices, and reports offered in this proposal.

   3. The contractor shall provide evidence of its participation with industry organizations. Contractor shall also have on staff a government relations specialist to assist clients with regulatory questions.

   4. All phases of the service shall be in full compliance with regulations and guidelines established by the Department of Education. Contractor shall comply with the Fair Debt Collection Practice Act (P.L. 95-109) and applicable federal and state regulations.

   5. Contractor shall perform account maintenance, billing, cash collection and reporting on a regular basis.
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
c. Name/address/social security number changes
d. Repayment schedule requests
e. General file maintenance
f. Payment posting
g. Renegotiated payment arrangements/forbearance
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.
6. The contractor's system must have edits to ensure that Clemson University's federal loans are processed in compliance with federal regulations, and to protect the integrity of Clemson University's data.

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

F. Reports

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

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

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

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

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

   e. Selection of multiple sorts for the same report.

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

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

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

2. The contractor's system shall provide an inventory list of reports, which is 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/Reconciliation Reports

      • List of transactions and adjustments processed - Monthly
      • Cash listing showing detail of deposits - Monthly
      • Reconciliation 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
2. Optional Reports

a) Accounting/Reconciliation Reports

- List of loans with disbursements in the current award year - Monthly

b) Program Maintenance Reports

- Cumulative list of borrowers for whom the contractor does not have any good address - Quarterly

- Cumulative list of loans with a credit balance - Quarterly

- List of the interest paid by borrowers during the calendar year - Annually

- List of loans with small balances. Clemson University shall have the option to set the amount. – Monthly

- List of loans with deferment or cancellation processed during prior month.

c) Delinquency Reports

- List of borrowers who become delinquent during the reporting period, based on criteria selected by Clemson University, i.e. number of days past due. - Weekly

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
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
   f) General file maintenance
   g) Special messages
   h) Payment posting

5) Access for online database for four employees

E. Special Account Handling

   1) System must handle three collection agency interfaces.

G. Conversion

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

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

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

   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.

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

   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
f) General file maintenance  
g) Special messages  
h) Payment posting  

5. Access for online database for four employees

L. **Special Account Handling**

1. System must handle three collection agency interfaces.

IV. **TERMS AND CONDITIONS – SPECIAL**

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

Offers will be evaluated using only the factors stated below. Evaluation factors are stated in the relative order of importance, with the first factor being the most important. Once evaluation is complete, all responsive Offerors will be ranked from most advantageous to least advantageous.

a. Technical Proposal: The degree, completeness, and suitability of the Offeror’s proposed technical solutions to meet or exceed the requirements of this RFP. **50%**

b. Offeror’s Qualifications: The Offeror’s experience, references and key staff must provide evidence of its depth and breadth of experience, and evidence of successful past performance with projects of this similar size and scope. **20%**

c. Cost Proposal: The total cost of ownership for the base solution for the potential five year contract period. **20%**

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

VI. **COST PROPOSAL**

See following page
VI. COST PROPOSAL

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

Vendor Name:__________________________  Fax #:__________________________
Contact Person:______________________  Telephone #:______________________
Delivery Time:__________________________

<table>
<thead>
<tr>
<th>A. Monthly Service Fee</th>
<th>Monthly Volume by Loan Type</th>
<th>Unit Price</th>
<th>Total Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>Enrolled</td>
<td>825</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Monthly Grace/Repayment</td>
<td>1750</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Quarterly Grace/Repayment</td>
<td>75</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Annual Grace/Repayment</td>
<td>1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Paid in Full</td>
<td>5500</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Assigned to U.S. Department of Education</td>
<td>10</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Exit Interview Packages (complete)</td>
<td>50</td>
<td></td>
<td></td>
</tr>
<tr>
<td>1st Overdue Notice</td>
<td>50</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2nd Overdue Notice</td>
<td>50</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Final Demand Notice</td>
<td>1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>TRA Reporting – Borrower and IRS</td>
<td>1300</td>
<td></td>
<td></td>
</tr>
<tr>
<td>90-day Due Diligence Telephone Call</td>
<td>25</td>
<td></td>
<td></td>
</tr>
<tr>
<td>NSLDS Reporting</td>
<td>3500</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Credit Bureau Reporting</td>
<td>1000</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Credit Bureau Disputes</td>
<td>10</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Banking Services: Automated Clearing House Transfers</td>
<td>n/a</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Daily Wire Transfers</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Lock Box</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Monthly fee for On Line Access - Data and Reports</td>
<td>1</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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. $
B. Contractor shall also provide pricing information, if any, for the following additional services:

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

C. Contractor shall provide attached any other charges/discounts that might occur which have not been listed above. Please define clearly and estimate the volume. Any charges for services not addressed in this pricing schedule will not be allowed in the course of the contract unless the scope of services is expanded by Clemson University.

Please combine A – C above and transfer to Total Base Solution in online bidding document as well as below for evaluation purposes.

TOTAL BASE SOLUTION $________

Total above for A - C will be used for evaluation purposes and considered to be the “Base Solution” costs as referenced throughout the RFP document.

Itemized list of products/materials/labor/etc. with unit/total prices per line item is required as an attachment to this Cost Proposal. Travel, meals, lodging and all expenses must be included.