

UNIVERSITY OF WISCONSIN SYSTEM
SYSTEM OFFICE OF PROCUREMENT
780 REGENT STREET
MADISON, WI 53715

CONTRACT NO. PS-15-2254

CONTRACT

COMMODITY OR SERVICE: Student Loan Billing Services for the University of Wisconsin System.

PERIOD OF CONTRACT: April 1, 2015 through March 31, 2016 with nine (9) automatic one (1) year extensions. The contract shall be automatically extended unless either party notifies the other in writing one hundred and twenty days prior to the anniversary date. The total contractual length will be ten (10) years.

This contract is entered into by and between the State of Wisconsin, University of Wisconsin System DBA, University of Wisconsin-Madison, University of Wisconsin-Green Bay, University of Wisconsin-River-Falls, University of Wisconsin-Stevens Point, University of Wisconsin-Oshkosh, University of Wisconsin-Parkside, University of Wisconsin-Stout, University of Wisconsin-Whitewater, University of Wisconsin-Milwaukee, University of Wisconsin-La Crosse, University of Wisconsin-Platteville and University of Wisconsin-Superior.

Whereby University of Wisconsin - System Office of Procurement agrees to direct the purchase and the Contractor agrees to supply such requirements of the commodity or service cited above in accordance with the terms and conditions of Request for Proposal No. PS-15-2254 and in accordance with Contractor's Request for Proposal response dated November 4, 2014 which are hereby made a part of this contract.

Contracts estimated to be fifty thousand dollars (\$50,000) or more require the submission of a written affirmative action plan. Contractors with an annual workforce of less than 25 employees are excluded from this requirement.

Within fifteen (15) days after the award of the contract, the plans shall be submitted to the University of Wisconsin System Office of Procurement, 780 Regent Street, Madison, WI 53715. Contractors and Bidders/Proposers are encouraged to contact this office for technical assistance on Equal Opportunity.

TO BE COMPLETED BY UNIVERISY OF WISCONSIN SYSTEM:

BY: Rich Lampe
SIGNATURE: Rich Lampe
TITLE: Director of Procurement
DATE: 3/23/15
PHONE: (608) 265-0557
EMAIL: pschlough@uwsa.edu

TO BE COMPLETED BY CONTRACTOR:
FIRM NAME: Heartland Campus Solutions ECSI
FIRM ADDRESS: 181 Montour Run Road
Coraopolis, PA 15108

BY: Gary T. Jenkins
SIGNATURE: G.T. Jenkins
TITLE: Director of Project Banking
DATE: 1-20-15
PHONE: 866-841-3274
EMAIL: GJENKINS@ECSI.NET
FEIN: 25-1222771



Office of Procurement
780 Regent Street
Madison, WI 53715
(608) 265-0557
(608) 262-8589 Fax
website: <http://www.uwsa.edu>

January 20, 2015

Heartland Campus Solutions ECSI
Attn: Chris Stompanato, Senior Sales Engineer-SME
181 Montour Run Road
Coraopolis, PA 15108

Dear Mr. Chris Stompanato

After careful review, we find your proposal response dated November 4, 2014 acceptable and in the best interests of the University of Wisconsin System. The contract will be issued to you upon receipt of the following documents:

1. A "Certification of Insurance" form completed and signed by your insurance or carrier confirming that the types and amounts of insurance specified in the Request for Proposal is currently being maintained by your firm.
2. A "Performance Bond" or "Irrevocable Letter of Credit" in the amount of two hundred thousand dollars (\$200,000). The performance bond or irrevocable letter of credit must be made payable to the State of Wisconsin, University of Wisconsin System for the University of Wisconsin-Madison, University of Wisconsin-Green Bay, University of Wisconsin-River Falls, University of Wisconsin-Stevens Point, University of Wisconsin-Oshkosh, University of Wisconsin-Parkside, University of Wisconsin-Stout, University of Wisconsin-Whitewater, University of Wisconsin-Milwaukee, University of Wisconsin-La Crosse, University of Wisconsin-Platteville and University of Wisconsin-Superior to assure delivery of contractual services identical to that specified and ordered.
3. Two signed and dated copies of the Contract Acceptance Form (attached).

The insurance certificate shall be for the initial contract period of April 1, 2015 through March 31, 2016 and shall be extended by the contractor for each subsequent year of the contract.

These policies shall contain a covenant requiring sixty (60) days written notice by the insurer to the University of Wisconsin System Procurement Office, 780 Regent Street, Madison, WI 53715, before cancellation, reduction or other modifications of coverage.

Failure to furnish the above documents within 21 calendar days from the date of this request may result in cancellation of further contract award consideration. If you have any questions, feel free to contact me at 608-265-0557.

Very truly yours,

Paul D. Schlough

Paul D. Schlough
Procurement Specialist – Senior
Phone: 608-265-0557
E-Mail: pschlough@uwsa.edu

Enclosure

cc: Mr. Rich Lampe, Director of Procurement, UWSA (rlampe@uwsa.edu)

Universities: Madison, Milwaukee, Eau Claire, Green Bay, La Crosse, Oshkosh, Parkside, Platteville, River Falls, Stevens Point, Stout, Superior, Whitewater
Colleges: Baraboo/Sauk County, Barron County, Fond du Lac, Fox Valley, Manitowoc, Marathon County, Marinette, Marshfield/Wood County, Richland, Rock County, Sheboygan, Washington County, Waukesha. Extension: Statewide



Office of Procurement
780 Regent Street
Madison, WI 53715
(608) 263-4378
(608) 262-8589 Fax
website: <http://www.uwsa.edu>

January 13, 2015

Via Email: Christopher.Stompanato@e-hps.com

Heartland Campus Solutions ECSI
Attn: Mr. Christopher Stompanato
Senior Sales Engineer - SME
181 Montour Run Road
Coraopolis, PA 15108

Reference: Request for Proposal No. PS-14-2254 Student Loan Billing Services
for the University of Wisconsin System.

Dear Mr. Stompanato:

After careful review, we find your proposal response dated November 4, 2014 acceptable and in the best interests of the University of Wisconsin System. Therefore, it is our intent to award the Contract to you. This letter represents intent to award only and not a contractual commitment.

If you have any questions, please contact the undersigned within five (5) working days after the date of this notice.

Sincerely,

Paul D. Schlough

Paul D. Schlough
Procurement Specialist – Senior
Phone: 608-265-0557

cc: Mr. Bob Frick, Vice President, Business Development, UAS University Accounting Service, LLC (Bob.Frick@tsico.com)
Ms. Donna K. DeWispelaere, President and CEO – Campus Partners (ddewispelaere@campuspartners.com)
Mr. Rich Lampe, Director of Procurement, UWSA (rlampe@uwsa.edu)

Universities: Madison, Milwaukee, Eau Claire, Green Bay, La Crosse, Oshkosh, Parkside, Platteville, River Falls, Stevens Point, Stout, Superior, Whitewater
Colleges: Baraboo/Sauk County, Barron County, Fond du Lac, Fox Valley, Manitowoc, Marathon County, Marinette, Marshfield/Wood County, Richland, Rock County, Sheboygan, Washington County, Waukesha. Extension: Statewide

STATE OF WISCONSIN
UNIVERSITY OF WISCONSIN SYSTEM
OFFICE OF PROCUREMENT
780 REGENT STREET
MADISON, WI 53708

A D D E N D U M # 1

REQUEST FOR BID NO. PS-14-2254

DUE DATE: November 6, 2014

PRESENT DATE: October 16, 2014

COMMODITY OR SERVICE: Student Loan Billing Services

REVISIONS:

1. 1098T Service and 1098E Service: This Addendum adds removes 1098T Service and 1098E Service form the Scope.

Please Replace 1.3 Scope with the following language:

The University seeks to contract with a company experienced in servicing student loan programs and to provide a billing and collection support system for the following University Programs (The University also seeks to contract with a company which would support a State User group for problem solving, client relationships and system improvements.):

- Federal Perkins Loan Program
- Health Professions Student Loans
- Nursing Student Loans
- Primary Care Loans
- Institutional Loan Programs (long and short term loans)
- Emergency or short term loans
- Accounts receivables (of just about any type)
- Tuition and relatable student costs
- Future Federal/State/Private loan programs

We also seek information supplementary services that we may wish to use. We will request pricing quotes for these services, but each campus may choose to use the service, or seek additional proposals as they deem appropriate. The supplementary services are as follows:

- 1098E
- Electronic Exit Interviews
- E-signature On Promissory Notes and Entrance Counseling
- On-Line short term (emergency) loan application processing
- Tuition Payment Plans
- Yearly mini-exiting (sending out yearly summary of loans advanced and expected payments to in-school borrowers)
- Entrance/Exit interviewing and financial literacy training abilities.

The scope of the project may include the transition from the existing Student Loan Billing Service operations to a new vendor(s). This conversion will need to include on-site training for University staff in use of the system, notification of borrowers of all changes as well as audit and reconciliation of accounts.

2. Section 7 System Capabilities, item 7.33.3 Item Updates: Replace with the following language:

Describe what items are not updated within 24 hours. If items are not updated in 24-hour periods when are they updated? Explain.

3. Section 7 System Capabilities, item 7.37 Internal Revenue Service (IRS) Tax Reporting: Replace with the following language:

Describe any required Internal Revenue Service (IRS) Tax Reporting. Explain and provide any necessary documentation.

4. Section 7 System Capabilities, item 7.16.5 System Automation Functionality. Replace with the following language:

Does your system have the ability to automatically waive, defer or otherwise adjust a certain dollar value of charges if the payment would bring the account current without the charge? Explain.

5. Section 1 Introduction and Purpose, item 1.1, third paragraph: Replace with the following language in order to add UW-Superior, UW-River Falls and UW-Whitewater to Full Service:

This Request for Proposal (RFP) is for the following services at eleven (11) of the four-year Institutions (hereinafter referred to as Institution) in some combination for all loans: maintaining contact with the borrower, processing, deferments and adjustments to borrower's accounts, periodic billing and other notifications, payment processing, loan reporting and training for loan personnel in the effective use of the vendor's program. Full accounting and billing services are expected to be provided for the University of Wisconsin System institutions at La Crosse, Parkside, Platteville, Superior, River Falls, Whitewater and Stevens Point. Modified accounting and billing services are expected to be provided for the University of Wisconsin System institutions at Madison (which includes Green Bay and Colleges), Milwaukee, Oshkosh, Stout. Each campus maintains the right to change levels of service at any time. Should any University of Wisconsin System institution wish to join this contract, they may do so with the approval of the University and the Contractor.

6. Section 3 Proposal Selection and Award Process, item 3.4.4 Cost Proposal Forms (Section 9.0 Items 9.1 through 9.3 of the proposal): 250: Replace with the following language:

The proposer must complete the Cost Proposal Form Section 9 (items 9.1 through 9.3). This form must be submitted with the proposal in a separate sealed envelope.

- Cost Proposal Form for Full Service
- Cost Proposal Form for Modified Service
- Cost Proposal Form

The lowest aggregate priced proposal will receive 100% of the allotted cost points (which is 250 points). All other proposals will be scored using the formula as follows:

Lowest Proposed Cost

$$\frac{\text{(Constant)}}{\text{Other Proposer's Cost}} \times \text{Maximum evaluation points given to cost} = \text{SCORE}$$

(Varies according to proposal being scored)

Calculation of points awarded to subsequent proposals will use the lowest dollar proposal amount as a constant numerator and the dollar amount of the firm being scored as the denominator. This result will always be less than one. The result is then multiplied by the number of points given to the cost section of the RFP.

The University reserves the right to select the option in the best interest of the University as determined by the University.

Note: The lowest bidder will not necessarily be chosen.

All other parts of this Request for Bid remain unchanged.

If you have submitted a bid and wish to amend it or change it, please mark the envelope clearly "Amendment to Bid No. PS-15-2254". If you have submitted a bid and have no changes, we will retain it in the file and open it on the due date.

For information concerning this addendum, contact:

Paul D. Schlough
Telephone: 608/265-0557

STATE OF WISCONSIN
UNIVERSITY OF WISCONSIN SYSTEM
OFFICE OF PROCUREMENT
780 REGENT STREET
MADISON, WI 53708

A D D E N D U M # 2

REQUEST FOR BID NO. PS-14-2254

DUE DATE: November 6, 2014

PRESENT DATE: October 17, 2014

COMMODITY OR SERVICE: Student Loan Billing Services

REVISIONS:

1. 1098T Service: This Addendum removes 1098T Service from the Scope.

Please Replace 1.3 Scope with the following language:

The University seeks to contract with a company experienced in servicing student loan programs and to provide a billing and collection support system for the following University Programs (The University also seeks to contract with a company which would support a State User group for problem solving, client relationships and system improvements.):

- Federal Perkins Loan Program
- Health Professions Student Loans
- Nursing Student Loans
- Primary Care Loans
- Institutional Loan Programs (long and short term loans)
- Emergency or short term loans
- Accounts receivables (of just about any type)
- Tuition and relatable student costs
- Future Federal/State/Private loan programs

We also seek information supplementary services that we may wish to use. We will request pricing quotes for these services, but each campus may choose to use the service, or seek additional proposals as they deem appropriate. The supplementary services are as follows:

- 1098E
- Electronic Exit Interviews
- E-signature On Promissory Notes and Entrance Counseling
- On-Line short term (emergency) loan application processing
- Tuition Payment Plans
- Yearly mini-exiting (sending out yearly summary of loans advanced and expected payments to in-school borrowers)
- Entrance/Exit interviewing and financial literacy training abilities.

The scope of the project may include the transition from the existing Student Loan Billing Service operations to a new vendor(s). This conversion will need to include on-site training for University staff in use of the system, notification of borrowers of all changes as well as audit and reconciliation of accounts.

All other parts of this Request for Bid remain unchanged.

If you have submitted a bid and wish to amend it or change it, please mark the envelope clearly "Amendment to Bid No. PS-15-2254". If you have submitted a bid and have no changes, we will retain it in the file and open it on the due date.

For information concerning this addendum, contact:

Paul D. Schlough
Telephone: 608/265-0557

UNIVERSITY OF WISCONSIN SYSTEM



REQUEST FOR Proposal (RFP) PS-15-2254

Student Loan Billing Services

University of Wisconsin System Administration

DATE OF ISSUE: August 28, 2014

PROPOSAL DUE DATE: November 06, 2014 2:00 PM (CST)

Late Proposals Will Be Rejected

THERE WILL BE NO PUBLIC OPENING

Proposer's Conference Call:

Date: September 10, 2014

Time: 10:00AM Central Standard Time (CST)

Call in Number: (855) 947-8255 Access Code: 5661325

State of Wisconsin
DOA-3261 (R08/2003)
s.16.75, Wis. Statutes

PROPOSALS MUST BE SEALED AND ADDRESSED TO:**AGENCY ADDRESS:**

University of Wisconsin System
Administration
Office of Procurement
780 Regent Street, Suite 105
Madison, WI 53715

REQUEST FOR BID
THIS IS NOT AN ORDER

Proposal envelope must be sealed and plainly marked in lower corner with due date and Request for Proposal #PS-15-2254. Late proposals will be rejected. Proposals MUST be date and time stamped by the soliciting purchasing office on or before the date and time that the proposal is due. Proposals dated and time stamped in another office will be rejected. Receipt of a proposal by the mail system does not constitute receipt of a proposal by the purchasing office. Any proposal which is inadvertently opened as a result of not being properly and clearly marked is subject to rejection. Proposals must be submitted separately, i.e., not included with sample packages or other proposals. Proposal openings are public unless otherwise specified. Records will be available for public inspection after issuance of the notice of intent to award or the award of the contract. Proposer should contact person named below for an appointment to view the proposal record. Proposals shall be firm for acceptance for sixty (60) days from date of proposal opening, unless otherwise noted. The attached terms and conditions apply to any subsequent award.

Proposals MUST be in this office no later than

November 6, 2014 2PM CST

Public
Opening ☒
No Public
Opening ☐

Name (Contact for further information)

Paul D. Schlough

Phone

608-265-0557

Date

08-28-2014

Quote Price and Delivery FOB

Description**REQUEST FOR Proposal (RFP)****Student Loan Billing Services for University of Wisconsin System Administration****Payment Terms:**

☐ We claim minority bidder preference [Wis. Stats. s. 16.75(3m)]. Under Wisconsin Statutes, a 5% preference may be granted to CERTIFIED Minority Business Enterprises. Bidder must be certified by the Wisconsin Department of Commerce. If you have questions concerning the certification process, contact the Wisconsin Department of Commerce, 5th Floor, 201 W. Washington Ave., Madison, Wisconsin 53702, (608) 267-9550.

☐ We are a work center certified under Wis. Stats. s. 16.752 employing persons with severe disabilities. Questions concerning the certification process should be addressed to the Work Center Program, State Bureau of Procurement, 6th Floor, 101 E. Wilson St., Madison, Wisconsin 53702, (608) 266-2605.

Wis. Stats. s. 16.754 directs the state to purchase materials which are manufactured to the greatest extent in the United States when all other factors are substantially equal. Materials covered in our bid were manufactured in whole or in substantial part within the United States, or the majority of the component parts thereof were manufactured in whole or in substantial part in the United States.

☒ Yes ☐ No ☐ Unknown **All work is performed in the United States.**

In signing this proposal we also certify that we have not, either directly or indirectly, entered into any agreement or participated in any collusion or otherwise taken any action in restraint of free competition; that no attempt has been made to induce any other person or firm to submit or not to submit a proposal; that this proposal has been independently arrived at without collusion with any other proposer, competitor or potential competitor; that this proposal has not been knowingly disclosed prior to the opening of proposals to any other proposer or competitor; that the above statement is accurate under penalty of perjury.

We will comply with all terms, conditions and specifications required by the state in this Request for Proposal and all terms of our proposal.

Name of Authorized Company Representative (Type or Print)

Gary T. Jenkins

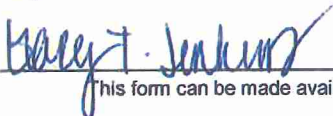
Title

Director of Finance & Banking

Phone (866) 841-3274 x1225

Fax (412) 203-1153

Signature of Above



Date

11/4/2014

Federal Employer Identification No.

25-1222771

Social Security No. if Sole Proprietor (Voluntary)

This form can be made available in accessible formats upon request to qualified individuals with disabilities.

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1 Introduction and Purpose

1.1 Overview and Description of Request For Proposal (RFP)

The Board of Regents of the University of Wisconsin System (hereinafter referred to as the University) consists of 13 four-year and 13 two-year Institutions located statewide is seeking a comprehensive Student Loan Billing Service program that creatively addresses the needs of students and staff. It is the goal of the University to be known and admired in the Midwest and Country for its high quality, Student Loan Billing operation. The University's objective in contracting with a servicer for student loans is to maintain efficient methods for administrating its student loan programs to achieve the following goals:

- Minimize delinquencies, manage default rates, solve past due accounts, and provide excellent customer service and interactions.
- Maximize collections to provide additional resources of the University's student financial assistance program
- Operate a cost effective program within the University's requirements.
- Utilize an innovative system which offers advanced automated applications for loan collections and management.
- Communicate effectively with borrowers in a clear, concise, cordial and timely manner that also promotes the schools name/logo/image in a positive and prominent manner.
- Provide a billing system that is primarily e-bill (online) and e-account (online) for a majority of our borrowers for efficiency and cost reduction, but also provide paper billings for all past due accounts or if requested by the borrower. System should also accommodate international payments and all major credit card vendors. System should be able to allow a campus to serve other campuses while still providing reports based upon campus (for example UW Madison services UW Green Bay and thus UW Green Bay will need independent reports and cohort numbers).
- Provide an integrated billing and processing service with a required 24 hour customer response time to all university inquiries. (customer billing inquiries?)
- Provide an "800" phone number for student and university access to account inquiries with the requirement of providing the ability to speak directly to a Customer Service Representative during normal business hours. (Automated answering systems are allowed during normal business hours only if it offers an out to a "live" customer representative.)
- Provide collection and account reconciliation reports and statements.
- Provide timely and accurate recording of borrower's payments including audit trail.
- Provide accurate and timely consolidation and collection of Agency payments.
- Provide accurate Bankruptcy Discharge Monitoring.
- Provide Contractor PCI compliance for acceptance of credit cards.

We invite your company to submit a Sealed Proposal that is responsive to the requirements in this Request for Proposal (RFP) and the unique operations of the University. The selected provider(s) will be working in unique environments because the Services are delivered at a number of campuses in somewhat different combinations.

This Request for Proposal (RFP) is for the following services at eleven (11) of the four-year Institutions (hereinafter referred to as Institution) in some combination for all loans: maintaining contact with the borrower, processing, deferments and adjustments to borrower's accounts, periodic billing and other notifications, payment processing, loan reporting and training for loan personnel in the effective use of the vendor's program. Full accounting and billing services are expected to be provided for the University of

Wisconsin System institutions at La Crosse, Parkside, Platteville and Stevens Point. Modified accounting and billing services are expected to be provided for the University of Wisconsin System institutions at Madison (which includes Green Bay and Colleges), Milwaukee, Oshkosh, Stout, Superior, River Falls and Whitewater. Each campus maintains the right to change levels of service at any time. Should any University of Wisconsin System institution wish to join this contract, they may do so with the approval of the University and the Contractor.

The State as represented by the University of Wisconsin System Administration Office of Procurement intends to use the results of this process to award a contract for Student Loan Billing Services.

1.2 Reasonable Accommodations

REASONABLE ACCOMMODATIONS: The University of Wisconsin System Administration, Office of Procurement will provide reasonable accommodations, including the provision of informational material in an alternative format, for qualified individuals with disabilities upon request. If you think you need accommodations at a vendor conference/presentation, contact Paul D. Schlough, Procurement Specialist, Senior in representation of the University of Wisconsin System Administration Office of Procurement at 608-265-0557 (voice).

1.3 Scope

The University seeks to contract with a company experienced in servicing student loan programs and to provide a billing and collection support system for the following University Programs (The University also seeks to contract with a company which would support a State User group for problem solving, client relationships and system improvements.):

- Federal Perkins Loan Program
- Health Professions Student Loans
- Nursing Student Loans
- Primary Care Loans
- Institutional Loan Programs (long and short term loans)
- Emergency or short term loans
- Accounts receivables (of just about any type)
- Tuition and relatable student costs
- Future Federal/State/Private loan programs

We also seek information supplementary services that we may wish to use. We will request pricing quotes for these services, but each campus may choose to use the service, or seek additional proposals as they deem appropriate. The supplementary services are as follows:

- 1098T Service
- 1098E Service
- Electronic Exit Interviews
- E-signature On Promissory Notes and Entrance Counseling
- On-Line short term (emergency) loan application processing
- Tuition Payment Plans

- Yearly mini-exiting (sending out yearly summary of loans advanced and expected payments to in-school borrowers)
- Entrance/Exit interviewing and financial literacy training abilities.

The scope of the project may include the transition from the existing Student Loan Billing Service operations to a new vendor(s). This conversion will need to include on-site training for University staff in use of the system, notification of borrowers of all changes as well as audit and reconciliation of accounts.

1.4 Overview of Procuring Agency

This Request for Proposal (RFP) is issued for the State of Wisconsin by the University of Wisconsin System Administration Office of Procurement, which is the sole point of contact for the State during the proposal evaluation process. Paul D. Schlough, Procurement Specialist – Senior shall be the representative of the System Office of Procurement and serve as the primary contact. The contract resulting from this RFP shall be between the State of Wisconsin, Board of Regents of the University of Wisconsin System doing business as the University of Wisconsin-La Crosse, Oshkosh, Parkside, Platteville, Stout, Superior, Whitewater, Milwaukee and Madison, Green Bay, Stevens Point hereafter referred to as the “University” and the successful proposer hereafter referred to as the “Contractor”, for the provision of Student Loan Billing Service according to the terms set forth herein. Paul D. Schlough, Procurement Specialist Senior, University of Wisconsin System Administration shall be the representative of the University System responsible for the administration of the contract and referred to herein as “System Campus Contract Administrator” or “S.C.A.” and various campus staff to be identified later herein referred to as “Campus Contract Administrator” or “C.C.A.” will serve as the University Operational Managers of the Student Loan Billing Service Contract.

1.5 Definitions

The following definitions are used in this Request for Proposal (RFP):

- CCA – Campus Contract Administrator
- Contractor – Proposer awarded the contract
- Proposer – Company who has submitted a proposal in response to this Request For Proposal No. PS-13-2254.
- RFP – Request for Proposal
- SCA – System Contract Administrator
- State – State of Wisconsin
- System Procurement Office – University of Wisconsin System, Office of Procurement
- University – University of Wisconsin-Campus

1.6 Clarification's of Specifications and Requirements

Additional information necessary to assist the proposer interpreting these specifications must be submitted in writing and received by the System Procurement Office by the close of business October 10, 2014. Submit to: *Mr. Paul D. Schlough, Procurement Specialist Senior, University of Wisconsin System Office of Procurement, 780 Regent Street, Madison, WI 53715.*

Proposers are expected to raise any questions, exceptions or additions they have concerning the RFP document. If a Contractor discovers any significant ambiguity, error, conflict, discrepancy, omission or other deficiency in this

RFP, the Contractor should immediately notify the above named individual of such error and request modification or clarification of the RFP.

In the event that it becomes necessary to provide additional clarifying data or information or to revise any part of this RFP, revisions/amendments and/or supplements will be provided to all recipients of this initial RFP.

Failure to acknowledge receipt of supplements or revisions, in accordance with the instructions contained in the supplement or revision, may result in proposals not being considered. Each proposal shall be predicated upon all the terms and conditions of the RFP and any and all supplements or revisions thereof.

If the proposer fails to notify the University of a known error in the RFP and a contract is awarded to the proposer, the proposer shall not be entitled to additional compensation or time by reason of the error or its later correction.

1.7 Contract Length

CONTRACT LENGTH: It is the intent of the University of Wisconsin System Administration to commence the resulting contract on or about April 1, 2015. The contract term will be for a one (1) year period from the effective date with nine (9) automatic one (1) year extensions.

The total contractual length will be ten (10) years.

This contract shall automatically be extended into the next period unless either party notifies the other, in writing one hundred eighty (180) calendar days prior to the expiration of the initial or succeeding contract year terms.

All prices and guarantees in the proposal shall remain **firm** for a minimum of one hundred twenty (120) calendar days from the date of proposal opening.

1.8 Vendor Conference Call

It is suggested that proposers attend a conference call meeting at which the University will present an overview of the Request for Proposal (RFP) and respond to all questions. The conference call is set for September 10, 2014 at 10:00 a.m. CST. The call in number is toll free (855) 947-8255. The Conference access code is 5661325 followed by the # sign. Proposers are required to thoroughly review the Request for Proposal (RFP) prior to submitting their proposal, in order to determine all requirements associated with the contract.

Failure to adequately review the proposal shall not relieve the Contractor from the necessity of furnishing and installing any materials and equipment or performing any labor that may be required to carry out the intent of the contract, and shall be completed without any additional cost to the University.

1.9 Method of Award

METHOD OF AWARD: The award will be granted for the option which is in the best interest of the University as determined by the University in one of two ways. The award may be granted to the highest scoring responsive and responsible proposer. Alternatively, the highest scoring proposer or proposers may be requested to submit final and best offers. If final and best offers are requested, they will be evaluated against the stated criteria, scored and ranked. The award will then be granted to the highest scoring proposer.

1.10 Parties to the Contract

PARTIES TO THE CONTRACT: The contract shall be between the State of Wisconsin Board of Regents of the University of Wisconsin System doing business as the University of Wisconsin System Administration, University of Wisconsin – Madison, University of Wisconsin-Oshkosh, University of Wisconsin-Platteville, University of Wisconsin-Parkside, University of Wisconsin-Stout, University of Wisconsin-Whitewater, University of Wisconsin-Milwaukee, University of Wisconsin-Green Bay, University of Wisconsin-Stevens Point and University of Wisconsin-La Crosse hereafter referred to as the "University" and the successful bidder hereafter referred to as the "vendor or Contractor" for the provision of Student Loan Billing Services according to the terms set forth herein.

Ms. Mary E. Pavlick, Financial Program Supervisor of the Bursar Department of Business Services at UW-Madison and Mr. Jeff Pfund, Assistant Director of Financial Aid UW-Madison, shall be the representatives of the University responsible for the administration of the contract and referred to herein as "the appropriate campus authority or Campus Contract Administrator".

1.11 Cancellation and Termination

CANCELLATION AND TERMINATION: The University of Wisconsin System Administration reserves the right to cancel the resulting contract/agreement, for any reason, by giving written notice to Contractor of such cancellation and specifying the effective date thereof, at least one hundred twenty (120) days before the effective date of such cancellation. Contractor shall, in the event of such cancellation, be entitled to receive compensation for any work accepted hereunder in accordance with the University of Wisconsin System's order(s). Contractor may also be compensated for partially completed work in the event of such cancellation. The compensation for such partially completed work shall be no more than the percentage of completion of each work effort, as determined in the sole discretion of the University of Wisconsin System, times the corresponding payment for completion of such work as set forth in the University of Wisconsin System's order(s).

In addition, the University of Wisconsin System reserves the right to terminate the resulting contract/agreement, for reasons of breach of contract, by giving written notice to Contractor of such termination and specifying the effective date thereof, at least ten (10) days before the effective date of such termination. The University shall provide ten (10) calendar days written notice of contract breach and unless within ten (10) calendar days such neglect has ceased and arrangements made to correct, the University may cancel the contract by giving one hundred twenty (120) day notice in writing by registered or certified mail of its intention to cancel this contract. Contractor shall, in the event of such termination, be entitled to receive compensation for any work accepted hereunder in accordance with the University of Wisconsin System's order(s). Contractor shall also be compensated for partially completed work in the event of such termination. The compensation for such partially completed work shall be no more than the percentage of completion of each work effort, as determined in the sole discretion of the University of Wisconsin System, times the corresponding payment for completion of such work as set forth in the University of Wisconsin System's order(s).

Should the University breach any terms or provisions of this contract, the contractor shall serve written notice on the University setting forth the alleged breach and demanding compliance with the contract. Unless within ten (10) calendar days after receiving such notice, the allegation shall be contested or such breach shall cease and arrangements be made for corrections, the contractor may cancel the contract by giving one hundred twenty (120) day notice, in writing, by registered or certified mail of its intention to cancel this contract.

Upon cancellation, termination or other expiration of the resulting contract/agreement, each party shall forthwith return to the other all papers, materials, and other properties of the other held by each for purposes of execution of the contract/agreement. In addition, each party will assist the other party in the orderly termination of this

contract/agreement and the transfer of all aspects hereof, tangible or intangible, as may be necessary for the orderly, non-disruptive business continuation of each party.

The University may discontinue this contract, in whole or in part, without penalty at any time due to non-appropriation of funds.

If the contractor fails to maintain and keep in force required insurance, the University shall have the right to cancel and terminate the contract without notice.

1.12 VendorNet Registration

The State of Wisconsin's purchasing information and vendor notification service is available to all businesses and organizations that want to sell to the state including the University of Wisconsin System. Anyone may access VendorNet on the Internet at <http://vendornet.state.wi.us> to get information on state purchasing practices and policies, goods and services that the state buys, and tips on selling to the state. Vendors may use the same Web site address for inclusion on the bidders list for goods and services that the organization wants to sell to the state. A subscription with notification guarantees the organization will receive an e-mail message each time a state agency, including any campus of the University of Wisconsin System, posts a request for bid or a request for proposal in their designated commodity/service area(s) with an estimated value over \$25,000. Organizations without Internet access receive paper copies in the mail. Increasingly, state agencies also are using VendorNet to post simplified bids valued at \$25,000 or less. Vendors also may receive e-mail notices of these simplified bid opportunities.

2 Preparing and Submitting a Proposal

2.1 General Instructions

The evaluation and selection of a Contractor will be based on the information submitted in the Contractor's proposal plus references. Each proposer shall not furnish a complete description of capabilities in the field of Student Loan Billing services, but rather a description limited to what the Contractor proposes to specifically include in the service operations for the University system. Failure to respond to each of the requirements in the RFP may be the basis for rejecting a response.

Elaborate proposals beyond that sufficient to present a complete and effective proposal are not necessary or desired!

2.2 Incurring Costs

The University is not liable for any cost incurred by proposers in replying to this Request for Proposal (RFP).

2.3 Submitting the Proposal: Request for Proposal (RFP) Submission

The System Procurement Office must receive original proposals with the cost proposal form in a separate envelope, no later than 2:00 p.m. CST November 06, 2014.

The Proposal package and twelve (12) copies with the cost proposal form in a separate envelope and including an electronic version of the proposal on a USB Flash Drive must be delivered to:

**University of Wisconsin System Administration Office of Procurement
Attn.: Paul D. Schlough, Procurement Specialist, Senior
Room Number 105**

**780 Regent Street
Madison, WI 53715**

An electronic version of the documents is required to be submitted on an USB Flash Drive to the above address along with the hard copy submittals.

In order to be considered in the proposal evaluation process, all proposals must be packaged, sealed, and show the following information on the outside of the package:

**Proposer's Name
Proposer's Address
Request for Proposal Title
Request for Proposal Number
Request for Proposal Due Date**

2.4 Response Affidavit

Proposals submitted must contain a non-collusion affidavit and signature block information as specified in this Request for Proposal.

2.5 Proposal Organization

Proposals should be concise description of the proposer's plan to deliver materials, equipment or services specifically for the UW System Campuses. Proposals must be organized and presented in the order and by the number assigned in this RFP. Proposers should clarify whether they agree or take exception to each of the specifications. Proposals should be typed and submitted on 8.5" x 11" paper bound securely. Proposals must be organized with the headings and subheadings provided in the required responses section in this Request for Proposal (RFP).

2.6 Response Glossary

Any proposal submitted should provide a glossary of all abbreviations, acronyms and technical terms used to describe the services or products proposed. This glossary should be provided even if these terms are described or defined at their first use in the proposal response.

2.7 Multiple Proposals

Multiple proposals from a Contractor will be permissible; however, each proposal must conform fully to the requirement for proposal submission. Each such proposal must be separately submitted and labeled as Proposal #1, Proposal #2, etc., on each page included in the response.

The University shall only consider proposal alternates from those proposers who have met qualifications and have completed the required submittal form. If a proposer wishes to make two or more cost proposals that differ, in order to be clear multiple/ separate cost forms must be completed. ***This assumes that the only variable is price.***

2.8 Certification of Independent Price Determination

2.8.1 Certification

By Submission of this proposal, the proposer certifies, and in the case of joint proposal, in the following sections, each party thereto certifies as to its own organization, that in connection with this Request for Proposal (RFP):

2.8.1.1 Independent Pricing and Rates

The prices and rates in this proposal have been arrived at independently, without consultation, communication or agreement with any competitor for the purpose of restricting competition.

2.8.1.2 Disclosures

Unless otherwise required by law, the prices and rates which have been quoted in this proposal have not been knowingly disclosed by the proposer prior to opening in the case of an advertised procurement or prior to award in the case of a negotiated procurement, directly or indirectly to any other proposer or to any competitor.

2.8.1.3 Restriction of Competition

No attempt has been made or will be made by the proposer to induce any other person or firm to submit or not to submit a proposal for the purpose of restricting competition.

2.8.2 Proposal Signatory Authority

The person signing this RFP submission is certifying that he/she is either the person responsible or the agent of the person responsible for the determination of submitted prices in accordance with one of the following two terms:

2.8.2.1 Responsibility

He/She is the person in the proposer's organization responsible within the organization for the decision as to the prices being offered herein and that he/she has not participated, and will not participate, in any action contrary to the Independent Pricing and Rates, Disclosures, and the restriction of Competition sections immediately above.

2.8.2.2 Agent Authorization

He/she is not the person in the proposer's organization responsible with in that organization for the decision as to the prices being offered herein, but that he/she has been authorized in writing to act as agent for the persons responsible for such decisions; and he/she has the authority to certify that such persons have not participated, and will not participate in any action contrary to the Independent Pricing and Rates, Disclosures, and the Restriction of Competition sections immediately above, and as their agent does hereby so certify; and he/she has not participated, and will not participate, in any action contrary to the Independent Pricing and Rates, Disclosures, and the restriction of Competition sections immediately above.

2.9 Calendar of Events

CALENDAR OF EVENTS: Listed below are important dates and times by which actions related to this Request for Proposal (RFP) must be completed. In the event that the University of Wisconsin System finds it necessary to

change any of these dates and times it will do so by issuing a supplement to this Request for Proposal (RFP). Calendar of Events is as follows:

EVENT	DATE
Date of Issue of RFP	August 28, 2014
Proposer Conference Call (Participation Recommended, but Optional)	September 10, 2014 @ 10:00 am CST
Supplier Written Questions Due	October 10, 2014 Close of Business
Proposal Due @ 2pm CST	November 06, 2014
Supplier Oral Presentation (If Requested)	December 05, 2014 (Tentative)
Estimated Contract Award Date	December 19, 2014
Estimated Implementation Period	December 20, 2014 through March 31, 2015
Contract Start Date	April 1, 2015

2.9.1 State of Wisconsin Terms and Conditions

These standard and supplemental terms and conditions shall govern this proposal and subsequent award. Vendors must accept these terms and conditions **or submit point-by-point exceptions along with proposed alternative or additional language for each point, including any vendor contracts. Submission of any standard vendor contracts as a substitute for language in the terms and conditions is not a sufficient response to this requirement and may result in rejection of the vendor's proposal.** The State reserves the right to negotiate contractual terms and conditions other than those in the State of Wisconsin Contract when it is in the best interest of the State to do so.

2.10 Incurring Costs

INCURRING COSTS: The State of Wisconsin and University of Wisconsin System (including the Board of Regents of the University of Wisconsin System, its officers, agents and employees) are not liable for any cost incurred by a vendor in the process of responding to this Request for Proposal (RFP).

2.11 Questions Regarding The Request for Proposal (RFP)

Any questions concerning this RFP must be submitted in writing on or before **October 10, 2014** to:

University of Wisconsin System Administration, Office of Procurement
Attn: Paul D. Schlough, Procurement Specialist Senior
Room No.105
780 Regent Street
Madison, WI 53715

Vendors are expected to raise any questions, exceptions, or additions they have concerning the RFB document or the attached State of Wisconsin Contract at this point in the Request for Proposal (RFP) process. If a vendor discovers any significant ambiguity, error, conflict, discrepancy, omission, or other deficiency in this RFP, the vendor should immediately notify the above named individual of such error and request modification or clarification of the RFP document.

In the event that it becomes necessary to provide additional clarifying data or information, or to revise any part of this RFP, supplements or revisions will be posted on VendorNet.

From the date of release of this RFP, until a Letter of Intent is issued, all contacts with the University of Wisconsin System Personnel regarding this RFP shall be made through this purchasing section in the University of Wisconsin System Administration (UWSA) Office of Procurement. **Violation of this condition may be considered sufficient cause for rejection of a proposal, irrespective of any other considerations.**

Each Proposal shall stipulate that it is predicated upon the terms and conditions of this Request for Proposal (RFP) and any supplements or revisions thereof.

2.12 News Releases

NEWS RELEASES: News releases pertaining to this procurement, Request for Proposal (RFP), Proposal or to the acceptance, rejection, or evaluation of proposals shall not be made without the prior written approval of the University of Wisconsin System Administration Office of Procurement.

Each proposal shall stipulate that it is predicated upon the terms and conditions of this Request for Proposal (RFP) and any supplements or revisions thereof.

3 Proposal Selection And Award Process

3.1 Preliminary Evaluation of Mandatory Qualifications

Proposals will first be reviewed to determine if mandatory requirements are met. Failure to meet mandatory requirements will result in the proposal being rejected. In the event that all Contractors do not meet one or more of the mandatory requirements, the University reserves the right to continue the evaluation of the proposals and to select the proposal, which most closely meets the requirements, specified in this RFP.

Each proposal shall be evaluated first on whether required qualification criteria are met on a pass/fail basis.

The qualification criteria, which the proposer must meet to be considered for an award are:

- Proposer must have a history of business continuity and management capability.
- The proposer must currently operate University Student Loan Billing Services with a minimum annual gross sale of \$2,000,000.00 for these accounts.
- Reference checks from a minimum of five (5) clients currently under contract with your company must indicate a high quality of service has been performed consistently. The Proposer may choose to provide summaries of campus surveys that demonstrate satisfaction with the Contractor's programs for similarly situated college and university accounts to demonstrate this high quality.
- Financial capacity of the proposer as determined by the University must be sufficient to support the specified service, provide equipment and labor and cash flow to guarantee performance.

The proposer's response must clearly demonstrate the capacity to handle the requirements of this contract in addition to current workload.

3.2 Evaluation Committee

All accepted proposals will be evaluated by an evaluation team. Evaluation and selection of the Contractor shall be based on the information submitted in the proposals. The team may review references, require oral presentations or demonstrations, and conduct on-site visits to proposer or proposer's clients and use the results in scoring the proposals. The team may contact schools other than those given as references. Proposals from certified Minority Business Enterprises may have points weighted by a factor of 1.00 to 1.05 to provide up to five percent (4)

preference to these businesses. The evaluation committee's scoring will be tabulated and proposals ranked based on the numerical scores received.

3.3 University Right to Waive

The University reserves the right to waive information in proposals and to reject any and all proposals. After the evaluation process, the University reserves the right to negotiate the terms of the contract with the selected proposer prior to entering into contract. If contract negotiations cannot be concluded successfully with the highest scoring proposer, the University may negotiate a contract with the next highest scoring proposers.

3.4 Evaluation

Proposers are asked to divide their response into the following groups and present it in the following order. 1000 points:

3.4.1 Proposer Information (as described in section 4): 50 points

- Owners
- Experience
- Similar Operations/References
- Accounting Forms and Operating statements
- References
- Internal Accounting
- Personnel
- Third Party Servicer compliance
- Gramm leach Bliley, FERPA, CFPB, and other appropriate regulatory compliance

3.4.2 Special Terms and Conditions (as described in Section 6): 200 points

- Personnel
- Conversion Plan
- Training
- Initial & ongoing training (to include human resources as well as other instructional media available to employees)
- Customer service (to include human resources as well as online resources available to our student borrowers)
- Technical Support
- Ability for school to control input in a variety of ways
- Internet access for school
- Data Security
- Financial
- Membership in organizations supporting the Perkins program and school goals

3.4.3 System Capabilities (Response to section 7.0 of proposal): 500 Points

- Billing
- Adding Loans and Advances
- Leaving School
- Borrower Account Viewing
- System Search And Navigate

- Borrower Account Viewing –Multiple Loans
- Borrower Account Viewing – Historical Data
- Payments
- Processing of Deferments and Cancellations
- Processing of Consolidation Forms: (Process to support Department of Education electronic consolidation)
- Account Comments
- Alerts
- In-House Collection Process
- Skip Tracing
- Temporary Repayment Agreements/Renegotiation
- Collection Costs, Late Charges and Penalty Charges
- Reports: (Report Functionality/Ability to write and create reports in the software.)
- Cohort
- External Collection
- Letters and Printing: Mass Email and Letter Generation
- Demographic Updates (name, Address, Phone, E-Mail) and Borrower Reference
- Credit Bureau Reporting
- 90-Day Phone Calls
- Primary Care/ HP/Nursing Loans/Institutional/Short Term/Emergency/Account Receivables/Tuition
- Web-Based E-Capabilities
- Internet Access
- User Security
- System Set-Up Fund Options
- Month End
- Paid In Full Loans
- NSLDS (national Student Loan Data System)
- Data Base access/Backup
- Timely Updates to the Database
- System Availability
- System Requirements
- Bill US
- IRS (Internal Revenue Service) Tax Reporting
- Other Departmental Interfaces such as ISIS/PeopleSoft/Oracle and Banner
- Access to 3rd parties (parents, mortgage lender requests)
- Bankruptcy
- Financial Literacy
- User Groups
- Promotion of the schools logo/image consistent with servicer as subservient and invisible
- Non-traditional school terms (tri-terms or rolling horizons)
- Fund Balances

3.4.4 Cost Proposal Forms (Section 9.0 Items 9.1 through 9.3 of the proposal): 250

- Cost Proposal Form for Full Service
- Cost Proposal Form for Modified Service
- Cost Proposal Form

3.5 Oral Presentation

The highest scoring proposers may be required to make oral presentations or demonstrations to clarify their proposals. In conducting these discussions, there shall be no disclosure of any information obtained from any competing proposer. These presentations or demonstration may be scheduled and held after receipt and evaluation of the proposals to provide an opportunity for the proposer to supplement and/or clarify the proposal for the evaluation team. Should a proposer refuse to honor the request for oral presentation or demonstration or fail to complete an oral presentation or demonstration within fourteen (14) days from the University's request for an oral presentation or demonstration, it may result in disqualification. Since oral presentations or demonstrations may not be requested, each proposer should make this written proposal concise and complete.

3.6 Site Visitations and right to Inspect

The University reserves the right to inspect the proposer's facilities and operations of other accounts under the proposer's management prior to the award of this proposal.

3.7 Awards and Final Offer

The award will be granted for the option which is in the best interest of the University as determined by the University in one of two ways. The award may be granted to the highest scoring responsive and responsible proposer. Alternatively, the highest scoring proposer or proposers may be requested to submit final and best offers. If final and best offers are requested, they will be evaluated against the stated criteria, scored and ranked. The award will then be granted to the highest scoring proposer.

3.8 Notification of Intent to Award

All contractors who respond to this RFP will be notified in writing of the States's intent to award the contract as a result of this RFP.

After notification of the intent to award is made, under the supervision of the University of Wisconsin System Administration (UWSA) Office of Procurement staff, copies of proposals will be available for public inspection from 8a.m. to 4:30p.m., Mondays through Fridays at 780 Regent Street, Madison, WI 53715 by appointment. Contractors should schedule reviews with Paul D. Schlough, Procurement Specialist Senior at (608) 265-0557 or pschlough@uwsa.edu.

3.9 Appeals Process

Notices of intent to protest and protests must be made in writing to the head procuring agency. Protestors should make their protests as specific as possible and should identify statutes and Wisconsin Administrative Code provisions that are alleged to have been violated.

Any written notice of intent to protest the intent to award a contract must be filed with:

Rich Lampe

Director, System Office of Procurement

University of Wisconsin System Administration

780 Regent Street
Madison, WI 53715

and received in his office no later than five (5) working days after the notices of intent to award are issued.

Any written protest must be received within five (5) working days after the notice of intent to award is issued.

The decision of the head of the procuring agency may be appealed to the Secretary of the Department of Administration within five (5) working days of issuance, with a copy of such appeal filed with the procuring agency. The appeal must allege a violation of Wisconsin statute or a section of the Wisconsin Administrative Code.

3.10 Executed Contract to Constitute Entire Agreement

In the event of contract award, the contents of this RFP, RFP Addenda, Revisions, the proposal of the successful proposer and additional terms agreed to in writing by the System Procurement office and the Contractor shall become part of the contract. Failure of the successful proposer to accept these as a contractual agreement may result in a cancellation of award.

The following priority for the contract documents will be used if there are conflicts or disputes:

- Written Contract Terms agreed during negotiations
- Vendor's Proposal Dated November 6, 2014 (Due Date)
- University Request for Proposal August 28, 2014 (Issue Date)
- All issued Addendum
- Standard Terms and Conditions

4 Required Proposer Information

The following information is required to determine if the proposer has the financial, managerial and operational capabilities as well as resources to operate the account. Only those proposers determined to be responsible by the University in the above categories shall be considered for award.

Proposers shall provide a written response to all required Proposer's Information. Each response shall be numbered to coincide with the numbering below and presented in the sequence listed. The Proposer's Information should provide a straightforward, concise description of that which is required. Emphasis should be on completeness and clarity of content.

Omission, inaccuracy or misstatement may be sufficient cause for rejection of the proposal

4.1 Names of all Owners

Proposer must provide name and address of operating company and the names of all owners of the company or principals of the corporation. Provide a detailed history of ownership.

4.2 Experience

Proposer must provide the duration and extent of experience in the operation of Student Loan Billing Services. Explain in detail.

4.3 Similar Operations/References

Proposer must provide a list of operations of similar complexity (size and sales volume) where Student Loan Billing Services are currently provided by the proposer. Give length of time at each account, name, address and phone number of contact person of each operation. The list shall include a minimum of five similar operations. Also include a listing of clients with phone numbers who have discontinued services within the past two years and the reason for each. Finally, include a listing of clients with phone numbers who have converted to your services within the past two years, and who the proposer replaced.

4.4 Operating Statements

Proposer must provide a complete operating statement or annual report or audit as of your last fiscal year of operations. A Branch/Division operating statement or annual report for the area to which the University is assigned. Certification of this report by a Certified Public Accountant or audit is required. Include a copy of your most recent external audit summary.

4.5 References

Proposer must provide a list of related Student billing Service industry and bank references with which the Proposer's company is currently transacting business. If the Proposer's company will require monetary assistance to operate this account, state amount required and anticipated source.

4.6 Internal Accounting Program

Proposer must provide a description of their company's internal accounting program for:

- Method of recording, checking and reporting accounts
- Internal control of cash handling
- Internal audit system
- Distribution formulas/basis for allocable account/unit expenses

4.7 Proposed Accounting Forms and Operating Statement

Proposer must provide regular accounting forms and reports with a detailed explanation of each and their importance, including a proposed set of monthly operating statements intended to satisfy the requirements of the resulting contracts.

4.8 Proposed managers and Supervisors

Describe the experience of your company's managers and supervisors who will be involved in the management of the Universities account(s). Also indicate the experience and background of the individual(s) from your company who will provide technical assistance to the University.

4.9 Third Party Service Provider

The Contractor shall be responsible for compliance with the regulations governing third-party services and additional accountability requirements as stated in 34 CFR PART 668 (Notably Section 668.23 & 668.25). Please attach a copy of, an auditor's statement of compliance, provide a web address or otherwise advise us how to see a copy of your most recent compliance audit report.

4.10 Gramm-Leach-Bliley et al

Contractor is responsible for compliance with Financial Safeguards rule as described in the Gramm-Leach-Bliley Act, FERPA, et al for any and all prudent oversight bodies and subsequent regulations and guidelines. Please attach, provide a web address or otherwise advise how to view your company's written information security plan as required in 16 CFR Part 314

5 Required Contract Information

5.1 Business Requirements For PS-14-2254 Student Loan Billing Services

The following Business Requirements are required For PS-14-2254 Student Loan Billing Services. (Proposers must satisfy and address these Business Requirements in their proposal. Note: All Proposals that **do not satisfy** the Business Requirements specified in Section 5.1 of this RFP will be disqualified.):

5.1.1 Provide The Ability for True "On-Line" Connections

Provide the ability for true "on-line" connections. This shall include access to an on-line database and program backup, on each Institution's site to allow 24/7 access in the event of internet connection problems.

5.1.2 Provision of Forms

All forms shall be designed and provided by the contractor and approved by the school(s) or the preferred forms from the school can be accepted by the servicer.

5.1.3 Data Processing

All data shall be processed by the contractor by the end of the following business day.

5.1.4 Contractor Report Generation

The Contractor will generate reports as required by regulation and shall be provided in a timely manner in a format desired by the institution.

5.1.5 Internal Control and Audit Requirements

The contractor shall provide adequate internal control and audit requirements using generally accepted accounting principles and practices so that the Institution can verify contractor's receipt of data including a report of transmitted information and date processed.

5.1.6 Contractor Schedule Requirements

Contractor shall provide a schedule identifying cutoff dates for receipt of input, dates reports are sent, dates of billing notices and all other scheduled contacts that are sent to borrowers.

5.1.7 Loan File Output on Termination

Upon termination of contract, the contractor will provide electronic output of loan files, in a mutually agreed upon format.

5.1.8 Contractor Assessable to Institutions

The contractor shall be assessable to the institutions during the hours of 7 a.m. to 7 p.m. Monday through Friday (CST/CDST) each week with the exception of holidays.

5.1.9 On-Line Access Software and Data Connection Requirements

The contractor shall provide the necessary software and data connections for on-line access by the Institution's personal computers. Contractor to provide connection interfaces to University supported computer operations (Student billing, Receivables, Student Registration and record systems).

5.1.10 Compliance to Federal and State Legislation

The contractor shall remain in full compliance with all pertinent federal and state legislation and related regulations and policies for federal and state loan programs including confidentiality. This includes, but is not necessarily limited to Federal Perkins Loans, Health Professions Student Loan (HPSL) Programs, Primary Care Loan (PCL) program, Nursing Student Loan (NSL) program, Fair Credit Reporting act (FCRA), Graham-Leach-Bliley Act (GLB Act), and The Family Educational Rights and Privacy Act (FERPA), Dodd-Frank, Consumer Financial Protection Bureau (CFPB), Federal Trade Commission (FTC).

5.1.11 Third Party Service Audit

Contractor shall notify the University annually as to the completion and findings of a third party service audit. The University reserves the right to request a copy of that audit at any time.

5.1.12 Borrower Database Use Requirement

In spirit and practice the servicer shall not use the loan borrower database to advertise or solicit, either directly or indirectly, for any services, products, or similar in any manner unless approved by the institution. For example the website shall not be used to advertise or post for other campus products nor shall the database be used to solicit via mail or phone for other financial products a servicer may offer.

5.1.13 PCI Compliant for Acceptance of Credit Cards

The Contractor must maintain PCI Compliance for Acceptance of Credit Cards along with any other pertinent measures or standards to ensure compliance, security and stability.

5.1.14 Bankruptcy Discharge Monitoring

The Contractor must have a process in place for Bankruptcy Discharge Monitoring. The University must have the ability to utilize this capability or not utilize it.

5.2 Contract

The Contractor shall furnish all commodities, supplies and equipment herein specified and all management and labor necessary for the efficient and economically sound operation of the specified services included in this proposal, subsequent contract, extensions and amendments. Any profit or loss from Student Loan Billing services resulting from this proposal after direct costs, Contractor's management and administrative fees shall remain with the Contractor.

5.2.1 Contractor Performance

Recognizing that the successful performance of this contract is dependent on favorable response from the users, the Contractor shall meet regularly with the S.C.A and authorized C.C.A (and / or other staff designated by the C.C.A.). Periodic reviews, conducted jointly by the C.C.A. and the Contractor shall be made to ensure that the staffing pattern, servicing structure and other phases of the operation are conducted in the most efficient manner. The purpose of the review is to ensure that the University is provided with quality, convenient Student Loan billing services at the most reasonable prices possible. Contractor shall cooperate at all times to maintain maximum efficiency and good public relations with students and staff.

5.2.2 Additions to the Contract

It is specifically understood and agreed that such items relative to student Loan billing services which are not herein covered may be added to this RFP and resulting contract by the University without voiding in any manner the provisions of the existing contract. Such additional items shall be furnished to the University by the Contractor, with such additional consideration as is necessary to make it legally enforceable.

5.2.3 Adjustments to the Contract

After the initial contract year the parties upon mutual agreement may adjust the specific terms of this contract where circumstances beyond the control of either party require adjustments. All adjustments shall be proposed in writing by the C.C.A. to the S.C.A. who will forward these to the System Procurement Office, hereafter referred to in this contract as the System Procurement Office, for approval prior to becoming effective. All required contract amendments(s) shall be issued by the system Procurement Office.

5.2.4 Contract Cancellation

5.2.4.1 *University May Cancel*

The University may cancel this contract for breach, for failure to comply with the terms and conditions of the contract or cancelation/defunding of any lending program(s).

5.2.4.2 Written Notice

The University shall provide ten (10) calendar days written notice of contract breach and unless within ten (10) calendar days such neglect has ceased and arrangements made to correct, the University may cancel the contract by giving sixty (60) days notice in writing by registered or certified mail of its intention to cancel this contract.

5.2.4.3 Contractor May Cancel

Should the University breach any terms or provisions of this contract, the Contractor shall serve written notice on the University setting forth the alleged breach and demanding compliance with the contract. Unless within ten (10) calendar days after receiving such notice, the allegation shall be contested or such breach shall cease and arrangements be made for corrections, the Contractor may cancel the contract by giving sixty (60) days notice, in writing, by registered or certified mail of its intention to cancel this contract.

5.2.4.4 Either Party may Terminate

The contract may be terminated by either party on the anniversary of the effective date in any subsequent year of the contract, if either party provides the other party with written notice one hundred and eighty (180) days prior to such anniversary date.

5.2.5 Excused Performance

If, because of riots, war, public emergency or calamity, fire flood, earthquake, act of God, government restriction, labor disturbance or strike, affect business or operations at the University are interrupted or stopped, performance of this contract, with the exception of monies already due and owing, shall be suspended and excused to the extent commensurate with such interfering occurrence. The expiration date of this contract may be extended for a period of time equal to the time that such default in performance is excused.

5.2.6 Subcontract Approval

The University system Administration requires prior approval of all subcontracts the Contractor intends to enter into on behalf of the University.

Each contract/agreement shall include specifications, which accurately state the responsibilities of the subcontractor services to be provided, prices and operational and financial terms, including discounts. Each agreement/contract shall contain a hold harmless provision holding the University harmless and sufficient liability insurance coverage to satisfy the requirements of University System Risk Management.

The S.C.A. and C.C.A. shall be provided final copy of all resulting contracts/agreement and subsequent amendments by the Contractor for the files of the University and the System Procurement Office.

5.3 Financial

5.3.1 Performance Bond or Irrevocable Letter of Credit

The successful proposer shall be required to furnish a performance bond in the amount of \$200,000. Such bond must be furnished upon notification by the System Procurement Office, and prior to contract award.

In lieu of the performance bond, the contractor may provide an irrevocable letter of credit naming the University as beneficiary. The irrevocable letter of credit shall be in the amount specified for the performance bond and the format content required by the University. The performance bond or irrevocable letter of credit shall be furnished by a company licensed to do business in the State of Wisconsin.

The performance bond or irrevocable letter of credit shall be for the entire contract period. The performance bond or letter of credit shall provide that in the event of non-renewal, The System Procurement Office, and the Contractor be notified in writing by the issuer a minimum of sixty (60) days prior to the anniversary of the effective date of the contract.

In the event of non-renewal, the contractor shall provide the University evidence of the new source of surety within twenty-one (21) calendar days after the University's receipt of the non-renewal notice. Failure to maintain the required surety in force may be cause for contract termination.

Failure to provide the bond or irrevocable letter of credit within twenty-one (21) calendar days of notification of award may result in cancellation of contract award.

5.3.2 Insurance

The Contractor shall bear the full and complete responsibility for all risk of damage or loss of equipment, products or money resulting from any cause whatsoever and shall not penalize the University for any losses incurred related to this contract.

5.3.2.1 Coverage and Minimum Limits

Coverage Minimum Limits

Worker's Compensation (WC) Statutory Employer's Liability	\$100,000/500,000/100,000
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Coverage (B)

Commercial general Liability (CGL) General Aggregate incl. prdt/co	\$2,000,000
Each Occurrence	\$1,000,000
Automobile Liability (including hired and non-owned) Combined Single Limit	\$1,000,000

5.3.2.2 Additional Insured Provision

The contractor shall add the Board of Regents of the University of Wisconsin System and their officers, agents and employees as an additional insured under the commercial general liability and Automobile liability policies.

5.3.2.3 Remodeling or Renovation Provision

The above insurances are required to be in effect during the course of any remodeling, renovation or construction done by or at the direction of the contractor.

5.3.2.4 Certificate of Insurance

Upon notification of award and prior to issuance of a contract, the contractor shall provide the University a certificate of insurance with the required coverage and limits of insurance issued by an insurance company that has an AM best rating of A-licensed to do business in the State of Wisconsin and signed by an authorized agent.

5.3.2.5 Commercial General Liability

Commercial General Liability includes, but is not limited to consumption or use of products, existence of equipment or machines on location and contractual obligations to customers. The Contractor shall bear the full and complete responsibility for all risk of loss of premises, including that of sub-Contractors and shall not penalize the University for any losses incurred related to this contract.

5.3.2.6 Covenant Requiring Notice

These policies shall contain a covenant requiring sixty (60) days written notice by the insurer to System Procurement Office, 780 Regent Street, Madison, WI 53715, before cancellation, reduction or other modifications of coverage. The insurance certificate shall be for the initial contract period of one (1) year and shall be extended by the Contractor for each subsequent renewal period of the contract. The contractor shall advise each insuring agency to automatically renew all policies and coverage in force at the start of and resulting from this contract until specified coverage requirements are revised.

5.3.2.7 Evidence of New Insurance

In the event of non-renewal, cancellation or expiration of insurance, the contractor shall provide the University evidence of the new source(s) of required insurance within twenty-one (21) calendar days after the University's receipt of the sixty (60)-day notice. In the event the Contractor fails to maintain and keep in force the insurance herein required, the University shall have the right to cancel and terminate the contract without notice.

5.3.2.8 Contractor Agrees to Indemnify

The Contractor agrees to indemnify, defend and hold harmless the board of Regents of the University of Wisconsin system, its officers, employees and agents from and against any and all claims, losses, liability, costs or expenses (hereinafter collectively referred to as "claims") occurring in connection with or in any way incidental to or arising out of the occupancy, use, service, operations or performance of work in connection with this contract, but only to the extent that such claims are caused by the negligence, misconduct or other fault of the Contractor, its agents, employees, Subcontractors or Contractors.

5.4 Remit Payments to Bank and Lockbox

Bank and Lockbox: The Contractor shall instruct the borrower to remit payment to a lock-box maintained for the institution or deposit those funds received directly from the borrower immediately in an institutional trust account.

5.5 Report, Audits, Payments and Billings

5.5.1 Reports

The Contractor shall provide the University of Wisconsin System Contract Administrator (U.W.S.A.C.A.), Campus Contract Administrator (C.C.A.), and any other designated university employee with a complete set of reports. The requested reports may vary from University to University based upon their individual needs.

The Contractor shall provide the Campus Contract Administrator (C.C.A.) with a glossary description of all available reports as part of the proposal submittal. Revisions to the reports shall be provided the Campus Contract Administrator (C.C.A.) on a current basis.

5.5.2 Reporting Period

The University's fiscal reporting period is July 1 through June 30 and it is desired that the Contractor's year-to-date reports correspond with this period. A month shall be a calendar month. A week shall run from Monday through Sunday, unless otherwise mutually agreed upon by the University and the Contractor. Contractors with service at more than one University of Wisconsin campus shall provide period statements, which are uniform for each type of service at each University as nearly possible as the terms of each contract specification permit.

5.5.3 Receipt Verification

The Contractor shall certify that the monies from deposits and loan system credits are in agreement with verifying electronic access system reports. If the system reports do not agree with the deposits, the Contractor shall provide the Campus Contract Administrator (C.C.A.) with a written report explaining reported deviations on request and as part of the weekly and month end operating reports. The Contractor's cash over and under reports shall not be acceptable deviations. The Contractor shall exercise maximum control over all transactions and recommend conditions and equipment, which may be needed to maintain this control.

5.5.4 Payments and Invoices

The University shall be prompt in processing the Contractor's invoices in an effort to ensure payments are made in a timely manner within thirty (30) days of receipt provided the invoices are submitted in accordance with instructions provided by the University and that required services have been provided to the University.

5.5.5 Report Analysis

On request of the Campus Contract Administrator (C.C.A.), the Contractor shall meet with the Campus Contract Administrator (C.C.A.) and review each operating report, explain deviations, discuss problems and mutually agree on courses of actions to improve the results of the required services included in this contract. Operating report adjustments required as a result of review and/or audit shall be identified and reflected on the next period statement.

5.5.6 Statement Confidentiality

The Contract's revenue statements and their contents shall be retained, used and treated in strict confidence by the University. The contractor's expense statements, in total, shall not be provided third parties without the express prior written approval of the contractor in accordance with public records laws.

5.6 Record Retention

The Contractor shall keep in a safe place all financial records and statements pertaining to the operations of the University for a period of five years from the close of each year's operation. All records pertaining to the operations of the services shall be open for inspection and/or audit by the Federal or state Government, and/or University of Wisconsin system. All borrower records are the property of the University. A full or partial copy of those records shall be made available to the University upon request.

5.7 Contractor Internal Audit

The Campus Contract Administrator (C.C.A.) shall be informed by the contractor of the schedule of the Contractor's audit of the records and operations at the University. The University shall have the option to participate in the Contractor's audits and shall receive full report of these audits.

5.8 University Internal Audit

The University's representative or selected auditors may annually or more often if deemed necessary, examine all financial and operational phases of the Contractor's services for this account.

5.9 Service Levels

As part of the Request for Proposal (RFP) the contractor shall provide cost proposals for various billing frequencies (monthly, quarterly, semiannual, annual) and levels of service (basic bare bones, to modified ala-cart per service, to full service).

5.9.1 Service Level Changes

Each Institution reserves the option to change service levels.

5.9.2 Billing Frequency Changes

Each Institution reserves the option to change billing frequency to comply with regulations, law, or to comply with borrowers requests.

Each institution reserves the option to reduce billing frequency after two collection efforts, or twenty-four (24) consecutive months of being past due.

5.10 Perpetual Billing

Billing shall continue at the scheduled frequencies (monthly, quarterly, semiannual, annual) until the loan is paid in full unless a stop is placed by the institution, or a court or bankruptcy action. Billing should be suspended during any period a loan is actively with a collection agency.

5.11 Archiving or Purging

Archiving or Purging of paid in full accounts will only be done with mutual agreement between the contractor and the University.

5.12 Institutional Loans and Other Non-Federal Loan Programs

The Contractor shall send grace notice contacts to Institutional Loan borrowers at no additional charge. Loans with terms similar to the Federal Perkins Loan program should receive the same series of notices. Institutional Loans with a twelve (12)-month or greater grace periods should receive at least one annual contact during the grace period or normal and customary and appropriate based upon State and/or Federal regulations and laws and statute of limitations.

6 Special Terms and Conditions

6.1 Personnel

The Contractor will not engage the services of any person or persons now employed by the State, including any department, commission or board thereof, to provide services relating to this agreement without the written consent of the employer of such person or persons and of the agency.

6.1.1 Personnel Staffing

An adequate staff of employees shall be on duty for the efficient and prompt service as well as to guarantee the efficient and accurate handling of financial records.

6.1.2 Corporate Management Support Staff

The Contractor shall identify headquarters management staff by name, who shall routinely review and inspect operations, fill staff vacancies, consult with the C.C.A. on current and future Student Loan billing Service programs, and act with full authority on the Contractor's behalf in any and all matters pertaining to the specifications of this contract. The contractor shall have on staff, a government relations specialist to assist the University with regulatory questions

6.1.3 Personnel Relations

Personnel relations of employees on the Contractor's payroll shall be the Contractor's responsibility. The contractor shall comply with all applicable government regulations related to the employment, compensation and payment of personnel

6.1.4 Management Assignment

The Contract's management team for the Campus account shall be subject to approval of the University of Wisconsin System Administration Contract Administrator (U.W.S.A.C.A.) and Campus Contract Administrator (C.C.A.'s.)

6.1.5 Staff Listing

The Contractor shall supply the Campus Contract Administrator (C.C.A.) with a complete list of employees, supervisors and management by assigned work area for their specified campus at the start of the contract and when requested by the Campus Contract Administrator (C.C.A.)

6.1.6 Management Supervision

A full time supervisor shall be available during standard business hours (8:00 a.m.-4:00 p.m. Monday through Friday CST).

6.1.7 Report of Child Abuse or Neglect

If, in the course of providing services to University of Wisconsin System Institutions, contractor (or its agent or employee) observes an incident or threat of child abuse or neglect, or learns of an incident or threat of child abuse or neglect, and the contractor (or its agent or employee) has reasonable cause to believe that child abuse or neglect has occurred or will occur, contractor must make a report of that abuse or neglect to law enforcement or to a county social service agency as provided in University of Wisconsin System Institution's Child Abuse and Neglect Policy. If the suspected child abuse or neglect involves University of Wisconsin System Institution, the contractor shall also report that abuse to the University of Wisconsin System Institution Office of Equity and Diversity.

6.1.8 Criminal Background Check

The University requires the contractor to warrant they are supplying employees that have passed background checks. This includes management, full and part-time staff. The contractor also agrees to defend, indemnify and hold harmless the Board of Regents of the University of Wisconsin System, its officers, employees and agents for any claims, suits or proceedings alleging a breach of this warranty.

Vendors or contractors whose employees, affiliates, or volunteers will have routine or unsupervised access to vulnerable populations (i.e., minors or medical patients) in the course of the contract represent that these employees, affiliates, or volunteers have satisfied a criminal background check conducted by a criminal background check vendor selected by the contractor that includes a check of the vendor's proprietary national criminal background check database.

6.2 Conversion

6.2.1 Contractor Supply Requirements for Conversion

Contractor shall supply staff, technical assistance and supplies needed to accomplish conversion. Contractor shall provide qualified personnel to convert the accounts and reconcile the converted accounts to each Institutions' records. A reconciliation report shall be provided each institution upon completion. The conversion shall also include an audit of all accounts. No new transactions shall be applied until the contractor and University agrees that the conversion reconciliation is complete and correct. All conversion costs incurred shall be borne by the contractor.

6.2.2 Borrow Notification of Contractor's Role

The Contractor shall be responsible for notifying each borrower of the contractor's role in all aspects of the business process including but not limited to web sites for payments, exits, forms, general information and billing. The billing notice shall, at a minimum, include statement of amount due, repayment information and repayment procedures including a statement to clarify the contractor's position as opposed to a collection agency for delinquent accounts.

6.2.3 Conversion Completion Requirements

The conversion shall be completed within thirty (30) days of contract award. Contractor shall agree to identify and make a good faith effort to contact all borrowers who are currently paying through ACH or other form of electronic payment. The contractor shall then assist these borrowers in transition to the same service with the new contractor.

6.2.4 Conversion of Full Accounts

Contractor shall convert paid in full accounts unless specifically asked not to by the University.

6.3 Training

The Contractor shall provide a thorough orientation and on-going training for the Universities employees at the Contractor's expense. Training should include, but not be limited to areas of system overview, day to day functionality and processing, emergency procedures and system operation. A MS PowerPoint Training manual of the contractor's software solution should be provided to help facilitate on-going and new employee training sessions. A copy of the proposed annual training schedule and program should be provided to the S.C.A. and each C.C.A. and at the start of the contract and on the contract anniversary date each year for updating regulations or product enhancements.

6.4 Customer Service

6.4.1 Contractor Employee Conduct

The Contractor's employees' conduct shall be professional and represent the University in a positive way during all deliberations and dealings with borrowers contacted.

6.4.2 Twenty-Four Hour Response Time

The contractor shall respond to telephone calls and correspondence from the University and borrowers within 24 hours. All telephone conversations and correspondence exchanges with the borrower shall be documented in the borrower's onscreen records. The contractor will notify the University when problem tickets have been resolved and give a description/summary of what was done to resolve the issue. If a ticket can't be resolved within 48 hours of submission the University must be notified immediately and given the reason and expected resolution date.

6.4.3 Service Call Support

The contract shall provide service call support for the University employees at no additional cost to the University.

6.4.4 Annual Customer Service Survey Results

Provide to the University the results of an annual independent customer service survey regarding timely responsiveness, courteous and helpful customer assistance, on-line access, overall satisfaction, etc.

6.5 Technical Support

The System should allow the following:

6.5.1 Data Base Updates

Timely updates of the data base (preferably on a daily basis) and regular upgrades to the system to improve Service levels, lower costs, and increase efficiency and user interface.

6.5.2 Internet and Traditional Access

Internet and traditional access for school, borrowers and appropriate third-parties of the following:

- Bill Presentation and e-payment
- ACH Payments
- Accept Credit Card payments from all major providers
- To check individual borrower records
- Borrowers to conduct entrance and exit interviews
- School to Check Summary Reports
- Borrowers obtain program entitlement forms and instructions (deferments, cancellations).
- Access Borrower information using the University ID (perhaps more than or less than 9 characters/numbers), name or SSN.
- Borrowers to e-sign Perkins promissory notes, entrance interviews and exit interviews.
- Accept international payments or have a process to allow for international payment receipt.
- Prominently promote the name/image of the school both online and on paper forms in a manner consistent with the servicer as subservient and invisible vendor.
- Allow for yearly mini-exiting to notify borrowers of their current debt load and expected payments for all borrowers no matter their status.

6.5.3 Ability to Direct Input/Update On-Line

Ability for school to direct input the following updates on-line as necessary:

- New loan/loan advances
- Separation date changes
- Name/address changes
- University ID number and social security number changes
- Repayment schedule requests
- General file maintenance
- Special messages
- Judgment dates
- Payment posting
- Renegotiated payment arrangements, deferments, forbearances
- NSLDS updates
- Ancillary ED
- Cancellations, assignments, etc
- Loan program requirements and terms
- Collection agency requirements and terms

6.6 Data Security

The Contractor is responsible for control of all information obtained from the University and the security of that information when used by its representatives. The contractor shall furnish instructions and initially train

Contractor's operational personnel in approved procedures for security of data and access to the system. The Contractor shall be responsible for immediately reporting to the University and the Campus Contract Administrator (C.C.A.) all the facts relating to losses incurred as a result of break-ins to areas of the University.

The Campus Contract Administrator (C.C.A.) and Contractor shall mutually determine the additional security measures required to control unauthorized access to all Student Loan Billing service records. The University of Wisconsin System Administration Contract Administrator (U.W.S.A.C.A.) and Campus Contract Administrator (C.C.A.) and Contractor shall mutually determine their responsibility for the cost to provide initial and future additional security.

The Contractor must be PCI Compliant for accepting credit cards.

6.7 Financial

6.7.1 Price Adjustment

All pricing costs and conditions outlined in the proposal shall remain fixed and valid for the term of the contract unless otherwise agreed to by the University, except in the event of increase in the pre-sort first class postal rate, contractors may increase the per account fees in order to recover the increase in postage costs. These fee increases shall be provided to the University in writing for amendment to the contract prior to implementation. If the school refuses the increase, the original services shall not be affected.

6.7.2 Service Improvement Price Reductions

As borrower to lender/e-commerce technology increases it is expected that the cost of servicing loans will decrease over the term of the contract. Annually, at least ninety (90) days prior to the contract anniversary date, the contractor may submit to the University (S.C.A. and C.C.A.) new cost savings initiatives and new pricing model to be mutually agreed upon prior to the start of the next contractual year.

6.7.3 Membership is Required and Available

Membership is required and available in the following (and not limited to) COHEAO, Minnesota Collection network, NASFAA, WASFAA, WISBOPA and any other relevant organization that support Perkins lending and financial aid. Show proof of membership and/or agree to join.

7 System Capabilities

Answer based on your current system only. If future enhancements are described, please make sure to identify those items as such.

Answer the questions from the University perspective.

(In other words, when asked if a system is able to complete a task, could employees at the University perform the task?)

Make it clear whenever additional fees are required.

Please answer each question and attach EXHIBITS as requested.

(Additional attachments are welcome as a vendor deems appropriate and should be clearly identified an additional item.)

If a particular EXHIBIT item is not provided, please document that fact clearly in the response.

7.1 Billing

7.1.1 Sample Bills, Notices and Communications

Attach Samples of all Bills and Notices and Communications with the borrower online and in paper.

7.1.2 Bill Records

A record must be kept of every grace notice, bill and past due notice generated by the system. The record must be saved for the life of the loan record. Describe how this requirement will be met.

7.1.3 Online Billing History and Archive

Describe your company's ability to maintain a billing history online and billing archival system. Are billing copies stored on-line? Are both most recent and older billings saved on line? May the University have access to view these bills? (Provide a sample screen view)

7.1.4 Combining to a Single Statement

Describe your ability to combine different loans and debts into a single statement. Such as accounts receivables, tuition, emergency loans, Perkins and Nursing.

7.1.5 Timing of Sent Billing and Past Due Notices

Explain the timing of when billing notices and past due statements are sent. Are billing notices and past due notices combined into one document in order to minimize borrower confusion? If the calculating of the next month's bill is not done on the same day monthly or on the 15th, please explain.

7.1.6 Bill Generation By Request

Does the University have the ability to generate a bill on request? If so, would the billing be a duplicate of the last billing or reflect the present status of the account?

7.2 Adding Loans and Advances

7.2.1 Tracking Entrance Interviews

Describe options for conducting and tracking Entrance Interviews.

7.2.2 New Loan and Existing Loan Additions to System

Describe how “new loans” and “additions to existing loans” are added to the system. Include both batch and individual processing procedures. How soon may the loan be viewed in the system once it is added?

7.2.3 Loan Reversal

Describe the process for reversing a loan, including method and timing of entering the reversal, purging zero balance loans from the system and reporting to NSLDS (National Student Loan Data System).

7.2.4 Addition and Reversal Edit Checks

Explain the edit checks that are performed in both adding and reversing advance information.

7.2.5 Financial Literacy Module Support

Can your organization/solution support a financial literacy module for either entrance or exit counseling?

7.3 Leaving School

7.3.1 Separation Dates

Separation Dates. Explain automated options for updating separation data.

7.3.2 Exit Interviews

7.3.2.1 Exit Interview Options

Explain options for the Exit Interview process including method of conducting both in person and/or electronic interviews.

7.3.2.2 Exit Interview Processes

Describe the process of sending notification to students, printing repayment documents, preparing exit interview information packets tracking completion of documents and any tracking process that is available.

7.3.2.3 Record Hold Release Processes

Explain the process to notify the student records area to place and/or release Exit Interview holds on University records.

7.3.3 Clearinghouse

Clearinghouse. Explain how the National Student Clearinghouse is used to separate accounts.

7.4 Borrower Account Viewing

7.4.1 Primary Borrower Service Screen(s)

Describe your primary borrower service screen(s) (Attach a copy of your primary borrower information screens). These screens will be the ones the University would utilize to answer basic questions when contacted by borrowers. (Maximum of 3 screens please).

7.4.2 Account Viewing Highlights

Borrower Account Viewing Highlights:

- Account Status
- Amount Due
- Account Past Due
- Identify Account Collection Agency Placement.
- What are the features of Cohort Accounts?
- Does student have other loans (Can this include loans with other universities that use the system)?

7.5 System Search and Navigate

7.5.1 Searchable Numbers

Can you maintain both a searchable university number and searchable social security number for the same borrower?

7.5.2 Loan Record Locator Field

What field can be used to search the system from your primary screen (from 9.4) to locate a loan record? (e.g., name SSN, University ID, address, former name, phone number, etc.) Explain ability to expand the Loan Record Locator Field length to accommodate a University ten (10) digit Identification Number. Minimum field length requirement: ten (10).

7.5.3 System Navigation Overview

Give an overview of the system navigation between accounts and types of functions. (Is it point and click, function key-driven, or menu-driven).

7.5.4 Recall Accounts

Discuss any capability to recall accounts that were worked on during the day.

7.5.5 Multi-Tasking Process

Discuss the process of multi-tasking. For example: If you are processing payments and need to assist a borrower at the same time, how do you interrupt a process to temporarily move to a different process, e.g., different screen or another borrower?

7.6 Borrower Account Viewing

7.6.1 Debt Summary Screen

Does your system/solution have a summary screen that shows all debts, together on the same screen with summary totals?

7.6.2 Multiple Loan Display

Describe how borrowers with multiple loans are displayed. How do you: move between loans, view similar data on each loan and view combined payment histories?

7.7 Borrower Account Viewing – Historical Data

7.7.1 Historical Data

What historical data is stored and how is it viewed?

7.7.2 Transactional Time Stamp

How specific is your transactional time stamp (does it include both date and time)?

7.7.3 Sort Order

Do you offer the ability to change the sort order (Transaction date or type)?

7.7.4 View Only

Do you offer the option to view only specific transaction types?

7.7.5 Multiple Loan Histories

Can you view the histories for multiple loans together and/or apart (payments, bills, past due notices, benefits)?

7.8 Payments

7.8.1 Lockbox and Cash Handling

Describe your lockbox and cash handling procedures.

7.8.2 Entering Payment Process

Describe edit checks and error messages performed on payments prior to processing. Include the following:

- Describe edit checks and error messages performed on payments prior to processing.
- Describe how your system distinguishes between payment and an advance reversal automatically.
- Describe how a payment is applied to an account that has more than one loan due.

7.8.3 End of Day Cashier Balancing Reports

What tool is used to process end-of-day cashier balancing reports?

7.8.4 Reverse Payment

What steps are taken to reverse a payment that was applied at the University (NSF, for example)? (Please include a copy of the user manual pages that describe that function. Explain how NSF fees are assessed to a borrower.)

7.8.5 Payment Removal

Explain the process for the servicer to remove payments that were originally applied by the servicer (lockbox, for example). How is the account reset? (Effect of payment reversed). Who is responsible for the account reset? How and when is the University notified of the payment reversal?

7.8.6 Refunding of Credit Balance

How is refunding of credit balances accomplished?

7.8.7 Borrower Account Payment Display

Illustrate how a payment is displayed on the borrower's account. Show how a single payment for a borrower with multiple accounts is displayed. Provide a screen print that shows a payment that was split between three or more loans.

7.8.8 Perkins Loan Past Due versus Institutional Past Due

Consider a borrower with two past due Perkins Loans and a past due institutional loan. All future payments must be applied to the Perkins Loans until they are paid in full, and only then should payments go to the institutional loan. How does this work in your system/solution? (Please provide screen shots.)

7.9 Processing of Deferments and Cancellations and Forbearances

7.9.1 Processing Entitlement when the Loan is not Entitled

The system must not allow the processing of entitlements to which the loan is not entitled. Describe how this is accomplished.

7.9.2 Processing Entitlement when the Loan has received the Maximum

The system must not allow the processing of entitlements on which the loan has already received the maximum. Describe how this is accomplished.

7.9.3 Entering Deferments and Cancellations and Forbearances

Describe the process of entering deferments/forbearances/cancellations. (Attach a copy of the primary screens used to enter deferments and cancellations.)

- Describe edit checks and error messages performed on deferments.
- For borrowers with more than one loan, are deferments processed on one loan at a time or can all eligible loans be processed on a single screen?

7.9.4 Continuous Enrollment versus Student Deferments

Does your system distinguish between continuous enrollment and student deferments?

- Example: A borrower leaves the granting University and later returns to another University before initial grace period is lost. Explain if this borrower is tracked or treated differently than one who returned to school after the initial grace period had expired.
- Can your system handle nontraditional schools terms such as monthly, quarterly, flexible, online continuous, trimester and so forth? Explains limits.

7.9.5 Billing Cycle Changes in Deferment Processing

When processing a deferment on a loan with a quarterly payment plan is it possible to change the billing cycle? If so, how is it accomplished?

7.9.6 Automated Data Exchange form the National Student Clearinghouse

Describe any processing that may be automated with a data exchange from the National Student Clearinghouse.

7.9.7 Deferment Processing After On-Time Payment Receipt

Describe how to process a deferment that was received after the borrower had already made two on-time payments during which time the account was actually eligible for deferment.

- Example: The borrower paid the February and May payments. In May verification is received that the borrower was in school January-June.
- Is interest paid automatically transferred to principal paid when the deferment is processed?
- What entries are recorded on the account history?

7.9.8 Time Savings Options

Describe time saving options available when processing cancellations for people who are continuing employment at the same agency. Can both the current year cancellation and coming year deferment be processed in one step?

7.9.9 Remove/ Change a Benefit

Describe the steps necessary to remove or change a benefit. (For Example: A 15% teacher cancellation was processed a year ago. During preparation to process this year's cancellation, it is realized that a 20% nurse/Med Tech cancellation should have been processed last year. How would this change to prior-year data be noted on the Fiscal Operation Report?)

7.10 Processing of Consolidation Forms: (Process to Support Department of Education Electronic Consolidation)

Describe the process for processing local printing of Lender Verification Certificates, recording into history the amount quoted and agency name. Can you support direct online LVC completion with a lender if available? Describe your ability to support electronic consolidation.

7.11 Account Comments

7.11.1 Comment Process

Describe the process of entering comments (notes, memos, etc.) (Attach a copy of the primary screen used to enter comments.

7.11.2 Comment Specification

Are comments borrower-specific and/or loan-specific?

7.11.3 Line Length Maximums

Describe line length maximums.

7.11.4 Comment Size

Describe the maximum size limits of a single comment.

7.11.5 Cut and Paste Functionality

Describe the capability to cut and paste Microsoft Word or E-Mail messages into comment fields. (Example: A five line E-Mail is received from a borrower. No single line exceeds 80 characters. Can the cut and paste feature be used to copy the entire content into a single comment?)

7.11.6 Identical Comments

Identical comments are often added to multiple borrows records. Describe the functionality to mass load comments.

7.11.7 Edit Existing Comment

Describe the process of editing existing comments. Is there a time limit in which the comment can be edited?

7.11.8 System Record

Does the system have the ability to record date, time and user for all comments? Describe the functionality.

7.11.9 Scroll Comments

Describe the system ability to scroll comments. Can the user scroll up and down in the comment screen? If yes, are comments scrolled by line, comment or page?

7.11.10 Read/Extract Comments

Explain how to read or extract comments from your system. Provide screen prints and/or reports.

7.12 Alerts

7.12.1 Hot Comments or Account Alerts

What types of "Hot Comments" or "Account Alerts" are available in the system to help comply with the needs of special situations? (Example Situations: A Borrower has given permission to release loan information to a parent. A Borrower is deaf and needs to be contacted via TDD, Telecommunications Device for the Deaf.)(Attach Samples)

7.12.2 Bad Address Alerts

"Bad Address" Alerts. If the current address is known to be bad, how does the system alert the User?

7.12.3 Other Alerts

Describe other alerts such as permission for a parent to access the system or agree to collection terms, and permission for mortgage lenders to access information.

7.13 In-House Collection Process

7.13.1 In-House Collection System Required

An In-House Collection System is required. Explain your basic collection screens. (Attach a copy of a maximum of 3 primary collection information screens. These are screens that would be used in conversation with borrowers that have past due loans.)

7.13.2 System Highlighting

Highlight. How does the system highlight the following:

- Current Account Status
- How much is due and past due
- Age
- Identification Perkins Cohort Account
- Other Loans
- Collection Agency Placement (both automatic and manual)

7.13.3 Collector Assignment of Past-Due Loans

Explain how past-due loans are assigned to Internal Collectors.

7.13.4 Collector Assignment to an Account

Can internal collectors remain assigned to an account after the loan becomes current? Please Explain.

7.13.5 Overall Collection Process

Describe the overall collection process, including how accounts are brought to the collector's attention and how they are identified to the loan staff for follow-up purposes.

7.13.6 Tickler System

Describe the tickler system.

7.13.7 Tickler System Ability

We believe that all employees of the loan office are in some form or another “collectors” and should have the ability to do similar functions and share account comments across departments. Does your tickler system work on current and collection agency accounts as well as in-house collections.

7.13.8 Letter Writing Capabilities

Does your collection system have letter-writing capabilities not shared with the general system? Is it compatible with standard office word processing programs? Is it amendable as the school level ? If yes, describe.

7.13.9 Method of Payment Tracking

Describe your method of payment tracking. In the current era of forbearance and consolidation, many payments generated by an internal collector are posted after another transaction cured the default weeks or months earlier. To properly assess the effect of the internal collection effort, we must be able to track payment activity on all accounts that are assigned to an internal collector regardless of the age or status of the account. Can your system generate a report that does this? Explain

7.13.10 Placement or Release of Past Due Loans

Explain the process to notify the student records area to place and/or release past-due loan holds on University records.

7.13.11 System Integration

Describe the integration within your system. Is your collection system a part of your loan system, or do we move between two products? Do we need any additional software installed to use the in-house collection module? Explain.

7.13.12 Non-Real Time Data Elements

Describe all data elements that are not shared in real time between the loan system and the collection system. What is the time delay between the systems? Explain.

7.13.13 Tracking Employee Work Accounts

Describe what management tools are available to track employees’ work on accounts? Explain.

7.13.14 In-House Collection Management Reports

describe and provide samples of other in –house collection management reports.

7.13.15 ACH/ Automatic Withdrawal Payment Set-Up

Describe and provide how ACH /automatic withdrawal payments can be set up and adjusted either by the school or borrower and any limits you may have. Describe what time/day limits you may have on setting up ACH

payments (ie...only between the 1-5th of each month) Can the borrower set up an ACH payment while their account is in deferment or forbearance?

7.13.16 Service Limits

Describe and provide and explain any limits in regards to one school servicing another schools borrowers and how you system can handle this.

7.14 Skip Tracing

7.14.1 Skip Tracing Functions

Explain what skip tracing functions you have available such as bad address, bad phone and bounced e-mail.

7.14.2 Internal Revenue Service (IRS) Skip Tracing Functions

Describe your Internal Revenue Service (IRS) skip tracing capability.

7.15 Temporary Repayment Agreements/Renegotiation

7.15.1 Entering/Tracking Temporary Agreements and Rehabilitations

Describe how temporary agreements and rehabilitations are entered and tracked in the system.

7.15.2 System Calculation

Does the system calculate the amount for a renegotiation or rehabilitation or longer than 10 year repayment plans? Explain.

7.15.3 Options to Assess

Describe the options to assess late charges and/or penalty charges and/or collection cost across multiple lending programs that may not be similar to the traditional Perkins program or may change from year to year.

7.16 Collection Costs, Late Charges and Penalty Charges

7.16.1 Assessment Options of Internal Collection Costs

Describe the options to assess internal collections costs at either a flat rate per borrower or loan by percentage by loan or borrower.

7.16.2 Flat Charge Option Multiple Loan Process

Describe how multiple loans affect the process when we elect the flat charge option.

7.16.3 Late Charge Assessment

describe the options to assess late charges and/or penalty charges.

7.16.4 Track History

Describe your ability to track a history of costs, fees, and/or changes individually.

- Do you provide a screen, on-line report, or other tool that will present an item-by-item accounting of every collection cost, legal fee, late charge or penalty charge assessed every collection cost, late charge, legal fee or penalty charge waived and every collection cost late charge, legal fee or penalty change paid?
- At a minimum the date, amount and process or person responsible for change or payment should be shown.

7.16.5 System Automation Functionality

Does your system have the ability to automatically waive, defer or otherwise adjust a certain dollar value of changes if the payment would bring the account current without the change? Explain.

7.17 Reports: (Reporting Functionality/Ability to Write and Create Reports in the Software)

7.17.1 Standard Reports

Reports Automatically Generated.

- Provide samples of your standard monthly reports.
- How can reports be delivered? (Paper, Disk, On-Line, etc.) Explain.
- Which of these reports can be obtained as Excel files or other formats? Explain.
- When do reports get produced? Explain.
- Can standard reports be rerun? Can standard reports be run in the middle of a month/week giving current up-to-date information rather than end-of-month numbers? Explain.
- Provide a copy of your end of the year reports and any other management report of similar nature needed for regulatory and fund management and employee management.

7.17.2 Special Reports

Special Reports (ready to run reports generated when needed).

- Provide a list of your special reports.
- How are special reports obtained? (Are reports requested on screen or ordered from you; printed to local printer or printed by you and mailed to us; saved on local hard drive, E-Mail, etc.) Explain.
- Can reports be downloaded as Excel (or similar) Files?
- Can you develop special reports to meet unique needs of the University? Explain.

7.17.3 AD HOC Reports

AD HOC Reports:

- Describe your AD HOC report writer.
- Can reports be downloaded as Excel (or similar) files?
- Can we save AD HOC reports to run again?
- Do Universities have direct access to all data fields and account history when creating AD HOC reports? How current is the information that is available for this type of reporting? Explain.
- Provide a sample page of these AD HOC reports:

- Report 1 (name, collector and E-Mail address for every loan that is 4 months past due.
- Report 2 (E-Mail address for borrowers who made electronic payments during April 2013).
- Report 3 (all cohort accounts greater than 2 months past due with a bad address for this year and next year's cohort).

7.18 Cohort

Describe your Cohort default rate management tools in regards to notifications, processing, billing, collections and so forth. Explain in detail the philosophy and success of these reports.

7.19 External Collection

Describe your external Collection Agency Features and tools.

7.20 Letters and Printing: Mass Email and Letter Generation

7.20.1 System Generation of Letters

The System must allow the generation of individual letters and batch letters – these letters may be provided by the servicer or by school. Describe the process for Mass Email and Letter Generation. Describe how this is accomplished. Explain.

7.20.2 System Form Letters

The System must allow the generation of form letters. Describe how this is accomplished to include letters informing borrowers that cancellations or deferments were processed. Explain.

7.20.3 System Local Printing Ability

The System must allow for the local printing of both individual letters and form letter types (as mentioned above in 9.20.1 and 9.20.2). Describe how you accomplish this task. What is the usual time between the request of a letter and our being able to print that letter on our local printer? Explain.

7.20.4 Letter Generation Record

A record must be made of all letters generated through the system. Describe how this is accomplished. Explain.

7.20.5 Letter Creation

Can we create and maintain our own form letters? Explain.

7.20.6 Standardized Letters

Discuss the ability to produce standardized letters as well as user-defined merge print letters. Explain.

7.20.7 Repayment Schedule

Discuss the ability to reproduce a repayment schedule. Explain.

7.20.8 Printing Borrower Payment History and Repayment Schedules

Discuss the ability to print payment histories and updated repayment schedules for borrowers. (For Example: Borrowers often pay an extra \$500.00 on their loan then ask for an updated repayment schedule to see how that affects interest for the life of the loan.)

7.20.9 Perkin Student Loan Assignment Form Generation

Discuss the process to generate a Perkins Assignment Form. Is the process the same for current and past due accounts. Explain.

7.20.10 Print File Folder Labels

Discuss the process to create and print file folder labels for new borrowers or when a name change is entered. Explain.

7.21 Demographic Updates (Name, Address, Phone, Email) and Borrower Reference

7.21.1 Entering Changes

Describe the process of entering addresses and other demographic changes. Attach the primary screen used to enter demographic changes.

7.21.2 Auto-Fill/Auto-Complete Features

Describe any auto-fill or auto-complete features. Explain.

7.21.3 View Demographics Information

Is there a screen to view and change multiple bits of demographic information (e.g. phone, work phone, fax, E-Mail, etc.) Explain.

7.21.4 View Historical Demographic Data

Give detail about the history of what is stored and how historical demographic information can be viewed. (What is the maximum number of prior addresses that can be viewed on a screen at the same time? How many prior addresses, phone numbers, etc., can be saved?) Explain.

7.22 Credit Bureau Reporting

7.22.1 Reporting Format

Describe what reporting format is used and to which credit bureaus can you report? Explain. If you can't report to all 3 major bureaus please explain your limits.

7.22.2 Reporting Sequence

Can we skip reporting an account for one or more months? Explain.

7.22.3 Discretion Reporting

Describe the ability to build, discretion in reporting? (Do we have the ability or do you have the ability?) (For Example: We might like all borrowers who are past due for less than \$10.00 to be reported as current or build in a 60 day delay in reporting. This should be done consistently and automatically.) Explain.

7.22.4 Credit Bureau Reporting History

Display and explain what historical information is stored on your system regarding what was reported to credit bureaus.

7.22.5 Credit Bureau Report History Correction

Explain the process of informing the credit bureaus when a single month of the reported history needs to be corrected.

7.22.6 Credit Bureau Electronic Connections

Display or explain any electronic connections you have with the bureaus (For Example: E-Oscar connections. If you have access to E-Oscar, do you charge a fee to do an E-Oscar correction on our behalf?)

7.23 90 Phone Calls -Day

7.23.1 Phone List

Can you provide a list for us to make these calls? Explain.

7.23.2 Service Options

What service options are provided? Explain.

7.23.3 Call Documentation

How are these calls documented? Explain.

7.24 Primary Care/HP/Nursing Loans/Institutional/Account Receivables/Tuition/Emergency/Etc.

7.24.1 Primary Care Compliance Tracking

Describe the process used to track compliance with Primary Care requirements, including the generation of required annual verification requests and follow-up.

7.24.2 Non-Compliance Account Updating

Describe how accounts are updated for non-compliance, to include both the 12% and 18% type of loans. Please include a copy of the user manual pages that describe that function.

7.24.3 Illustrate Non-Compliance Report Accuracy

Illustrate that accounts in non-compliance can be reported accurately on the AOR (page 1 item 1 #5, 6, & 7 and column 10 of the Borrower Account Worksheet.).

7.24.4 HHS Loan Program Management Tools

Describe other reports and tools available to manage the HHS loan programs.

7.24.5 Non-Loans

Explain your ability to handle non-loans such as account receivables or tuition or emergency 0% loans. What limits or strength does your company/solution offer?

7.25 Web-Based E-Capabilities

7.25.1 Available Services

Discuss services available: E-signature on promissory notes, Web-based entrance interviews, Web-based exit interviews and Electronic short-term (emergency) loan process. Explain.

7.25.2 Historical Information

What historical information is available for these functions and how long is the electronic information available for the University and borrowers to view? (Be sure to include initial set-up, use and storage charges associated with these services.) Explain.

7.26 Internet Access

Describe your ability to provide Internet access for borrowers and when applicable for the University and third party servicers regarding each of the following:

- Bill Presentation and E-Payments
- Billing History
- Payment History
- ACH Payments
- Credit Card Payments
- Viewing of Individual Borrower Records
- Access to Entitlement forms and Instructions (Deferments, Cancellations)
- Access to Borrower Information using the University ID, Name or Social Security Number (SSN)
- What data imaging functions are available and viewable on-line? (Example: Does your lockbox take images of checks that are viewable via the web?) Explain.
- Describe on-line help capability of System (For Example: User Manuals) and regulatory issues. Explain.
- How is borrower self-service activity written back to the account history? (For Example: How do we know what services, changes to service or cancellations the borrower has utilized through self-service?)
- Explain any other internet provisions that are relative. (Example: List any important provisions provided that we have not listed under 7.4.24).
- Will borrowers and alumni and employees have access to the system essentially 24/7?
- Ability to accept international payments or PayPal (or other similar systems).

- Do the visuals/photos/graphics on the website represent a multicultural and diverse population of students?

7.27 User Security

Describe the Security Levels Provided. (If you have a set-up screen that shows the options available when you add a user, please provide a screen shot or summary.) (Describe even if the University will not have direct access to the screen and detail.)

7.28 System Set-Up

7.28.1 System Set-Up Fund Options

Explain System Set-Up Fund Options. When setting up funds for a new University, or a new fund for an old University one selects options (For Example: collection cost yes or no, student deferment yes or no, etc.). Describe even if the University cannot access the options directly.

7.28.2 List System Set-Up Options Available

List the options available. If you have a set-up screen that shows the options available please share screen shot or summarize. Describe even if the University cannot access the options directly.

7.29 Month End

7.29.1 Month End Payments

When does the month end for applying payments? Explain.

7.29.2 Month End Loan Additions

When does the month end for adding new loans? Explain.

7.29.3 Month End New Advances

When does the month end for adding new advances? Explain.

7.29.4 Trial Fiscal Year End

Is a Trail Fiscal Year End offered? Example: Some systems offer a week long "13th month" before final end of year reports are run. Explain.

7.30 Paid in Full Loans

7.30.1 Note Return to Borrow Report

Describe reports that are available to help Universities identify which notes should be returned to borrowers. Are labels or letters produced to use in mailing these documents? (Do Universities have the option to generate this report only when all loans are paid in full?) Explain.

7.30.2 Purging Accounts for the System

Describe your process or options for purging accounts from your system. (Are purged accounts still viewable? How is a purged account brought back to be viewable?) Explain.

7.30.3 Balancing Purged Accounts

Describe the balancing process when accounts are purged. (Are purged account totals included in reports?) Explain.

7.31 NSLDS (National Student Loan Data System)

7.31.1 Reporting Error Rate

Describe your average reporting error rate. Explain.

7.31.2 Pre-Editing

Describe any pre-editing that is done to your "Extract Files" to reduce the error rate. Explain.

7.31.3 Solving Reporting Errors

Describe what assistance is available to solve reporting errors and conflicts. Explain.

7.31.4 Error Correction Screen

Show the Screen that is used to correct errors. (Attach Screen) Explain.

7.31.5 History

Describe how to maintain a history that can be viewed of what has been reported to NSLDS (National Student Loan Data System)?

7.32 Database Access/Backup

7.32.1 Inquiry Capabilities

Do you offer users the capability to run inquiries against your data using tools such as MS Access? Explain

7.32.2 Database Back Up

Do you provide any other form of data backup to the University? Explain.

7.32.3 Disaster Recovery

Describe your Disaster recovery Plan. Please describe what would be the response to a blizzard shutting down your employee access for 36 hours and what if a fire destroyed your facilities and you have no access for 6 months and expected timeframes. Please describe a school's ability to change service plans if something similar happened to one of our campuses and expected timeframes. Explain.

7.33 Timely Updates to the Database

7.33.1 Real Time Updates

Describe what items can be updated on-line in real time? Explain.

7.33.2 Overnight Batch Mode

Describe what items are updated in overnight batch mode? Explain.

7.33.3 Item Updates

Describe what items are updated less than once in 24 hours? Explain.

7.33.4 Transactional File Processing

Describe how long it takes to process a transactional file that is placed on an FTP (File Transfer Protocol) Site? Explain

7.33.5 Rejected Transactions

Describe how rejected transactions are handled during the update to database process. Explain.

7.34 System Availability

Describe the normal hours of availability (For Example: Days of the week and hours of the day of availability.) Explain.

7.35 System Requirements

7.35.1 Hardware

Describe what hardware is required to run your system. Explain.

7.35.2 Software

Describe what software is required to run your system. Explain.

7.35.3 Customer Install Equipment

Describe any software that you supply and that the customer needs to install on equipment in order to run the system. Explain.

7.36 Bill Us

7.36.1 Monthly Summary Statement

The Vendor must provide a summary statement each month. Attach a sample copy of your bill and explain the summary.

7.36.2 Itemized Detail to Support Summary Statement

The Vendor is required to provide itemized detail to support the summary statement when requested. Can you provide itemized detail upon Request? Explain.

7.37 Internal Revenue Service (IRS) Tax Reporting

Describe the 1098E and 1098T processing options and follow-up. Explain and provide any necessary documentation.

7.38 Other Departmental Interfaces

Discuss your capability to interface with other University systems. Example: financial Aid, Banner, Registrar and General Ledger. Explain.

- Can you provide custom interfaces? Explain.
- Can your system interface with ISIS (PeopleSoft/Oracle product) or Banner? Explain.
- Are there other features of your product that have not already been discussed that you want us to know about for decision making purposes? Explain.

7.39 Abilities and Restrictions to Bankruptcy and Automatic Billing Stops

Please explain abilities and restrictions to bankruptcy and automatic billing stops.

7.40 System Wide User Group Support

Please explain ability to support a UW-System wide user group for Bursar and collection and Financial Aid groups.

7.41 Ability to Provide Subservient Servicing

Can your company/solution provide an invisible servicing environment? For example: Website/bills/communications support and prominently display school logos and colors based upon a system as a whole or in individual school, lockbox indicates the school's name, and so forth. Will be borrower essentially believe they are dealing directly with a school and not a third party supplier/vendor. Please provide an example of a billing statement or a current website.

7.42 Non-Traditional Terms

Explain how your company/solution can support non-traditional terms such as trimesters or J-terms or rolling horizons or online enrollments.

7.43 Ability to Mini-Exit

Describe your company's/solution's ability to essentially mini-exit all borrowers yearly in the spirit of "knowing what you owe" thereby notifying borrowers of their current balances, projected balance, and expected payments while students are in school. Can you offer financial literacy training during the mini-exit?

7.44 Fund Balances

Explain ability to house multiple fund balances in the system and make non-borrower transaction entries to balances. Also describe reconciliation reports available.

8 Technical Programs/Proposed Plan of Operation

As described in the Scope of Project (Section 1.3), the University is seeking an experienced company in the servicing of student loan programs and providing a support system for a variety of University programs including the Perkins Loan Program, Primary Care Loans, Institutional Loans, Delinquent Receivables and Tuition Payment Plans. The Proposer's submission should address in detail their capabilities in each of the seven areas that are itemized in the preceding Special terms and Conditions Section following the order listed below. The Special Terms and Conditions (Section 8.0) of this RFP are intended to serve as a guideline for operations and alternative suggestions may be made by the Proposer for any or all of these terms. These alternatives suggestions must be itemized and detailed in this section or it will be assumed that the Proposer fully accepts the Special Terms and Conditions as detailed and they will become a part of this contract. The format for Proposer response should be as follows:

8.1 Proposer Information (As Described in Section 4.0): 50 points

4.0 REQUIRED PROPOSER INFORMATION

- 4.1 Names of all owners
- 4.2 Experience
- 4.3 Similar Operations/References
- 4.4 Operating Statements
- 4.5 References
- 4.6 Internal Accounting Program
- 4.7 Proposed Accounting forms and Operating Statement
- 4.8 Proposed Managers and Supervisors
- 4.9 Third Party Service Provider
- 4.10 Gramm-Leach-Bliley

8.2 Special Terms and Conditions (As Described in Section 6.0): 200 points

6.0 SPECIAL TERMS AND CONDITIONS

- 6.1 Personnel
- 6.2 Conversion
- 6.3 Training

6.4 Customer Service

6.5 Technical Support

6.6 Data Security

6.7 Financial

8.3 System Capabilities (As Described in Section 7.0): 500 points

7.0 SYSTEM CAPABILITIES

7.1 Billing

7.2 Adding Loans and Advances

7.3 Leaving School

7.4 Borrower Account Viewing

7.5 System Search And Navigate

7.6 Borrower Account Viewing –Multiple Loans

7.7 Borrower Account Viewing – Historical Data

7.8 Payments

7.9 Processing of Deferments and Cancellations

7.10 Processing of Consolidation Forms: (Process to support Department of Education electronic consolidation)

7.11 Account Comments

7.12 Alerts

7.13 In-House Collection Process

7.14 Skip Tracing

7.15 Temporary Repayment Agreements/Renegotiation

7.16 Collection Costs, Late Charges and Penalty Charges

7.17 Reports: (Reporting Functionality/Ability to write and create reports in the software.)

7.18 Cohort

7.19 External Collection

7.20 Letters and Printing: Mass Email and Letter Generation

- 7.21 Demographic Updates (name, Address, Phone, E-Mail) and Borrower Reference
- 7.22 Credit Bureau Reporting
- 7.23 90-Day Phone Calls
- 7.24 Primary Care/ HP/Nursing Loans
- 7.25 Web-Based E-Capabilities
- 7.26 Internet Access
- 7.27 User Security
- 7.28 System Set-Up Fund Options
- 7.29 Month End
- 7.30 Paid In Full Loans
- 7.31 NSLDS (national Student Loan Data System)
- 7.32 Data Base access/Backup
- 7.33 Timely Updates to the Database
- 7.34 System Availability
- 7.35 System Requirements
- 7.36 Bill US
- 7.37 IRS (Internal Revenue Service) Tax Reporting
- 7.38 Other Departmental Interfaces
- 7.39 Abilities and Restrictions to Bankruptcy and Automatic Billing Stops
- 7.40 System Wide User Group Support
- 7.41 Ability to Provide Subservient Servicing
- 7.42 Non-Traditional Terms
- 7.43 Ability to Mini-Exit
- 7.44 Fund Balances

8.4 Cost Proposal Forms (Complete Sections 9): 250 points

Proposer is required to complete the Cost Proposal Form and submit in a separate sealed envelope. 250 Points.

8.5 Hours of Availability: 0 points

Describe your normal hours of availability (days of the week and hours of the day). Attach. Zero (0) Points.