

**WEST VIRGINIA HIGHER EDUCATION POLICY COMMISSION
REQUEST FOR PROPOSALS
VERIFICATION AND DOCUMENT MANAGEMENT SERVICES
RFP #19007**

**ADDENDUM #1
QUESTIONS AND ANSWERS**

Proposals due October 3, 2018 by 3:00pm EST

RFP 19007 – VERIFICATION AND DOCUMENT SERVICES

QUESTIONS & ANSWERS

1. Question: In regard to Section 6.2 Contract Term: This contract will be effective upon award and shall extend for a period of five (5) years, is this term an initial term of 5 years or an initial term of one year with four 1 year renewal options?

Answer: It is the Commission's intent to be a five (5) year contract. No renewals will be required.

2. Question: Concerning Section 9 d. Indicate if there are discounts to price based upon the number of institutions that participate, is WVHEPC seeking discounts based on the schools that participate upon initial execution on an agreement or the number of institutions that participate over the life of the agreement.

Answer: The preference is for any discounts for number of institutions is based upon the life of the agreement.

3. Question: Concerning Section 9, e. provide a breakdown of costs for any services you are offering that are not included in the above, can a vendor offer pricing and discounts on other products that do not fall under the definition of Verification and Document Management Services such as communication and scholarship products?

Answer: Only products that are relevant to this RFP should be included. In the example given, communication could be related to the services requested but scholarship products would not.

4. Question: In regard to Section 6.3 Invoices: The vendor shall submit monthly invoices, in arrears, to the Center at the address listed above in Section 1.1. State law prohibits payment of invoices prior to receipt of services. State law does not provide for interest payments on late payments. Invoices properly prepared and submitted in accordance with the terms and conditions of the contract are usually paid within thirty (30) days; and Section 6.4 Preferred Method of Payment: The Commission prefers to pay invoices via credit card. The commission and Center utilize a P-card which is state issued. If the vendor does not accept credit card payment, it should be noted in the bid response. It appears that WVHEPC would be seeking to subsidize the cost or partial cost for a member school that is eligible to participate in the agreement, is this correct?

Answer: No. At this time, there is no intention of the Commission providing a subsidy to the institutions.

5. Question: According to the RFP, private institutions of higher education in West Virginia are also eligible to participate in this contract. Assuming WVHEPC subsidizes

in some way for member schools, I would assume you do not plan to subsidize cost in any way for the WV private institutions. Is this correct?

Answer: No. At this time, there is no intention of the Commission providing a subsidy for any institution that participates in this RFP.

6. Question: We have many different verification solutions. For example, we have some that are fully outsourced and others that are used as a Software-as-a-Service. Would you prefer that we include all of our verification solutions in one proposal; or, would you prefer that we provide a separate proposal for each?

Answer: Include all verification solutions in one proposal.

7. Question: How many schools do you anticipate opting-in for the verification services?

Answer: Many have expressed interest but finances have held many back from using the services. We do not have participation information from the institutions as of yet.

8. Question: For the schools opting-in, how many ISIRs were loaded and how many of those completed verification for the 2017-18 and 2018-19 academic years?

Answer: We are uncertain as to which schools will be opting-in at this point but the following institutions were able to provide the data below with the limited amount of time they were given:

Institution	ISIR	Selected	Verified
Marshall University	20,276	4,566	1,967
BridgeValley CTC	4,087	2,057	820
Eastern WV CTC	781	422	196
Mountwest CTC	3,611	1,710	697
Blue Ridge CTC	3,328	1,474	785

To reiterate, none of the schools know for sure whether they will be able to participate because of finances and the contract is not limited to just the schools that provided data.

9. Question: Upon award of the proposal, will the vendor initiate individual contracts with each institution opting-in?

Answer: Yes.

10. Question: What is the anticipated begin date for the services?

Answer: The date will vary, as not all institutions that want to opt-in will be prepared to begin immediately.

11. Question: Is there a current provider that the WV Higher Education Policy Commission and the WV Council for Community and Technical College Education are working with for these services? If so, can you share that provider's name?

Answer: There is no current provider.

12. Question: Do you have an estimate of how many students would be selected for verification from each of the schools?

Answer: We do not have an estimate. The number will vary greatly at each institution and from year to year; however, please see the answer to question 8 for a rough estimate of the students who are selected for verification.

13. Question: Page 3, Section 2, Number 2.1 Exhibit A, am I correct in reading this that we do not have to register with the WV Department of Administration unless we win the bid?

Answer: Yes.

14. Question: Page 3, Section 2, Number 2.3, you ask for a copy of our WV business license. If we are an out of state vendor, do we need to register prior to actually winning the bid?

Answer: No.

15. Question: Page 6, Number 4-m, other than financial aid appeals, what other types of document management do you envision this RFP to cover:

Answer: The document management services could include any document that is requested by the Financial Aid Office: SAP appeals, professional judgement, institutional scholarship forms, request for summer financial aid, etc.

16. Question: Are we required to sign and return Exhibit E with the proposal?

Answer: No.

17. Question: Page 4, Section 3, Projects and Services Requested, do all institutions that can elect to participate in the contract use the same verification process in Banner (i.e., utilizing the same RRAAREQ codes, using the same steps for updating ROAPELL, etc.?)

Answer: No.

18. Question: Page 4, Section 3, Projects and Services Requested, do the institutions use the same instance of Banner or separate instances at each college/university?

Answer: Each institution uses a separate instance of Banner.

19. Question: In Section 2.3, it asks for a business license. Is this requirement referencing a WV business license? Can you provide additional clarification on this requirement?

Answer: Yes, it is referencing a WV business license. The successful vendor, prior to award of the contract, will be required to be a licensed vendor with the WV Secretary of State's Office.

20. Question: Section 6.3 indicates a requirement for payment in arrears. We are paid in advance for our SaaS subscription. All of our current contracts with the WVHEPC and

its' institutions are paid within net 30 days from service effective date. Can you provide approval for the same type of payment schedule?

Answer: Payments for software and subscription services are payable in advance. Payments for services rendered are payable in arrears.

21. Question: Are you only seeking vendors that offer financial aid verification as a service or are you considering vendors who allow you to automate your current processes to allow your staff to work more efficiently?

Answer: You may submit proposals for both verification as a service and/or automation of the current processes.