

**WEST VIRGINIA HIGHER EDUCATION POLICY COMMISSION
REQUEST FOR PROPOSALS
STUDENT LOAN DEFAULT MANAGEMENT SERVICES
RFP #19116**

Table of Contents

Section 1	General Information
Section 2	Eligibility Requirements
Section 3	Project and Services Requested
Section 4	Bidder Response and Evaluation Criteria
Section 5	Other Information
Section 6	General Terms and Conditions

Exhibits:

Exhibit A	Vendor Registration Form
Exhibit B	Taxpayer Identification Form W9
Exhibit C	Purchasing Affidavit
Exhibit D	Title Page
Exhibit E	Agreement Addendum

Questions will be received until March 25, 2019 by 5:00pm EST

Proposals due April 17, 2019 by 3:00pm EST

**REQUEST FOR PROPOSALS
STUDENT LOAN DEFAULT MANAGEMENT SERVICES
RFP #19116**

Section 1: General Information

1.1 Purpose: The West Virginia Higher Education Policy Commission (Commission) and the West Virginia Council for Community and Technical College Education (Council) are seeking proposals from qualified vendors to provide Student Loan Default Management Services for the public higher education institutions in West Virginia.

1.2 Schedule of Events:

Release of RFP:	March 8, 2019
Question Deadline:	March 25, 2019 by 5:00 PM, EST
Addendum/Response to Questions:	April 1, 2019
Proposal Due Date:	April 17, 2019 by 3:00 PM, EST
Target Award Date:	June 14, 2019
Anticipated Start Date:	July 1, 2019

1.3 Bidder's Point of Contact: The sole point of contact for questions, clarification and inquiries concerning this Request for Proposal (RFP) is:

Mary Blashford
Director of Procurement
WV Higher Education Policy Commission
1018 Kanawha Blvd., E, Suite 700
Charleston, WV 25301
Phone: 304-558-0281 Ext. 241
E-mail: mary.blashford@wvhepc.edu

1.4 Posting of Information: This RFP and any addenda, including answers to questions, will be posted on the webpage address listed below. It is the vendor's responsibility to check this webpage for current information regarding this RFP.

<http://www.wvhepc.edu/resources/purchasing-and-finance/>

1.5 Questions and Answers: Questions concerning this RFP will be received in writing (via e-mail is acceptable) by the point of contact until the deadline identified in Section 1.2. When submitting questions by e-mail, please reference RFP 19116 in the subject line. Questions, if any, will be answered by addendum and posted to the webpage identified in Section 1.4 above.

1.6 Proposal Submission: Deliver an original and one (1) copy of the proposal on or before the date required in Section 1.2. The outside of the proposal submission envelope should be clearly marked with the RFP number, the bid opening date/time and the Director of

Procurement's name. In addition, an electronic copy of the proposal should be submitted; the preferred method for submission of the electronic copy is by flash/thumb drive.

Proposals received after the due time and date will not be considered. It is the bidder's sole responsibility to ensure timely delivery of the proposal.

1.7 Interviews: Discussions and/or interviews may be held with the bidders under final consideration prior to making a selection for award; however, the RFP may be awarded without such discussions or interviews.

1.8 Oral Statements and Commitments: Any oral representations made or assumed to be made during discussions held between the bidder's representatives and the Commission/Council personnel are not binding. Only the information issued in writing and added to the RFP by an official written addendum is binding.

1.9 Rejection of Proposals: The Director of Purchasing reserves the right to accept or reject any or all proposals, in part or in whole, at her discretion. The Director reserves the right to withdraw this RFP at any time for any reason. Submission of, or receipt by, the Director confers no rights upon the bidder nor obligates the Commission/Council in any manner.

1.10 A proposal will not be considered for award if the price in the proposal was not arrived at independently, without collusion, consultation, communication or agreement as to any matter relating to such prices with any other offer or with any competitor. The price quoted in the bidder's proposal will not be subject to any increase and will be considered firm for the life of the contract unless specific provisions have been provided for adjustment in the original contract.

1.11 The Commission/Council will not be held liable for any expenses incurred by any bidder responding to this RFP including expenses to prepare or deliver the proposal or attend any oral presentation.

Section 2: Eligibility Requirements

2.1 Vendor Registration – WV Code § 5A-3-12. The West Virginia Code requires that all vendors be registered with the WV Department of Administration, Purchasing Division, prior to receiving a purchase order for competitive products and/or services exceeding \$25,000. See Exhibit A.

2.2 Debarment – WV Code §5A-3-33 through §5A-3-33F. Vendors that have been debarred by the federal government are not eligible to offer on or receive contracts to supply goods or services to the state and its subdivision for a specified period of time.

2.3 West Virginia Secretary of State. The vendor must be in compliance with the Secretary of State and should provide a copy of their business license with the proposal. For more information, contact the WV Secretary of State.

2.4 Taxpayer Identification Information. The Internal Revenue Service (IRS) requires the Commission to request a taxpayer identification number (TIN) for tax reporting purposes. IRS Form W9 is used to obtain this information. See Exhibit B.

2.5 Purchasing Affidavit – WV State Code §5A-3-10a. WV State Code requires all vendors to submit an affidavit regarding any debt owed to the State. The Affidavit (Exhibit C) should be completed, signed and returned with the bidder’s proposal.

Section 3: Project and Services Requested

3.1 The West Virginia Higher Education Policy Commission (HEPC) and the West Virginia Council for Community and Technical College Education are soliciting proposals from qualified vendors under an open-end contract to provide Student Loan Default Prevention Management Services for public higher education institutions in West Virginia. HEPC is a state government agency located in Charleston, WV. The HEPC maintains policy oversight over four-year higher education institutions in West Virginia, and the West Virginia Council for Community and Technical College (Council) maintains policy oversight for the community and technical colleges.

The HEPC and Council are interested in partnering with the best qualified company that provides state-of-the-art services and solutions for institutions in West Virginia to assist students in borrowing responsibly and maintaining good standing in repaying their student loans. To that end, the Commission requires that the chosen company be able to meet the RFP requirements indicated herein, and provide for expansion and service enhancement needs, and represent the best balance of benefits to costs to the state.

This contract is anticipated to begin date July 1, 2019 and extend through June 30, 2020. The contract may be renewed annually for up to five years upon mutual agreement between both parties and satisfactory performance by the vendor.

Institutions that may elect to participate in this contract include:

Four-year Institutions:

- Bluefield State College
- Concord University
- Fairmont State University
- Glenville State College
- Marshall University
- Shepherd University
- West Liberty University
- West Virginia School of Osteopathic Medicine
- West Virginia State University
- West Virginia University
 - Potomac State College of West Virginia University
 - West Virginia University Institute of Technology

Community and Technical Colleges:

- Blue Ridge Community and Technical College
- Bridge Valley Community and Technical College
- Eastern West Virginia Community and Technical College

- Mountwest Community and Technical College
- New River Community and Technical College
- Pierpont Community and Technical College
- Southern West Virginia Community and Technical College
- West Virginia Northern Community College
- West Virginia University at Parkersburg

Private institutions of higher education in West Virginia are also eligible to participate in this contract.

3.2 Scope of Services Requested: The Commission seeks to contract with a vendor experienced in partnering with an institution to provide services and education to its students regarding borrowing and repaying student loans.

Any bid response must certify that their product/service complies with:

**Title IV Financial Aid applicable statutory and regulatory requirements
Family Educational Rights and Privacy Act (FERPA)**

Items 1-9 below are intended to aid the Evaluation Committee in evaluating each firm's response to determine the degree to which the Commission/Council's needs can be met.

1. Stability

- a. In an effort to assess your company's overall stability, please provide a history of ownership from *inception to present*, including any and all company name changes, the dates of any strategic equity investments, mergers, buyouts and/or potential buyouts, bankruptcies, downsizing, and processing center relocations.
- b. If your company is owned by a parent company, please indicate the name of your parent company? If so, please describe any potential conflicts of interest between your Student Loan Default Management Company and the Parent Company, if any.
- c. Disclose any information about your firm which presently, or in the future, could impair your firm's ability to provide the level of services requested.
- d. Indicate the total number of student loan default management clients you have added and lost within the past five (5) years.

2. Experience

- a. How long has your company been providing student loan default management services to higher education institutions?
- b. How many higher education institutions does your company provide student loan default management services to?
- c. Of the higher education institutions currently receiving your services, what is the percentage of institutions in each sector (public 4-year, public 2-year, private non-profit, proprietary)?
- d. How many borrowers are currently being serviced through your student loan default management services?
- e. Provide three (3) references with similar services as being requested in this RFP. Provide the institution name, a contact name, address, phone number and e-mail.

3. Qualifications
 - a. Provide a list of management and staff personnel to be used for this contract. Resumes for key management personnel should be included.
 - b. Is your company recognized as a Third Party Servicer in good standing by the Federal Student Aid Third Party Servicer Oversight Group of DOE?
 - c. Has the company had any audit findings regarding compliance with federal financial aid laws and regulations?
 - d. Describe the company's experience and knowledge of the financial aid process, regulations, as well as FERPA.

4. Project Detail Information
 - a. Describe your company's approach to student loan default aversion and repayment management.
 - b. Describe your company's approach to using repayment/deferment/forebearance.
 - c. Provide a summary of how your company uses the following mediums in its default prevention and repayment efforts: Telephonic, letters, e-mail, skip-tracing and/or other.
 - d. What service does your company provide during grace-period?
 - e. What services does your company provide during repayment and delinquency periods?
 - f. Provide statistics that illustrate your company's success with delinquent borrowers and bringing them back into good standing.
 - g. Describe how your company collects student level data from the institution. Include both the method and the frequency.
 - h. Does your company provide institutions with information on the historical risk profile of student borrowers at the institution?
 - i. Does your company employ different techniques based upon the characteristics of the borrower?
 - j. Discuss the amount of IT support the institution will be required to provide in transferring data to your company.
 - k. Describe the security your company uses to protect student level data.
 - l. What is the average timeline for implementation?

5. Customer Service
 - a. What are the hours of operation when either institution representatives or borrowers can contact you?
 - b. Is there a dedicated phone number that institution representatives can call to receive assistance?
 - c. Would each institution have a dedicated representative?
 - d. Does your company provide training to institutional staff? What kind of training is offered? How is the training offered?

6. Reports
 - a. What is your approach to analyzing and trending data for an institution?
 - b. What standard reports are available to institutions?
 - c. How are standard reports made available to institutions?
 - d. How often are standard reports updated?
 - e. Are reports available where an institution can drill down to the student level details within a report?
 - f. Are custom reports available? What is the cost for custom reports? Does each institution receive a set amount of custom report requests per contract year?
 - g. What steps does an institution need to go through to request a custom report?

- h. On average, how long does it take for a custom report to be created?
 - i. Does your company provide dashboard reporting?
7. Financial Literacy Services
- a. Does your company offer financial literacy services to the institutions?
 - b. Describe what financial literacy services are offered.
8. Miscellaneous
- a. If you have recently enhanced your Student Loan Default Management Servicing Technology/Platform, please indicate the date in which your product went “live”.
 - b. Based upon your response to 8.a., please indicate the total number of clients actively utilizing your “new” platform to date.
 - c. Please describe the services or technology that your company offers that is different from your competitors.
9. Cost Information
- a. Provide pricing for your base student loan default management services.
 - b. Identify pricing for varying levels of service that provide and an institution may select.
 - c. Do you offer flexibility in pricing based upon the default management services each institution could request?
 - d. Indicate if there are discounts to price based upon the number of institutions that participate.

Section 4 Bidder Response and Evaluation Criteria

4.1 Economy of Preparation: Proposals should be prepared simply and economically, providing a straightforward, concise description of the bidder’s ability to satisfy the requirements of the RFP. Emphasis should be placed on completeness and clarity of content.

4.2 Proposal Format

4.2.1 A Title Page (Exhibit - D) should be provided. The Title Page includes the RFP Number, the Bidder’s business name, business address and telephone number, a contact name and e-mail address and includes a signature line and date for the individual authorized to obligate the business. Note: The Title Page is the preferred method of providing the bidder’s information. If the bidder does not utilize the Title Page, the bid must provide a cover letter with, at a minimum, the signature of an individual authorized to obligate the company and a date.

4.2.2 Part 1 – Qualifications and Experience. Responses to Section 3.2 Scope of Services Requested, Item 1 Stability, Item 2 Experience and Item 3 Qualifications and should be included here.

4.2.3 Part 2 – Project Detail. Responses to Section 3.2 Scope of Services Requested, Item 4 Project Detail Information should be included here.

4.2.4 Part 3 – Services. Responses to Section 3.2 Scope of Services Requested, Item 5 Customer Service, Item 6 Reports, Item 7 Financial Literacy Services and Item 8 Miscellaneous should be included here.

4.2.5 Part 4 – Cost. Responses to Section 3.2 Scope of Services Requested, Item 9 Cost should be included here. All cost information should be placed in a separate sealed envelope clearly marked “Cost Information”. It is the intent of the Evaluation Committee to evaluate cost separately from the project information.

4.3 Evaluation.

The proposal will be evaluated on a 100 point scale with points assigned as outlined below.

Qualifications and Experience – 20 points

Project Detail – 20 points

Services – 30 points

Cost – 30 points

An Evaluation Committee comprised of the Financial Aid Advisory Board and a representative from the Procurement Division will be responsible for point assignments.

It is possible that there will be multiple awards as a result of this RFP; the vendor is encouraged to bid all products and services accordingly.

Section 5: Other Information

5.1 The bidder may include terms and conditions it wishes to offer for consideration in its proposal. If terms and conditions are offered, the Commission will require the successful vendor to sign the WV-96 Agreement Addendum form as prepared by the WV State Attorney General’s Office. See Exhibit E.

5.2 By signing the proposal, the bidder affirms that it and its’ officers, members and employees have no actual or potential conflict of interest, beyond the conflicts disclosed in its’ proposal and will not acquire any interest, direct or indirect, that would conflict or compromise in any manner or degree with the performance of its services under this contract. If any potential conflict is later discovered or if one arises, the vendor must disclose it to the Commission promptly.

5.3 All documents submitted in response to the RFP and any documents created as a result of this RFP are considered public record. All bids, proposals or offers submitted shall become public information and will be available for inspection during normal business hours at the Commission.

The only exception for public record is disclosure information listed in WV Code § 29B-1-4. Primarily, only trade secrets are considered exempt from public disclosure.

Section 6: General Terms and Conditions

6.1 Contract: The RFP and the bidder's response will be incorporated into the contract by reference. The order of precedence is the contract, the RFP and any addendum and the bidder's proposal in the response to the RFP.

6.2 Contract Term: This contract will be effective upon award and shall extend for a period of five (5) years.

6.3 Invoices: The vendor shall submit monthly invoices, in arrears, to the institution. 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.

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.

6.5 Contract Changes: Any changes to the original contract will be made via a Change Order issued by the Commission. No change is official until a signed Change Order is produced.

6.6 Contract Termination for Unavailability of Funds. If funds are not appropriated or allocated for the services provided under this contract, the Commission may terminate the contract at the end of the affected current fiscal period without charge or penalty. The Commission shall give the vendor written notice of such non-appropriation or non-allocation of funds as soon as possible after the Commission receives notice.

6.7 Contract Termination for Failure to Perform: The Commission may terminate the contract resulting from this RFP immediately at any time the vendor fails to meet the terms of the contract.

6.8 Governing Law: This contract shall be governed by the laws of the State of West Virginia.