

**WEST VIRGINIA HIGHER EDUCATION POLICY COMMISSION**  
**REQUEST FOR PROPOSALS**  
**STUDENT LOAN DEFAULT MANAGEMENT SERVICES RFP #19116**  
**ADDENDUM #1 QUESTIONS AND ANSWERS**  
**APRIL 1, 2019**

1. QUESTION: Does WVHEPC currently retain a vendor to provide default prevention services? If yes, which one? If not, is this the first time WVHEPC has gone out to bid for default prevention services?

ANSWER: WVHEPC has a current contract with Edfinancial and Inceptia to provide default management services to institutions in West Virginia.

2. QUESTION: How long has the current vendor been under contract with WVHEPC?

ANSWER: The current contract with each vendor has been 5 years.

3. QUESTION: Has the current contract term been fulfilled in its entirety for the current vendor? If not, why?

ANSWER: Yes, we have reached the end of the current contract.

4. QUESTION: What are the total Fees and Contingency Rates currently being invoiced?

ANSWER: While WVHEPC has an open-end contract to set the terms, each institution has its own contract with the chosen vendor. WVHEPC does not receive the invoices directly from the vendor; the invoices with total fees go directly to each institution.

5. QUESTION: What internal default prevention measures does WVHEPC take prior to assigning cases to an outside vendor?

ANSWER: It is up to each individual institution to develop their own default management plan.

6. QUESTION: What systems do you use that the default prevention vendor would also be required to use or access?

ANSWER: All public institutions in West Virginia utilize the Banner system.

7. QUESTION: Does WVHEPC currently obtain cell phone and email contact consent from its students? This consent would be necessary to permit student contact via cell phone or email.

ANSWER: Each institution has its own policy regarding student consent.

8. QUESTION: In addition to the services and capabilities specified in the RFP, what innovative concepts would WVHEPC desire a prospective vendor offer to add value to the default prevention service approach?

ANSWER: It is up to each vendor to offer what services and capabilities that it is able to offer institutions.

9. QUESTION: Does WVHEPC utilize communication channels outside of the traditional inbound and outbound calls (e.g. texting, email, chat, voice blast)? If yes, please list.

ANSWER: WVHEPC is establishing a master open-end contract for our institutions to utilize. Each institution determines how it communicates to their students.

10. QUESTION: Is WVHEPC interested in expanding its communication platform to include any additional communication channels?

ANSWER: WVHEPC is not expanding its communication platform as part of this contract, but each individual institution may be interested.

11. QUESTION: What are the monthly/annual volumes of student assists?

ANSWER: It varies by institution.

12. QUESTION: What is the headcount for the institutions who may elect to participate in this contract?

ANSWER: Vendors can go to <http://www.wvhepc.edu/resources/data-and-publication-center/data-center-enrollment/> for data on enrollment at each public four-year and two-year institution in West Virginia.

13. QUESTION: Section 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. Is the business license requirement referring to a WV state business license or furnishing vendor's license to conduct business? If a WV state license is required, can one be obtained upon approval of contract? If so, what should be submitted with the proposal?

ANSWER: Section 2.3 requests that you provide a copy of your license to do business with the State of West Virginia as filed with the WV Secretary of State. It is not mandatory to provide the copy of the license with your bid. If you would be selected as the apparent successful bidder, you could provide the copy of the license at that time.

14. QUESTION: Does the Commission/Council currently contract for the services requested in the RFP? If so, which of the schools listed in the RFP participate?

ANSWER: Yes, we currently contract for the services requested. All the schools currently are contracted for these services except for Shepherd University.

15. QUESTION: With respect to pricing, is the Commission/Council seeking a total cost estimate for all schools listed in the RFP or a price per service item?

ANSWER: Each school will determine whether to participate in the new RFP so the price will be per service item.

16. QUESTION: How should information considered trade secret and exempt from public disclosure be labeled in the proposal submission?

ANSWER: 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. Any information included in the bid that the vendor considers to be trade secrets as identified in the above referenced State Code should be clearly noted as such on each page considered confidential (notation at both the top and bottom of each page is preferred).