

**STATE OF LOUISIANA
SOUTHEASTERN LOUISIANA UNIVERSITY
HAMMOND, LOUISIANA**

A Member of the University of Louisiana System

**INVITATION TO BID
TO
FURNISH FULL SERVICE FOR ALL PHASES IN SERVICING
SOUTHEASTERN LOUISIANA UNIVERSITY'S
PERKINS LOAN PROGRAM (FORMALLY THE NATIONAL DIRECT STUDENT LOAN)
AND NURSING LOAN PROGRAM
FOR THE SLU CONTROLLER'S OFFICE**

ISSUING AGENCY: Southeastern Louisiana University
Purchasing Department
SLU 10800
Hammond, LA 70402

DIRECTOR OF PURCHASING: Richard Himer

REQUISITIONED BY: Nettie Burchfield, Controller
Telephone: (985) 549-2068

RELEASE DATE: October 25, 2016

DEADLINE FOR FAX INQUIRIES: November 7, 2016
Fax inquiries to: Monette Scott (985-549-3810)

BID OPENING DATE: November 16, 2016

BID OPENING TIME: 4:00 p.m., Central Time

BID OPENING LOCATION: Southeastern Louisiana University
Purchasing Department
Property Control & Supply Building
North Oak Street Maintenance Complex
Hammond, Louisiana

NOTE: The Bidder to submit one (1) original and (1) copy of its complete bid response for evaluation purposes. This solicitation is a sealed bid and must be returned by mail or delivered in person. Bid response forms cannot be faxed and any fax responses shall be rejected.

This ITB is available in electronic form at:

<https://wwwcfprd.doa.louisiana.gov/OSP/LaPAC/dspBid.cfm?search=department&term=42> It is available in PDF format or in printed form by submitting a written request to the Procurement Specialist listed above. It is the Bidder's responsibility to check the Office of State Purchasing LaPAC website frequently for any possible addenda that may be issued. Southeastern is not responsible for a bidder's failure to download any addenda documents required to complete an Invitation to Bid.

➤ **ARE YOU ELIGIBLE FOR PARTICIPATION?**

- Are you a veteran-owned small entrepreneurship or a service-connected disabled veteran-owned small entrepreneurship in accordance with documentation from the United States Department of Veterans Affairs or the Louisiana Department of Veterans Affairs?
- Are you a Louisiana domiciled business?
- Do you have less than fifty (50) full-time employees?
- Are your annual gross revenue receipts \$5,000,000 or less (for construction) or \$3,000,000 for (non-construction) for each of the previous 3 tax years?

If your answers are yes, your company may be eligible for participation in the Louisiana Veteran-Owned and Service-Connected Disabled Veteran-Owned Small Entrepreneurship Program, also known as the Veteran Initiative.

➤ **WHAT IS THE VETERAN INITIATIVE?**

The Veteran Initiative, created by LRS 39:2171 through 2179 and LRS 51:931, provides additional opportunities for certified Louisiana-based small entrepreneurs to participate in contracting and procurement with the State. Key features of the program are:

- This is a goal-oriented program
- It is race and gender neutral
- Participation is restricted to Louisiana-based certified veteran-owned and service-connected disabled veteran-owned small entrepreneurs

The rules governing the implementation of the program are located at <http://www.doa.louisiana.gov/osp/se/se.htm>

➤ **WHY IS CERTIFICATION IMPORTANT?**

Certification is required for your participation in the Veteran Initiative. Under this program, you may be given increased opportunity to participate in Louisiana state contracts. Certain contracts may be awarded to your business without competition. And, certification is one of the methods that the State of Louisiana will utilize as a basis for benchmarking for annualized procurement and contracting goals.

➤ **WHAT AGENCY IS RESPONSIBLE FOR CERTIFICATION?**

The Louisiana Department of Economic Development (LED) is responsible for certifying Small Entrepreneurs for participation in the program. The (LED) Small Business Certification System may be accessed at <https://smallbiz.louisianaforward.com/index 2.asp>. For additional information regarding certification, please contact the LED at (225) 342-3000.

➤ **WHAT IS THE ROLE OF THE DEPARTMENT OF VETERANS AFFAIRS?**

The Louisiana Department of Veterans Affairs is responsible for disseminating information on this program and other veterans' benefits to Louisiana veterans. Information on this program and other veterans' benefits can be accessed at www.vetaffaris.la.gov

The State of Louisiana is committed to the success of this program and encourages your participation.

SIGNATURE RESPONSE FORM

BUSINESS NAME: _____

TELEPHONE NO.: _____ FAX NUMBER: _____

ADDRESS: _____
MAILING CITY STATE ZIP

SCOPE: Furnish full service for all phases in servicing Southeastern Louisiana University's Perkins Loan Program (formally the National Direct Student Loan) and Nursing Loan Program for the SLU Controller's Office.

CONTRACT TERM: January 1, 2017, or thereafter, through December 31, 2017

I/we do hereby acknowledge receipt of the following addenda (if any):

No. _____ Dated _____ No. _____ Dated _____

TO THE VENDOR:

The Invitation To Bid (ITB) requires written response by the Bidder to evaluate the services of the services. **The bidder should cross reference each section of the ITB using a numbering scheme identical to that listed in the ITB. The bidder is directed to read Section III- Special Provisions regarding bid response. All sections of Section IV - Technical Specifications to be addressed in the form of an answer or acknowledgment.** Failure to do so may result in rejection of the bid as incomplete. Other ITB sections V-XVIII may require additional information to be responded to by the bidder. Bidder is responsible to address each section appropriately with a response, exhibit, etc.

THIS SOLICITATION IS A SEALED BID AND MUST BE RETURNED BY MAIL OR DELIVERED IN PERSON. BID RESPONSE FORMS CANNOT BE FAXED ANY FAX RESPONSES SHALL BE REJECTED.

SIGNATURE TO THE SIGNATURE RESPONSE FORM SHALL BE CONSTRUED AS ACCEPTANCE OF THE ITB IN ITS ENTIRETY.

AUTHORIZED OFFICER: _____
(Signature) (Print or Type Name)

TITLE: _____ DATE: _____

BID RESPONSE FORM CONTINUED

This form is to be completed in its entirety and submitted with the bid response form(s). Failure to complete or return the form with the other response form(s) may cause rejection of the bid without further consideration.

BID GUARANTY - Required of Bidder in the amount of \$1,000:

Attached is ___ a bid bond(*) in the amount of \$_____ or
___ a certified check or ___ a cashier's check in the amount of _____.

(*) The surety or insurance company furnishing the bond shall be currently on the U.S. Department of the Treasury Financial Management Service list of approved bonding companies which is published annually in the *Federal Register*, or by a Louisiana domiciled insurance company with at least an A- rating in the latest printing of the A.M. Best's Key Rating Guide to write individual bonds up to 10 percent of policyholders' surplus as shown in the A.M. Best's Key Rating Guide.

PERFORMANCE BOND - Required of successful Bidder in the amount of (100%) of the Annual Bid Price:

Bidder is to list the name, address (street/city/state/zip) & telephone number of the Louisiana licensed surety or insurance company that shall be used to furnish the required bonding if selected the successful Bidder. See below (*).

Name of Surety: _____
(Not the Agent Company)

Surety's Address: _____

Surety Telephone No.: _____

Agent Company: _____ Telephone No: _____

(*) The surety or insurance company furnishing the bond shall be currently on the U.S. Department of the Treasury Financial Management Service list of approved bonding companies which is published annually in the *Federal Register*, or by a Louisiana domiciled insurance company with at least an A- rating in the latest printing of the A.M. Best's Key Rating Guide to write individual bonds up to 10 percent of policyholders' surplus as shown in the A.M. Best's Key Rating Guide.

FIDELTY BOND

Bid is to list the name, address (street/city/state/zip) & telephone number of the surety or insurance company that your company maintains a fidelity bond:

Name of Surety: _____ (Not the Agent Company)

Surety's Address: _____

Surety Telephone No.: _____

Agent Company: _____ Telephone No: _____

State Amount of Fidelity Bond Maintained: _____

INSTRUCTIONS TO BIDDERS

PURPOSE

This Invitation to Bid (ITB) sets forth the requirements and specifications of Southeastern Louisiana University / SLU / University. The contents of this ITB and the Bidder / Vendor / Contractor's bid response shall become contractual obligations if a contract ensues. The bid and any resulting contract shall be governed under the laws of the State of Louisiana.

GOVERNING BID REGULATIONS

All bids shall be subject to the Louisiana "Purchasing Rules and Regulations", Louisiana Revised Statutes 39:1551-1755, and Louisiana Executive Order No. JBE 16-39. These documents are made a part of this ITB by reference. These documents may be reviewed in the SLU Purchasing Department or in the Linus A. Sims Memorial Library on the SLU campus during regular business hours.

BID RESPONSE FORM

All bids shall include the signature and bid response forms provided in the ITB. The bid response form for signature must be properly signed in ink by an officer of the bidding entity authorized to sign the bid. Bid prices to be typewritten or in ink (no pencil). Any alterations of the bid response form or foreign conditions attached thereto may cause rejection of the bid. The F.O.B. point shall be the University unless specified otherwise in the solicitation.

CORRECTION OF MISTAKES

Erasures, writeovers, corrections or other changes in the bid are to be initialed by the Bidder. Failure to do so may result in rejection of the bid without further consideration.

NUMBER OF COPIES

THE ENTIRE ITB SHALL NOT BE REQUIRED TO BE RETURNED WITH THE BID RESPONSE. The Bidder shall submit **one (1) originally signed bid response form with any required information** and the Bidder should submit **one (1) photocopy** of the entire original bid response. The Bidder shall be responsible for duplicating and retaining any bid forms and responses for personal record.

REJECTION OF BIDS

The University reserves the right to reject any and all bids, and to waive any informalities. The right is reserved to award contracts separately, grouped, or an all-or-none basis. Incomplete, illegible, partial or informal bids may be rejected.

SEALED BID

The entire bid shall be sealed. All bids should be returned with the special bid envelope furnished for that purpose. Bids submitted in other than the special bid envelope should be sufficiently identified to avoid premature opening of the bid response. The name and address of the Bidder should appear on the outside of the bid envelope. In the event the bid contains bulky subject material, the special bid envelope or other form identifying the solicitation should be firmly affixed to the mailing envelope or container.

BIDS BINDING

All formal bids shall be binding for a minimum of (60) calendar days and shall not be withdrawn after the specified return date.

BID CONFIDENTIALITY

All bid responses shall become a matter of public record at public opening. The University accepts no responsibility for maintaining confidentiality of any information submitted with bid response whether labeled confidential or not.

BIDS DUE

Bidders shall be responsible for the timely delivery of the bid by the ITB return deadline. Bids received after the specified time and date will not be considered, whether delayed in the mail or for any other causes whatsoever.

Bid response may be withdrawn by the Bidder upon written or fax request prior to the designated time for return of bids. Withdrawal notification must be by signature and received by the SLU Purchasing Department prior to the designated deadline for return of bids.

DELIVERY OF BIDS

Each bid response shall be time recorded upon its delivery by Purchasing Department personnel. The Bidder or its agent may hand deliver the bid and the deliverer should request a written receipt of its delivery. Or the Bidder may deliver the bid by an express carrier securing the signature of the person accepting delivery. Or the Bidder may mail the bid by registered or certified mail return receipt requested.

The address for mailing bids: Southeastern Louisiana University
Purchasing Department
SLU 10800
Hammond, LA 70402

For hand delivered or express bids: Southeastern Louisiana University
Purchasing Department
Property Control & Supply Building
2400 North Oak Street
Hammond, Louisiana

BIDDER INQUIRIES

No negotiations, decisions or actions shall be executed by any Bidder as a result of any oral discussion with any state employee. Only those transactions, which are in writing, signed by the Director of Purchasing in addendum form, shall be considered as valid. Telephone inquiries are discouraged.

Inquiries concerning the administrative requirements of the ITB shall be submitted in writing and faxed to the Director of Purchasing.

Inquiries concerning the performance requirements of the ITB shall be submitted in writing and faxed to the Contract Coordinator with a copy faxed to the Director of Purchasing.

Inquiries shall be in written form and signed by the inquirer, and received no later than the time and date designated herein. Answers to inquiries that change or substantially clarify the ITB shall be issued in the form of addendum to all known to have received a complete set of documents.

AVAILABILITY OF FUNDS

Contract award shall be contingent upon the availability of funds to fulfill the requirements of the solicitation. The University shall not be responsible for any costs incurred by any Bidder in the preparation of any bid response.

BID COST INCURRED

This solicitation does not commit the University to award a contract and the University shall not be responsible for any costs incurred by any Bidder in the preparation of any bid.

BID GUARANTY

When specified elsewhere in the solicitation (bid response form), a bid bond, cashier's check, or certified check, made payable to Southeastern Louisiana University, for the amount specified, must accompany the bid response.

The bid guaranty shall be subject to forfeiture for failure on the part of the successful Bidder (a) to satisfy any bid requirements, or (b) to furnish any required performance guaranty or insurance verifications, or (c) to execute the contract within the time stipulated after official notification is made by the University.

The University shall have the right to retain the bid guaranty of all Bidders until either (a) the successful Bidder has satisfied all ITB requirements and the contract has been executed, or (b) all bids have been rejected. Only bid guarantees in check form will be returned to Bidders.

PERFORMANCE BOND

When specified elsewhere in the solicitation (bid response form), the successful Bidder shall furnish a Performance Bond in accordance with requirements outlined within ten (10) calendar days of official written notice (Notification of Award). Performance bond shall be made payable to Southeastern Louisiana University in the amount specified. If the contract is extended, then the performance bond may be required to be renewed for each successive contract term in force.

The bonds shall secure for the University the prompt and faithful performance of the Contractor in strict accordance with the contract.

QUALIFICATION OF BIDDER

The University reserves the right to make inquiries and investigations as it deems necessary to determine the responsibility of any Bidder to perform the services. The Bidder shall furnish all information and data for this purpose as the University may request. The unreasonable failure of any Bidder to promptly supply information in connection with an inquiry may be grounds for nonresponsibility.

TAXES

The Bidder shall include in his bid price all federal, state and local taxes of all kinds applicable to the performance of the contract. The University is currently exempt from State Sales and Use Tax and from parish and city taxes.

BID AWARD

The contract shall be awarded with reasonable promptness by written notice to the lowest responsible and responsive Bidder whose bid meets the requirements and criteria set forth in the Invitation to Bid.

SPECIFICATIONS AND REQUIREMENTS

I. The purpose of this Invitation to Bid, hereinafter referred to as ITB, is to obtain the services of a contractor to service Southeastern Louisiana University's Perkins (formerly NDSL) and Nursing Loan Program as described in this ITB.

II. Scope of Work

A. The service is to include all phases of the above-mentioned loan programs. The service shall include a Cohort Default Management Program. The service is to include an orderly conversion, account maintenance including placement of delinquent accounts, billing, cash collection and reporting on a regular basis. Services shall be provided on a system which is currently operational. Currently Southeastern has approximately 3900 borrower accounts.

B. Services must be in full compliance with all provisions of Title II of the National Defense Education Act of 1958 as amended, Title VI and VII of the Public Health Act, Title IV of Higher Education Act of 1965 as amended, all provisions to these Acts, supplementary guidelines as provided by the Department of Education, Department of Health & Human Services, and Federal programs added by the federal government, the Fair Debt Collection Practice Act (P.L. 95-109), and all established Federal and State regulations and guidelines.

III. Special Provisions

The services provided by the contractor must be in compliance with all laws of the State of Louisiana and the Federal Government pertaining to student loans.

A. The contractor must reaffirm each individual item in the Technical Specifications. The response must be in the order of and cross-referenced to the Technical Specifications.

B. In the event a contractor cannot comply with any part of the Technical Specification, this shall be noted in the order of and cross-referenced to Technical Specifications.

C. The contractor has the option to submit an alternative to a particular Technical Specification. This alternative must be fully explained. The University reserves the right to disqualify a bid if the University determines the alternative is a material deficiency or will result in undue hardship to the University staff or University borrowers. Any alternatives must be noted in the order of and cross-referenced to the Technical Specifications.

D. The contractor must submit detailed exhibits of reports and notices called

for in the Technical Specification. The exhibits must be numbered and cross-referenced to the appropriate Technical Specification.

- E. The contractor must specify in his response that the items provided do currently exist rather than being a future development.
- F. If a minor data element must be developed, this must be completed prior to contract signing.
- G. The contractor must have been involved in student loan collections for at least five (5) years.
- H. The contractor's conduct must be professional and represent the University in a positive way during all deliberations and dealings with borrowers as well as University staff.
- I. The contractor shall agree to indemnify, defend and hold harmless the University with respect to any loss, liability, damage, claim or expense (including reasonable attorneys' fees) by any failure resulting from the vendor's performance or failure to perform in accordance with a signed contract.
- J. The contractor shall be affiliated with professional organizations.
- K. Include a listing of individuals who will have contact with the University and a brief summary of their qualifications and experience.
- L. The contractor shall discuss its procedures for National Student Loan Data System reporting.

IV. Technical Specifications

As mentioned in the Special Provisions, the contractor must submit in the Bid, a copy of all notices and reports requested in this section of the ITB. The contractor must also respond positively or negatively as to their ability to perform all items in this section of the ITB.

A. Conversion

1. The contractor must provide for technical assistance, clerical expenses, material expenses, and specific conversion programming required. An outline of conversion methods, including a timetable and the University's role in this process, shall be included in the proposal.
2. At least one technical representative shall be designated for coordinating the conversion file.
3. The contractor shall provide the data processing personnel and support required to create a conversion file.
4. The University will notify each borrower of the service change prior to the first billing. The contractor must provide mailing labels to assist in the borrower notification. However, to confirm the accuracy of the conversion, the contractor must send a statement of audit to each borrower of the amount due, repayment information, and overall procedures for repayment to each borrower using the newly created records.

5. A detailed report by borrower in alphabetical order for paid-in-full accounts converted must be provided.
6. The contractor will be given a 60-day period to complete the conversion from the awarding of the contract.
7. The contractor shall convert borrower history/comments and related information to each account. The conversion must include a balancing and reconciliation of the University's portfolio of accounts.
8. Contractor must be able to begin services January 1, 2017.

B. Account Maintenance - Perkins (NDSL) and Nursing Loans

1. The contractor must respond to University inquiries within twenty-four (24) hours of request.
2. Contractor must process all documents relating to file maintenance such as deferments, cancellations, postponements, address changes, bankruptcy (chapter 7, 11, & 13) etc., within forty-eight (48) hours of receipt by the contractor.
3. Contractor shall provide various billing cycles (monthly, quarterly, semi-annual, and annual, etc.).
4. Contractor shall accrue interest on a monthly basis for payoff purposes and reduction of small balance write-offs.
5. Contractor shall have the ability to generate consolidated billing statements for borrowers with multiple types of loans. The University should have the capability to consolidate up to twelve (12) loans on one (1) billing statement. The contractor shall provide lines for special billing messages on the billing statement.
6. Contractor shall provide the borrower the option of ACH (automatic direct debit), electronic checks, and credit cards as a form of loan repayment.
7. The billing statement must disclose a complete summary of each loan.
8. The contractor shall have the ability to add collection costs, late charges, small balance write-offs, refunds, and penalty charges to borrower accounts by automatic and manual addition. Contractor shall electronically place accounts with multiple outside agencies (as Attorney General's office, District Attorney, etc.) and to flag such accounts so that no payments from the borrower can be receipted by contractor.
9. The contractor shall provide a specific borrower contact for the University's borrowers. This contact's number must be printed on the billing invoice for easy borrower reference.
10. Contractor shall provide the online exit interview counseling for borrowers and the contractor must supply exit interview materials upon request by the University for distribution by University personnel while borrowers are in student status. Exit interview information is to include, but is not limited to the following: a combined or prorated repayment schedule of the student's accounts, the student's rights and responsibility toward the loan, verification of amount due,

personal information questionnaire, deferment, postponement, cancellation form(s), etc.

C. Cash Collection

1. Funds received from borrowers shall be deposited upon receipt to an interest-bearing account in the name of the University. Interest shall be earned from the day of deposit and will be credited monthly.
2. Contractor must provide for handling and recording of all collections in accordance with generally accepted accounting principles, procedures, and internal controls.
3. Contractor should address the procedures for collecting and posting payments.
4. Contractor must transfer cash received on behalf of the University weekly through ACH transfers.
5. Contractor shall maintain accounting for non-cash payments which represent any actual payments received by the University, and not forwarded to the vendor.
6. The contractor's system must have the ability to automatically prorate borrower payments across multiple programs.
7. The contractor shall discuss how their system applies payments to a borrower's account.
8. Contractor must re-deposit one time a borrower's check returned for insufficient funds (NSF). If the check is returned a second time, it may be returned to the borrower. When an NSF check is returned to the borrower, the borrower's account is debited with the principal and interest previously credited for that payment. Checks returned due to "Stopped Payment" or "Account Closed" should be forwarded to the borrower immediately and the borrower's account debited with the principal and interest previously credited for that payment.
9. Contractor must provide a toll-free telephone number and online account access where the University may obtain current information on a borrower's account to include collection on that account up to the last 48-hour period.
10. The contractor's system shall have the capability to identify accounts by loan program and number.

D. Auditability

The contractor agrees that the University, the Legislative Auditor of the State of Louisiana, and Federal Program Auditors shall have access to, and the right to audit and examine any pertinent books, documents, papers, and records of the contractor related to this ITB and any resulting contract agreement. The contractor must make its records available and provide assistance at no cost to the University's internal or external auditors for a review of the contractor procedures, internal controls and examination of records of University accounts. These records must be maintained for a period of at least three years.

E. Input Requirements; University to the Contractor

1. Contractor must be capable of handling manual and electronic file transfer of data.
2. The contractor must demonstrate that they currently receive the data required on input forms via secure electronic file transfer.
3. Control Procedures: Receipting system for new input is required to include a special report acknowledging transmitted information. Report must indicate loans, not input, received by contractor from the University during the reporting period.

F. Reporting

All reports listed in this section must be capable of being produced either in alphabetical order by student name or the account number assigned by the University. Cross reference must be provided between borrower's name and borrower's account number. The reports listed below must be generated by loan program (Perkins/NDSL or Nursing Loans). Proper notation of the loan type (Perkins/NDSL or Nursing Loan) will be considered if reports are for all borrowers at the institution. Please state reports that will be available on-line. All reports available online shall be downloadable in Excel, CSV, text, or dat file format at no cost to the University unless otherwise noted. All reports are required monthly unless otherwise noted, and are to be received at the University no later than ten (10) days after the beginning of the following month. The reports that must be provided are as follows:

1. Student Loan Master List: This report must break down individual loans for borrowers by various interest rates and grace periods.
 - a. Student name and account number.
 - b. Status of the account (i.e., in grace, current, past due, special arrangements, postponed, in school, etc).
 - c. Date separated.
 - d. Next payment due date (including amount).
 - e. Interest rate and type of loan.
 - f. Total loans advanced prior to July 1, 1972.
 - g. Total loans advanced after July 1, 1972.
 - h. Grace period ending date.
 - i. Total loan amount.
 - j. Last payment date.
 - k. Total principal collected.
 - l. Total interest paid.
 - m. Total principal canceled.

- n. Total interest canceled.
 - o. Principal balance (as of report date). (Totals must be provided by loan program [Nursing & Perkins (NDSL)] at the end of the report.)
 - p. Date deferment ended or length of deferment.
 - q. Type of deferment (i.e., student, armed forces, etc.
 - r. Past-due principal.
 - s. Past-due interest.
 - t. Last activity date and type of activity.
 - u. Months past due.
 - v. Repayment frequency.
 - w. Repayment plan.
 - x. A legend at the end of the report containing a full explanation of all codes used on the report.
 - y. Accrued interest on loan since last collection.
 - z. Date of cancellation.
 - aa. Number of cancellations by type.
 - 1) Defense loan canceled
 - a) Cumulative number of 10%--teacher
 - b) Cumulative number of 15%--low income handicapped
 - c) Cumulative number of military cancellations
 - 2) Direct student loan cancellations
 - a) Cumulative number at increasing rate--teacher
 - b) Cumulative number at 15% for Headstart
 - c) Cumulative number of cancellations--military combat
 - d) Cumulative number of other cancellations by type of cancellation
 - 3) Nursing cancellations
2. Monthly Transaction Report: This is a complete listing of all transactions and adjustments which occurred during the month for each borrower. The report is to be completed in alphabetical order and is to include a clear audit trail. The following is to be included:
- a. Borrower's name and account number.
 - b. Types of entries.

- 1) Advances to students
 - a) Indication whether the advance is an initial loan or an existing loan
 - b) Date of the advance
- 2) Payment
 - a) Division between principal and interest
 - b) Date of deposit
 - c) Noting of prepayment on account (principal and interest).
- 3) Adjustments
 - a) Division between principal and interest
 - b) Accounts affected
 - c) Reason for adjustments
- 4) Cancellations
 - a) Division between principal and interest
 - b) Type of cancellation
 - c) Date of cancellation

This report is to include summary totals of all types of individual transactions shown in the body of the report.

3. Journal Entries: The contractor must provide a report in General Journal form reflecting both debits and credits. The report will be used to post to the University's General Ledger.
4. Enrolled Borrower Report: The contractor must provide an Enrolled Borrower Report in alphabetical order reflecting all borrowers currently enrolled in the University. The report must include the following information:
 - a. Name and Account Number.
 - b. Loan amount to date.
 - c. Number of advances to student.
 - d. Date of last advance.
 - e. Prepayments and/or reductions on loan, if any.
 - f. Principal balance.

This report must be produced upon request.

5. Historical Report: This report must list all borrowers in

alphabetical order or an individual borrower along with all transactions posted to that borrower's account since inception.

6. Delinquent Account: Reports must provide an aging of all past-due accounts including borrower's name and pertinent loan information. The reports are to be used to isolate accounts at a particular level of delinquency for additional contact and follow-up. The reports must contain, but are not limited to, the following levels of delinquency:
 - a. 30 days past due.
 - b. 60 days past due.
 - c. 90 days past due.
 - d. 120 or more days past due with proper notation of aging.
 - e. 360 days past due.
 - f. Two years or more past due.

This report must include name, account number, telephone number, and other information that may assist the University in collecting from delinquent borrowers.

7. Accounts Assigned to Collection Report: The contractor must provide, on a monthly basis, multiple collection agency reporting. The University must receive separate reports for borrowers placed in particular agencies, as well as accounts closed and returned. These reports must provide borrower's name, address and loan history information.
8. Report of Assigned Accounts to Department of Education: On a monthly basis the contractor must provide a report identifying all those accounts currently assigned to the Department of Education. This report must provide the borrower's name, address, and loan history information. Contractor should have the capability to produce accurate EED 553 forms for each eligible borrower (state cost).
9. Delinquent Analysis Report: The contractor must produce on a monthly basis a delinquent analysis report identifying the following data:
 - a. The number of borrowers in particular levels of delinquency.
 - b. The loan amounts of each respective past-due borrower.
 - c. The principal balances of each past-due account.
 - d. Principal, interest and total accounts past due.

In addition, the report must provide a payment report so that the respective collection agencies can be monitored.

10. Master Name and Address Listing: The contractor must provide a consolidated listing of all borrowers in that loan program in alphabetical order. This report must include, but is not limited to, the borrower's name, address, and current status.
11. Unknown Address Report: The contractor must provide a report of all

accounts which are identified as having non-current addresses. This report will be used to update bad addresses by the University to the contractor.

12. Name and Address Maintenance Report: The contractor must provide a report noting a borrower's name and/or address change made during the month. The report is to include the name and/or address before the change. This will assist the University in maintaining current name and address information on its student borrowers.
13. Student Repayment Schedule: Upon notice of separation of a borrower made to the contractor from the University, the contractor must provide a loan repayment schedule (amortization schedule) for each borrower. The borrower must receive statements of account in accordance with the schedule as long as the account remains current and/or unaltered by cancellations or repayment. If a student has more than one loan at various interest rates, it is the contractor's responsibility to prorate the repayment amount between the loans. The basis for proration is A/B: where A equals the total of loans at one interest and B equals the total of all loans at various interest rates for the loan program (Perkins/NDSL or Nursing--not the two combined).

Example: the borrower has the following loans: 3% = \$1,500; 4% = \$1,000; and 5% = \$500. The payments would be prorated as follows:

$$\begin{aligned} 3\% (1500/3000) &= 50\%; & 4\%(1000/3000) &= 33 \frac{1}{3}\%; \\ \text{and } 5\%(500/3000) &= 16.67\%. \end{aligned}$$

14. Paid-in-Full Report: The contractor must provide a report listing all borrowers whose account is paid-in-full. Included in this report are borrowers whose account (interest and principal) is less than \$10. These accounts should be noted. Included with this report should be adhesive labels with the name and address of the paid-in-full borrowers since the last report. This will assist the University in mailing the paid-in-full promissory notes to the borrowers. This report must be in alphabetical order.

15. Fiscal Operation Reports

- a. Perkins (NDSL)

Report must conform currently and in the future to any timely revisions to specification and information required by the Office of Education for annual reporting. This report shall be generated as of December 31 and as of June 30. Report must include all information accumulated by the University prior to conversion. Report must be received by the University no later than ten (10) days after June 30 and December 31 of each year. Report should be produced on call if desired. This report must be a total of all loans in the Perkins (NDSL) program and not fragmented by interest rates or any other method.

- b. Nursing Loan Program

Report must conform currently and in the future to any timely revisions to specification and information required by the Department of Health & Human Services for annual and/or quarterly reporting. The necessary reports shall be generated as of September 30, December 31, March 31, and June 30. Report must include all information accumulated by the University prior to conversion. Reports must be received by the University not later

than ten (10) days following the report date shown above. This report must be a total of all loans in the Nursing Program and not fragmented by interest rates or any other method.

16. Quarterly Report For State Office. This report should be a summary broken down by Federal Perkins Loan type and Nursing Loan type. The summary of each should include an aged trial balance of accounts, total write off's by loan type (number and dollar amount) for the quarter only, the number and dollar amount of accounts over one year old. Of the accounts over one year old, we need a further breakdown of the number and dollar amount of those by the following categories: in-house, Attorney General, Outside collection agency, other.

This report will be needed by the 15th day of the month following the last day of the quarters ending September 30, December 31, March 31, and June 30. Information should be separated for Federal Perkins loans and Nursing loans.

17. A report which identifies borrowers who have transferred to a grace status from an in-school status.
18. A report which provides an analysis of past due accounts, billing notices generated, a status and billing frequency summary. Monthly cohort and overall default rate calculation is required.
19. A report which provides fiscal year and cumulative totals of all major accounting fields. This includes a breakdown of principal and interest cancelled by cancellation type.
20. A report which lists all borrowers and their balances who have credit balances.
21. A report which lists all loans reported to a credit bureau and any exceptions.
22. A report which lists all borrowers who are included in the current year's Cohort Base Group. The listing should be broken down into "Borrowers in Default" and "Borrowers Not in Default."
23. Contractor must provide EED 553 and payment history upon request.
24. If the contractor provides additional reports not requested above, they should be included in the exhibits and cross-referenced to this item. The contractor should also state the advantages the additional reports would provide the University.

G. Credit Bureau Reporting

1. The Contractor must report the amount and date of each Federal Perkins Loan or National Direct Student Loan the University makes; information on collection, cancellation, and outstanding balance; and the borrower's default status to a national credit bureau organization as required by Federal regulations.
2. The Contractor must ensure that the credit bureau has accurate borrower information by reporting changes in a borrower's loan status

and responding within one month to any national credit bureau inquiries.

3. The Contractor may only use a national credit bureau organization with whom the U.S. Department of Education has signed an agreement according to federal regulations.

H. On-Line Services

1. The contractor must provide on-line data communication with a real-time environment.
2. The on-line system must be fault tolerant so as to eliminate downtime.
3. The system must be available during each business week (Monday - Friday) from 7:00 a.m. to 7:00 p.m. (Central Standard Time) with the exception of holidays observed by the contractor.
4. The contractor must provide security for the University by using, as a minimum, those procedures generally accepted by the data processing industry as being satisfactory as well as maximum security regarding privacy of borrower information and necessary internet security.
5. The University requires the ability to post entries up until the last day of the month utilizing the on-line system.
6. The contractor's system must be updated daily.
7. The contractor's system must have the ability to identify the date, time and individual who performed a transaction, either on-campus or at the vendor's facility.
8. Pre-conversion histories must be accessible via the on-line system.
9. The system should be capable of locating an account using a partial social security number or name.
10. The system should be capable of capturing all of a borrower's accounts on a single screen.
11. The system should provide an adequate amount of space for free form notes.
12. The system should allow for data input capability as a single screen or as several updates on one screen for the following:
 - a. New loans and Advances
 - b. Name change
 - c. Address Changes
 - d. Loan Number and Social Security Number Changes
 - e. Non-cash payment posting
 - f. Credit bureau reporting/cease reporting
 - g. Separation Dates, repayment schedule changes, including special billing arrangements, billing frequency, and next due date
 - h. Ability to force out a billing statement to a borrower and/or a statement of account
 - i. Separation Date
 - j. Repayment schedule changes including special billing arrangements, billing frequency, next due date.

13. The on-line system must include a fully integrated collection management system. Entries made to this system should automatically update the main database and track all changes.
14. The contractor must provide full particulars regarding the service such as cost, compatibility to University's existing hardware if not available on internet, availability of system, features and advantages, benefits and fees and any other factors necessary to evaluate this item.
15. The Contractor shall have an online application that allows the University to generate entrance and exit materials on demand.

I. Flexibility

1. The contractor should be able to utilize note numbers, social security numbers, or other school account numbers, as directed by the University.
2. The contractor must provide the option of receiving reports electronically and hard copy.
3. Contractor must submit an operation schedule identifying the cutoff dates for receipt of input to be included in the last posting of the month, the date reports are to be sent to the University, and the dates the billings are mailed to the borrower.
3. Contractor must submit the amount of time, and reasons for system downtime over the past two years.

V. Records and Equipment

- A. Backup file must be maintained/secured in a second location so that all reports can be reproduced at the University's request at no additional cost.
- B. Contractor must provide policies for insuring that the operations schedule will be met in the event of equipment failure (i.e., backup equipment).
- C. Contractor must return to the University supporting file documents (i.e., any correspondence, record of telephone conversations, deferments, postponements, and cancellations) promptly so the University may keep borrower's files current at all times.

VI. Period and Terms of Contract

- A. The contract period shall be for a twelve (12) month period commencing January 1, 2017, or thereafter, and ending December 31, 2017.
- B. If mutually agreeable between the successful contractor and Southeastern Louisiana University, the contract may be renewed for four (4) additional twelve (12) month periods at the same prices, terms and conditions. The continuation of the contract is contingent upon the appropriation of funds by the Louisiana Legislature to the University. If the Legislature fails to appropriate sufficient monies to provide for the continuation of the University or contract, then the contract shall terminate on the date of the beginning of the first fiscal year for which funds are not

appropriated. All bidders should be aware that our legislative process is such that it is often impossible to give prior notice of the non-appropriation of funds.

- C. The University reserves the right to cancel this contract within 30 days written notice to the contractor. Written notice shall be served by registered or certified mail to the last known address of the contractor. Upon cancellation, the contractor will expeditiously return all loan data and related information in a form acceptable to the University or its agent and will assist in the orderly and timely transfer of responsibility.
- D. The contractor will have the right to cancel this contract within 90 days written notice to the University. Written notice shall be served by registered or certified mail to the last know address of the University. Upon cancellation, the contractor will expeditiously return all loan data and related information in a form acceptable to the University or its agent and will assist in the orderly and timely transfer of responsibility.
- E. The only types of price or cost increases that can be passed on to the University without forfeiture of the contract are those which are not controlled by the contractor, i.e., postage increase.

VII. Estimated Number of Accounts

- A. The University currently has approximately 1,437 Perkins (NDSL) Loans outstanding and 49 Nursing Loans. The breakdown of the borrowers is:

	Perkins	Nursing
1. Borrowers in Repayment (current, past due, default, collection agency and Office of Education)	1,050	28
2. Borrowers in Deferment (student, military, grace, etc.)	370	0
TOTAL	1,420	28

- B. Approximate number of new borrowers per year

	50	0
Approximate number of paid-out borrowers per year	100	2
- C. Total paid-out borrowers

	2,420	10
--	-------	----
- D. The University is on a quarterly or monthly billing cycle and may place borrowers on a Special Arrangement. The contractor must provide for all Special Arrangements.

VIII. Price

The contractor must describe in detail all charges so that the University can make a comparable evaluation.

Contractor must include procedures and costs for OE Due Diligence requirements and charges for phone calls, skip-tracing, etc. (or other methods of location of addresses).

IX. Training

1. The contractor will be responsible for the training of University personnel. This will aid in the assuring of consistent and smooth billing effort on the part of the contractor and the University.
2. If a conversion takes place, the University requires comprehensive, on-campus training after the conversion. Follow-up training is required on an as needed basis to be determined by the University.
3. The contractor must assign a client relations representative to the University and that representative shall spend at least 20 per cent of their time providing initial training and on-going training as needed by the University.
4. All expenses incurred as a result of training are the responsibility of the contractor.
5. The contractor must provide for annual training via on-campus, webinar, or regional seminars at no cost to the University.

X. Bid Award

The contract shall be awarded by written notice to the lowest responsible and responsive bidder whose bid meets the requirements and criteria set forth in the ITB. The lowest bidder shall be determined as offering the overall lowest cost responded to in the "Summary of Cost" section.

XI. Bid Guarantee

Each Bidder shall furnish a bid guarantee in the form of a bond (from a surety licensed to conduct business in the State of Louisiana), or a bid deposit in the form of a certified check or cashier's check made payable to Southeastern Louisiana University in the amount specified on bid response forms.

The bid guarantee shall be subject to forfeiture for failure on the part of the successful Bidder to satisfy any and all bid requirements or to furnish any required performance guarantees or to execute a contract agreement.

XII. Performance/Fidelity Guarantee

The University will require the successful bidder to post a performance guarantee, within ten (10) days of official notice, in the form of a bond from a surety authorized to do business in the State of Louisiana. The bond must be countersigned by a Louisiana agent authorized to represent the surety company writing the bond and that agent's power of attorney must be attached to the bond submitted. The bond is to be made payable to Southeastern Louisiana University in the amount of the annual bid price. The performance bond shall be subject to forfeiture on the part of the successful bidder if that successful bidder does not fulfill the requirements of the contract.

The successful bidder must also have and present a copy of its fidelity bond.

XIII. Bid Submission

See attached quotation form for deadline dates.

Any questions about the Invitation to Bid must be directed to Nettie L.

Burchfield, Controller at (985) 549-2068 or Johnette Ippolito, Assistant Controller at (985) 549-2068.

XIV. Additional Information

In addition to other information contained in this Invitation to Bid, the bid information should contain, but not be limited to, the items listed below:

- A. Name and address of the company.
- B. Principal Officers or owners of the company.
- C. Number of offices and locations.
- D. Statement concerning operations of a similar nature to that bid.
- E. Listing of all current universities with approximately the same number of accounts presently served in a manner similar to that bid.
- F. A list of the universities that have terminated your service within the last two (2) years and the reason for termination.
- G. Evidence that the company is currently registered with the State of Louisiana to conduct business in the State of Louisiana, the University's residence.
- H. Assurance that the company is in compliance with all Federal and State laws and regulations which are applicable to it regarding non-discrimination and equal opportunity on the basis of race, sex, handicap, veteran's status, marital status, religion, creed, and national origin.
- I. Contractor must provide the name of compliance officer for the corporation that ensures the contractor will be in compliance with the Gramm-Leach-Bliley Act. The company must provide documentation of their policies regarding the Gramm-Leach-Bliley Act.
- J. The contractor must provide an independent audit report annually. Annual audits must be conducted in accordance with generally accepted auditing standards and applicable U.S. Department of Education rules and regulations, including but not limited to the final regulations governing third-party servicers and additional accountability requirements effective July 1, 1994 (Federal Register Vol. 59, No. 82 from the Department of Education).

Contractor must provide audit reports (including audited financial statements) for the past two years. The University reserves the right to terminate this contract at any time if the auditor's opinion is other than qualified.

- K. The contractor must certify that to the best of its knowledge and belief that it and its principals:

Are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from covered transactions by any Federal department or agency;

Have not, within a three-year period preceding this proposal, been convicted of, or had a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (Federal, State or local) transaction or

contract under a public transaction, or violation of Federal or State antitrust statutes, or commission of embezzlement, theft, forgery, bribery, making false statements, or receiving stolen property;

Are not presently indicted for or otherwise criminally or civilly charged by a government entity (Federal, State or local) with commission of any of these offenses enumerated above; and

Have not, within a three-year period preceding this proposal, had one or more public transactions (Federal, State or local) terminated for cause or default.

- L. The Bidder and its officers, agents and employees agree to maintain the confidentiality of all information that becomes available as a result of this bidding process or, if selected as the vendor, as a result of the services provided. This includes, but is not limited to, information about students.
- M. A copy of an executable contract for review in the event the company is selected.

XV. Summary of Costs

To be completed by all contractors submitting a Bid. All spaces are to be filled in. If there are no costs, (0.00) should be entered.

	Unit Cost	Weigh Factor	TOTAL
A. Conversion Cost	\$ _____	* 1	= _____
B. Monthly Servicing Cost			
1. Cost for Account* in Repayment on a monthly billing service	\$ _____	* 220	= _____
2. Cost for Account* in Repayment for a Quarterly Billing Service	\$ _____	* 10	= _____
3. Cost for enrolled borrowers in-grace at Southeastern LA Univ	\$ _____	* 75	= _____
4. Cost for enrolled borrowers (in-school) at an institution other than Southeastern LA Univ	\$ _____	* 275	= _____
5. Cost for Account* at a Collection Agency	\$ _____	* 800	= _____
6. Cost for Account* at the Office of Education	\$ _____	* 1	= _____
7. Cost for Paid-in-Full Account*	\$ _____	* 1	= _____
8. Credit Bureau Reporting	\$ _____	* 1	= _____
9. Online Exit Counseling	\$ _____	* 10	= _____
C. Due Diligence Service			

TYPE	RATE **Unit Cost		
1. Letters or Correspondence	\$ _____	* 1	= _____
2. Telephone Call	\$ _____	* 1	= _____
3. Additional Due Diligence Services:			
a) Cost for <u>initial set-up</u> fees for a Cohort Default Management Program	\$ _____	* 1	= _____
b) Cost for <u>monthly maintenance</u> fee for a Cohort Default Management Program	\$ _____	* 1	= _____
c) Cost for each account in the Cohort Default Management Program	\$ _____	* 1	= _____

D. On-Line Services \$ _____ * 1 = _____
 Define types of services
 available online

E. Miscellaneous--EED 553 Request Form and Payment History \$ _____ * 1 = _____

F. 1098E Student Loan Interest Statement
 a. Electronic delivery \$ _____ * 1 = _____
 b. Paper delivery \$ _____ * 1 = _____
 c. IRS Reporting per loan \$ _____ * 1 = _____

G. Additional Service or Fees
 (If not included in above)

TYPE	RATE **Unit Cost		
_____	\$ _____ *	1 =	_____
_____	\$ _____ *	1 =	_____
_____	\$ _____ *	1 =	_____

Note: Contractor must provide for costs for all services. If the contractor charges additional fees for items such as borrower repayment schedules, exit interview kits, additional copies of above reports (paper or electronic), a maximum level, training costs, conversion, transformation, etc., the costs must be stated. If the contractor does not state them, the University assumes they are included in the base price per account.

The Weigh Factor is for evaluation purposes only and does not guarantee an actual number of accounts to be serviced.

* The University is considering an account one (1) borrower no matter the number of loans or percentage rates of the individual notes. If the contractor charges an additional fee for multiple interest loans, the additional fee must be stated.

** Define the unit base to be charged (per borrower, per telephone call, per mail-gram, etc.) If contractor charges various telephone call rates based on whether contact is made or not, please quote these charges as individual items.

XVI. Equal Employment Opportunity

The contractor shall be an equal employment opportunity employer. The contractor shall neither discriminate nor permit discrimination in its operations or employment practices against any person or group of persons on the grounds of race, color, religion, national origin, sex, sexual orientation or in any manner prohibited by law.

XVII. Governing Law

Any contract agreement and all matters or issues related to it shall be governed by and shall be in accordance with the laws of the State of Louisiana.

XVIII. Qualification

The University reserves the right to make inquiries and investigations, as it deems necessary to determine the responsibility of any contractor to perform the desired service. The contractor shall furnish all information and data for this purpose as the University may request. The unreasonable failure of any contractor to promptly supply information in connection with an inquiry may be grounds for non-responsibility.