

**Delgado Community College
Purchasing Department
501 City Park Ave, Bldg. 37
New Orleans, Louisiana 70119
(504) 762-3027**

Invitation to Bid

Bid Name:

**Term Contract 40006-106
Financial Aid Verification**

Due by & to be opened on:

June 3, 2026 @ 2:00PM

Contact Person:

**Adrienne Harris
Assistant Director Purchasing
(504) 762-3028**

NAME OF COMPANY

ADDRESS

CITY, STATE, ZIP

PHONE NUMBER

FAX NUMBER

EMAIL

SIGNATURE OF COMPANY REPRESENTATIVE

NAME (PRINTED) & TITLE OF COMPANY REPRESENTATIVE

*** This form must be completed and submitted with your bid*

I. GENERAL INFORMATION

1. Any questions regarding this Invitation to Bid shall be in writing and shall be addressed to Adrienne Harris at the following address:

Delgado Community College
O'Keefe Administration Building
Purchasing Office
501 City Park Avenue, Building 37
New Orleans, La 70119
Email: purchasingdept@dcc.edu

Any additional information resulting from such inquiries shall be distributed to all bidders via addenda. The College will not be responsible for any other explanation of the documents.

Sealed bids may be submitted by mail or in person. Faxed or emailed Bids not accepted. Mailed bids and hand carried bids shall go to the address in item #1. If hand carried, do not leave on the counter unattended. Bids are to be delivered directly to the Purchasing Office where they will be time stamped. The bid name and number must be on the outside of the packaging, including any express mail packaging. Please note that express mail or USPS carriers may not deliver directly to 501 City Park Avenue or to the Purchasing Office. The bidder/proposer is solely responsible for ensuring that its courier service provider makes inside deliveries directly in the Purchasing Office. All Bids must be time stamped by the Purchasing Office by the due date and time regardless of delivery method.

3. Each bidder is solely responsible for the accuracy and completeness of its bid. Errors or omissions may be grounds for rejection, or may be interpreted in favor of the College.

4. Each bidder is solely responsible for the timely delivery of its bid. Delgado Community College will not be responsible for any delays in the delivery of bids, whether delayed in the mail, or for any reason whatsoever.

5. Only the issue of a purchase order or a signed acceptance of a proposal constitutes acceptance on the part of the College.

6. Assuming there is no prompt payment discount provision, payment will be made within 30 days from receipt of products in satisfactory condition, or within 30 days from receipt of invoice, whichever is later.

7. Proposer or bidder, contractor, etc. certifies, by signing and submitting a proposal for \$25,000 or more, that their company, any subcontractors, or principals are not suspended or debarred by the General Services Administration (GSA) in accordance with the requirements in OMB Circular A-133. (A list of parties who have been suspended or debarred may be viewed via the internet at www.epls.gov.)

II. BIDFORM
40006-106 Financial Aid Verification

Delgado Community College was established in 1921 and is the largest and oldest community college in the State of Louisiana. As of the fall of 2020, Delgado has one of the largest enrollments among all higher education institutions in the New Orleans Metropolitan area with 13,036 students enrolled. The student body is comprised of both a commuter student body as well as a developing online learning community & offers both technical and degree seeking opportunities. Delgado Community College is a multi-campus community college with locations throughout Greater New Orleans area. City Park Campus is the main campus located next to the New Orleans City Park. Other campus locations include West Bank Campus, Maritime & Industrial Training Facility (Marine Fire School), Sidney Collier Site, and the River City Site.

The College is seeking a qualified company to perform financial aid verification that includes an intrusive communication plan, web-based easy to use student and parent portal, SFTP banner integration, and a dedicated call center for all students and parents. Performance Pricing based on completed verifications with no load fees. No Start up fees.

The numbers below are what the College estimates to be the number of verifications performed over a (12) month period. Quantities are not guaranteed and may be more or less.

TERM OF CONTRACT: The contract for services will be from July 1, 2026 through June 30, 2027. The College may opt to renew annually for up to two additional (12) month terms under the same terms and conditions if mutually agreeable. The total contract may not exceed (36) months total.

| Description | Quantity | Unit Price | Extended Price |
|--|----------|------------|----------------|
| Number of ISIR's Received in a year | 15,000 | | |
| Number of ISIR's Selected for Verification | 3,000 | | |
| Number of completed Verifications | 1,500 | | |

Total Charge for Verification Services _____

Bidder declares and represents that he; a) has carefully examined the Bidding Documents, b) has a clear understanding of the Bidding Documents, c) has not received, relied on, or based his bid on any verbal instructions contrary to the Bidding Documents or any addenda, d) hereby proposes to provide all labor, materials, tools, appliances and facilities as required to perform, in a workmanlike manner, all work and services under this contract, all in accordance with the Bidding Documents as prepared by the College.

By signing below, the Bidder agrees that he/she complies with all bid requirements, instructions, specifications, terms and conditions and special conditions as stated in the.

Signature _____

Title_____

Company_____

****Bid must be submitted on this form***

III. INSTRUCTIONS & REQUIREMENTS FOR BIDDERS

QUALIFICATIONS:

Bidder must have at least (5) five years of experience in financial aid verification services as it pertains to the specifications, is to be licensed in accordance with the work performed and must operate in accordance with any required laws of the State of Louisiana. Three (3) references are to be listed on the form provided in these bid documents (*see Attachment A*) and submitted with the bid. References are to be from companies where similar work of the same scope and size are currently being performed. Bidder must also be registered with the Louisiana Secretary of State prior to the due date and time for the submission of Bids

Bidder must provide with their Bid, written documentation about the equipment and services they are bidding showing that their offering conforms with the required specifications. Responses are to be clear and concise with the responses in order of the specifications. **Two complete copies of the Bid are to be provided, one original and one copy.** Vendor is encouraged to be ecological and not provide the information in overly large binders.

ADDENDA:

Any questions arising from the specifications must be addressed in writing to the individual indicated in Section I, General Conditions, and will be answered via an Addendum. All questions must be submitted no later than **Wednesday, May 27, 2026 by 12:00PM CST**. A final 48-hour period after the issuance of the Addendum will be granted for questions, which are directly related only to the answers provided in the Addendum.

Any interpretation, correction or change of the Bidding Documents will be made by addendum. Interpretations, corrections or changes of the Bidding Documents made in any other manner will not be binding, and Bidders shall not rely upon such interpretations, corrections and changes. The Bidder must acknowledge all issued addenda and submit it with the bid. Failure to acknowledge addenda will render the bid informal and will cause its rejection.

Bid Documents and Addenda may be downloaded from
<https://wwwcfprd.doa.louisiana.gov/osp/lapac/dspBid.cfm?search=department&term=39>

BID SUBMITTAL:

Bids must be sealed with the **Bidder's name, along with the name and number of the bid clearly written on the front of the envelope or package** and are to be delivered to the person and location in Section I, General Information by the date and time stated on the title page. Faxed or emailed bids are not acceptable. If shipping via express mail, all information as listed above must be on the outside of the shipping packaging. Bids received without this information or after the due date and time will be automatically disqualified.

Bids must be submitted on the forms furnished for this purpose and must be filled out in ink or typewritten and signed in ink. Do not erase, correct, or write over any prices or figures necessary for this proposal. If any corrections are necessary, each must be initialed by bidder. Failure to comply with the above requirements will cause your bid to be disqualified.

Effective August 15, 1997, in accordance with L.R.S. 39:1594 (Act 121), the person signing the bid must be:

- a) A current corporate officer, partnership member or other individual specifically authorized to submit a bid as reflected in the appropriate records on file with the Secretary of State; or
- b) An individual authorized to bind the vendor as reflected by an accompanying corporate resolution, certificate, or affidavit.

By signing the bid, the bidder certifies compliance with the above.

MODIFICATION OR WITHDRAWAL OF BID:

A bid may not be modified, withdrawn, or canceled by the Bidder for a period of thirty (30) calendar days for the period following the time and bid date designated for the receipt of bids, and Bidder so agrees in submitting his bid, except in accordance with R.S. 39:1594,F.

Prior to the time and date designated for receipt of bids, bids submitted early may be modified or withdrawn only by notice to Delgado Community College Purchasing Office at the place and prior to the time designated for receipt of bids.

Withdrawn bids may be resubmitted up to the time designated for the receipt of bids provided that they are then fully in conformance with these Instructions to Bidders.

BIDDER REPRESENTATION:

By signing and submitting a bid, Bidder acknowledges that he/she has read and understands the Bidding Documents and his bid is made in accordance therewith.

The Bidder agrees that his/her bid is based solely upon the materials, systems and equipment described in the Bidding Documents as advertised and as modified by addenda and that the bid submitted is not based on any verbal instructions contrary to the Bidding Documents and Addenda.

END OF SECTION III

IV. TERMS AND CONDITIONS

GENERAL TERMS & CONDITIONS:

Effective August 15, 1997, in accordance with L.R.S. 39:1594 (Act 121), the person signing the bid must be:

- a) A current corporate officer, partnership member or other individual specifically authorized to submit a bid as reflected in the appropriate records on file with the Secretary of State; or
 - b) An individual authorized to bind the vendor as reflected by an accompanying corporate resolution, certificate, or affidavit.
- A response to a bid invitation is our only indication of your interest in college business. Failure to respond to six (6) consecutive bid invitations may cause your name to be removed from the bidders' list.
 - Bid openings are public and are subject to any in place Executive Order, revised statute or College protocol as it pertains to any safety or illness risks.
 - Bids submitted are governed and subject to provisions of the laws of the State of Louisiana including but not limited to L.R.S. 39:1551-1736; Purchasing Rules and Regulations; Executive Orders; Standard Terms and Conditions; and Specifications listed in this solicitation
 - No information will be given out as to opinions concerning the ultimate outcome while consideration of the award is in progress.
 - Effective September 1, 1991, in accordance with Act 1029 of the 1991 Regular Legislative Session, Delgado Community College will not be responsible for any sales tax, either state or local.
 - Delgado Community College reserves the right to reject any and all bids and to waive any informality.
 - It shall be distinctly agreed and understood that the price quoted must be a firm price for the duration of the Contract, and not be subject to change at time of the delivery of services.
 - All shipping, handling, materials, labor or any other charges necessary to complete this job must be included in amount bid. Items not listed but necessary for completion of the job shall be furnished as part of the bid. Additional costs disclosed later will be at the expense of the vendor.
 - All deliveries shall be made FOB Destination to the College unless otherwise specified by the College. All freight charges are to be included in the unit price. The College will not be responsible for freight charges not clearly stated as a part of this bid.

- The College reserves the right to award the above items separately, grouped, or on an all-or-none basis, and to reject any or all bids and to waive any informalities including technicalities in specifications that preclude competition.
- The College shall have the right to reject any or all bids not accompanied by any data required by the Bidding Documents or a bid in any way incomplete or irregular.
- The Bid will be awarded to the lowest responsive, responsible Bidder as determined by the College.
- List of distributors: The Vendor signing the bid shall be designated as the Prime Vendor on any contract/agreement resulting from this bid. If additional Vendors are authorized to receive orders for items covered under this proposal, the Vendor must submit, with bid, a list of those additional authorized distributors.
- Bidder must be able to provide a project timeline if requested by Delgado Community College
- If item(s) or services bid do not fully comply with specifications, including brand and/or product number or work, bidder must state in what respect the item(s)/services or work deviate. Failure to note exceptions on the bid form will not relieve the successful bidder from supplying the actual products or services requested.
- The Form of Agreement between the College and Contractor for the work set forth herein will be the issuance of a Contract and purchase order.
- The quantities listed on the Bid Form are estimated, the actual quantities may be more or less. There are no minimum guarantees

PAYMENTS:

Vendor will be paid after work is satisfactorily completed and upon recommendation of the College Representative. Invoices must be sent no later than (30) days after services have been performed.

Payment for services will be made to the Bidder on a Net (30) basis after receipt of an invoice. Invoices will not be paid prior to 30 days from receipt of invoice.

All invoices should be submitted to the College's Office of Accounts Payable and clearly indicate the Purchase Order Number assigned by the Delgado Purchasing Department. Lump sum invoices will not be processed. Invoices must be itemized per the unit prices as stated in the Bid Documents.

INSURANCE:

Not required for this service

TERMINATION OF AGREEMENT:

- **Termination of this agreement for cause** – DCC may terminate this agreement for cause based upon the failure of Contractor to comply with the terms and/or conditions of the Agreement, or failure to fulfill its performance obligations pursuant to this agreement, provided that DCC shall give the Contractor written notice specifying the Contractor's failure. If within thirty (30) days after receipt of such notice, the Contractor shall not have corrected such failure or, in the case of failure which cannot be corrected in thirty (30) days, have begun in good faith to correct such failure and thereafter proceeded diligently to complete such correction, then DCC may, at its option, place the Contractor in default and the Agreement shall terminate on the date specified in such notice.

The Contractor may exercise any rights available to it under Louisiana law to terminate for cause upon the failure of DCC to comply with the terms and conditions of this agreement, provided that the Contractor shall give DCC written notice specifying the DCC's failure and a reasonable opportunity for DCC to cure the defect.

- **Termination for non-appropriation of funds** - The continuance of this contract is contingent upon the appropriation of funds to fulfill the requirements of the contract by the legislature. If the legislature fails to appropriate sufficient monies to provide for the continuation of the contract, or if such appropriation is reduced by the veto of the Governor or by any means provided in the appropriations act or Title 39 of the Louisiana Revised Statutes of 1950 to prevent the total appropriation for the year from exceeding revenues for that year, or for any other lawful purpose, and the effect of such reduction is to provide insufficient monies for the continuation of the contract, the contract shall terminate on the date of the beginning of the first fiscal year for which funds are not appropriated.
- **Termination for Convenience** - The College may terminate the Contract at any time by giving thirty (30) days written notice to the Contractor. The Contractor shall be entitled to payment for work performed (monthly charges to be prorated) to the extent work has been performed satisfactorily.
If, for any reason, the Contractor desires to terminate the Contract, he may do so upon giving written notice of sixty (60) days to the College. Contractor shall perform all work satisfactorily as contracted until the determined termination date
- **Cancellation Conditions** - In any of the following cases, the College shall have the right to immediately cancel the contract agreement due to:
The interruption of operation in any of the contacted facilities or the College beyond its control; failure of the Contractor to maintain a satisfactory performance bond or adequate insurance coverage; wherever the contractor is guilty of misrepresentation; wherever the contract agreement was obtained by fraud, collusion, conspiracy, or other unlawful means, or the contract agreement conflicts with any statutory and constitutional provision of the State of Louisiana or the United States. In case of default by the Contractor, the College reserves the right to purchase any or all items or services in default on open market, charging the Contractor with any excessive costs. Until these excessive costs are paid to the College, the Contractor shall not do business with the College again.

- **Implementation of Termination** - The Contractor shall terminate all work under the Contract to the extent and on the date specified in the Notice of Termination or reduction of work and until such date shall, continue to perform all work required in the specification and be compensated for such work. In the event of termination or reduction in the scope of work by the College, the College shall pay the Contractor for all work satisfactorily performed up to the effective date of termination or reduction in the scope of work, in accordance with the prices included in Contractor's bid less all partial payments made on account prior to the effective date of termination or reduction in the scope of work. Upon termination as above, the Contract Administrator shall make final determination of the amount due the Contractor for work performed.

TERM OF THE CONTRACT

The term of the agreement will be from the date of award through June 30, 2027 with the option to renew for up to two (2) twelve (12) month periods if mutually agreeable. Contract extensions may not exceed thirty-six (36) months total.

DISCRIMINATORY PRACTICES:

Delgado Community College of the State of Louisiana is an equal opportunity employer and looks to its contractors, subcontractors, vendors, and suppliers to take affirmative action to effect this commitment in its operations.

Both the College and the bidder shall abide by the requirements of Title VII of the Civil Rights Act of 1964, and shall not discriminate against employees or applicants due to race, color, religion, sex, handicap or national origin. Furthermore, both parties shall take affirmative action to provide for positive posture in employing and upgrading persons without regard to race, color, religion, sex, handicap, or national origin, and shall take affirmative action as provided in the Vietnam Era Veteran's Readjustment Act of 1974. Both parties shall abide by the requirements of Title VI of the Civil Rights Act of 1964 and the Vocational Rehabilitation Act of 1974 to insure that services are delivered without discrimination due to race, color national origin or handicap. Both parties shall comply with the requirements of the Americans with Disabilities Act of 1990 which bans discrimination in employment or in delivery of services on the basis of sexual orientation.

SUBCONTRACTORS:

No part of this contract may be subcontracted out.

SUBSTITUTIONS AND EQUIVALENTS:

Not Applicable to this work

END OF SECTION IV

V. SPECIFICATIONS

- Employees of third-party vendor should be NASFAA Credentialed in Verification and must participate in on-going training throughout the year.
- Security Requirement: Must be FISMA compliant with a multi-tiered secure network segment for the processing and handling of Personally Identifiable Information (PII) and maintain the network and systems in compliance with the FISMA network. All employees are required to work in this FISMA environment.
- Vendor product must be ADA compliance in the following (see below), must submit verification with bid.
 - a. Including maintain WCAG 2.0 compliance at the Level A and Level AA threshold: <https://www.w3.org/TR/WCAG20/>
 - b. Vendor must include a report that audit their content and reports that they are WCAG 2.0 Level A and AA compliant. The overview of all WCAG standards are here: <https://www.w3.org/WAI/WCAG21/quickref/>
 - c. Vendor must include a brief report that demonstrates their digital and print communication is WCAG 2.0 Level A and AA complaint according to these standards: <https://www.w3.org/WAI/WCAG21/quickref/>
- All verification and call center operations personnel must be employed by the vendor providing the service and must not be independent contractors.
- Vendor must be able to provide Delgado with examples of where there has been a reduction in inbound verification related calls.
- TECH LOCK® Certified: Service Provider preferred.
- The service must include completion of the verification process and the use of the Student/Parent Portal software. The Vendor and Delgado Community College will work together to define the configurable fields within the Student/Parent Portal. These mutually agreed upon fields will remain constant for the entire aid year. The Vendor staff will perform verification services starting with the 2021-2022 academic school year.

Verification Processing

Bidder must provide Verification processing in cooperation with the college for all verification students.

Verification processing:

The Vendor will be required to perform verification processing in accordance with all Title IV regulations, this processing will include at minimum the following:

- The Vendor will upload all selected ISIRs into Student/Parent Portal.
- The Vendor will provide institutional verification to school selected students. Students will be verified as V1 verifications.

- The vendor will Request and collect required documents, and scan and upload those received via secure fax and U.S. mail in the instances when the student/parent cannot access portal or is having trouble with accessing their portal.
- The Vendor will electronically submit ISIR corrections, as needed, to the Central Processing System (CPS).
- The Vendor will provide qualified individual(s) to perform verification services utilizing the Student/Parent Portal software.
- The Vendor will initiate the start and the continuance of a co-branded electronic communication plan to students and parents following Delgado Community College established schedule.
- A quality control process will consist of:
 - Reviewing a minimum of 20% of initial student verifications for accuracy and completeness.
 - Reviewing a minimum of 20% of verifications requiring ISIR corrections after the new transaction is received back from the CPS.
- Vendor must correct discrepancies if found.
- Vendor must complete all verification processes at an average 5 days. This standard must be met during all registration periods. Increased traffic does not elevate the vendor to deviate from this requirement.
- Once processing is complete for an aid year, the vendor must provide Delgado Community College with a PDF document containing verification documents and history for each student loaded into the system for that aid year. This must be provided via a secure FTP site.

Student Parent Portal Requirements:

The vendor must have a web-based secure on-demand student/parent portal. All information in the portal shall be secured through usernames and passwords. The school portal must provide the college with the ability to:

- Students/Parents must be able to register to the portal immediately once ISIRS is received by vendor. Students/parents should not have to wait on any email or secured link to gain access to the portal.
- Student/Parent Portal must provide an intelligent question and response experience. It should not simply pose the questions listed by the federal government and allow for answers or documents to be submitted.
- Detailed help text to be provided throughout the process, along with infographics to ensure a user-friendly experience.
- Must not include any PDF fillable forms.
- TECH LOCK® Certified: Service Provider preferred

School Web-Based Platform Requirements:

The vendor must have a web-based secure on-demand client portal. All information in the portal shall be secured through usernames and passwords. The school portal must provide the college with the ability to:

- Report on completed verifications, verifications in process, and exceptions are available
- Easily assist the student with questionnaire completion and uploading of any documents
- Download documents and interactions submitted within the system
- Act upon the student when necessary
- View a dashboard with specific school verification metrics such as average time to verify a file.
- To pull customize reports of the verification data.
- TECH LOCK® Certified: Service Provider preferred
- A system that provides the ability/flexibility for the aid office staff to assist students through the verification process.
- Grant different users access/permission roles.

Call Center

Bidder must provide a call center that Delgado students can be directed to for assistance with any and all Verification questions. (please add details as you see fit)

- The Vendor will provide call center support to assist students, parents, and Delgado Community College with questions on the verification process and technical questions related to the student/parent portal
- Require bilingual call staff; Hours of availability from 8am – 7pm central standard time
- Ability to record calls
- Reply to emails with dedicated verification mailbox

Communication Plan Requirements

Bidder should at minimum conduct the following outreach to students:

- Welcome email to all ISIR's selected for verification
- Account reminder email (every 15 days, 10 attempts)
- Notification emails/text messages should be generated as student's complete tasks coaching them to the next step (every 5 days until complete verification)
- Completion email/ text messages should be sent once entire process is complete
- Direct mail post cards should send to those ISIR's selected for verification that do not engage the portal within 30 days

Integration Requirements:

- The Vendor must provide updated csv files for all Delgado Community College students with Student/Parent Portal accounts for the four (3) years and a reflection of the status of the student's verification process. The file received must include all Delgado's students for each year processed through the vendor.

- The vendor must work with Louisiana Community Technical College IT Department who will schedule processes to retrieve the daily files mentioned in item 4 using SFTP process. This data is stored in an Oracle external table on the Ellucian Banner database. Jobs then run against the data in the file to identify the matching person and record in Banner for the associated college and update data in Banner as appropriate.
- The vendor must obtain all ISIR records for Delgado Community College for the four (4) year period and the ISIR must be selected for Verification by US DOE.
- The vendor must communicate with student regarding verification selection and how to access the Student/Parent Portal.

END OF SECTION V

ATTACHMENT A: REFERENCE FORM

| | |
|--------------------------|-----------------|
| _____ | _____ |
| (Company Name) | (Facility Type) |
| _____ | _____ |
| (Address) | (Phone Number) |
| _____ | _____ |
| (Contract Administrator) | (Time Period) |

| | |
|--------------------------|-----------------|
| _____ | _____ |
| (Company Name) | (Facility Type) |
| _____ | _____ |
| (Address) | (Phone Number) |
| _____ | _____ |
| (Contract Administrator) | (Time Period) |

| | |
|--------------------------|-----------------|
| _____ | _____ |
| (Company Name) | (Facility Type) |
| _____ | _____ |
| (Address) | (Phone Number) |
| _____ | _____ |
| (Contract Administrator) | (Time Period) |

****Form must be completed and submitted with the bid***

END OF BID DOCUMENTS