

4 QA-RFP-1617-15-FED-FINANCIAL-AID-SUPPORT

Date: 1/26/17

Question Deadline: 1/20/17

Answer Deadline: 1/26/17

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#	Question	Answer
1	Will PBSC accept RFP submission for software as a service?	Yes
2	Is it acceptable to submit RFP proposal for only services providing support to the federal student aid verification process for students of Palm Beach State College?	Yes
3	Is the College looking for one vendor to provide all services? Or can a vendor bid on one of the three services listed on Page 7 of the RFP?	Would prefer, but not necessary
4	Does assistance with verification include resolving C-Codes and/or Conflicting Information?	C-Flag and conflicting info to be handled by FAO
5	Does the College currently use a Third-Party for any/all of these services?	Yes
6	What Student Financial Aid Management system do you currently use?	Financier
7	Page 7, Do you expect to award all three services to the same provider, or are you open to having different providers, therefore proposals, for each of the services you are requesting?	The main objective is to have one company handle both verifications and call center, but not necessarily. The main objective would be for the company to have a verification skip logic process
8	Are you accepting bids for individual requirements, or are you seeking a vendor that can provide all 3 services specified in B6 on page 7?	Preference is skip logic for verification
9	Is there a vendor(s) that is currently providing these services for Palm Beach State College? If so, please specify who is providing these services currently for each service?	Yes
10	If there isn't a current vendor, how are calls currently being handled by the College?	Have a company handling our calls
11	Why is this bid being published at this time? New service(s), contract expiration, performance issues with current vendor(s), etc.	The current contract is about to expire
12	If there are current vendor(s), are they eligible to bid on this RFP?	Yes
13	<p>Related to verification services:</p> <p>Please provide historical volumes by month for the past 12 months and projected volumes per month for the next year.</p>	<p>Around 6,000 verifications actually performed/completed out of 11,000 ISIRs selected</p>
14	<p>Related to SAP appeals process:</p> <p>Please provide historical volumes by month for the past 12 months and projected volumes per month for the next year.</p>	SAP will be handled by the FAO
15	Related to the call center services:	Call Center will be used to handle frequently asked questions; assist students with understanding how to use

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	Please provide additional details regarding the call center system and the expectations related to students being able to access the system. Are you seeking an automated system for students to access to get answers to frequently asked questions, check the status of payments, disbursements, etc.?	their portal account; many of the Q&A will be posted on the web
16	Related to the call center services, in terms of live coverage: What days and hours of coverage is the College seeking?	8 am – 7 pm Monday thru Friday
17	Related to the call center services, in terms of live coverage: Will the vendor be providing services for all campus locations?	Live coverage is expected to be provided for all five campuses
18	Related to the call center services, in terms of live coverage: What inquiry modalities are you looking for the vendor to support? Calls, emails, chat, etc.?	Incoming calls
19	Related to the call center services, in terms of live coverage: What is the estimated call volume by month? Chat volume? Email volume?	Estimated calls during peak is around 5,000, off-peak is 2500 monthly
20	Related to the call center services, in terms of live coverage: Please provide available call reports showing current call volume and other available statistics (abandon rate, average time to answer, average call length, etc.) by location and by month.	N/A
21	Related to the call center services, in terms of live coverage: Is there an existing ticketing system in place for escalations to the College, and if so, what system and will the vendor be provided licenses to the system by the College?	Yes, there is an existing ticketing process in place
22	Related to the call center services, in terms of live coverage: What student information system and financial aid database is the College using?	Yes

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23	Related to the call center services, in terms of live coverage: What is the current/projected average talk time for calls?	Wolfpack
24	Related to the call center services, in terms of live coverage: What student information and financial aid system do you currently use? Will vendors have access to these systems?	Financier
25	Related to the call center services, in terms of live coverage: Are their service level agreements (SLAs) that the College is seeking for average time to answer, abandon rate, percentage of calls escalated, etc.?	2 – 3 minutes
26	Does the College currently outsource any of these services? If so, with what company?	Currently outsource Verification, SAP and Calling Center to ProEd
27	What Financial Aid Management/Student Information System does PBSC use?	Financier
28	What imaging system does PBSC utilize?	DocFinity
29	Section A, General Conditions, Retention of Records: Are there any exceptions for an out of state vendor for the requirement that specifies documents be retained in the State of Florida?	Will have to research the answer
30	Is the College planning to choose one vendor or will they award piecemeal?	One Vendor but may award piecemeal
31	VERIFICATION: Could you explain what is meant by “providing support” to the federal student aid verification process?	To include a skip logic verification technology
32	VERIFICATION: Does the College currently use an electronic document solution for their verification process? If so, what solution?	Yes. DocuSign
33	VERIFICATION: Does the College use an electronic worksheet or paper documents?	Both depending on what is most convenient for the student/family to complete
34	VERIFICATION: When will the College add the 17/18 tracking fields to the student portal, i.e., updating the 17/18 verification requirements?	The target date is March 15, 2017
35	VERIFICATION: How many files were verified for the last two years, broken out by year?	Approximately 6000 files each year

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36	VERIFICATION: Does the College wish for the vendor to process the verification or is this just a verification document management solution?	It all depends on the verification document management solution. If skip logic technology is part of the verification document solution, we will consider the vendor
37	VERIFICATION: Are any components missing from your current process that you'd like to see offered under this RFP?	No
38	SATISFACTORY ACADEMIC APPEALS: What is the annual volume for Satisfactory Academic Appeals (SAP)?	PBSC will review its own SAP Appeals
39	SATISFACTORY ACADEMIC APPEALS: Does the College wish for the vendor to process the SAP or is this just a SAP document management solution?	PBSC will review its own SAP Appeals
40	SATISFACTORY ACADEMIC APPEALS: Are any components missing from your current process that you'd like to see offered under this RFP?	PBSC will review its own SAP Appeals
41	SATISFACTORY ACADEMIC APPEALS: Could you explain what is meant by "providing support" to the SAP procedures?	PBSC Will review its own SAP Appeals
42	CALL CENTER: Could the College provide inbound call statistics to ensure vendors are providing standard costs for comparison? If possible, could the College provide historical call volumes for the previous 12 months including average talk times, broken out by month? Please provide the average call volume for the day of the week based on historical data including calls offered and answered.	The college is in the process of implementing a new phone technology that will provide inbound and outbound call statistics
43	CALL CENTER: Are any components missing from your current process that you'd like to see offered under this RFP?	None
44	CALL CENTER: Will the vendor be notating in additional systems beyond the applicable Financial Aid Management/Student Information system, i.e., a contract resource management (CRM) product?	No. Just Financial Aid, Student Info and possibly assist the student navigate the student portal account