“ADVERTISEMENT FOR BIDS

Sealed bids will be opened and publicly read by the Purchasing Department of The University of Louisiana at Monroe, Coenan Hall, Room 140, 4014 LaSalle Street, Monroe, Louisiana, at 2:00 p.m. CT, August 17, 2023, for the following:

**Bid #50006-003 – Loan Servicer**

Bids must be returned to the Purchasing Office in sealed envelopes. Bids must be submitted on the form enclosed herewith, and in strict conformity with the intent of same without modifications. Bids must be signed in ink, dated, and title of person signing bid must be shown on bid.

Complete bidding documents may be obtained from The University of Louisiana at Monroe, Monroe, Louisiana, 71209-2250, via fax request at 318.342.5209 or State of Louisiana LaPAC site: <https://wwwcfprd.doa.louisiana.gov/osp/lapac/pubMain.cfm>. Use bid #50006-003.

No bid may be withdrawn for a period of ninety (90) days after receipt of bids.

The Owner reserves the right to reject any and all bids and to waive any informalities incidental thereto.

The University of Louisiana at Monroe adheres to the equal opportunity provisions of federal civil rights laws and regulations.”

STATE OF LOUISIANA

THE UNIVERSITY OF LOUISIANA MONROE

MONROE, LOUISIANA

A Member of the University of Louisiana System

INVITATION TO BID

FOR

BID NO. 50006-003

ISSUING AGENCY: The University of Louisiana Monroe

Purchasing Department

700 University Avenue, Coenen Hall 140

Monroe, LA 71209

PROCUREMENT SPECIALIST: Shakeya Bennett

Telephone: 318.342.5208

REQUISITIONED BY: Nicole Walker

Telephone: 318.342.1040

RELEASE DATE: July 11, 2023

BID OPENING DATE: August 17, 2023

BID OPENING TIME: 2:00 p.m., Central Time

BID OPENING LOCATION: The University of Louisiana Monroe

Purchasing Department

Coenen Hall 140

4014 LaSalle Street

Monroe, LA 71209-2250

NOTE: 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/pubmain.cfm. It is in printed form by submitting a written request to the Procurement Manager 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. ULM is not responsible for a bidder’s failure to download any addenda documents required to complete an Invitation to Bid.



# Definitions

(1)  "Alternate" means an item on the bid form that may either increase or decrease the quantity of work or change the type of work within the scope of the project, material, or equipment specified in the bidding documents, or both.

(2)  "Bidding documents" means the bid notice, plans and specifications, bid form, bidding instructions, addenda, special provisions, and all other written instruments prepared by or on behalf of a public entity for use by prospective bidders on a public contract.

(3)(a)  "Change order" means any contract modification that includes an alteration, deviation, addition, or omission as to a preexisting public work contract, which authorizes an adjustment in the contract price, contract time, or an addition, deletion, or revision of work.

(b)  "Change order outside the scope of the contract" means a change order which alters the nature of the thing to be constructed or which is not an integral part of the project objective.

(c)  "Change order within the scope of the contract" means a change order which does not alter the nature of the thing to be constructed and which is an integral part of the project objective.

(4)  "Contractor" means any person or other legal entity who enters into a public contract.

(5)(a)  "Emergency" means an unforeseen mischance bringing with it destruction or injury of life or property or the imminent threat of such destruction or injury or as the result of an order from any judicial body to take any immediate action which requires construction or repairs absent compliance with the formalities of this Part, where the mischance or court order will not admit of the delay incident to advertising as provided in this Part. In regard to a municipally owned public utility, an emergency shall be deemed to exist and the public entity may negotiate as provided by R.S. 38:2212(P) for the purchase of fuel for the generation of its electric power where the public entity has first advertised for bids as provided by this Part but has failed to receive more than one bid.

(b)  An "extreme public emergency" means a catastrophic event which causes the loss of ability to obtain a quorum of the members necessary to certify the emergency prior to making the expenditure to acquire materials or supplies or to make repairs necessary for the protection of life, property, or continued function of the public entity.

(6)  "Licensed design professional" means the architect, landscape architect, or engineer who shall have the primary responsibility for the total design services performed in connection with a public works project. Such professional shall be licensed as appropriate and shall be registered under the laws of the state of Louisiana.

(7)(a)  "Louisiana resident contractor", for the purposes of this Part, includes any person, partnership, association, corporation, or other legal entity and is defined as one that either:

(i)  Is an individual who has been a resident of Louisiana for two years or more immediately prior to bidding on work,

(ii)  Is any partnership, association, corporation, or other legal entity whose majority interest is owned by and controlled by residents of Louisiana, or

(iii)  For two years prior to bidding has maintained a valid Louisiana contractor's license and has operated a permanent facility in the state of Louisiana and has not had a change in ownership or control throughout those two years.

(b)  For the purposes of Item (a)(ii) of this Paragraph, ownership percentages shall be determined on the basis of:

(i)  In the case of corporations, all common and preferred stock, whether voting or nonvoting, and all bonds, debentures, warrants, or other instruments convertible into common or preferred stock.

(ii)  In the case of partnerships, capital accounts together with any and all other capital advances, loans, bonds, debentures, whether or not convertible into capital accounts.

(8)  "Negotiate" means the process of making purchases and entering into contracts without formal advertising and public bidding with the intention of obtaining the best price and terms possible under the circumstances.

(9)  "Probable construction costs" means the estimate for the cost of the project as designed that is determined by the public entity or the designer.

(10)  "Public contract" or "contract" means any contract awarded by any public entity for the making of any public works or for the purchase of any materials or supplies.

(11)  "Public entity" means and includes the state of Louisiana, or any agency, board, commission, department, or public corporation of the state, created by the constitution or statute or pursuant thereto, or any political subdivision of the state, including but not limited to any political subdivision as defined in Article VI Section 44 of the Constitution of Louisiana, and any public housing authority, public school board, or any public officer whether or not an officer of a public corporation or political subdivision.  "Public entity" shall not include a public body or officer where the particular transaction of the public body or officer is governed by the provisions of the model procurement code.

(12)  "Public work" means the erection, construction, alteration, improvement, or repair of any public facility or immovable property owned, used, or leased by a public entity.

(13) "Responsive bidder" means the apparent low bidder who submits the proper information or documentation as required by the bidding documents within the ten-day period

(14) "Responsible bidder" means contractor or subcontractor who has an established business and who has demonstrated the capability to provide goods and services in accordance with the terms of the contract, plan, and specifications without excessive delays, extensions, cost overruns, or changes for which the contractor or subcontractor was held to be responsible, and who does not have a documented record of past projects resulting in arbitration or litigation in which such contractor or subcontractor was found to be at fault. Responsible Bidder will have a negotiable net worth, or shall be underwritten by an entity with a negotiable net worth, which is equal to or exceeds in value the total cost amount of the public contract as provided in the bid submitted by such bidder. All property comprising the negotiable net worth shall be pledged and otherwise unencumbered throughout the duration of the contract period.

(15)  "Written" or "in writing" means the product of any method of forming characters on paper, other materials, or viewable screen, which can be read, retrieved, and reproduced, including information that is electronically transmitted and stored.

**Veteran-Owned and Service-Connected Disabled Veteran-Owned (Veteran Initiative) and**

**Louisiana Initiative for Small Entrepreneurships (Hudson Initiative) Program**

This procurement has been designated as suitable for Louisiana certified small entrepreneurships participation.

The State of Louisiana Veteran and Hudson Initiatives small entrepreneurship programs are designed to provide additional opportunities for Louisiana-based small entrepreneurships (sometimes referred to as LaVet’s and SE’s respectively) to participate in contracting and procurement with the state. A certified Veteran-Owned and Service-Connected Disabled Veteran-Ownedsmall entrepreneurship(LaVet)andaLouisiana Initiative for Small Entrepreneurships (Hudson Initiative) are businesses that have been certified by the Louisiana Department of Economic Development. All eligible vendors are encouraged to become certified. Qualification requirements and online certification are available at https://smallbiz.louisianaeconomicdevelopment.com.

Bidders that are not eligible for certification are encouraged to use Veteran-Owned and Service-Connected Disabled Veteran-Owned and Hudson Initiative small entrepreneurships where sub-contracting opportunities exist.

For a good faith effort, written notification is the preferred method to inform Louisiana certified Veteran Initiative and Hudson Initiative small entrepreneurships of potential subcontracting opportunities. A current list of certified Veteran-Owned and Service-Connected Disabled Veteran-Owned and Hudson Initiative small entrepreneurships may be obtained from the Louisiana Economic Development Certification System at <https://smallbiz.louisianaeconomicdevelopment.com>. Additionally, a current list of Hudson Initiative small entrepreneurships, which have been certified by the Louisiana Department of Economic Development and have opted to enroll in the State of Louisiana Procurement and Contract (LaPAC) Network, may be accessed from https://wwwcfprd.doa.louisiana.gov/OSP/LaPAC/vendor/srchven2.cfm. You may then determine the search criteria (i.e. alphabetized list of all certified vendors, by commodities, etc.), and select “SmallE”.

Copies of notification to at least three (or more) certified Veteran Initiative and Hudson Initiative small entrepreneurships will satisfy the notification requirements. Notification must be provided to the certified entrepreneurships by the bidder in writing no less than five working days prior to the date of bid opening. Notification must include the scope of work, location to review plans and specifications (if applicable), information about required qualifications and specifications, any bonding and insurance information and/or requirements (if applicable), and the name of a person to contact. If a certified Veteran-Owned or Service-Connected Disabled Veteran-Owned or Hudson Initiative small entrepreneurship was not selected, the bidder must certify and maintain written justification of the selection process. The state reserves the right to request confirmation of this information at any time.

In the event questions arise after an award is made relative to the bidder’s good faith efforts, the bidder will be required to provide supporting documentation to demonstrate its good faith subcontracting plan was actually followed. If it is at any time determined that the contractor did not in fact perform its good faith subcontracting plan, the contract award or the existing contract may be terminated.

Contractors will be required to report Veteran-Owned and Service-Connected Disabled Veteran-Owned and Hudson Initiative small entrepreneurship subcontractor or distributor participation and the dollar amount of each to the ULM Purchasing Department along with the Clear Lien.

The statutes (LA R.S. 39:2171 *et. seq.*) concerning the Veteran Initiative may be viewed at [www.legis.la.gov](http://www.legis.la.gov); and the statutes (LA R.S 39:2001 *et. seq.)* concerning the Hudson Initiative may be viewed at[www.legis.la.gov](http://www.legis.la.gov). The rules for the Veteran Initiative (LAC 19:VII.Chapters 11 and 15) and for the Hudson Initiative (LAC 19:VIII.Chapters 11 and 13) may be viewed at <http://www.doa.louisiana.gov/osp/se/se.htm>.

The State requires competitive pricing, qualifications, and demonstrated competencies in the selection of contractors.

**If you are a Certified Small Entrepreneur (Hudson Initiative), Veteran Owned Small Entrepreneurs, or Service-Connected Disabled Veteran-Owned (Veteran Initiative) vendor, please state your Certification Number below.**

**Certification No./Date of certification.:**

# SIGNATURE RESPONSE FORM

Company Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Company Address: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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Fax No.:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Email Address: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**SCOPE:** The University seeks to contract with a company experienced in servicing student loan and receivable programs to provide a support system for the following University programs:

* + **Loan Programs**: Federal Perkins (formerly NDSL) Loan Program, Pharmacy Loan Program, and Nursing Loan Program
  + **Special Collections:** Past due accounts in the collection area for tuition, dorms, meals, tickets, decals, and other receivables owed to the University

**CONTRACT TERM:** The contract period shall be for period commencing September 1, 2023, or upon mutual contract signing, and ending June 30, 2024, or twelve (12) months mutual contract signing, whichever comes first.

If mutually agreeable between the successful contractor and University of Louisiana at Monroe, 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.

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

No. Dated: 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.** Failure to do so may result in rejection of the bid as incomplete. Other ITB sections 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

**BID BOND:** Required of all Bidders in the amount of five percent (5%) of the Annual Bid Price.

**PERFORMANCE BOND**: Required of successful Bidder in the amount of fifty percent (50%) of the Annual Bid Price:

Bidder is to list the name, address (street/city/state/zip) and 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.

# BID BOND

FOR

ULM Bid 50006-003 - Loan Servicer

Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

KNOW ALL MEN BY THESE PRESENTS:

That of , as Principal, and, \_\_\_\_\_\_ as Surety, are held and firmly bound unto the \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (Obligee), in the full and just sum of five (5%) percent of the total amount of this bid, including all alternates, lawful money of the United States, for payment of which sum, well and truly be made, we bind ourselves, our heirs, executors, administrators, successors and assigns, jointly and severally firmly by these presents.

Surety represents that it is listed on the current U. S. Department of the Treasury Financial Management Service list of approved bonding companies as approved for an amount equal to or greater that the amount for which it obligates itself in this instrument or that it is a Louisiana domiciled insurance company with at least an A ‑ rating in the latest printing of the A. M. Best's Key Rating Guide. If surety qualifies by virtue of its Best's listing, the Bond amount may not exceed ten percent of policyholders' surplus as shown in the latest A. M. Best's Key Rating Guide.

Surety further represents that it is licensed to do business in the State of Louisiana and that this Bond is signed by surety's agent or attorney‑in‑fact. This Bid Bond is accompanied by appropriate power of attorney.

THE CONDITION OF THIS OBLIGATION IS SUCH that, whereas said Principal is herewith submitting its proposal to the Obligee on a Contract for:

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

NOW, THEREFORE, if the said Contract be awarded to the Principal and the Principal shall, within such time as may be specified, enter into the Contract in writing and give a good and sufficient bond to secure the performance of the terms and conditions of the Contract with surety acceptable to the Obligee, then this obligation shall be void; otherwise this obligation shall become due and payable.

PRINCIPAL (BIDDER) SURETY

BY: BY:

AUTHORIZED OFFICER‑OWNER‑PARTNER AGENT OR ATTORNEY‑IN‑FACT (SEAL)

# INSTRUCTIONS TO BIDDERS

#### PURPOSE: This This Invitation to Bid (ITB) sets forth the requirements and specifications of the University of Louisiana Monroe (“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 University Purchasing Department 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, write-overs, 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.

#### 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. The name and address of the Bidder, and the bid number 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 ninety (90) 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 ULM 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.

|  |  |
| --- | --- |
| Address for Mailing Bids: | Address for Hand-Delivered or Express Bid: |
| University of Louisiana Monroe | University of Louisiana Monroe |
| 700 University Ave. | Purchasing Department |
| Coenen Hall 140 | 4014 LaSalle St., Room 140 |
| Monroe, LA 71209-2250 | Monroe, LA 71209-2250 |

**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 via email to Shakeya Bennett at rodgers@ulm.edu.

Inquiries concerning the performance requirements of the ITB shall be submitted in writing via email to Shakeya Bennett at rodgers@ulm.edu.

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 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 University of Louisiana Monroe 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 non-responsibility.

**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.

# SCOPE OF WORK

The University seeks to contract with a company experienced in servicing student loan and receivable programs to provide a support system for the following University programs:

* + **Loan Programs**: Federal Perkins (formerly NDSL) Loan Program, Pharmacy Loan Program, and Nursing Loan Program
  + **Special Collections:** Past due accounts in the collection area for tuition, dorms, meals, tickets, decals, and other receivables owed to the University

Services may be provided on a system which is currently operational, or include an orderly conversion. Conversions must be completed no later than November 1, 2023, unless mutually agreed upon by the University and Contractor.

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.

1. **Loan Programs**
2. Account Maintenance - Perkins (NDSL), Pharmacy, and Nursing Loans
   1. Inquiries – contractor must respond to University inquiries within twenty-four (24) hours of request.
   2. File Maintenance – 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. Billing Cycles - contractor shall provide various billing cycles (monthly, quarterly, semi-annual, and annual, etc.).
   4. Interest Accrual - contractor shall accrue interest on a monthly basis for payoff purposes and reduction of small balance write-offs.
   5. Consolidated Billing Statements – 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. Loan Repayment Options – contractor shall provide the borrower the option of ACH (automatic direct debit), electronic checks, and credit cards as a form of loan repayment.
   7. Loan Summary – contractor-generated billing statement must disclose a complete summary of each loan.
   8. Assessments and Fees – 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. Borrower’s Contact Information – 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. Exit Materials – contractor must supply account exit interview materials for distribution by University personnel while borrowers are in student status or provide a web-based system for online exit counseling. The Contractor should have an online application that allows the University to generate exit materials on demand. 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.
3. Cash Collection
4. Receipt of Funds – 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.
5. GAAP Procedures – contractor must provide for handling and recording of all collections in accordance with generally accepted accounting principles, procedures, and internal controls.
6. Procedures – contractor should address the procedures for collecting and posting payments.
7. Transfer of Cash – contractor must transfer cash received on behalf of the University weekly through ACH transfers.
8. Non-Cash Payments – contractor shall maintain accounting for non-cash payments which represent any actual payments received by the University, and not forwarded to the vendor.
9. Payment Proration – contractor's system must have the ability to automatically prorate borrower payments across multiple programs.
10. Payment Application – contractor shall discuss how their system applies payments to a borrower's account.
11. Insufficient Funds Process – 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.
12. Access to Account Status Information – 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.
13. Loan Identification – contractor's system shall have the capability to identify accounts by loan program and number.
14. 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 (3) years.

1. Input Requirements – University to the Contractor
2. Data Transfer – contractor must be capable of handling manual and electronic file transfer of data.
3. EFT – contractor must demonstrate that they currently receive the data required on input forms via secure electronic file transfer.
4. Control Procedures – contractor’s 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.
5. 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, Pharmacy, or Nursing Loans). Proper notation of the loan type (Perkins/NDSL, Pharmacy, 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.
   1. Student name and account number
   2. Status of the account (i.e., in grace, current, past due, special arrangements, postponed, in school, etc.
   3. Date separated
   4. Next payment due date (including amount)
   5. Interest rate and type of loan
   6. Total loans advanced prior to July 1, 1972
   7. Total loans advanced after July 1, 1972
   8. Grace period ending date
   9. Total loan amount
   10. Last payment date
   11. Total principal collected
   12. Total interest paid
   13. Total principal canceled
   14. Total interest canceled
   15. Principal balance (as of report date). (Totals must be provided by loan program [Perkins/NDSL, Pharmacy Nursing at the end of the report.)
   16. Date deferment ended or length of deferment
   17. Type of deferment (i.e., student, armed forces, etc.
   18. Past-due principal
   19. Past-due interest
   20. Last activity date and type of activity
   21. Months past due
   22. Repayment frequency
   23. Repayment plan
   24. A legend at the end of the report containing a full explanation of all codes used on the report
   25. Accrued interest on loan since last collection
   26. Date of cancellation
   27. Number of cancellations by type
       * + 1. Defense loan canceled

Cumulative number of 10%--teacher

Cumulative number of 15%--low income handicapped

Cumulative number of military cancellations

* + - * 1. Direct student loan cancellations

Cumulative number at increasing rate--teacher

Cumulative number at 15% for Headstart

Cumulative number of cancellations--military combat

Cumulative number of other cancellations by type of cancellation

* + - * 1. Nursing cancellations

1. 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:
2. Borrower's name and account number.
3. Types of entries:
4. Advances to students

Indication whether the advance is an initial loan or an existing loan

Date of the advance

1. Payment
2. Division between principal and interest
3. Date of deposit
4. Noting of prepayment on account (principal and interest).
5. Adjustments
6. Division between principal and interest
7. Accounts affected
8. Reason for adjustments
9. Cancellations
10. Division between principal and interest
11. Type of cancellation
12. Date of cancellation

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

1. 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.
2. 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:
3. Name and Account Number.
4. Loan amount to date.
5. Number of advances to student.
6. Date of last advance.
7. Prepayments and/or reductions on loan, if any.
8. Principal balance.

This report must be produced upon request

1. 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.
2. 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:
3. Thirty (30) days past due.
4. Sixty (60) days past due.
5. Ninety (90) days past due.
6. One hundred and twenty (120) or more days past due with proper notation of aging.
7. Three hundred and sixty (360) days past due.
8. Two (2) years or more past due.
9. 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.
10. 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).
11. Delinquent Analysis Report: The contractor must produce on a monthly basis a delinquent analysis report identifying the following data:
12. The number of borrowers in particular levels of delinquency.
13. The loan amounts of each respective past-due borrower.
14. The principal balances of each past-due account.
15. 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.

1. 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.
2. 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.
3. 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.
4. 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, Pharmacy, 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: 3% (1500/3000) = 50%; 4% (1000/3000) = 33 1/3%; and 5%(500/3000) = 16.67%.

1. 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.
2. Fiscal Operation Reports
3. 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.
4. Pharmacy: 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 reporting. This report 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. 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 Pharmacy program and not fragmented by interest rates or any other method.
5. 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.
6. Quarterly Report for State Office. This report should be a summary broken down by Federal Perkins Loan type, Pharmacy loan type and Nursing Loan type. The summary of each should include an aged trial balance of accounts, total write-offs 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, Pharmacy loans, and Nursing loans.

1. A report which identifies borrowers who have transferred to a grace status from an in-school status.
2. 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.
3. 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.
4. A report which lists all borrowers and their balances who have credit balances.
5. A report which lists all loans reported to a credit bureau and any exceptions.
6. 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."
7. Contractor must provide EED 553 and payment history upon request.
8. 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.
9. Credit Bureau Reporting
10. 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.
11. 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.
12. The Contractor may only use a national credit bureau organization with whom the U.S. Department of Education.
13. On-Line Services
14. The contractor must provide on-line data communication with a real- time environment.
15. The on-line system must be fault tolerant so as to eliminate downtime.
16. 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.
17. 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.
18. The University requires the ability to post entries up until the last day of the month utilizing the on-line system.
19. The contractor's system must be updated daily.
20. 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.
21. Pre-conversion histories must be accessible via the on-line system.
22. The system should be capable of locating an account using a partial social security number or name.
23. The system should be capable of capturing all of a borrower's accounts on a single screen.
24. The system should allow for data input capability as a single screen or as several updates on one screen for the following:
25. New loans and Advances
26. Name change
27. Address Changes
28. Loan Number and Social Security Number Changes
29. Non-cash payment posting
30. Credit bureau reporting/cease reporting
31. Separation Dates, repayment schedule changes, including special billing arrangements, billing frequency, and next due date
32. Ability to force out a billing statement to a borrower and/or a statement of account
33. Separation Date
34. Repayment schedule changes including special billing arrangements, billing frequency, next due date
35. 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.
36. 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.
37. Flexibility
38. The contractor should be able to utilize note numbers, social security numbers, or other school account numbers, as directed by the University.
39. The contractor must provide the option of receiving reports electronically and hard copy.
40. 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.
41. Contractor must submit the amount of time, and reasons for system downtime over the past two years.
42. Records and Equipment
43. 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.
44. Contractor must provide policies for insuring that the operations schedule will be met in the event of equipment failure (i.e., backup equipment).
45. 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.
46. Estimated Number of Accounts
47. The University currently has approximately 417 in loans currently in repayment status. The breakdown of the borrowers for all loans (Perkins, Pharmacy, and Nursing) is:

|  |  |
| --- | --- |
| Number of in-school loans | 35 |
| Number of in-grace loans | 6 |
| Number of in-repayment loans | 417 |
| Total paid-up loans | 16,200 |
| Total of assignment loans | 953 |
| Total number of loans | 15,667 |

1. 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.
2. **Special Collections**

The service is to include all phases of the past due accounts for the areas of tuition, dorms, meals, tickets, decals, and other receivables owed to the University. The service shall include a Cohort Default Management Program. The service is to include account maintenance including placement of delinquent accounts, billing, cash collection, and reporting on a regular basis.

1. Special Collection services are to include:
2. Account Skip Tracing – search addresses, phone numbers, and any other biographical information on the delinquent account.
3. Monthly Statements – send a statement to the address on file for the delinquent account stating amount owed and number of months delinquent.
4. Credit Bureau Reporting – report all delinquent accounts to the credit bureaus and deletes all prior credit history once the account is paid in full.
5. Payment Plans – work with delinquent account holders to make monthly ACH payments, electronic checks, and credit cards.
6. Bankruptcy Placement & Monitoring – place a delinquent account in Bankruptcy status when they receive the bankruptcy papers.
7. Phone Calls – call debtors regarding past due balances.
8. Letters – send thirty (30) day and sixty (60) day letters via mail to the address on file at the time the student attended the University.
9. Support Center – contact delinquent account holders can to discuss payments, billing, and other questions pertaining to their delinquent account.
10. Collection Reporting – place accounts with outside collection agencies and the Attorney General’s office.
11. Delinquent Account services to include:
12. Reports - Must provide an aging of all past-due accounts including borrower’s name and pertinent delinquent account 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:
13. Thirty (30) day letter and final demand letter report
14. Paid in Full report
15. Bankruptcy report
16. Year-end write-off report

# 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.

1. The contractor must reaffirm each individual item in the Scope of Work. The response must be in the order of and cross-referenced to the Scope of Work.
2. In the event a contractor cannot comply with any part of the Scope of Work, this shall be noted in the order of and cross-referenced to Scope of Work.
3. The contractor has the option to submit an alternative to a particular Scope of Work. 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 Scope of Work.
4. The contractor must submit detailed exhibits of reports and notices called for in the Scope of Work. The exhibits must be numbered and cross-referenced to the appropriate Scope of Work.
5. The contractor must specify in his response that the items provided do currently exist rather than being a future development.
6. If a minor data element must be developed, this must be completed prior to contract signing.
7. The contractor must have been involved in student loan collections for at least five (5) years.
8. 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.
9. 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.
10. The contractor shall be affiliated with professional organizations.
11. Include a listing of individuals who will have contact with the University and a brief summary of their qualifications and experience.
12. The contractor shall discuss its procedures for National Student Loan Data System reporting.

# Conversion (if applicable)

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 ninety (90) 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.

# 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.

# Period and Terms of Contract

1. The contract period shall be for period commencing September 1, 2023, or upon contact execution, and ending June 30, 2024, or twelve (12) months after contract execution.
2. If mutually agreeable between the successful contractor and University of Louisiana at Monroe, 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.
3. The University reserves the right to cancel this contract within sixty (60) 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.
4. The contractor will have the right to cancel this contract within one hundred and twenty (120) days written notice to the University. Written notice shall be served by registered or certified mail to the last known 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.
5. 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.
6. ULM and eight other institutions are governed by the University of Louisiana System. ULM declares that the successful bidder may extend the services requested under this ITB to any of the University of Louisiana System institutions under the same terms as represented to ULM in the bidder’s response, all in accordance with the provisions of LA R.S. 39:1702(A). Other University of Louisiana System institutions include: Grambling State University, Louisiana Tech, McNeese State University, Nicholls State University, Northwestern State University, Southeastern Louisiana University, University of Louisiana at Lafayette, and University of New Orleans.

**Pricing**

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.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Item** | **Unit Price** | **Factor** |  | **Extended Price** |
| 1. Conversion Cost | $ \* | 1 | = |  |
| 1. Monthly Servicing Cost    * + 1. Cost for Account\* in Repayment on a monthly billing service | $ \* | 1 | = |  |
| 2. Cost for Account\* in Repayment for a Quarterly Billing Service | $ \* | 10 | = |  |
| 3. Cost for enrolled borrowers in-grace at University of LA Monroe | $ \* | 75 | = |  |
| 4. Cost for enrolled borrowers (in-school) at an institution other than ULM | $ \* | 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\* | $ \* | l | = |  |
| 8. Credit Bureau Reporting | $ \* | 1 | = |  |

1. Due Diligence Service

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Type** | **\*\* Unit Price** | **Factor** |  | **Extended Price** |
| 1. Letters or Correspondence | $ \* | 1 | = | $ \_\_\_\_\_\_\_ |
| 2. Telephone Call | $ \* | 1 | = | $ \_\_\_ |
| 3. Additional Due Diligence Services: |  |  |  |  |
| a. Cost for initial set-up fees for a Cohort Default Management Program | $ \* | 1 | = | $ \_\_\_ |
| b. Cost for monthly maintenance fee for a Cohort Default Management Program | $ \* | 1 | = | $ \_\_\_ |
| c. Cost for each account in the Cohort Default Management Program | $ \* | 1 | = | $ \_\_\_ |

* 1. On-Line Services $ \* 1 =

Define types of services available online

* 1. Miscellaneous--EED 553 Request

Form and Payment History $ \* 1 =

* 1. 1098E Student Loan Interest Statement

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Type** | **\*\* Unit Price** | **Factor** |  | **Extended Price** |
| 1. Electronic delivery | $ \* | 1 | = | $ \_\_\_ |
| 2. Paper delivery | $ \* | 1 | = | $ \_\_\_ |
| 3. IRS Reporting per loan | $ \* | 1 | = | $ \_\_\_ |

* 1. Additional Service or Fees – See Note (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 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 mailing, etc.) If contractor charges various telephone call rates based on whether contact is made or not, please quote these charges as individual items.