

**Mandatory Pre-bid Conference for
Request for Proposal –RFP #09-19
October 26, 2009 2-3pm**

1 Which college has been chosen as the first to pilot the program?

LA Mission and LA Harbor is the alternate

2 Of approximately 96,000 checks run per year, What is the present breakdown between Electronic Fund Transfer (EFT) and checks?

Approximately 95% are checks and 5% are EFT.

3 How many checks are returned/ cancelled per year?

Approximately 1% of checks are returned or cancelled most of these checks are subsequently re-issued.

4 For section 2.5 -Submission of proposal -Does the 15 page limit include the signature pages? Is there a limit to the number of addendums and appendices?

The minimum page limit is being increased to a total of 30 pages, single-sided, 10 point font minimum. Signature page is included in the 30 page limit, but addendums and appendices do not count toward the 30 page limit

5 Is there a limit to the number of appendices?

No, but we expect reasonableness and common sense.

6 Could there be possible consideration to increase page limits?

No. Bidders may make reference to addendums and appendices within the 15 page proposal limit

7 Section 3.2.1 regarding disbursing pay to students without signature

The "without pre-qualification" or "paper signature required" condition is meant to allow the student as much flexibility and ease of enrolling in the program. Not requiring a "paper signature" or "wet signature" was considered as a viable option. You should notify us (as soon as possible) and provide us with the appropriate citation of the law or regulation, if unlawful, so we can make proper amendments to this RFP.

8 There are ATMs for sale. Will the District keep the units?

The vendor who wins the contract will be required to supply one unit for each campus at a minimum. The current machines are not exclusive. There are 6 units for sale.

9 What is the relationship of cost in the bid (proposal) to number of points? Is the bid cost proportionate to number of points to be issued?

The scoring for cost is not an all or nothing scale. The proposer will receive anywhere between 25 and 0 points depending upon the costs associated with services being presented. Therefore price is not the determining factor to award this RFP.

10 Will proposers be automatically disqualified for requesting changes the sample template cybesisit?

It depends on what exceptions or changes are being requested. If requested changes substantially deviate from the standard agreement from that cannot be overcome, (i.e., non-discriminatory/ indemnity clause) this may disqualify a proposal.

11a For item #3.2.2 (4), bottom of page 10, what is meant by “The vendor should also provide students the option to change from paper check disbursement to DDA or withdraw through the Refund Disbursement card while the check is still in transit”?

The District is looking at variable situations that can happen at various points of time in the process. Students may request to make a change in delivery at any time in the process.

11b Would a stop payment be applicable in this situation?

Yes, that is one possible course of action.

12a In reference to page 11, #5, (of RFP) who (the District or the student) is being referred to in the “customer support for the administration and an online tool that will track open issues easily and conveniently?”

The District is requesting a tool that allows the clarification or status of the disbursements. The on-line tool can be used as a management tool as well as for assisting students (by the District). Students ultimately need to have a process/ method to find out the status of their refund/ distribution.

12b Does the issue refer to the student problem or the transition/transfer of funds?

The issue can be in reference to either a student problem or the transition/transfer of funds.

13 How are new student orientations structured and how often do they occur?

Campus orientations are not mandatory and vary according to campus. The District is hoping to get vendor’s assistance in transitioning to and informing students of this programs such as providing marketing tools.

14 Describe "re-carding" per page 11, item 3.2.2(8), of the RFP.

This reference to "re-carding" in the RFP should be revised to reflect "initial" carding. Each campus has its own existing student identification card.

15 What is the meaning of "refund and disbursement?"

Both terms are used interchangeably in the RFP to mean the delivery of student financial aid funds.

16 Are the vendors required to buy the existing ATMs?

No.

17 What is the percentage of mailed checks?

Most all checks are mailed to the student's address on file. Checks represent approximately 95% of the delivery method for student financial disbursements.

18 Define merchant incentive programs.

The District expects that the vendor selected provide student financial wellness programs which may include, but not limited to, balancing student's checkbook, opening CDs, and establishing credit.

19 Will Questions and Answers be posted? If so, where?

They will be posted on the internet by Friday, October 30th, at the same location as the RFP. Please note the date of posting because we may post subsequent Q&A. If an addendum to the RFP is issued, it will be posted in this same website location.

20 Who currently cuts the Financial Aid checks, mails checks and what is the percentage of total checks from overall disbursements?

The District's central office currently prints and mails the checks. A "positive pay" file is transmitted by the District to the bank with the check number, date, and amount of check.

21 In reference to 3.2.2 (10), page 11, of the RFP, where it states "The LACCD requires access to view card history and mailing address information online in real time," is this an option for the student?

Yes, the student at a minimum must have this ability to view this information.

22 Clarify item #16 on page 12 of the RFP - "The LACCD desires extra incentives for DDA users such as discounts, rewards, and online features, special deals that the Vendor will maintain and provide on the program website." Please describe how will local vendors be registered and managed throughout this program?

See question #18 for answer.

23 Can the District provide ATM transactions volumes?

No. The District does not have such information

24 Can you provide an information list of incoming Freshman and alumni in effort to provide financial education?

No. The District does not intend on providing general contact information of their alumni students. The District will provide the name and address of financial aid students that need to receive the initial program enrollment. The District must adhere to FERPA requirements in providing student/alumni information.

25 Does the District need the information requested on item 3.5, #5, of the RFP?

Yes.