



Request for Information (RFI) CSUS-0320 Student Loan Services

I. Statement of Objectives:

The Connecticut State University System (CSUS) wishes to request information from qualified financial vendors on providing options for Student Loan Services and all other services associated with student loans. The financial vendors shall provide fully detailed answers to the list of questions below in Part III Scope of Services. It is the intent of CSUS to enter into an agreement for Student Loan Services with several of the financial vendors based upon the evaluation of all vendor responses to the RFI. This agreement will be effective for one (1) year after the agreement is fully approved by both parties.

II. Background: The Connecticut State University System (CSUS) consists of four comprehensive universities and a system office. CSUS, serving over 36,000 students, is the largest public university system in the state, and is governed by an 18-member Board of Trustees. The universities are located in urban areas: Central Connecticut State University in New Britain (12,800 students), Eastern Connecticut State University in Willimantic (5,400 students), Southern Connecticut State University in New Haven (12,300 students), and Western Connecticut State University in Danbury (6,000 students).

III. Scope of Services:

The Connecticut State University System (CSUS) wishes to receive fully completed information packages from financial vendors proposing information, solutions and processes for the series of questions listed below:

General Questions:

- 1) Please give a brief description of your company's history in the student loan industry.
- 2) What processing platform(s) do you use to process your student loans (ex. ELM)?
- 3) Do you originate and service your own loans? Do you sell your loans? If yes, please provide details in a brief and concise manner (to whom are they sold, when are they sold, do the loan terms and benefits change once the loan is sold?)
- 4) What makes your company unique in terms of how you best serve the interests of borrowers?
- 5) What is your cohort default rate?

Customer Service:

- 6) What are the hours of your call center?
- 7) Please describe how borrowers can manage their accounts online, from application to repayment.

Stafford Loans:

- 8) What are your front-end and/or back-end benefits for the 2008-2009 academic year? Typically, how many students qualify?

Parent PLUS and Graduate PLUS Loans:

- 9) What are your front-end and/or back-end benefits for the 2008-2009 academic year? Typically, how many students qualify?

Alternative Loans:

- 10) Please provide information on your alternative loan products, including but not limited to, interest rates, fees, eligibility requirements, any borrower benefits, forbearance & deferment options, and repayment options.

Please describe the steps your company is taking to help reduce student debt.

Any vendor questions regarding this RFI are to be e-mailed only to Ritchey@so.ct.edu no later than February 13, 2008. All answers will be in the form of an addendum to the RFI. No phone or fax questions will be accepted.

IV. Vendor Information

A. Vendor Overview

In addition to the questions in Section III, please provide the following:

The Name and location of your company.

The location of the office that will be serving CSUS.

A brief general description of your business, including the primary line of business.

The number of years your company has been in business.

Is your company a subsidiary of another corporation? If so, what is the name of the parent company?

B. Client Base

Provide specific reference information for four clients you have served, relevant to the work proposed, to include:

- Organization name and location
- Starting date of service
- Contact name, title and telephone number

The references must be relevant to services performed in the last 36 months, and shall include their level of acceptance of those services.

V. Proposal Submission Requirements

Please respond to all aspect of this RFI clearly listing the questions and answers that have been requested within Section III and Section IV. Please label your original submittal.

Please furnish one original and nine (9) copies of your response which is to be submitted prior to 2:00pm E.S.T. on February 27, 2008 and should be sent to the attention of:

Gary Ritchey- Director of Purchasing
Connecticut State University System
39 Woodland Street
Hartford, CT 06105
(860) 493-0046

CSU does not accept any late submittals from overnight or expedited carriers. We also cannot accept faxed or e-mailed responses.

Please be sure to allow sufficient time to insure that your submittal arrives on time.

VI. General Instructions to Vendors

Vendors who are furnished a copy of this RFI are requested to submit a receipt acknowledgement as soon as possible, to ensure timely receipt of potential corrections or cancellations. Those not intending to make a proposal are asked to submit a negative reply.

RFI responses must be in sealed envelopes upon which a clear indication has been made of the RFI reference title, as well as the date and time the RFI is due. The vendor's name and address must appear on the envelope.

Vendor must answer all the questions and supply all required materials to be considered.

An authorized official must sign the submittal. Please provide the name and number of the person to contact for the purpose of clarifying or negotiating with CSUS regarding the submittal.

VII. General Conditions

1. CSUS reserves the right to accept or reject any or all proposals submitted for consideration. All proposals will be kept sealed and safe until the date, time and place of public opening.
2. Any agreement entered into as a result of this RFI must be in full conformance with statutory requirements of the State of Connecticut and the Federal Government.
3. All proposals in response to this RFI are to be the sole property of the State, and subject to the provisions of section 1-210 of the Connecticut General Statutes. (Re: Freedom of Information).
4. Any proposal must be valid for a period of 90 days from the due date.
5. Any alleged oral agreement or arrangement made by a firm with CSUS or any employee will be superseded by the written agreement.

6. CSUS reserves the right to amend or cancel this RFI, prior to the due date and time, if it is in the best interests of CSUS.

7. By responding, the vendor implicitly states that the proposal is not made in connection with any competing vendor submitting a separate response to the RFI, and is in all respects fair and without collusion or fraud. It is further implied that the vendor did not participate in the RFI development process, had no knowledge of the specific contents of the RFI prior to its issuance, and that no employee of CSUS participated directly or indirectly in the vendor's proposal preparation.

8. Vendor shall bear all costs associated with Vendor's response to this request for proposal including the costs of any presentations and/or demonstrations (if any).

9. The proposal must include a summary of the bidder's experience with Affirmative Action. This information is to include a summary of the bidder's affirmative action plan and the bidder's affirmative action policy statement.

Regulations of Connecticut State Agencies Section 4-114a-3(10) requires agencies to consider the following factors when awarding a contract, which is subject to contract compliance requirements:

a. the bidder's success in implementing an affirmative action plan;

b. the bidder's success in developing an apprenticeship program complying with Section 46a-68-1 to 46a-68-17 of the Connecticut General Statutes, inclusive;

c. The bidder's promise to develop and implement a successful Affirmative Action Plan;

d. The bidder's submission of Affirmative Action and Employment Contract Compliance data and forms included in this RFI indicating that the composition of its work force is at or nearby parity when compared to the racial and sexual composition of the work force in the relevant labor market area, and

e. The bidder's promise to set aside a portion of the contract for legitimate small contractors and minority enterprises.

14. CSUS reserves the right to award in part, to reject any and all submittals in whole or in part, to waive technical defects, irregularities and omissions if, in its judgment, the best interest that CSUS will be served. CSUS also reserves the right to negotiate with any or all vendors after submittals have been opened and during the life of any agreement between CSUS and any vendor.

VIII. Evaluation of Proposals

All proposals will be reviewed by a team consisting of representatives from the member universities of CSUS including the CSU System Office. CSUS will evaluate and rate each vendor's submittal and plans to enter into several agreements with the vendors that best meet the requirements of this RFI. The following evaluation factors will be considered as part of CSUS's review of vendor proposals.

- Demonstrated ability and past experience to perform the scope of services

- Vendor's understanding of the RFI and its purpose and scope, as evidenced by the proposed approach and the level of effort
- Competitiveness of various cost factors
- Specialization in Student Loans within higher education
- Local presence within the State of Connecticut
- Demonstration of commitment to affirmative action by full compliance with the regulations of the Commission on Human Rights and Opportunities (CHRO).

REQUEST
FOR
INFORMATION



Connecticut State University - System Office
Finance Department
39 Woodland Street
Hartford, CT 06105-2337

THIS FORM AND
REQUESTED
INFORMATION MUST
BE RETURNED

Form BO-1

RFI NUMBER CSUS-0320	DATE OF OPENING February 27, 2008	TIME OF OPENING 2:00 PM E.S.T.	AMOUNT OF SURETY (if required) - none -	DATE ISSUED February 8, 2008
COMMODITY CLASS/SUBCLASS AND DESCRIPTION RFI for Student Loan Services			REQUIRED SITE VISIT: Not applicable	
DIRECT ALL QUESTIONS TO: Gary Ritchey via e-mail only		TELEPHONE: (860) 493-0046		
FOR Finance		CONTRACT PERIOD OR DATE REQUIRED One year from Agreement		

REQUEST FOR INFORMATION

Pursuant to the provisions of Sections 10a-151b and 4-217 of the General Statutes of Connecticut as amended. SEALED PROPOSALS WILL BE RECEIVED by the Finance Department of the Connecticut State University System ("CSUS") for furnishing the services herein listed.

AFFIRMATION OF PROPOSER

The undersigned affirms and declares:

1. That this proposal is executed and signed with full knowledge and acceptance of the provisions of the laws of the State of Connecticut, and the terms and conditions listed herein.
2. That should any part of this proposal be accepted in writing by CSU within ninety (90) calendar days from the date of opening unless an earlier date for acceptance is specified in proposal schedule, said proposer will furnish and deliver the services for which this proposal is made, at the rates offered and fee schedule proposed, and in compliance with the provisions listed herein. Should award of any part of this proposal be delayed beyond the period of ninety (90) days or an earlier date specified in proposal schedule, such award shall be conditioned upon proposer's acceptance.

PROPOSAL. The undersigned, accepting the conditions set forth herein, hereby agrees in strict accordance therewith, to furnish and deliver the services to Connecticut State University System at the prices bid therein.

SIGNATURE WHEN PROPOSER IS AN INDIVIDUAL	TYPE OR PRINT NAME OF INDIVIDUAL		DOING BUSINESS AS (Trade Name)					
	BUSINESS ADDRESS	STREET	CITY	STATE	ZIP CODE			
	WRITTEN SIGNATURE OF INDIVIDUAL SIGNING THIS PROPOSAL			SOCIAL SECURITY NUMBER		DATE EXECUTED		
	TYPEWRITTEN NAME				TELEPHONE NUMBER			
SIGNATURE WHEN PROPOSER IS A FIRM	NAME (Type or print names of all partners)		TITLE		NAME	TITLE		
	NAME		TITLE		NAME	TITLE		
	DOING BUSINESS AS (Trade Name)			BUSINESS ADDRESS	STREET	CITY	STATE	ZIP CODE
	WRITTEN SIGNATURE OF PARTNER SIGNING THIS PROPOSAL				F.E.I. NUMBER		DATE EXECUTED	
	TYPEWRITTEN NAME					TELEPHONE NUMBER		
SIGNATURE WHEN PROPOSER IS A CORPORATION	FULL NAME OF CORPORATION					INCORPORATED IN WHAT STATE		
	BUSINESS ADDRESS		STREET	CITY	STATE	ZIP CODE	F.E.I. NUMBER	
	PRESIDENT			SECRETARY		TREASURER		
	WRITTEN SIGNATURE OF CORPORATE OFFICIAL OR PERSON DULY AUTHORIZED TO SIGN PROPOSALS ON BEHALF OF THE ABOVE CORPORATION					TITLE		

TYPEWRITTEN NAME	TELEPHONE NUMBER	DATE EXECUTED
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RETURN THIS FORM IMMEDIATELY!

**Acknowledgment: Receipt of Request-For-Information
Documents**

Bid Number: RFI CSUS-0320

Title: Student Loan Services

Please take a moment to acknowledge receipt of the attached RFP documents. Your compliance with this request will help us to maintain proper follow-up procedures while ensuring that all recipients have the opportunity to submit a proposal.

Date Issued: February 8, 2008
Date received? ____/____/____

Do you plan to submit a proposal? Yes____ No____

Print or type the following information:

Company name: _____

Address: _____

City or Town: _____

Phone: _____

Fax: _____

Received by: _____

E-Mail _____

Note: Faxed acknowledgments are requested! FAX (860)493-0006

A cover sheet is NOT necessary.

IMPORTANT: DO NOT FAX BIDS.

BIDS MUST BE SUBMITTED IN SEALED PACKAGES!

**COMMISSION ON HUMAN RIGHTS AND OPPORTUNITIES
CONTRACT COMPLIANCE REGULATIONS**

NOTIFICATION TO BIDDERS

The contract to be awarded is subject to contract compliance requirements mandated by Sections 4a-60 and 4a-60a of the Connecticut General Statutes; and, when the awarding agency is the State, Sections 46a-71(d) and 46a-81i(d) of the Connecticut General Statutes. There are Contract Compliance Regulations codified at Section 46a-68j-21 through 43 of the Regulations of Connecticut State Agencies, which establish a procedure for awarding all contracts covered by Sections 4a-60 and 46a-71(d) of the Connecticut General Statutes.

According to Section 46a-68j-30(9) of the Contract Compliance Regulations, every agency awarding a contract subject to the contract compliance requirements has an obligation to “aggressively solicit the participation of legitimate minority business enterprises as bidders, contractors, subcontractors and suppliers of materials.” “Minority business enterprise” is defined in Section 4a-60 of the Connecticut General Statutes as a business wherein fifty-one percent or more of the capital stock, or assets belong to a person or persons: “(1) Who are active in daily affairs of the enterprise; (2) who have the power to direct the management and policies of the enterprise; and (3) who are members of a minority, as such term is defined in subsection (a) of Section 32-9n.” “Minority” groups are defined in Section 32-9n of the Connecticut General Statutes as “(1) Black Americans . . . (2) Hispanic Americans . . . (3) persons who have origins in the Iberian Peninsula . . . (4) Women . . . (5) Asian Pacific Americans and Pacific Islanders; (6) American Indians . . .” An individual with a disability is also a minority business enterprise as provided by Section 4a-60g of the Connecticut General Statutes. The above definitions apply to the contract compliance requirements by virtue of Section 46a-68j-21(11) of the Contract Compliance Regulations.

The awarding agency will consider the following factors when reviewing the bidder’s qualifications under the contract compliance requirements:

- (a) the bidder’s success in implementing an affirmative action plan;
- (b) the bidder’s success in developing an apprenticeship program complying with Sections 46a-68-1 to 46a-68-17 of the Administrative Regulations of Connecticut State Agencies, inclusive;
- (c) the bidder’s promise to develop and implement a successful affirmative action plan;
- (d) the bidder’s submission of employment statistics contained in the “Employment Information Form”, indicating that the composition of its workforce is at or near parity when compared to the racial and sexual composition of the workforce in the relevant labor market area; and
- (e) the bidder’s promise to set aside a portion of the contract for legitimate minority business enterprises. See Section 46a-68j-30(10)(E) of the Contract Compliance Regulations.

INSTRUCTIONS AND OTHER INFORMATION

The following BIDDER CONTRACT COMPLIANCE MONITORING REPORT must be completed in full, signed, and submitted with the bid for this contract. The contract awarding agency and the Commission on Human Rights and Opportunities will use the information contained thereon to determine the bidders compliance to Sections 4a-60 and 4a-60a CONN. GEN. STAT., and Sections 46a-68j-23 of the Regulations of Connecticut State Agencies regarding equal employment opportunity, and the bidders A good faith efforts to include minority business enterprises as subcontractors and suppliers for the work of the contract.

7. Definition of Small Contractor

Section 4a-60g CONN. GEN. STAT. Defines a small contractor as a company that has been doing business under the same management and control and has maintained its principal place of business in Connecticut for a one year period immediately prior to its application for certification under this section, had gross revenues not exceeding ten million dollars in the most recently completed fiscal year, and at least fifty-one percent of the ownership of which is held by a person or persons who are

active in the daily affairs of the company, and have the power to direct the management and policies of the company, except that a nonprofit corporation shall be construed to be a small contractor if such nonprofit corporation meets the requirements of subparagraphs (A) and (B) of subdivision 4a-60g CONN. GEN. STAT.

<p>MANAGEMENT: Managers plan, organize, direct, and control the major functions of an organization through subordinates who are at the managerial or supervisory level. They make policy decisions and set objectives for the company or departments. They are not usually directly involved in production or providing services. Examples include top executives, public relations managers, managers of operations specialties (such as financial, human resources, or purchasing managers), and construction and engineering managers.</p> <p>BUSINESS AND FINANCIAL OPERATIONS: These occupations include managers and professionals who work with the financial aspects of the business. These occupations include accountants and auditors, purchasing agents, management analysts, labor relations specialists, and budget, credit, and financial analysts.</p> <p>COMPUTER SPECIALISTS: Professionals responsible for the computer operations within a company are grouped in this category. Examples of job titles in this category include computer programmers, software engineers, database administrators, computer scientists, systems analysts, and computer support specialists</p> <p>ARCHITECTURE AND ENGINEERING: Occupations related to architecture, surveying, engineering, and drafting are included in this category. Some of the job titles in this category include electrical and electronic engineers, surveyors, architects, drafters, mechanical engineers, materials engineers, mapping technicians, and civil engineers.</p> <p>OFFICE AND ADMINISTRATIVE SUPPORT: All clerical-type work is included in this category. These jobs involve the preparing, transcribing, and preserving of written communications and records; collecting accounts; gathering and distributing information; operating office machines and electronic data processing equipment; and distributing mail. Job titles listed in this category include telephone operators, payroll clerks, bill and account collectors, customer service representatives, files clerks, dispatchers, shipping clerks, secretaries and administrative assistants, computer operators, mail clerks, and stock clerks.</p>	<p>BUILDING AND GROUNDS CLEANING AND MAINTENANCE: This category includes occupations involving landscaping, housekeeping, and janitorial services. Job titles found in this category include supervisors of landscaping or housekeeping, janitors, maids, grounds maintenance workers, and pest control workers.</p> <p>CONSTRUCTION AND EXTRACTION: This category includes construction trades and related occupations. Job titles found in this category include boilermakers, masons (all types), carpenters, construction laborers, electricians, plumbers (and related trades), roofers, sheet metal workers, elevator installers, hazardous materials removal workers, paperhangers, and painters. Paving, surfacing, and tamping equipment operators; drywall and ceiling tile installers; and carpet, floor and tile installers and finishers are also included in this category. First line supervisors, foremen, and helpers in these trades are also grouped in this category..</p> <p>INSTALLATION, MAINTENANCE AND REPAIR: Occupations involving the installation, maintenance, and repair of equipment are included in this group. Examples of job titles found here are heating, ac, and refrigeration mechanics and installers; telecommunication line installers and repairers; heavy vehicle and mobile equipment service technicians and mechanics; small engine mechanics; security and fire alarm systems installers; electric/electronic repair, industrial, utility and transportation equipment; millwrights; riggers; and manufactured building and mobile home installers. First line supervisors, foremen, and helpers for these jobs are also included in the category.</p> <p>MATERIAL MOVING WORKERS: The job titles included in this group are Crane and tower operators; dredge, excavating, and lading machine operators; hoist and winch operators; industrial truck and tractor operators; cleaners of vehicles and equipment; laborers and freight, stock, and material movers, hand; machine feeders and offbearers; packers and packagers, hand; pumping station operators; refuse and recyclable material collectors; and miscellaneous material moving workers.</p>
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8. Definition of Racial and Ethnic Terms (as used in Part IV Bidder Employment Information)

<p><u>White</u> (not of Hispanic Origin)- All persons having origins in any of the original peoples of Europe, North Africa, or the Middle East.</p> <p><u>Black</u>(not of Hispanic Origin)- All persons having origins in any of the Black racial groups of Africa.</p> <p><u>Hispanic</u>- All persons of Mexican, Puerto Rican, Cuban, Central or South American, or other Spanish culture or origin, regardless of race.</p>	<p><u>Asian or Pacific Islander</u>- All persons having origins in any of the original peoples of the Far East, Southeast Asia, the Indian subcontinent, or the Pacific Islands. This area includes China, India, Japan, Korea, the Philippine Islands, and Samoa.</p> <p><u>American Indian or Alaskan Native</u>- All persons having origins in any of the original peoples of North America, and who maintain cultural identification through tribal affiliation or community recognition.</p>
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CONTRACT COMPLIANCE MONITORING REPORT

PART I – Information

(Page 3)

Company Name Street Address City & State Chief Executive	Bidder Federal Employer Identification Number _____ Or Social Security Number _____
Major Business Activity (brief description)	Bidder Identification (response optional/definitions on page 1) -Bidder is a small contractor. Yes__ No__ -Bidder is a minority business enterprise Yes__ No__ (If yes, check ownership category) Black__ Hispanic__ Asian American__ American Indian/Alaskan Native__ Iberian Peninsula__ Individual(s) with a Physical Disability__ Female__
Bidder Parent Company (If any)	- Bidder is certified as above by State of CT Yes__ No__
Other Locations in Ct. (If any)	- DAS Certification Number _____

PART II – Bidder Nondiscrimination Policies and Procedures

1. Does your company have a written Affirmative Action/Equal Employment Opportunity statement posted on company bulletin boards? Yes__ No__	7. Do all of your company contracts and purchase orders contain non-discrimination statements as required by Sections 4a-60 & 4a-60a Conn. Gen. Stat.? Yes__ No__
2. Does your company have the state-mandated sexual harassment prevention in the workplace policy posted on company bulletin boards? Yes__ No__	9. Do you, upon request, provide reasonable accommodation to employees, or applicants for employment, who have physical or mental disability? Yes__ No__
3. Do you notify all recruitment sources in writing of your company's Affirmative Action/Equal Employment Opportunity employment policy? Yes__ No__	9. Does your company have a mandatory retirement age for all employees? Yes__ No__
4. Do your company advertisements contain a written statement that you are an Affirmative Action/Equal Opportunity Employer? Yes__ No__	10. If your company has 50 or more employees, have you provided at least two (2) hours of sexual harassment training to all of your supervisors? Yes__ No__ NA__
5. Do you notify the Ct. State Employment Service of all employment openings with your company? Yes__ No__	11. If your company has apprenticeship programs, do they meet the Affirmative Action/Equal Employment Opportunity requirements of the apprenticeship standards of the Ct. Dept. of Labor? Yes__ No__ NA__
10. Does your company have a collective bargaining agreement with workers? Yes__ No__ 6a. If yes, do the collective bargaining agreements contain non-discrimination clauses covering all workers? Yes__ No__	12. Does your company have a written affirmative action Plan? Yes__ No__ If no, please explain.

TOTALS ABOVE											
Total One Year Ago											
FORMAL ON THE JOB TRAINEES (ENTER FIGURES FOR THE SAME CATEGORIES AS ARE SHOWN ABOVE)											
Apprentices											
Trainees											

PART V – Bidder Hiring and Recruitment Practices

11. Which of the following recruitment sources are used by you? (Check yes or no, and report percent used)				12. Check (X) any of the below listed requirements that you use as a hiring qualification (X)		3. Describe below any other practices or actions that you take which show that you hire, train, and promote employees without discrimination
SOURCE	YES	NO	% of applicants provided by source			
State Employment Service					Work Experience	
Private Employment Agencies					Ability to Speak or Write English	
Schools and Colleges					Written Tests	
Newspaper Advertisement					High School Diploma	
Walk Ins					College Degree	
Present Employees					Union Membership	
Labor Organizations					Personal Recommendation	
Minority/Community Organizations					Height or Weight	
Others (please identify)					Car Ownership	
					Arrest Record	
					Wage Garnishments	

Certification (Read this form and check your statements on it CAREFULLY before signing). I certify that the statements made by me on this BIDDER CONTRACT COMPLIANCE MONITORING REPORT are complete and true to the best of my knowledge and belief, and are made in good faith. I understand that if I knowingly make any misstatements of facts, I am subject to be declared in non-compliance with Section 4a-60, 4a-60a, and related sections of the CONN. GEN. STAT.

(Signature)	(Title)	(Date Signed)	(Telephone)
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