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| **wsu-primary-horz-color-600-10-2017-small**  **Division of Finance and Business Operations** |  | **Procurement & Strategic Sourcing**  **5700 Cass Avenue, Suite 4200**  **Detroit, Michigan 48202**  **(313) 577-3734** |

**January 5, 2024**

**Addendum No. 2**

**RFP Wayne State University Office of the Bursar Student Refunds Outsourcing dated December 7, 2023**

**This Addendum must be acknowledged on Schedule D.**

Questions have been raised during the Pre-Proposal meeting held on **December 18, 2023**for the University's RFP for **Wayne State University Office of the Bursar Student Refunds Outsourcing** for the **Office of the Bursar.** A summary of the questions asked, and the University's responses are as follows:

**Question:**

Can you please explain more about how Parent Plus refunds would be different from student refunds?  Refund would go to the parent instead of the student?  How does WSU process these today? Are they a part of your normal check or ACH payments today?  Is the only difference being you are gathering the parents refund information rather than the students?

**Answer:**

WSU includes Parent Plus refunds and student refunds in one refund process.  Parent disbursement Information is retrieved and placed into Banner as part of the financial aid process.  The retrieval of refund payee information is retrieved from different Banner locations, but pulled in as part of the same refund job.  Refund jobs then go through disbursements to differentiate ACH vs Check refunds.  All Parent Plus refunds currently go as checks.   We would like ability for parents to have ACH option, but currently do not have mechanism.

**Question:**

What kind of integration are you envisioning into Banner?  Our assumption is that Banner would create the files that get sent out to the service provider so checks can be printed and mailed.  What kind of information would Banner be required to receive from the service provider?

**Answer:**

Transmission of activity could be accomplished as a batch process, or theoretically via Banner integration - whatever works best for the vendor/school relationship.   Data transmission would involve both outgoing student refund files for disbursement, as well as incoming disbursement activity (assuming service provider was disbursing via multiple methods (DD, check, etc).   Our current process includes posting of check numbers and/or Direct Deposit transmission verification into Banner.  If the vendor has a solution for other useful documentation of refund status to be posted in Banner the school would be open to new solutions that can be referenced by functional users.

**Question:**

The introduction mentions there are 13 colleges and schools.  Will each school be managed under the same client or will they manage each school separately?  This means we will receive enrollment data from 13 separate schools along with disbursement data from 13 separate schools.  Or will we receive all schools in one data file?

**Answer:**

Student Refunds are centralized for all schools and colleges.  Files will be consolidated for all student refund activity, but multiple files for different refund types (Cash or Financial Aid) may be sent.

**Question:**

Item mentions that the timeline can be extended at the discretion of the University. Please confirm that if the award date is extended the readiness date will also be extended.

**Answer:**

Our goal is to begin project work May 1st at the latest.  Vendor readiness to meet that timeline will be factored into decision process.  However, we will make every effort to communicate decisions within our communicated timeline.

**Question:**

Under Scope of Work, it states that the "solution will require the daily transmission of student refund data and reporting."  Can the university provide more detail on what data and reporting will be required daily?

**Answer:**

Schema for data transmission files will be partially contingent on requirements of vendor.  WSU would be able to provide any student and/or refund data required by vendor.  In terms of daily reporting of data transmission, would like to see reporting on file activity (success/failure), file components (students and refund information in the file).  Would also like reporting capabilities for direct deposit enrollment.

**Question:**

Does the University disburse funds daily?  If not, is there an estimated disbursement schedule that can be provided?

**Answer:**

Currently we disburse refunds Monday through Thursday

**Question:**

What is the school's policy for voiding checks that were not cashed before the check expiration date?  Do they automatically void and reissue or do they return the funds?

**Answer:**

The Bursars Office reaches out to students once the check has expired, encouraging them to either cash the check or sign affidavit that they have not received it.  If student is not responsive the university voids the check.  If the refund source is Cash, that could either be applied to a new balance, reissued (if university receives confirmation of address/Direct Deposit), or escheated to the State of Michigan.  If the refund source is Financial Aid, funds can be either applied to new balances within the same Aid year or returned to the financial aid source.  Title IV credits without charges to applied to are returned to the Title IV program within the regulatory timeline.

**Question:**

Can the University provide the volume of incoming calls related to refund disbursements for Title IV funds?

**Answer:**

During peak periods (beginning of each semester) we could average 40-50 calls daily about student refunds.  During non-peak periods that would drop to approximately 15-25 calls daily about student refunds.

**Question:**

How does Wayne State University verify/validate that the person sitting at the computer is the person that is creating the payment profile for refund status?

**Answer:**

Wayne State uses Multi-factor authentication for students logging in to Banner Self-Service, which is where the current Student Refunds sign-up lives. C&IT also monitors for data dumps that are posted to the internet as a result of data breaches that contain any indication of a wayne.edu email address.

The Deadline for project related questions is **January 3, 2024*,*** **12:00 noon**.

**Bids are due by electronic submission on** **January 12, 2024 no later than 2:00 p.m.** The link for bid submission will be posted with the bid details at **http://go.wayne.edu/bids** beginning **December 7, 2023**.

Should you have any questions or concerns about this Addendum or on any other aspects of the Request for Proposal, please send them by email to **Valerie Kreher**, **Senior Buyer**, Email; **rfpteam2@wayne.edu.**

Thank you,

**Valerie Kreher**

**Senior Buyer**

*Attachments:*