

QUESTIONS AND ANSWERS
PROJECT NO. 10-07
REFUND MANAGEMENT SERVICES

Date: November 2, 2009

TO: All Prospective Proposers

FROM: Houston Community College, Procurement Operations

SUBJECT: Informational Letter #1 – Request for Proposals (RFP) for Refund Management Services

The following written questions regarding the solicitation for Refund Management Services were received in Procurement Operations prior to the deadline for submission of questions:

Question No. 1 – It is our understanding that HCC has switched the student refund card program that was in place. In selecting a contractor, what of the current process is HCC seeking to improve?

HCC Answer: HCC is presently refunding students under a one-year contract. This contract will expire soon. This procurement will provide for continuance of the services.

Question No. 2 - Can you provide the total number of students qualifying for refunds annually?

HCC Answer: Approximately 25,000 to 30,000 students qualify for refunds annually. For the current fall term, HCC has processed 23,653 refunds to students to date.

Question No. 3 – Can you provide the total dollar amount of refunds annually?

HCC Answer: On an annual basis, the estimate is approximately \$50,000,000.00. For the current fall term, HCC has processed approximately \$22.3M to date.

Question No. 4 – Can you provide the number of payments issued annually?

HCC Answer: - Approximately 50,000 individual refunds are issued annually.

Question No. 5 – What is the average number of payments per student?

HCC Answer: The average refunds per student is 1.5.

Question No. 6 – What is the average dollar amount per payment?

HCC Answer: The average dollar amount is about \$ 800 per refund.

Question No. 7 – Do you currently offer direct deposit to students?

HCC Answer: The present service provided offers direct deposit.

Question No. 8 – What portion of payments is made by check vs. ACH?

HCC Answer: HCC no longer cut checks for student refunds.

Question No. 9 – How are checks currently delivered to students?

HCC Answer: See answer to Question No. 8.

Question No. 10 – What is the number of checks mailed? (If applicable)

HCC Answer: Not applicable. See answer to Question #8

Question No. 11 – How many checks are returned/cancelled each year?

HCC Answer: See answer to Question No. 8.

Question No. 12 – How many checks are not cashed each year?

HCC Answer: See answer to Question No. 8.

Question No. 13 – What percentage of students maintains bank accounts?

HCC Answer: See answer to Question No. 8.

Question No. 14 – If cards are used currently, who is the incumbent?

HCC Answer: Higher One, Inc.

Question No. 15 – How many ATMs are currently located on campus? With what providers?

HCC Answer: Seven (7) ATM Machines are provided by Higher One, Inc. However, there are 14 ATM machines provided by Unique Financial Solutions.

Question No. 16 – Is there a bank branch on campus?

HCC Answer: No.

Question No. 17 – Please describe your student payment process from beginning to end (enrollment process, management of student information, checks printed, student communications, mailings) and describe how it is organizationally supported (central or de-centralized).

HCC Answer: Students can make payments on-line by credit card and electronic checks. Students may also make payment at the HCC Cashier's window after completing the registration process.

Question No. 18 – Are there other payments types made to students that may be in scope3 of this proposal? (i.e. work study, book refunds).

HCC Answer: No. Only credit balances refunds and financial aid residuals.

Question No. 19 – When is your target rollout?

HCC Answer: As soon as feasible.