Northwest State Community College
Request for Proposals (RFP)
Financial Aid Consulting Services
Answers Provided to Questions Received

1. What is the anticipated timeline for awarding the RFP? For beginning the project?
   Answer:
   - Timeline for awarding the RFP?
     1. Within 10 days of the submission deadline
        1. Submission Deadline = 10/3/2022 by 5 PM
        2. Selection/Awarding Deadline = 10/13/2022 by 5 PM
   - Timeline for beginning the project?
     1. No definitive timeline, but as soon as is reasonable following awarding. We would like to get the project underway as soon as possible, once awarded.

2. Are there any additional security documents required to access the system for this engagement?
   Answer:
   - Yes → Those will be discussed with the selected agency, following awarding.

3. In the statement, "More specifically, the consultant will provide recommendations for developing the [financial aid] process as an enrollment management strategy…" would you please clarify the scope of what you mean by "enrollment management strategy"?
   Answer:
   - Using current software, processes, and personnel to promote, award, re-award, and distribute & manage scholarships/financial aid to increase and diversify enrollment streams.

4. Does the College currently have a strategic enrollment management plan?
   Answer:
   - We do have enrollment goals and a strategic enrollment management plan is currently in development.

5. Does the College have specific goals or targets for how financial aid is used to support its enrollment management goals?
   Answer:
   - Currently, we do not. However, we expect this work to help inform the development of those targets.

6. Does the College have a timeframe for implementing changes (we assume for the 2324 academic year, but wish to confirm).
   Answer:
   - Yes, the timeline for implementing changes is the 2023-2024 academic year.

7. How large is the current financial aid staff? Can an organizational chart be provided?
   Answer:
   - The current financial aid staff is comprised of 3 members.
   - Please see Attachment # 2 for the Organizational Chart pertinent to Financial Aid Staff.

8. Does the College currently contract for any financial aid services, such as financial aid verification?
   Answer:
   - We <u>do not</u> currently contract for financial aid verification services.

9. Approximately how many students receive federal, state, or institutional aid?
   Answer:
   - On average, we award FA to approximately 1,500 students in a given aid period (one aid period includes the Summer, Fall, and Spring terms for the given period).

10. Can you clarify the Attachment C: Budget document? We would not provide salary and benefit information to a client. We would simply outline the bill rate for the services we would be providing. Please advise if we are able to modify the chart.
    Answer:
    - You can modify the budget chart.
    - You could provide a "block billing proposal" by defining a certain number of consulting hours equating to a specific cost.
    - If possible, please include an estimated total number of hours needed to accomplish the project and the corresponding total anticipated cost.
        1. To confirm, we expect to only be billed for the hours for which we actually receive services.
    - An outline of your bill rate would also be helpful.