

## REQUEST FOR INFORMATION

### Financial Aid & Scholarship Management Software: Market Assessment

**RFI# SIS-2023-001**

Release Date: March 8, 2023

Response Due Date: April 5, 2023

Buyer Contact: Britany Duyanovich  
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#### 1. SOLICITATION REVIEW

UC Davis (“UCD”) publicly requests information to explore Financial Aid & Scholarship Management software that will help the University to manage all aspects of providing Financial Aid to UC Davis Students.

UC Davis makes no guarantees that the information derived from responses from this solicitation will lead to the Request for Proposal (“RFP”) process. At this point, UC Davis is in the early pre-discovery stage. The University would like to research the current marketplace and collect future-state requirements for ideal Financial Aid & Scholarship Management System.

#### 2. REQUESTED INFORMATION

Engagement Priorities:

UC Davis Financial Aid & Scholarships Department (FAS) manages a heavy caseload of administering financial aid and scholarships for UC Davis Students. As part of this solicitation, the Department seeks to identify highly secure cloud-based solutions which will support the following business objectives:

- 1) Improve the overall Student experience while interacting with the FAS Office, estimating the Cost of Attendance, applying for and receiving Grant/Scholarship Awards and Educational Loans, participating in the Financial Aid Appeals and Verification process, obtaining Short-Term or Emergency Loans, and participating in the Work Study Program.
- 2) Optimize and automate the FAS day-to-day business operations related to the processing of various Financial Aid Forms, interacting with external Financial Aid providers and processors, managing Short Term and Emergency Loan Applications, managing Financial Aid Eligibility and Compliance, managing distribution of Financial Aid to recipients, managing Donors, Scholarships and Award processes, and supporting the Study Abroad Program.
- 3) Improve the FAS Office's ability to manage grant/scholarship budgets, control distribution and recovery of funds, provide support for financial reconciliation with external Financial Aid providers and processors, provide analytical insight into fund management, ensure compliance, and improve forecasting capabilities.
- 4) Minimize the number of Software Applications and Solutions it takes for the FAS Office to discharge its duties.
- 5) Streamline Workflow and Support Document Management processes.
- 6) Build batch automation processes to support Financial Aid Packaging, re-Packaging, Batch Awards and associated Retroactive Calculations and Adjustments.
- 7) Ensure the Security of the Student and University Financial Aid and Scholarship Data.
- 8) Provide Advanced Reporting Capabilities to the FAS Office employees.

**Current Landscape:** The FAS office uses over twenty different on-premises and cloud-based tools to achieve its business objectives. Therefore, the offered solutions will need to have robust system integration capabilities.

The goal of this Request for Information ("RFI") is to understand the current marketplace and identify a service provider that:

- either has a Best of Breed comprehensive Financial Aid and Scholarship Management solution as a standalone system or has a Financial Aid Module that is a part of the larger Student Information System (SIS);
- will provide in-depth demos of the supplier's software and sandbox access to the group of UC Davis Financial Aid Subject Matter Experts (SMEs); and
- will provide references to other Higher Education Institutions of similar size and type that successfully implemented and used supplier's software.

Note: if a Financial Aid Module is a part of a larger SIS, only Financial Aid Module is in the scope of the review. However, the Financial Aid Module should provide methods for integrating with another SIS as well as other applications.

### 3. INSTRUCTIONS TO RESPONDEES

#### 3.1. PROCUREMENT OFFICER

The Senior Buyer designated below is responsible for the conduct of this solicitation:

Britany Duyanovich  
Sourcing Manager- IT  
Office Phone: 530-752-2124  
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All communications, including any requests for clarification, concerning this Request for Information (“RFI”) must be submitted to this Procurement Officer via the Q&A Discussion Forum section of this RFI within CalUsource. Respondees shall not contact any other employees at UC Davis.

### 3.2. RFI Schedule

UC Davis will make every effort to adhere to the schedule below. However, UC Davis reserves the right to modify these activities and dates at any time.

Table 1: RFI SCHEDULE	
Post RFI on CalUsource	March 8, 2023
Deadline to submit questions	March 22, 2023 1:00 PM
Questions answered	March 24, 2022
RFI Response Submission Deadline	April 5, 2023, 5:00 PM
All times are quoted in Pacific Daylight Time (PDT)	

### 3.3. SUBMISSION DATE, TIME, AND LOCATION

Each Respondee is solely responsible for the delivery of submissions in the manner and time described. Each Respondee may submit information through the UC Public Bid Site, CalUsource, no later than the date and time indicated in the RFI Schedule (“RFI Response Submission Deadline”). Since submissions through CalUsource are time-stamped with the time at the completion of the upload process, not the beginning, Respondees are strongly encouraged to complete and submit their Response in CalUsource well before the due date, as the system prohibits submissions after the specified closing time will be rejected.

### 3.4. RESPONSE PACKAGE CONTENTS AND REQUIREMENTS

This RFI contains a dedicated form for completion, provided as Attachment A to this RFI. Respondees should do their best to submit the requested information per this format; Respondees may attach additional information in circumstances that are relevant or beneficial. Respondees are kindly asked to refrain from attaching extraneous marketing materials that are not relevant to the subject matter of this RFI.

### 3.5. INQUIRES, CLARIFICATIONS, REQUESTS FOR INFORMATION

Respondees shall submit All INQUIRES, CLARIFICATIONS, and REQUESTS FOR INFORMATION through CalUsource. Respondees are expected to promptly review the Request for Information document, including all of the attachments, exhibits, and addendum. The Respondee shall immediately notify the Procurement Officer if discrepancies, inconsistencies, or omissions are found. If the Respondee has questions or requires clarification of the scope of work, UC Davis's intent, or any aspect of this RFI, they shall immediately notify the Procurement Officer. All questions, inquiries, and clarifications must be emailed by the due date identified in the RFI Schedule. The Procurement Officer may respond to any such requests by issuing written addenda. Verbal clarifications shall not be binding. Respondees should not rely upon any statements made by anyone other than the Procurement Officer.

### 3.6. ADDENDA AND COMMUNICATION

UC Davis (UCD) shall communicate through CalUsource. UCD may make changes to the RFI and/or provide clarification to information stated within the RFI by way of issuance of written addenda. All addenda issued prior to the Response Due Date will become part of this RFI and will be deemed to have been considered by the Respondee in its response.

## 4. UC Davis Overview

UC Davis is one of the ten University of California campuses with a population of over forty thousand students, offering over a hundred academic majors. In addition to the main campus, it has six professional schools: Graduate School of Management, School of Education, School of Law, School of Medicine, Betty Irene Moore School of Nursing, and School of Veterinary Medicine.

#### 4.1. UC Davis Financial Aid & Scholarships Office

The UC Davis Financial Aid & Scholarships (FAS) Office manages all Financial Aid and Scholarships programs at UC Davis. In the 2020-2021 academic year, the FAS office disbursed over \$665 million in Financial Aid to over twenty-eight thousand recipients.

### 5. ADDITIONAL CONDITIONS AND REQUIREMENTS

#### 5.1. RESPONSE PREPARATION COSTS

Responsees will bear all costs incurred in preparing and submitting the Response and related documentation, including Responsee's presentations to UC.

#### 5.2. GUIDELINES

Successful Responsee must operate within the guidelines of all federal, state, and local labor laws and codes. Successful Responsee must possess all trade, professional, or business licenses as may be required by the work contemplated by this RFI.

This RFI is issued solely for information and planning purposes – it does not constitute a Request for Proposal, a promise to issue an RFP in the future, or a commitment to contract for any supply or service whatsoever. At this time, UC Davis is not seeking proposals and will not accept unsolicited proposals.

All documents submitted to UC in response to this RFI will become the exclusive property of UC and will not be returned. Responsees are advised that UC Davis will not pay for any information or administrative costs incurred in response to this RFI; all costs associated with responding to this RFI will be solely at the interested party's expense. Not responding to this RFI does not preclude participation in any future RFP, if any is issued. It is the responsibility of the Responsees to monitor CalUSource for additional information.

#### 5.3. CALIFORNIA PUBLIC RECORDS ACT

All responses, supporting materials, and related documentation are subject to the California Public Records Act. All materials submitted in response to this solicitation shall become a matter of public record and shall be regarded as public record. Marking a document "confidential" or "proprietary" may not prevent its release.

#### 5.4. ETHICS

Responsee shall exercise extreme care and due diligence to prevent any action or conditions that could conflict with the best interest of UC Davis. Throughout the term of any subsequent Agreement, Responsee shall not accept any employment or engage in any work that creates a conflict of interest with UC Davis or compromises the work to be performed under this RFI or subsequent Agreement. Responsee and/or its employees shall not offer gifts, entertainment, payment, loans, or other gratuities or consideration to UC Davis employees, their families, other Responsees, subcontractors, or other third parties to influence such persons to act contrary to the UC Davis's interest or for personal gain. Responsee shall immediately notify UC Davis of any such violations of this clause upon becoming aware of such violations.

#### 5.5. COLLUSION AMONG SUCCESSFUL RESPONDEES

Collusion is not allowed. If there is proof of collusion among Responsees, UC Davis will reject all proposals involved in the collusive action.

#### 5.6. DEFINITIONS

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In this Request for Information (RFI), the terms "UC Davis or UCD" shall be understood to mean "the University of California, Davis."

The terms "Offeror, Respondee, Vendor, Supplier, Service Provider, or Contractor," as used herein, shall be understood to mean the individual, company, corporation, or independent contractor formally submitting a response to this RFI.

The term "proposal or response," as used herein, shall be understood to mean a written offer to provide goods and/or services under the general conditions, instructions, and specifications stated herein, with exceptions clearly stated.