

STATE OF DELAWARE
Delaware Technical & Community College

REQUEST FOR PROPOSALS FOR PROFESSIONAL SERVICES
Financial Aid Evaluation Services
ISSUED BY Delaware Technical Community College
CONTRACT NUMBER FA 001

I. Overview

Delaware Technical Community College (DTCC) seeks professional services of a firm or individual knowledgeable and dedicated to facilitating the effective administration of student financial aid programs. This request for proposals (“RFP”) is issued pursuant to 29 *Del. C.* §§ [6981](#) and [6982](#).

The proposed schedule of events subject to the RFP is outlined below:

Public Notice	Date: November 23, 2015
Deadline for Questions	Date: December 10, 2014 at 4:00 pm
Deadline for Receipt of Proposals (Time)	Date: December 14, 2015 at 4:00 PM (Local Time)
Estimated Notification of Award	Date: January 31, 2016

Each proposal must be accompanied by a transmittal letter which briefly summarizes the proposing firm’s interest in providing the required professional services. The transmittal letter must also clearly state and justify any exceptions to the requirements of the RFP which the applicant may have taken in presenting the proposal. (Applicant exceptions must also be recorded on Attachment 3).

The State of Delaware reserves the right to deny any and all exceptions taken to the RFP requirements.

MANDATORY PREBID MEETING

A mandatory pre-bid meeting has not been established for this Request for Proposal.

II. Introduction and Scope of Services

A. Introduction

Delaware Technical Community College (DTCC) is a statewide institution of higher education with four campuses located in Wilmington, Stanton (near Newark), Dover and Georgetown Delaware. DTCC is Delaware’s only community college and services over 20,000 credit (unduplicated) and 15,000 (unduplicated) non-credit students throughout the State. Each campus location provides a comprehensive financial aid services. During the fiscal year ending June 30, 2015, these offices processed over 25,000 financial aid applications and awarded over \$38.6 million in financial aid to over 10,330 students.

During March, 2015, DTCC’s Blueprint for the Future Task Force issued its report to the College’s President, Dr. Mark T. Brainard, and the College community included: (1) A review of

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the information contained in AACC's reports ("Reclaiming the American Dream: Community Colleges and the Nation's Future: An Implementation Guide."); (2) Identify programs and initiatives the College already has well underway or has launched to address the recommendations; (3) Research best and promising practices that other colleges have implemented to increase student success and college effectiveness; and (4) Developed recommendations for the college to follow as part of its effort in increasing student success and college effectiveness.

Included in the Task Force's report were suggested actions to ensure funding and effective use of resources to support both access and student success. These suggested actions are included in Attachment 1 of this RFP.

B. Scope of Services

The evaluator's work will include:

1. Working with the Financial Aid Task Force (FATF) in reviewing the College's organization structure, awarding policies, communication plans and other suggested actions contained in Attachment 1.

III. Required Information

The following information shall be provided in each proposal in the order listed below. Failure to respond to any request for information within this proposal may result in rejection of the proposal at the sole discretion of the State.

A. Minimum Requirements

1. Provide Delaware license(s) and/or certification(s) necessary to perform services as identified in the scope of work.

Prior to the execution of an award document, the successful Vendor shall either furnish the Agency with proof of State of Delaware Business Licensure or initiate the process of application where required.

2. Vendor shall provide responses to the Request for Proposal (RFP) scope of work and clearly identify capabilities as presented in the General Evaluation Requirements below.
3. Complete all appropriate attachments and forms as identified within the RFP.
4. Proof of insurance and amount of insurance shall be furnished to the Agency prior to the start of the contract period and shall be no less than as identified in the bid solicitation, Section D, Item 7, subsection g (insurance).

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B. Additional information is to be provided by the firm or individual.

1. Respondent's Background and Experience

- a) Provide an overview of your organization's background, including contact person's name, e-mail, and phone number; website address, years of operation, size of the firms, and incorporation status.
- b) List the qualifications of the firm(s) to perform the work requested. Identify and provide a description and qualifications of any subcontractors to be used.
- c) Include a description of at least three (3) relevant projects successfully completed, including the scope of responsibility of your firm and/or each subcontractor on each described project.
- d) Provide the names, addresses and telephone numbers of three (3) references with direct experience with the respondent's services.

2. Project Management

- a) Provide a brief description of the proposed strategy for streamlining and maximizing current financial aid resources, improving communication to assist students in obtaining and maintaining financial aid, and increase financial aid resources for credit and non-credit students.
- b) Provide suggested ways for the College to strengthen advising for students not making satisfactory progress.
- c) Identify some suggested organizational structures given the College's recent conversion to a one college accreditation (versus three).
- d) Work with members of the FATF in reviewing DTCC's current awarding policies and practices across all four campus locations and develop a communication plan that will assist all students and staff regarding the College's awarding policies.

3. Appendix

The appendix may include any information not noted in the above sections which illustrates or expands on the respondent's experience in the financial aid area. This may include published articles, examples of reports for previous or related projects, newsletters, press releases, or other related materials useful for evaluation of the response.

- a. List current projects you are involved with at the present time including:
 1. Project name and owner
 2. Start and projected end dates
 3. Type of project

C. General Evaluation Requirements

1. Demonstrated experience on similar financial aid projects: 40%
2. Professional Reputation: 10%
3. Defined approach to the project and project schedule: 20%
4. Firm's organizational structure relative to the project and experience: 20%
5. Firm's location relative to the project: 10%

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IV. Professional Services RFP Administrative Information
A. RFP Issuance

1. Public Notice

Public notice has been provided in accordance with 29 *Del. C.* [§6981](#).

2. Obtaining Copies of the RFP

This RFP is available in electronic form through the State of Delaware Procurement website at www.bids.delaware.gov . Paper copies of this RFP will not be available.

3. Assistance to Vendors with a Disability

Vendors with a disability may receive accommodation regarding the means of communicating this RFP or participating in the procurement process. For more information, contact the Designated Contact no later than ten days prior to the deadline for receipt of proposals.

4. RFP Designated Contact

All requests, questions, or other communications about this RFP shall be made in writing to DTCC. Address all communications to the person listed below. Vendors should rely only on written statements issued by the RFP designated contact.

Gerard M. McNesby
Vice President for Finance
Office of the President
Delaware Technical Community College
100 Campus Drive, Dover, DE 19903
E-mail: gmcnesby@dtcc.edu

To ensure that written requests are received and answered in a timely manner, electronic mail (e-mail) correspondence is acceptable, but other forms of delivery, such as postal and courier services can also be used.

B. RFP Submissions

1. Acknowledgement of Understanding of Terms

By submitting a bid, each vendor shall be deemed to acknowledge that it has carefully read all sections of this RFP, including all forms, schedules and exhibits hereto, and has fully informed itself as to all existing conditions and limitations.

2. Proposals

To be considered, all proposals must be submitted in writing and respond to the items outlined in this RFP. DTCC reserves the right to reject any non-responsive or non-conforming proposals. Each proposal must be submitted with 1 original and 3 paper copies.

All properly sealed and marked proposals are to be sent to the RFP Designated Contact below and received no later than **4:00 PM (Local Time)** on December 14, 2015. The Proposals may be delivered by Express Delivery (e.g., FedEx, UPS, etc.), US Mail, or by hand to:

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Gerard M. McNesby
Vice President for Finance
Office of the President
Delaware Technical Community College
100 Campus Drive, Dover, DE 19903

Vendors are directed to write Financial Aid Evaluation Services Proposal (FA-001 on the outside of the proposal submission package.

Any proposal received after the Deadline for Receipt of Proposals date shall not be considered and shall be returned unopened. The proposing vendor bears the risk of delays in delivery. The contents of any proposal shall not be disclosed as to be made available to competing entities during the negotiation process.

Upon receipt of vendor proposals, each vendor shall be presumed to be thoroughly familiar with all specifications and requirements of this RFP. The failure or omission to examine any form, instrument or document shall in no way relieve vendors from any obligation in respect to this RFP.

3. Proposal Modifications

Any changes, amendments or modifications to a proposal must be made in writing, submitted in the same manner as the original response and conspicuously labeled as a change, amendment or modification to a previously submitted proposal. Changes, amendments or modifications to proposals shall not be accepted or considered after the hour and date specified as the deadline for submission of proposals.

4. Proposal Costs and Expenses

DTCC will not pay any costs incurred by any Vendor associated with any aspect of responding to this solicitation, including proposal preparation, printing or delivery, attendance at vendor's conference, system demonstrations or negotiation process.

5. Proposal Expiration Date

Prices quoted in the proposal shall remain fixed and binding on the bidder at least through July 1, 2016. DTCC reserves the right to ask for an extension of time if needed.

6. Proposal Opening

DTCC will receive proposals until the date and time shown in this RFP. Proposals will be opened by DTCC personnel associated with selection process. Any unopened proposals will be returned to the submitting Vendor. There will be no public opening of the proposals but a log of respondents will be kept by DTCC for public viewing, if requested.

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7. Price Not Confidential

Vendors shall be advised that as a publically bid contract, no Vendor shall retain the right to declare their pricing confidential.

8. Revisions to the RFP

If it becomes necessary to revise any part of the RFP, an addendum will be posted on the State of Delaware's website at www.bids.delaware.gov . The State of Delaware is not bound by any statement related to this RFP made by any State of Delaware employee, contractor or its agents.

9. Exceptions to the RFP

Any exceptions to the RFP, or the State of Delaware's terms and conditions, must be recorded on Attachment 3. Acceptance of exceptions is within the sole discretion of the evaluation committee.

C. RFP Evaluation Process

Procedure for Evaluation of Applicants

- 1) After the receipt of the responses to the request for proposal the selection committee will review the credentials of all firms. Firms deemed best qualified will be selected for an interview.
- 2) Selected firms will make presentations to and will be interviewed in person, by phone or by video conference by a committee which will evaluate, select and recommend the firm deemed best qualified to undertake a project of this size and scope. Key staff members, in addition to principals, are expected to participate in the interview.
- 3) DTCC will negotiate with a firm or firms selected for professional services at compensations that DTCC determines to be fair and reasonable. DTCC reserves the right to request proposed compensation at any time. If negotiations with the selected firm(s) cannot be consummated to the satisfaction of DTCC, then the firm(s) will be so notified in writing, and negotiations may be initiated with other firms recommended by the committee.
- 4) Firms will be evaluated for both interviews and final selection based on: demonstrated experience on similar financial aid projects (40%), professional reputation (10%), defined approach to the project and project schedule (20%), firm's organization structure relative to the project; experience of individuals proposed for the project (20%), and firm's location relative to the project (10%).
- 5) Respondents will provide proof of possessing or plans to apply for a Delaware business license and also possessing or plans to obtain Professional Liability Insurance in the amount of \$1,000,000/\$3,000,000.

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D. Contract Terms and Conditions

1. General Information

- a. The term of the contract between the successful bidder and DTCC shall be determined once DTCC has reviewed the appropriate project schedule.
- b. The selected vendor will be required to enter into a written agreement with DTCC.
- c. DTCC's standard contract will most likely be supplemented with the vendor's software license, support/maintenance, source code escrow agreements, and any other applicable agreements. The terms and conditions of these agreements will be negotiated with the finalist during actual contract negotiations.
- d. The successful vendor shall promptly execute a contract incorporating the terms of this RFP within twenty (20) days after award of the contract. No vendor is to begin any service prior to receipt of a State of Delaware purchase order signed by two authorized representatives of the agency requesting service, properly processed through the State of Delaware Accounting Office and the Department of Finance. The purchase order shall serve as the authorization to proceed in accordance with the bid specifications and the special instructions, once it is received by the successful vendor.
- e. If the vendor to whom the award is made fails to enter into the agreement as herein provided, the award will be annulled, and an award may be made to another vendor. Such vendor shall fulfill every stipulation embraced herein as if they were the party to whom the first award was made.
- f. The State reserves the right to extend this contract on a month-to-month basis for a period of up to three months after the term of the full contract has been completed.

The following attachments and appendixes shall be considered part of the solicitation:

- Attachment 1 – Excerpt from March, 2015 Blueprint Report
- Attachment 2 – Non-Collusion Statement
- Attachment 3 – Exceptions
- Attachment 4 – Confidentiality and Proprietary Information
- Attachment 5 – Business References
- Attachment 6 – Subcontracting (2nd Tier) Quarterly Report
- Attachment 7 - Employing Delawareans Report
- Attachment 8 - Office of Supplier Diversity Application

Excerpt from March, 2015 Blueprint Report

Overarching Blueprint Recommendation V. Ensure funding and effective use of resources to support both access and student success.

From the AACC Report

AACC's Recommendation 6 discusses the importance of strategically targeting public and private investments in order to improve community college completion rates while keeping tuition affordable. This recommendation encourages institutions to advocate for federal financial aid policy changes, maximize and diversify funding streams, and meet the challenge of improving outcomes while lowering costs. Increasing constraints on college budgets, along with demands on colleges to remain affordable while demonstrating better outcomes, are greater than ever. For many community college students, financial aid availability is a primary factor in their decision to enroll and stay enrolled. Therefore, in response to AACC's recommendation, the task force focused on how to streamline and maximize financial aid resources, improve College communication to assist students in obtaining and maintaining financial aid, and increase financial aid resources for non-credit students.

Best and Promising Practices

According to research, high performing institutions ensure streamlined processes, highly effective policies and procedures, and high levels of customer service in financial aid. In this age of doing more with less, institutions are considering how to increase efficiency of financial aid processing so staff have more time to interact with students. Some schools have hired process redesign experts to restructure roles and responsibilities so the office could improve productivity and increase student satisfaction. Community colleges know the demand for financial aid is increasing, so using resources wisely is essential. In response, institutions have implemented new mechanisms to improve student completion by maximizing financial aid resources. For example, some schools use financial aid incentives to encourage students to accelerate their degree completion and offer financial aid options for students who are pursuing non-credit career training.

Another best practice to support student success involves communicating regularly and clearly with students. Colleges have improved communication by customizing the information available on their self-service systems, promoting financial aid information on the institution's home page, and ensuring they clearly communicate how to maintain

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financial aid. By proactively monitoring and advising students who are not making satisfactory academic progress, institutions have decreased the number of students on financial aid probation.

Successful institutions have improved outcomes and maximized resources by collaborating across divisions and strengthening partnerships with external stakeholders. New partnerships with local businesses and the state help colleges diversify their resources.

At Delaware Tech

Delaware Tech is a strong advocate for financial aid for its students with budget money allocated to increase financial aid opportunities and initiatives to seek external funding for scholarships and other resources. Students who receive financial aid are more likely to graduate than students who do not have financial aid. As a result, the College recently began offering financial aid to students enrolled in eligible credit certificate programs. However, the College does not have a consistent process for providing additional financial aid to help students accelerate degree progress or fund non-credit workforce development programs.

The financial aid process is complex: financial aid must meet student needs and ensure compliance with federal regulations. However, staffing is limited and unlikely to increase in this time of budget limitations. With the transition to single accreditation, it is the ideal time to consider new and innovative strategies to restructure financial aid. Collaboration among divisions and the expertise of outside resources will be vital to successful restructuring.

Delaware Tech students indicate that financial aid is important in helping them achieve their goals, and they expect and need high levels of effective customer service and communication from the financial aid office. The financial aid office uses multiple methods to communicate with students, yet students still report confusion about the financial aid process and requirements for maintaining financial aid. Likewise, employees outside of financial aid indicate they do not have adequate knowledge to advise students on financial aid rules and procedures, including financial aid satisfactory academic progress. Unfortunately, a large number of Delaware Tech students lose their aid eligibility due to not meeting satisfactory academic progress, and without aid, the majority of these students do not re-enroll.

Besides federal financial aid, other forms of financial aid are available. For example, the College is fortunate to have a well-supported Educational Foundation that provides hundreds of thousands of dollars in scholarships annually. However, many students are unaware of these opportunities and the process to apply. Scholarships will continue

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to be essential to support students who desire to accelerate their degree progress or enroll in non-credit training programs.

Another funding source the College has tapped into is grants, which support development of new programs, redesign of curricula and services, purchase of equipment and technology for specialized labs, and financial aid to students. Grants will continue to be critical to support new initiatives. Given the substantial time required for successful grant applications and grant management, the College dedicated a new collegewide position to direct and write grants; however, hiring for this position has been delayed due to funding constraints.

Differences in credit and non-credit funding sources and in the way the College allocates staff contribute to the disconnect between credit and non-credit in student recruitment, advising, career services, and programming. This division between credit and non-credit is confusing for students, which may sometimes unintentionally limit students' opportunities. Students do not understand the options available in both areas, and staff do not have the needed information to explain them.

The recommendations below are designed to ensure resources are effectively used to strengthen access and support student success.

Recommendations under Overarching Recommendation V: Ensure funding and effective use of resources to support both access and student success.

Suggested Actions

- A. Consider hiring a recognized financial aid process redesign expert to help the College develop a plan to restructure campus financial aid operations into a collegewide system that maximizes financial aid support for students, provides user friendly services to students, and strengthens the efficiency of financial aid processes/procedures.
- B. Collaborate across divisions (Business Services, Instruction, Student Affairs, Workforce Development, and Development) to implement highly effective strategies used by other community colleges to provide maximum financial aid. Address the following aspects of financial aid:
 - Increasing funding level of Delaware Aid to Needy Students (DANS).
 - Revising Delaware Aid to Needy Students (DANS) awarding procedures to include consideration of the number of credits in which a student enrolls.
 - Expanding summer financial aid for students who were enrolled full-time for fall and spring.

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- Establishing financial aid incentives for students who enroll in 15 or more credits.
- Expanding financial aid for non-credit workforce development.
- Funding financial aid for basic-level developmental education courses.
- Developing a mechanism to provide financial aid for summer bridge and other courses that fall outside normal semester dates.
- Setting loan limits to prevent over-borrowing.
- Examining and improving disbursement procedures, including disbursement dates, to better meet student needs.
- Increasing institutional scholarships for unmet financial aid needs.

C. Enhance financial aid related information/communication available to credit and non-credit students:

- Communicate to students all financial aid/financial assistance resources available to credit and non-credit students in one resource, including options such as WIA, third party payment, veterans/military benefits, federal financial aid, state aid, institutional scholarships, and external scholarships.
- Strengthen the financial aid information available to students and advisors in Self-Service Banner.
- Review and update financial aid related communications for student friendly language/ease of understanding, including emails, letters, webpage, and Self-Service Banner.
- Develop and implement new strategies to encourage students to complete the financial aid process (application and requirements) for federal and institutional aid.
- Increase awareness and use of Academic Works (a scholarship application software) and Financial Aid TV.
- Enhance the financial aid information available in New Student Orientation and First Year Seminar.
- Develop a plan to implement ongoing financial aid marketing campaigns.
- Consider new opportunities for other departments to provide financial aid information.

D. Strengthen advising for students who are not making satisfactory academic progress:

- Enhance proactive advising for students on financial aid warning and financial aid probation.
- Establish advisor communication with students on financial aid warning.

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- Develop early alert system to identify students who are in danger of financial aid warning.
- Consider mandatory program advising for students on academic warning/probation.

E. Increase funding sources and contributions by:

- Collaborating with Development to implement fundraising campaigns and submit grant applications to support areas of unmet need, such as student completion incentives and non-credit financial aid.
- Leveraging the CRM to identify prospective donors for targeted needs.

F. Create an integrated model of non-credit and credit education that supports efficiency and student success, including the following:

- Enhancing recruiting both to the general public and current credit and non-credit students to increase understanding of the opportunities offered by both divisions.
- Sharing resources for academic advising, career planning, and other student supports.
- Increasing advisors' knowledge of non-credit opportunities.
- Partnering on course/program development as appropriate, including sharing instructors, resources, and facilities; teaching in teams; and bundling classes to include components of credit and non-credit.

CONTRACT NO.: FA001
CONTRACT TITLE: Financial Aid Improvement Project Evaluation Services
DEADLINE TO RESPOND: December 14, 2015 at 4:00 PM (Local Time)

NON-COLLUSION STATEMENT

This is to certify that the undersigned Vendor has neither directly nor indirectly, entered into any agreement, participated in any collusion or otherwise taken any action in restraint of free competitive bidding in connection with this proposal, **and further certifies that it is not a sub-contractor to another Vendor who also submitted a proposal as a primary Vendor in response to this solicitation** submitted this date to the State of Delaware, Delaware Technical & Community College

It is agreed by the undersigned Vendor that the signed delivery of this bid represents, subject to any express exceptions set forth at Attachment 3, the Vendor's acceptance of the terms and conditions of this solicitation including all specifications and special provisions.

NOTE: Signature of the authorized representative **MUST** be of an individual who legally may enter his/her organization into a formal contract with the State of Delaware, Delaware Technical & Community College.

COMPANY NAME _____ Check one)

	Corporation
	Partnership
	Individual

NAME OF AUTHORIZED REPRESENTATIVE
(Please type or print) _____

SIGNATURE _____ TITLE _____

COMPANY ADDRESS _____

PHONE NUMBER _____ FAX NUMBER _____

EMAIL ADDRESS _____

FEDERAL E.I. NUMBER _____ STATE OF DELAWARE
LICENSE NUMBER _____

	Certification type(s)	Circle all that apply
COMPANY CLASSIFICATIONS: CERT. NO.: _____	Minority Business Enterprise (MBE)	Yes No
	Woman Business Enterprise (WBE)	Yes No
	Disadvantaged Business Enterprise (DBE)	Yes No
	Veteran Owned Business Enterprise (VOBE)	Yes No
	Service Disabled Veteran Owned Business Enterprise (SDVOBE)	Yes No

[The above table is for informational and statistical use only.]

PURCHASE ORDERS SHOULD BE SENT TO:
(COMPANY NAME) _____

ADDRESS _____

CONTACT _____

PHONE NUMBER _____ FAX NUMBER _____

EMAIL ADDRESS _____

AFFIRMATION: Within the past five years, has your firm, any affiliate, any predecessor company or entity, owner, Director, officer, partner or proprietor been the subject of a Federal, State, Local government suspension or debarment?

YES _____ NO _____ if yes, please explain _____

THIS PAGE SHALL HAVE ORIGINAL SIGNATURE, BE NOTARIZED AND BE RETURNED WITH YOUR PROPOSAL

SWORN TO AND SUBSCRIBED BEFORE ME this _____ day of _____, 20 _____

Notary Public _____ My commission expires _____

City of _____ County of _____ State of _____

Contract No. FA001
Contract Title: Financial Aid Improvement Project Evaluation Services

BUSINESS REFERENCES

List a minimum of three business references, including the following information:

- Business Name and Mailing address
- Contact Name and phone number
- Number of years doing business with
- Type of work performed

Please do not list any State Employee as a business reference. If you have held a State contract within the last 5 years, please provide a separate list of the contract(s).

1.	Contact Name & Title:	
	Business Name:	
	Address:	
	Email:	
	Phone # / Fax #:	
	Current Vendor (YES or NO):	
	Years Associated & Type of Work Performed:	

2.	Contact Name & Title:	
	Business Name:	
	Address:	
	Email:	
	Phone # / Fax #:	
	Current Vendor (YES or NO):	
	Years Associated & Type of Work Performed:	

3.	Contact Name & Title:	
	Business Name:	
	Address:	
	Email:	
	Phone # / Fax #:	
	Current Vendor (YES or NO):	
	Years Associated & Type of Work Performed:	

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Attachment 6

SAMPLE REPORT-FOR ILLUSTRATION PURPOSES ONLY

State of Delaware																				
Subcontracting (2nd tier) Quarterly Report																				
Prime Name:							Report Start Date:													
Contract Name/Number							Report End Date:													
Contact Name:							Today's Date:													
Contact Phone:							*Minimum Required		Requested detail											
Vendor Name*	Vendor TaxID*	Contract Name/Number*	Vendor Contact Name*	Vendor Contact Phone*	Report Start Date*	Report End Date*	Amount Paid to Subcontractor*	Work Performed by Subcontractor UNSPSC	M/WBE Certifying Agency	Veteran /Service Disabled Veteran Certifying Agency	2nd tier Supplier Name	2nd tier Supplier Address	2nd tier Supplier Phone Number	2nd tier Supplier email	Description of Work Performed	2nd tier Supplier Tax Id				

Note: A copy of the Subcontracting Quarterly Report will be sent by electronic mail to the Awarded Vendor.

Completed reports shall be saved in an Excel format, and submitted to the following email address: vendorusage@state.de.us

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Attachment 7

Contract No. FA001
Contract Title: Financial Aid Improvement Evaluation Project Evaluation Services

EMPLOYING DELAWAREANS REPORT

As required by House Bill # 410 (Bond Bill) of the 146th General Assembly and under Section 30, No bid for any public works or professional services contract shall be responsive unless the prospective bidder discloses its reasonable, good-faith determination of:

1. Number of employees reasonable anticipated to be employed on the project: _____
2. Number and percentage of such employees who are bona fide legal residents of Delaware: _____
Percentage of such employees who are bona fide legal residents of Delaware: _____
3. Total number of employees of the bidder: _____
4. Total percentage of employees who are bona fide resident of Delaware: _____

If subcontractors are to be used:

1. Number of employees who are residents of Delaware: _____
2. Percentage of employees who are residents of Delaware: _____

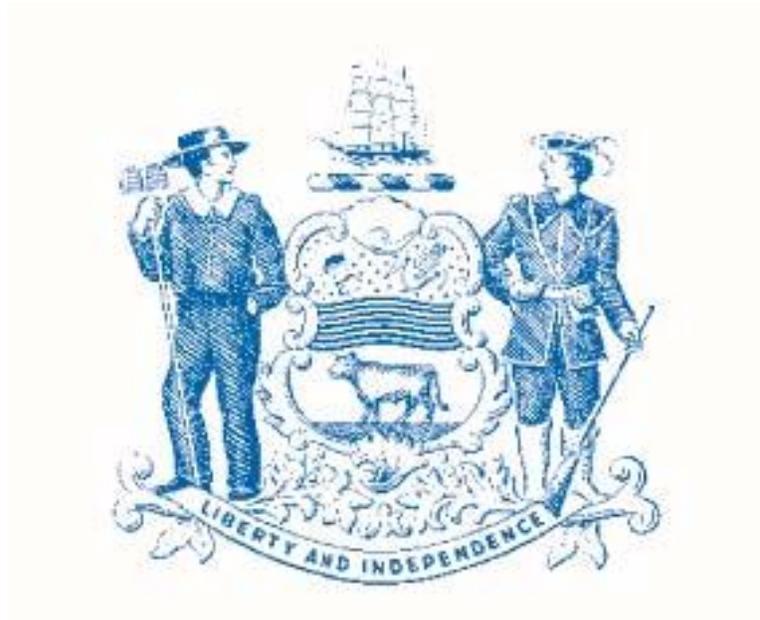
“Bona fide legal resident of this State” shall mean any resident who has established residence of at least 90 days in the State.

State of Delaware
Office of Supplier Diversity
Certification Application

The most recent application can be downloaded from the following site:
<http://gss.omb.delaware.gov/osd/certify.shtml>

Submission of a completed Office of Supplier Diversity (OSD) application is optional and does not influence the outcome of any award decision.

The minimum criteria for certification require the entity must be at least 51% owned and actively managed by a person or persons who are eligible: minorities, women, veterans, and/or service disabled veterans. Any one or all of these categories may apply to a 51% owner.



Complete application and mail, email or fax to:

Office of Supplier Diversity (OSD)
100 Enterprise Place, Suite 4
Dover, DE 19904-8202
Telephone: (302) 857-4554 Fax: (302) 677-7086
Email: osd@state.de.us
Web site: <http://gss.omb.delaware.gov/osd/index.shtml>

**THE OSD ADDRESS IS FOR OSD APPLICATIONS ONLY.
THE OSD WILL NOT ACCEPT ANY VENDOR BID RESPONSE PACKAGES.**