Questions and Answers for RFP Issued July 1, 2016 for Policy Development and Maintenance Services

1. Historically the *Common Manual* has not been a policy resource for guarantor requirements (e.g., default collections, Treasury Offset Program, administrative wage garnishment, etc.).   Please confirm this will continue to be the case under the contract.

   A. Correct.

2. What is the Governing Board's expectation, if any, for revising the *Common Manual* in relation to those provisions which are now obsolete, such as school certification, loan origination, and loan delivery?

   A. Governing Board members as well as the selected vendor can propose changes to the text within the *Common Manual* throughout the year. The Governing Board will approve any and all policy proposals that will move forward for development. While many of the provisions are now obsolete, they remain relevant to the continuing oversight role guarantors have during the FFEL Program wind-down. The Governing Board will work with the selected vendor to provide direction regarding any needed changes.

3. The Policy Committee recently issued Batch 205 with comments due by July 15.   Will the Policy Committee complete Batch 205, or will the selected vendor and the Policy Committee work together to complete this batch?

   A. The current Policy Committee will complete all remaining tasks associated with Batch 205.

4. Are there any unpublished policy proposals in the development pipeline which the selected vendor will inherit and complete?   If so, how many policy proposals are in progress?   What are the topics of those policy proposals?   Does the 300 hours estimated by the Governing Board to fulfill the contract include such unpublished policy proposals?

   A. A list of the policy proposals currently under consideration for development will be provided to the selected vendor. The development time for those has been considered in the 300-hour estimate provided in the RFP.

5. Other than policies approved by the Governing Board, are there any other sources for revisions to the *Common Manual* text that are to be included in the quarterly Integrated *Common Manual* and the annual camera-ready copy?

   A. Non-policy revisions to the *Common Manual* will not be the responsibility of the selected vendor. A member of the *Common Manual* Executive Management Team (EMT) will fulfill that role.

6. Explain the role and responsibilities of the pre-press vendor and how they dovetail with the responsibilities of the selected policy development vendor.

A. **The pre-press vendor maintains the *Manual's* source files (in Adobe FrameMaker) and produces final output. If the policy development vendor functions as policy analyst and writer, the prepress vendor functions as graphic designer and producer. Pre-press in our world involves integrating approved changes into the manual's existing design, creating page layouts and graphic elements, programming links within the manual and to other sources online, proofreading of last resort, and producing and uploading final output to the website. Final output takes three different forms: periodic Integrated *Common Manuals* (ICMs) over the course of the revision cycle, an annual Electronic *Common Manual* (ECM) for digital use, and an annual Camera Ready Copy (CRC) for producing printed copies. Pre-press also produces a PDF proof for review/approval before final output is generated. This applies whether to the ICM, ECM, or CRC.**

7. Are there any parties other than the Governing Board and the pre-press vendor with which the selected policy development vendor will interact in relation to the administrative duties of the *Common Manual*?   If yes, who are those parties and what are their roles?

A. **No.**

8. Other than the *Common Manual* Style Guide, what tools currently used by the Policy Committee will be provided to the selected vendor?   For example, is there a procedure manual separate from the Style Guide?

A. **Currently, the Policy Committee uses the Policy Committee Members Guide in addition to the *Common Manual* Style Guide. Pertinent documents will be provided to the selected vendor.**

9. In the Scope of Services and Deliverables section of the RFP, item 8 addresses maintenance of background documentation for all policy changes.   Is this record retention requirement in relation to policy proposals initiated on or after the effective date of the contract, or is this record retention requirement in relation to all policy proposals since the inception of the *Common Manual* in 1995?

A. **The selected vendor will not be responsible for historical documentation relating to prior policy changes, but will be responsible for retaining background documentation for policy changes effective on or after the date of the executed contract.**

10. Will the selected vendor receive policy proposals which the Policy Committee and/or Governing Board evaluated but did not accept so that it has knowledge of and access to historical positions?

A. **Yes. This information will be provided to the selected vendor.**

11. Proposed and approved policies are currently published by the Policy Committee using Microsoft Word and Adobe PDF software.   Are any other software products necessary to fulfill the responsibilities of this RFP? For example, is Microsoft Publisher, PowerPoint, or Visio necessary?

A. **Microsoft Word, Adobe Acrobat Pro, and Microsoft Access are the only tools currently utilized.**

12. What software is needed for the revised text that is submitted to the pre-press vendor for the quarterly update to the Integrated *Common Manual*?   Microsoft Word?   What software is necessary for the annual camera-ready copy?   Adobe PDF?

A. Microsoft Word is acceptable as well as PDF. Microsoft Word is the preferred tool.

13. The RFP does not address the administration of the *Common Manual*'s website.   Please confirm that the selected vendor is not responsible for administration of the website.

A. Correct. EMT members will be responsible for administration of the website.

14. Will the Governing Board assign a member(s) to work with the selected vendor during the transition of responsibilities?   Will the selected vendor have access to Policy Committee members to ensure a smooth transition of the administrative tasks?

A. Yes. Every effort will be made to ensure a smooth transition.

15. By what date does the Governing Board anticipate selecting the vendor?

A. August 1, 2016.