

#	Question	Response
1	<p>Based on the RFP doc, we have considered the below volume, please confirm if the same is correct or suggest accordingly.</p> <ul style="list-style-type: none"> -Request to pay registration fee (600+ students per annum) -Invoicing for the registration fee once payment received (~500 Invoices per annum) -Prepare Student agreement & archive of the agreements per program (~500 Agreements per annum) -Prepare monthly allowance payment batch in excel for the students with scholarship (1 file per month) -Yearly Invoicing for participation fee instalments (~350 Invoices per annum) -Invoicing for additional admin fee who pay in instalments (Estimated 50% of ~350 i.e.~175-200 per annum) -Follow up with the students on the payment of participation fee (Estimated 30% of ~350 i.e. ~100 students per annum) -Send reminders to the students accordingly after checking with Finance department(~20% of 350 i.e. ~70 students per annum) 	<ul style="list-style-type: none"> - Request to pay registration fee (450+ students per annum) -Invoicing for the registration fee once payment received (~300 Invoices per annum) -Prepare Student agreement & archive of the agreements per program (~200 Agreements per annum) -Prepare monthly allowance payment batch in excel for the students with scholarship (1 file per month) -Yearly Invoicing for participation fee instalments (~300 Invoices Year 1, and 150-200 Y2 per annum) -Invoicing for additional admin fee who pay in instalments (Estimated 50% of ~100 i.e.~50per annum) -Follow up with the students on the payment of participation fee (Estimated 30% of ~200 i.e. ~60 students per annum) -Send reminders to the students accordingly after checking with Finance department (~20% of 200 i.e. ~40 students per milestone)
2	<p>Which CRM and financial ERP systems are currently in use, and will the provider receive direct access to these systems, or be expected to use its own platforms via the available APIs? Also, please share the complete technology landscape for the in-scope processes.</p>	<p>Currently, the Dream Apply platform is used to manage student applications and enrolments, along with the STENS student database (homebuilt system) for keeping track of enrolled students' progress. The provider will have access to both platforms.</p>
3	<p>Which payment gateway(s) are used for student fee collection, and will the provider have view-only or API-based access for receipt verification, or will reconciliation be based on manual bank statement exports?</p>	<p>Payments are typically made via direct bank transfer. Credit card payments are processed through Shopify. The provider can access the bank statement and the Shopify payment gateway.</p>
4	<p>Is the digital platform for signing "Student Agreements" (e.g., e-signature solution) provided and funded by InnoEnergy, or is the provider expected to procure and bear the per-envelope transaction costs?</p>	<p>Yes, the digital platform for signing is DocuSign and it is provided by InnoEnergy</p>
5	<p>Will follow-up on outstanding payments and documents include telephone calls, or will communication be limited to email and/or automated reminders? What are the official support channels for this service (shared mailbox vs ticketing tool vs both), and which is the system of record for requests and correspondence?</p>	<p>Communication will be limited to emails and/or automatic reminders. There is a shared mailbox for the ISE Foundation, which will be open to the provider to use for communicating with accepted and enrolled students regarding payments.</p>
6	<p>Please specify the name of the countries from which the students get enrolled, this is needed to understand if any license would be needed for sending payment reminders to those countries.</p>	<p>Students can pay fees to InnoEnergy from any country worldwide.</p>

7	Please share the current number of FTEs for the in-scope processes and Organizational structure with Roles	The organizational structure shared in the RFP outlines the processes in and out of scope.
8	Please share the Current challenges in the process, RPA/AI penetration and inflight projects.	Current challenge is errors in communication between platforms and database, but there are low numbers and they can easily manage manually. Also, the challenge is in communicating with students who are behind on payments. Automation is currently low, with no use of AI in the processes. No inflight initiatives are running.
9	Will the provider be responsible for full administration of the ongoing 2025 intake (123 paying students), or is the scope limited to the 2026 intake and subsequent cohorts?	The provider will take responsibility for the ongoing intake and the subsequent form 2026.
10	Are there existing SOPs and policies for handling students who miss multiple instalments, including escalation and dunning procedures, or is the provider expected to design and implement these processes?	Currently, there is a payment policy for students, and the company manages unpaid debts according to the circumstances of each case. The response is resolved through a discussion of the situation, and action measures are agreed between the supplier and the foundation. Any proposals for processes to address unpaid debts will be viewed favorably.
11	Does the Single Point of Contact (SPOC) role include direct coordination with all partner universities (14+ institutions) for enrolment and status verification, or is it limited to students and InnoEnergy internal teams?	Primarily, the SPOC will communicate with InnoEnergy to handle overall coordination. InnoEnergy will provide information regarding student enrolment and status. On rare occasions, the SPOC may need to contact university administration. If this becomes necessary, the purpose of the communication will be outlined, and direct contact details will be provided.
12	For iSE Foundation audits, is the provider's responsibility limited to supplying digital data extracts and reports, or is active human support (e.g., participation in audit queries/sessions) also expected?	In the event of audits, the supplier must provide all information requested by iSE, including digital data extracts, communications, and reports. The supplier's participation in audit sessions is typically not necessary,
13	When proposals leverage technology to reduce manual hours, will the financial evaluation focus on total service cost (e.g., monthly/annual run rate) or primarily on the quoted hourly rate?	Finance evaluation will consider both rates, total service cost and quoted hourly rate.
14	What are the required operating hours/time zone coverage for student/admin queries (especially during May–Dec peak)?	Task completion will be flexible and may be performed by the supplier at their convenience. However, there is a requirement that, within a maximum of 48 hours (excluding weekends) after payments are received in the account, the student status must be updated via the APIs. Additionally, weekly periodic meetings are required to monitor progress, to be held during office hours according to Central European time zone.
15	Would you like the solution to be hosted in InnoEnergy's environment or vendor-managed environment?	InnoEnergy's environment

16	What access method will be provided for the two APIs (auth type, credentials, whitelisting), and will the vendor receive access to a sandbox/test environment before go-live?	The provider will receive access to our Application portal DreamApply through an API, and may also have regular logon credentials in order to see the environment. There is no test environment for DreamApply. The access to the Student database (STENS) may also go through an API. A test environment is available for the Student database.
17	What is the expected user provisioning process and lead time (SSO/MFA requirements, VPN/conditional access), and who approves access?	User access is managed through our standard identity process using company SSO and MFA. Access is approved by InnoEnergy IT Service Standard access is usually set up within a few business days.
18	What is in-scope for vendor run operations vs owned by InnoEnergy IT/Finance (e.g., API monitoring, data mismatch resolution, invoice issuance, payment reconciliation, reminders/dunning)?	The provider will be responsible for invoice issuance, payment reconciliation, sending reminders or dunning notices, and all tasks outlined in the published request for proposal.
19	What is the standard exception/escalation path for: fee waivers/changes, instalment plan changes, disputed invoices, and non-payment escalation?	Any exceptional or specific case will be handled directly with InnoEnergy, who will advise on how to proceed. The supplier must provide all necessary information and expertise to resolve the situation in the best possible way.
20	Please share the current Metrics/KPIs for responsiveness/turnaround (student query response time, invoice issuance turnaround, agreement turnaround, allowance batch readiness)	All student queries and invoice requests will be handled within 48 hours.
21	Any specific constraints on data residency, encryption, retention, and deletion for student data and agreements?	Student personal data must comply with the InnoEnergy data protection policy which follows GDPR.
22	Is there an incumbent provider today? If yes, what transition artifacts are available (templates, SOPs, historical AR, contact lists)?	There is currently a supplier, but there are no plans to provide transition elements such as templates, processes, or other resources.