



Study Abroad UC San Diego
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UC San Diego Global Seminars
Study Abroad Provider Services
Prepared by Study Abroad, UC San Diego

2019 Provider Proposal Guidelines (38 Point Memo)

Include the following services in the cost of the program:

Program Information

1. Each proposal will specify either summer session I or II. Global Seminars classes begin for summer session I (July 1-August 2, 2019), or summer session II (August 5-September 6, 2019). Students will arrive on the Sunday immediately prior to the first day of class and housing should be available then. Faculty arrive the Saturday beforehand and the housing should be available then. Students will leave the housing on the Saturday after classes end and faculty will leave housing on the Sunday after classes end.
2. Classroom facilities for 6-8 hours per week, per course, for a total of 12 to 16 hours of classroom time per week. Most faculty will aim for 12 hours. Specify the location of the classroom(s) and how the classroom(s) are equipped, including projectors, black or white boards, computers, internet access, overhead projector, etc. Clearly indicate if the classroom facility is part of a permanent study center with professional on-site staff, or if you will be renting temporary space and sending in staff from other areas. If the former, please include a web link with information about your study center.
3. Computer lab access. Specify the number and type of computers, along with software packages and the hours of availability.
4. Indicate if students will have access to a library or other educational and recreational facilities.
5. If your facilities cannot accommodate 28 students, then specify the number of students that can be accommodated.

Housing and Meals

6. Student housing (ideally in a residence hall or apartment, rather than a home stay unless this is the only option). If there are different types of housing accommodations, please price each separately so we can make an informed decision. Specify the following:

- Residence hall, apartment, other?
- Where are they located? Which neighborhood(s)?
- Is there a kitchen/kitchenette?
- What type of bathroom (i.e., shared/private) is there?
- Is there Wi-Fi or Ethernet Internet access in the student rooms?
- Is there a location(s) where students can study? For example, how many desks or tables are located in the actual student rooms? Is there a study hall in or near the student housing and if so, what are its hours of operation?
- How many students will be housed per room or suite?
- If summer weather is hot, please include one fan per student in the rooms.
- All utilities must be included in the program price.
- Specify if there is a refundable housing deposit required and the amount.
- Students must be in a bedroom. They may share a bedroom, but we do not approve students sleeping on beds in a living room for instance.
- Please insure that your housing can accommodate the possibility that we will have an uneven number of males and females without resorting to having student sleep in the living rooms.
- The housing should conform to the best health and safety practices in the study abroad field. Be sure to include information about **fire safety** such as smoke detectors, fire extinguishers, fire escapes, and fire alarms.
- **Please include photos of the student housing.**
- If a homestay is offered, please indicate the criteria used to screen the homestay families. Is tolerance for diversity included in the criteria, such as acceptance of students who identify as LGBTQI+, students with disabilities, and students from racially, ethnically and/or religiously diverse backgrounds?

7. Faculty housing

- A furnished one-bedroom apartment for the faculty member near the classroom facilities.
- The occupancy dates should begin one day before the students are scheduled to arrive and end one day after the final day of the program.
- Please do not house the faculty in the same building as the students if at all possible. If the faculty must be housed with students, please state this explicitly. This should not be a hotel room, but an apartment with a kitchen, bathroom, living room and bedroom.
- The apartment must have Internet access. Specify type of Internet access, e.g. wireless or Ethernet.
- Specify if a spouse or relative of a faculty member may live in the housing and participate in excursions (at their expense of course).
- Include neighborhood location and distance from study center/classroom.
- Include photos of sample housing.

- The housing should conform to the best health and safety practices in the study abroad field. Be sure to include information about **fire safety** such as smoke detectors, fire extinguishers, fire escapes, and fire alarms.
8. Please indicate the approximate timeframe by which student and faculty housing will be secured.
 9. Welcome and farewell dinner at a minimum. If you have a meal plan, please include that and itemize the price separately. Note which meals are included and the schedule. For example, are weekends included?

Health, Safety and Insurance

10. Include 24/7 health and safety support from professional on-site staff.
11. Comprehensive on-site orientation, including health and safety as well as cultural adjustment and intercultural learning.
12. If you include international cell phone service, please specify this. If not, include instructions and recommendations for students.
13. Emergency communication and response planning and services are essential. All partners must provide a comprehensive communication plan that tracks student travel on weekends and holidays, and immediately reports student status to Study Abroad UC San Diego in the event of a crisis situation, e.g. terrorist attack, natural disaster etc...
14. Provide the home campus with updates about individual emergency situations in compliance with the Clery Act and Title IX. Please include a copy of your risk management and response plan.
15. Please indicate the nearest hospitals and clinics to our students, along with contact information. In the event of an emergency or student illness, who will be the contact person between your organization and UCSD?
16. Include international health insurance for all students. Specify the company name and all coverage categories and levels in your proposal. Strong preference will be given to policies with coverage of at least \$250,000 (\$500,000 preferred) with no exclusion for pre-existing conditions. Include the insurance company's policy on payment and reimbursement. For example, do students need to pay up front and then submit a claim for reimbursement?
17. Please specify your organization's insurance liability policy and coverage levels. Your institution must carry at least \$2,000,000 of business liability insurance. Provide a certificate of insurance naming UC San Diego.

Diversity

18. UC San Diego has a very diverse student body, and it is essential that our partners abroad be well prepared to serve this population. Please indicate if your staff are trained to deal with issues unique to diverse populations of students, such as those covered by Diversity Abroad and the Forum Standards. Do your pre-departure orientation, student handbook, and on-site orientation deal with issues unique to these diverse populations with emphasis on the unique issues in each country. Is your staff trained to provide support for diverse student populations that may encounter including homophobia, racism, discrimination, bias, and other?
19. Reporting of incidents against diverse students is very important. Does your organization have a formal system for reporting incidents, and do you compile this data? Will it be provided to UCSD?
20. Does your organization have a written policy for diversity, including procedures in place to address incidents involving students abroad including discrimination, bias, racial incidents, others.
21. Are you able to assist and accommodate students with physical or learning disabilities? Is your staff trained to assist students with disabilities?

Transportation

22. Local transportation for students and faculty must be provided for the entire time the students are in the country. For example, in most cases a local transit pass will be provided.
23. Airport pick-up and drop off, and this should be flexible to include multiple arrival and departure times. Our students will not arrive on a group flight. If there is a specific time that student flights must fall within in order for students to take advantage of airport transportation (ex. 9:00 am to 5:00 pm), please include it. Be sure that the shuttle van company has a strong safety record.

Back Office, Marketing, and Administrative Support

24. Streamlining administrative processes for students and staff is a high priority. If you have an on-line application and/or electronic forms for faculty-led programs, please provide a description, including screen shots. Strong preference is given to providers with on-line applications because this will save administrative costs. This system must be for faculty-led, rather than the provider's catalogue programs, in order to avoid confusion for our students. We will expect providers to follow-up with students on missing provider required information.
25. If selected to host a UC San Diego Global Seminar, we welcome participation by a member of your staff in our pre-departure orientation, which will typically occur in March or April.

This is completely optional and would likely be a part of a regular campus visit for tabling and outreach. We would ask that this not be added if it increases the cost for students.

26. Marketing is a key priority. Since UC San Diego Global Seminars are open to all students, we would like the provider to assist us to market the programs nationally. Preference will be given to proposals that include the following: a section of your web site for customized faculty-led programs with an attractive program page and a link to our Global Seminar web site, a plan to distribute program flyers at your tables during fall study abroad fairs and campus visits, placement on study abroad search engines such as goabroad.com, iiepassport.org, etc.
27. Please indicate which administrative duties are and are not included in your bid.
28. Separate faculty and student handbooks, with copies for Study Abroad UC San Diego staff as well. These must be ready no later than April 1 prior to the start of the program so that we can use them in pre-departure orientations.

Data Privacy

29. Please describe your organization's policies & procedures to be in compliance with the GDPR and best practices in Data Privacy. What type of student data is collected? How long is student data kept by your organization? How is it stored? For what purpose is it used?

Billing, Payments, and Financial Issues

30. Include all excursion costs such as tickets, guides, and transportation. Consult with the Global Seminars team if you have questions about the list of excursions. We may revise the list in light of the overall program cost, so please be ready to detail the cost of individual excursions should we need to reduce the cost of the program. We expect that a member of your staff will accompany all excursions. This should be explicitly included in your program price.
31. Include program price breaks based on enrollment levels if applicable. For example, price breaks for 10-14 students, 15-18 students, 19-22 students, and 23-28 students.
32. We require the price to be quoted in US dollars and to have a fixed price guarantee. After the contract is signed, no price changes will be allowed without prior consultation and approval by Study Abroad UC San Diego.
33. Indicate your payment policy and deadlines. We will give strong preference to providers who will accept one payment all at once. We prefer one payment at 60 days prior to the start of the program. Your organization will need to plan well ahead to give UC San Diego time to process invoices, including any deposits or down payments. UCSD has a lengthy payment process, so please be flexible. Under no circumstances will UCSD provide any down payment earlier than the spring before the summer program. Once a provider is selected, they

will be required to use the UCSD Marketplace invoice and billing system. We will provide information on how to access this system.

34. Please provide evidence of financial strength and stability. We must be assured that a study abroad provider has the stability to carry through on its commitment to run the program. We do not wish to cancel a program because of the financial weakness of the study abroad provider.
35. If you have run faculty-led programs in this location, please provide information about them, including references from the university that sponsored the program.
36. All partners must sign a Master Services Agreement (MSA) with UC San Diego. A template is attached unless we have existing MSA with your organization. Since UC San Diego is a California institution, we cannot be ligated in other jurisdictions. Please do NOT list courts in another state. Do not list legal issues in the contract. Those are exclusively for the MSA.

Comprehensive Proposals and the Bidding Process

37. Your proposal must include all the above requirements. If we select your bid and go to contract, the contract will include all these requirements. If the contract does not specifically list them, we will still expect them to be included in the final cost, so please do not miss any of these points. The provider assumes all responsibility for providing these services.
38. This is a competitive bidding process. All selected bids will be revised through a collaborative process facilitated by our office and will include your organization and the faculty member. Please be aware that there is an extensive approval process by which all contracts and payments must go through at UC San Diego. All contracts will be reviewed extensively before being signed by our Director of Study Abroad.

Thank you in advance for participating in the UC San Diego Global Seminar program. As you prepare your proposal, please contact the Global Seminars team if you have any questions along the way. You may also feel free to contact the faculty, but the designated coordinator and I must be copied on all correspondence without exception.

We look forward to reviewing your proposal.

Sincerely,



Jim Galvin
Director, Program Development
Study Abroad UC San Diego