

Questions & Answers

Below are the responses to questions received which were relevant to the present procurement:

1. What is the date by which you will answer these questions?
HESAA is posting these answer on September 20, 2022.
2. When is the anticipated award date?
It is anticipated that the HESAA Board will vote on the firms to which an offer of award will be made at its October 26, 2022 meeting.
3. Are bidders permitted to deviate in any way from any manner of quoting fees you may be expecting? For example, if there is a pricing page in the RFP, can bidders submit an alternate fee structure? If there is no pricing page in the RFP, do you have any preference for how bidders should quote fees or can bidders create their own pricing categories?
The fees HESAA pays for these services are stated in the RFQ.
4. Please describe your level of satisfaction with your current or recent vendor(s) for the same purchasing activity, if applicable.
HESAA does not deem this question relevant to the current procurement.
5. How are fees currently being billed by any incumbent(s), by category, and at what rates?
HESAA does not deem this question relevant to the current procurement. However, as noted in response to question 3 above, the RFQ states the method by which fees are billed.
6. What estimated or actual dollars were paid last year, last month, or last quarter to any incumbent(s)?
HESAA placed \$10,182,011.40 worth of loans between September 13, 2021 and September 13, 2022. For the month ending July 28, 2022, HESAA placed \$722,152.09 worth of loans and for the quarter, of April 1, 2022 through June 30, HESAA placed \$3,135,223.66 worth of loans.
7. What collection attempts are performed or will be performed internally prior to placement?
HESAA offers all struggling borrowers tools to help them make payments and avoid default, including the Repayment Assistance Program and Household Income Affordable Repayment Plan.

HESAA sends late notices starting when the loans are 21 days late. Additional notices are sent at days 31, 61, 86, 116, 136, 152, 168 and HESAA sends a Final demand letter prior to the loan defaulting. HESAA sends the letters to all parties to the loan. For loans that are billed quarterly, HESAA sends letters on a similar schedule. HESAA also makes phone calls to borrowers.
8. What is the total dollar value of accounts available for placement now by category, including any backlog?
The approximate dollar value of accounts is \$1.6 million but they all may not be placed. There is no backlog.

9. What is the total number of accounts available for placement now by category, including any backlog?
Presently there are 147 loans but they may not all be placed. There is no backlog.
10. What billing servicer do you utilize?
HESAA services its loans internally.
11. Have all cases been fully adjudicated by the time of placement?
No.
12. If applicable, will accounts held by any incumbent(s) or any backlog be moved to any new vendor(s) as a one-time placement at contract start up?
The RFQ is for new files. It is not anticipated that any accounts held by incumbents or any backlog will be moved to any new firms.
13. What is your case management/accounting software system of record?
Once an account is placed with a firm, that firm's system becomes the system of record. HESAA's current servicing platform is a system that was developed in-house and we are currently in the process of migrating to a new servicing platform, which is an on premise Oracle based system.
14. Who is your electronic payment/credit card processing vendor?
HESAA uses the approved vendor for the State of New Jersey, which currently is NICUSA. However, any electronic or credit card payment will be based on the ability of the law firm to accept such payments. HESAA does not process payments for the firms.
15. What process should a vendor follow, or which individual(s) should a vendor contact, to discuss budget-neutral services outside of the scope of this procurement, but related to it, designed to recover more debt prior to outside placement and lower collection costs?
Selected firms will be assigned a contact person at HESAA.
16. How do your current processes and/or vendor relationship(s) systematically determine if the death of a responsible party has occurred?
HESAA's current processes regarding "Discharge Due to Death" can be found in the "NJCLASS Product Policy and Procedures Manual For Law Firms" that is included as part of this RFQ.
17. How do your current processes and/or vendor relationship(s) handle the death of a responsible party?
Pursuant to State law and regulation, in the event of the death of a student borrower the entire loan is discharged. In the event of the death of another party to the loan, the obligation of the borrower is discharged.
18. Do you have a designated process or policies around deceased accounts today, and what is envisioned in the future?
Pursuant to State law and regulation, in the event of the death of a student borrower the entire loan is discharged. In the event of the death of another party to the loan, the obligation of the borrower is discharged.

19. Do you currently search and file probated estate claims? Have you considered an automated tool to identify and file probated estate claims?

HESAA does not search and file probated estate claims.