

**Request for Proposal (RFP)**

**RFP No. 627982**

**Student Loan Billing Services**

**PROPOSAL RELEASE DATE: December 21, 2016**

**PROPOSAL DUE DATE: January 17, 2017**

**PROPOSAL DUE TIME: 2:30 PM CST**

**SUBMIT ALL PROPOSALS TO: University of Arkansas**

**Business Services**

**ADMN 321**

**1125 W. Maple St**

**Fayetteville, AR 72701**

**Signature Required For Response**

Respondent complies with all articles of the Standard Terms and Conditions documents as counterpart to this RFP document, and with all articles within the RFP document. If Respondent receives the University’s purchase order, Respondent agrees to furnish the items and/or services listed herein at the prices and/or under the conditions as indicated in the RFP.

|  |  |
| --- | --- |
| **Vendor Name:** |  |
| **Mailing Address:** |  |
| **City, State, Zip:** |  |
| **Telephone:** |  |
| **Email:** |  |

**Authorized Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Typed/Printed Name of Signor: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Title: \_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**1.** **DESCRIPTION / OVERVIEW / GOALS OF RFP**

The University of Arkansas, Fayetteville (UAF), serves as the major center of liberal and professional education and is the primary land-grant campus in the state. In addition, it is Arkansas’s major source of theoretical and applied research and the provider of a wide range of public services to people throughout the state and nation. In serving its threefold mission of teaching, research, and public service, the University strives to be recognized for excellence and continues to expand and strengthen its nationally and regionally competitive programs while maintaining a high level of competence in all areas.

The University seeks to contract with a company experienced in servicing student loan programs to provide a support system for the following University programs:

* Federal Perkins Loan Program
* Institutional Loan Programs
* Nurse Faculty Loan Programs

The Vendor will provide the following services outline in this RFP document for all loans: maintaining contact with the borrower, processing deferments and adjustments to borrower's accounts, periodic billing and other notifications, payment processing, loan reporting and training for loan personnel in the effective use of the Vendor's program.

**2.** **SCOPE OF WORK**

The successful contractor must be able to provide **(see Appendix III for detail):**

1. Company Stability
2. Customer Service
3. Cash Management/Payment Processing
4. Collections
5. Standard and Custom Interfaces
6. Standard and Custom Reports
7. Credit Bureau Reporting
8. Optional Services
9. Integrated Document Writer
10. Borrower Website Functionality
11. Client Website Functionality
12. Collection Agency Website Functionality
13. Miscellaneous

**3. COST OF SERVICE**

Respondents must provide pricing for the overall system, as listed on the Official Bid Price Sheet

provided within this RFP document **(see Appendix II).**

If pricing is dependent on any assumptions that are not specifically stated on the

Official Price Sheet, please list those assumptions accordingly on a separate spreadsheet and

show detailed pricing. Any additional pricing lists should remain attached to the Official Price

Sheet for purposes of accurate evaluation. Pricing must be valid for 90 days following the bid

response due date and time. The University will not be obligated to pay any costs not identified

on the Official Price Sheet. The respondent must certify that any costs not identified by the

respondent, but subsequently incurred in order to achieve successful operation of the service, will

be borne by the respondent. Failure to do so may result in rejection of the bid.

**4. VENDOR REFERENCES**

The University requires assurance that the offered products function properly. The University reserves the right to request or obtain additional information. Respondents must supply, with the bid, at least three (3) reference accounts, preferably in higher education, (including persons to contact, telephone numbers, and email addresses) located in the continental United States currently served by respondent. The University reserves the right to contact or visit any of the supplier’s current and/or past customers to evaluate the level of performance and customer satisfaction. **See Appendix I for format.**

**5. RESPONDENTS RESPONSIBILITY TO READ RFP**

It is the Respondent's responsibility to thoroughly examine and read the entire RFP document. Failure of Respondents to fully acquaint themselves with existing conditions or the amount of goods and work involved will not be a basis for requesting extra compensation after the award of a Contract.

**6. PROJECTED TIMETABLE OF ACTIVITIES**

The following schedule will apply to this RFP, but may change in accordance with the University's needs:

12/21/16: RFP released to prospective respondents

1/03/17: 4:00 PM CST - Last date/time UAF will accept questions

1/06/17: Last date UAF will issue an addendum

1/17/17: Proposal submission deadline 2:30 PM CST

TBD: Vendor Presentations (if necessary)

TBD: Notice of Intent to Award

Upon Award: Contract Negotiations Begin (upon intent to award)

Upon Contract Approval: Service to Commence

**NOTE:** The successful bidder may be required to enter into a Professional Services or Technical/General Services Contract that will require approval prior to any work conducted. See the following link for reference: <http://procurement.uark.edu/_resources/documents/TGSForm.pdf>

**7. CONTRACT TERM AND TERMINATION**

The term (“Term”) of this contract will be for seven (7) years beginning from the date of award, and as mutually agreed upon in writing by the contractor and the University of Arkansas. The University of Arkansas may terminate this Agreement without cause, at any time during the Term, by giving the other party thirty (30) days advance written notice of termination. Additionally, in the event of non-appropriation of funds necessary to fulfill the terms and conditions of this Agreement during any biennium period of the Term, the parties agree that this Agreement shall automatically terminate without notice.

1. If at any time the services become unsatisfactory, the University of Arkansas will give thirty (30) days written notice to the contractor. If at the end of the thirty (30) day period the services are still deemed unsatisfactory, the contract shall be cancelled by the University of Arkansas, Office of Business Services. Additionally, the agreement may be terminated, without penalty, by the University without cause by giving thirty (30) days written notice of such termination to the seller.
2. Upon award, the agreement is subject to cancellation, without penalty, either in whole or in part, if funds are not appropriated.
3. In no event shall such termination by the University as provided for under this Section give rise to any liability on the part of the University including, but not limited to, claims of Proposer for compensation for anticipated profits, unabsorbed overhead, or on borrowing. The University’s sole obligation hereunder is to pay Proposer for services ordered and received prior to the date of termination.

The terms, conditions, representations, and warranties contained in the agreement shall survive the termination of this contract.

**8. GENERAL INFORMATION FOR BIDDERS**

**8.1 Distributing Organization**

This Request for Proposal (RFP) is issued by the Office of Business Affairs, University of Arkansas, Fayetteville (UAF). The University Purchasing Official is the sole point of contact during this process.

**Bidder Questions and Addenda:** Bidder questions concerning all matters of this RFP should be sent via email to:

Whitney Smith, Procurement Coordinator

Office of Business Services

[wesmith@uark.edu](mailto:wesmith@uark.edu)

Questions received via email will be directly addressed via email, and compilation of *all* questions and answers (Q&A), as well as any revision, update and/or addenda specific to this RFP solicitation will be made available on HogBid, the University of Arkansas bid solicitation website: <http://hogbid/>. During the time between the bid opening and contract award(s), with the exception of bidder questions during this process, any contact concerning this RFP will be initiated by the issuing agency and not the respondent. Specifically, the persons named herein will initiate all contact.

Respondents shall not rely on any other interpretations, changes, or corrections. It is the Respondent's responsibility to thoroughly examine and read the entire RFP document and any Q&A or addenda to this RFP. Failure of Respondents to fully acquaint themselves with existing conditions or information provided will not be a basis for requesting extra compensation after the award of a Contract.

**8.2 Agency Employees and Agents**

The Company shall be responsible for the acts of its employees and agents while performing services pursuant to the Agreement. Accordingly, the Company agrees to take all necessary measures to prevent injury and loss to persons or property while on the University premises. The Company shall be responsible for all damages to persons or property on and off campus caused solely or partially by the Company or any of its agents or employees. Company employees shall conduct themselves in a professional manner and shall not use the University’s facilities for any activity or operation other than the operation and performance of services as herein stated. The University reserves the right to deny access to any individual. The following conduct is unacceptable for the Company’s employees and agents: foul language, offensive or distasteful comments related to age, race, ethnic background or sex, evidence of alcohol influence or influence of drugs, refusal to provide services requested, refusal to make arrangements for additional services needed and general rudeness. The Company shall require standard criminal background checks on all employees of the Company in advance of the performance of any on-campus duties. Employees whose background checks reveal felony convictions of any type are to be either removed from all support activities on the University campus or reported to the University for review and approval in advance of the performance of any on-campus duties.

**8.3 Tobacco Free Campus**

Smoking and the use of tobacco products (including cigarettes, cigars, pipes, smokeless tobacco, and other tobacco products), as well as the use of electronic cigarettes, by students, faculty, staff, contractors, and visitors, are prohibited at all times on and within all property, including buildings, grounds, and Athletic facilities, owned or operated by the University of Arkansas and on and within all vehicles on University property, and on and within all University vehicles at any location.

**8.4 Disputes**

The successful vendor and the University agree that they will attempt to resolve any disputes in good faith. The vendor and the University agree that the State of Arkansas shall be the sole and exclusive venue for any litigation or proceeding that may arise out of or in connection with this contract. The vendor acknowledges, understands and agrees that any actions for damages against the University may only be initiated and pursued in the Arkansas Claims Commission. Under no circumstances does the University agree to binding arbitration of any disputes or to the payment of attorney fees, court costs or litigation expenses.

**8.5 Conditions of Contract**

The successful bidder shall at all times observe and comply with federal and Arkansas State laws, local laws, ordinances, orders, and regulations existing at the time of or enacted subsequent to the execution of this contract which in any manner affect the completion of work. The successful bidder shall indemnify and save harmless the University and all its officers, representatives, agents, and employees against any claim or liability arising from or based upon the violation of any such law, ordinance, regulation, order or decree by an employee, representative, or subcontractor of the successful bidder.

**8.6 Contract Information**

Respondents should note the following regarding the State’s contracting authority, and amend any documents accordingly. Failure to conform to these standards may result in rejection of agency response:

A. The State of Arkansas may not contract with another party:

1. To pay any penalties or charges for late payment or any penalties or charges which in fact are penalties for any reason.

2. To indemnify and defend that party for liability and damages. Under Arkansas law the University of Arkansas may not enter into a covenant or agreement to hold a party harmless or to indemnify a party from prospective damages. However, with respect to loss, expense, damage, liability, claims or demands either at law or in equity for actual or alleged injuries to persons or property arising out of any negligent act or omission by the University and its employees or agents in the performance of this Agreement, the University agrees with the successful party that: (a) it will cooperate with the successful party in the defense of any action or claim brought against the successful party seeking the foregoing damages or relief; (b) it will in good faith cooperate with the successful party should the successful party present any claims of the foregoing nature against University to the Claims Commission of the State of Arkansas; (c) it will not take any action to frustrate or delay the prompt hearing on claims of the foregoing nature by the said Claims Commission and will make reasonable efforts to expedite said hearing; provided, however, the University reserves its right to assert in good faith all claims and defenses available to it in any proceedings in said Claims Commission or other appropriate forum. The obligations of this paragraph shall survive the expiration or termination of this agreement.

3. Upon default, to pay all sums that become due under a contract.

4. To pay damages, legal expenses, or other costs and expenses of any party.

5. To conduct litigation in a place other than Washington County, Arkansas.

6. To agree to any provision of a contract that violates the laws or constitution of the State of Arkansas.

B. Any party wishing to contract with UAF should:

1. Remove any language from its contract which grants to it any remedies other than:

* The right to possession.
* The right to accrued payment.
* The right to expenses of de-installation.

2. Include in its contract that the laws of the State of Arkansas govern the contract.

3. Acknowledge in its contract that contracts become effective when awarded by the University Purchasing Official.

**8.7 Reservation**

This RFP does not commit UAF to award a contract, to pay costs incurred in the preparation of a response to this request, or to procure or contract for services or supplies. UAF reserves the right to accept or reject (in its entirety), any response received as a result of this RFP, if it is in the best interest of the University to do so. In responding to this RFP, respondents recognize that the University may make an award to a primary vendor; however, the University reserves the right to purchase like and similar services from other agencies as necessary to meet operation requirements.

**8.8 Qualifications of Bidder**

The University may make such investigations as deems necessary to determine the ability of the bidder to meet all requirements as stated within this bid request, and the bidder shall furnish to the University all such information and data for this purpose that the University may request. The University reserves the right to reject any bid if the evidence submitted by, or investigations of, such bidder fails to satisfy the University that such bidder is properly qualified to carry out the obligations of the Agreement.

**8.9 Default**

In the event that the contractor fails to carry out or comply with any of the Terms and Conditions of the contract with the University, the University may notify the Contractor of such failure or default in writing and demand that the failure or default be remedied within ten (10) working days, and in the event the Proposer fails to remedy such failure or default within the ten (10) working day period, the University shall have the right to cancel the contract upon thirty (30) days written notice. The cancellation of the contract, under any circumstances whatsoever, shall not effect or relieve contractor from any obligation or liability that may have been incurred or will be incurred pursuant to the contract and such cancellation by the University shall not limit any other right or remedy available to the University by law or in equity.

**8.10 Non Waiver of Defaults**

Any failure of the University at any time, to enforce or require the strict keeping and performance of any of the terms and conditions of this agreement shall not constitute a waiver of such terms, conditions, or rights, and shall not affect or impair same, or the right of the University at any time to avail itself of same.

**8.11 Independent Parties**

Vendor acknowledges that under this contract it is an independent vendor and is not operating in any fashion as the agent of the University. The relationship of the vendor and University is that of independent contractors, and nothing in this contract should be construed to create any agency, joint venture, or partnership relationship between the parties.

**8.12 Governing Law**

The parties agree that this contract, including all amendments thereto, shall be construed and enforced in accordance with the laws of the State of Arkansas, without regard to choice of law principles. Consistent with the foregoing, this contract shall be subject to the Uniform Commercial Code as enacted in Arkansas.

**8.13 Proprietary Information**

Proprietary information submitted in response to this bid will be processed in accordance with applicable University of Arkansas procurement procedures. All material submitted in response to this bid becomes the public property of the State of Arkansas and will be a matter of public record and open to public inspection subsequent to bid opening as defined by the Arkansas Freedom of Information Act. The Respondent is hereby cautioned that any part of its bid that is considered confidential, proprietary, or trade secret, must be labeled as such and submitted in a separate envelope along with the bid, and can only be protected to the extent permitted by Arkansas law.

**8.14 Disclosure**

Disclosure is a condition of this contract and the University of Arkansas cannot enter into any contract for which disclosure is not made. Arkansas’s Executive Order 98-04 requires all potential contractors disclose whether the individual or anyone who owns or controls the business is a member of the Arkansas General Assembly, constitutional officer, state board or commission member, state employee, or the spouse or family member of any of these. If this applies to the bidder’s business, the bidder must state so in writing.

**8.15 Proposal Modification**

Proposals submitted prior to the Proposal opening date may be modified or withdrawn only by written notice to the University of Arkansas. Such notice must be received by the University Purchasing Official prior to the time designated for opening of the Proposal. Respondent may change or withdraw the Proposal at any time prior to Proposal opening; however, no oral modifications will be allowed. Only letters or other formal written requests for modifications or corrections of a previously submitted Proposal that are addressed in the same manner as the Proposal and that are received prior to the scheduled Proposal opening time will be accepted. The Proposal, when opened, will then be corrected in accordance with such written requests, provided that the written request is contained in a sealed envelope that is clearly marked with the RFP number and “Modification of Proposal”. No modifications of the Proposal will be accepted at any time after the Proposal due date and time.

**8.16 Prime Contractor Responsibility**

Single and joint vendor bids and multiple bids by vendors are acceptable. However, the selected bidder(s) will be required to assume prime contractor responsibility for the contract and will be the sole point of contact with regard to the award of this RFP.

**8.17 Period of Firm Proposal**

Prices for the proposed services must be kept firm for **at least 90 days** after the Proposal Due Date specified on the cover sheet of this RFP. Firm Proposals for periods of less than this number of days may be considered non-responsive. The Respondent may specify a longer period of firm price than indicated here. If no period is indicated by the Respondent in the Proposal, the price will be firm for 90 days or until written notice to the contrary is received from the Respondent, whichever is longer.

**8.18 Warranty**

The vendor must:

1. Define the provisions of the warranty regarding response time for service and support.
2. Define the provisions of the warranty regarding system up time including maintenance windows.
3. Outline the standard or proposed plan of action for correcting problems during the warranty period.
4. Respondents must itemize any components, services, and labor that are excluded from warranty.

**8.19 Errors and Omissions**

The Respondent is expected to comply with the true intent of this RFP taken as a whole and shall not avail itself of any errors or omissions to the detriment of the services. Should the Respondent suspect any error, omission, or discrepancy in the specifications or instructions, the Respondent shall immediately notify the University Purchasing Official, in writing, and the University of Arkansas shall issue written instructions to be followed. The Respondent is responsible for the contents of its Proposal and for satisfying the requirements set forth in the RFP.

**8.20 Award Responsibility**

The University Purchasing Official will be responsible for award and administration of any resulting contract(s). The University reserves the right to reject any or all bids, or any portion thereof, to re-advertise if deemed necessary, and to investigate any or all bids and request additional information as necessary in order to substantiate the professional, financial and/or technical qualifications of the Bidders.

Contract(s) will be awarded to the Bidder(s) whose proposal adheres to the conditions set forth in the RFP, and in the sole judgment of the University, best meets the overall goals and financial objectives of the University. A resultant contract will not be assignable without prior written consent of both parties.

**8.21 Confidentiality and Publicity**

From the date of issuance of the RFP until the opening date, the Respondent must not make available or discuss its Proposal, or any part thereof, with any employee or agent of the University of Arkansas. The Respondent is hereby warned that any part of its Proposal or any other material marked as confidential, proprietary, or trade secret, can only be protected to the extent permitted by law. All material submitted in response to this RFP becomes the property of the University of Arkansas.

News release(s) by a vendor pertaining to this RFP or any portion of the project shall not be made without prior written approval of the University Purchasing Official. Failure to comply with this requirement is deemed to be a valid reason for disqualification of the respondent's bid. The University Purchasing Official will not initiate any publicity relating to this procurement action before the contract award is completed.

Employees of the company awarded the contract may have access to records and information about University processes and employees. This information is not limited to proprietary information, trade secrets, and intellectual property to which the University holds rights. Additional access could include student information that is protected under the Family Educational Rights and Privacy Act (FERPA), the Gramm-Leach-Bliley Act, or the Health Insurance Portability and Accountability Act (HIPPA). The company agrees to keep all such information strictly confidential and to refrain from discussing this information with anyone else without proper authority.

**8.22 Respondent Presentations**

The University of Arkansas reserves the right to, but is not obligated to, request and require that final contenders determined by the Evaluation Committee provide a formal presentation of their Proposal at a date and time to be determined by the Evaluation Committee. Respondents are required to participate in such a request if the University of Arkansas chooses to engage such opportunity.

**8.23 Excused Performance**

In the event that the performance of any terms or provisions of this Agreement shall be delayed or prevented because of compliance with any law, decree, or order of any governmental agency or authority, either local, state, or federal, or because of riots, war, acts of terrorism, public disturbances, unavailability of materials meeting the required standards, strikes, lockouts, differences with workmen, fires, floods, Acts of God, or any other reason whatsoever which is not within the control of the party whose performance is interfered with and which, by the exercise of reasonable diligence, such party is unable to prevent (the foregoing collectively referred to as "Excused Performance"), the party so interfered with may at its option suspend, without liability, the performance of its obligations during the period such cause continues, and extend any due date or deadline for performance by the period of such delay, but in no event shall such delay exceed six (6) months.

**8.24 Funding Out Clause**

If, in the sole discretion of the University, funds are not allocated to continue this Agreement, or any activities related herewith, in any future period, then the University will not be obligated to pay any further charges for services, beyond the end of the then current period. The Company will be notified of such non-allocation at the earliest possible time. No penalty shall accrue in the event this section is exercised. This section shall not be construed so as to permit the University to terminate the Agreement in order to acquire similar service from a third party.

**8.25 Indicia**

The respondents and the Company acknowledges and agrees that the University owns the rights to its name and its other names, symbols, designs, and colors, including without limitation, the trademarks, service marks, designs, team names, nicknames, abbreviations, city/state names in the appropriate context, slogans, logo graphics, mascots, seals, color schemes, trade dress, and other symbols associated with or referring to the University of Arkansas that are adopted and used or approved for use by the University (collectively the “Indicia”) and that each of the Indicia is valid. Neither any respondent nor Company shall have any right to use any of the Indicia or any similar mark as, or a part of, a trademark, service mark, trade name, fictitious name, domain name, company or corporate name, a commercial or business activity, or advertising or endorsements anywhere in the world without the express prior written consent of the University. Any domain name, trademark or service mark registration obtained or applied for that contains the Indicia or any similar mark upon request shall be assigned or transferred to the University without compensation.

**8.26 RFP Interpretation**

Interpretation of the wording of this document shall be the responsibility of the University of Arkansas and that interpretation shall be final.

**8.27 Time is of the Essence**

Vendor and University agree that time is of the essence in all respects concerning this contract and performance herein.

**8.28 Formation of the Agreement/Contract**

At its option, the University may take either one of the following actions in order to create the agreement between the University and the selected vendor:

1. Accept a proposal as written by issuing a written notice to the selected vendor, which refers to the Request for Proposal and accept the proposal submitted in response to it.
2. Enter negotiations with one or more firms in an effort to reach a mutually satisfactory written agreement, which will be executed by both parties and will be based upon this Request for Proposal, the proposal submitted by the firm and negotiations concerning these.

Because the University may use alternative (a) above, each Proposer should include in its proposal all requirements, terms or conditions it may have, and should not assume that an opportunity will exist to add such matters after the proposal is submitted. The contents of this RFP will be incorporated into the final contract documents, which will include a Standard University agreement.

**NOTE:** The successful bidder may be required to enter into a Professional Services or Technical/General Services Contract that will require approval prior to any work conducted. See the following link for reference: <http://procurement.uark.edu/_resources/documents/TGSForm.pdf>

**9. INSTRUCTION TO BIDDERS**

**9.1** Respondents must comply with all articles of the Standard Terms and Conditions documents posted on our HogBid website as counterpart to the RFP document, and any associated appendices, as well as all articles within the RFP document. The University of Arkansas is not responsible for any misinterpretation or misunderstanding of these instructions on the part of the Bidders.

**9.2** Respondents must address each section of the RFP. An interactive version of the RFP document will be posted on our HogBid website. Bidders can insert responses into the document provided, or create their own response document making sure to remain consistent with the numbering and chronological order as listed in our RFP document. Ultimately, bidders must ‘acknowledge’ each section of our document in their bid response.

In the event that a detailed response is not necessary, the respondent shall state ACKNOWLEDGED as the response to indicate that the respondent acknowledges, understands, and fully complies with the specification. If a description is requested, please insert detailed response accordingly. Bidder’s required responses should contain sufficient information and detail for the University to further evaluate the merit of the vendor’s response. Failure to respond in this format may result in bid disqualification.

**9.3**Any exceptions to any of the terms, conditions, specifications, protocols, and/or other requirements listed in this RFP must be clearly noted by reference to the page number, section, or other identifying reference in this RFP. All information regarding such exceptions to content or requirements must be noted in the same sequence as its appearance in this RFP.

**9.4** Proposals will be publicly opened in the Purchasing Office, Room 321 Administration Building, The University of Arkansas, Fayetteville, Arkansas, 72701, at 2:30 p.m. CST, on the proposal due date. All responses must be submitted in a sealed envelope with the response number clearly visible on the OUTSIDE of the envelope/package. No responsibility will be attached to any person for the premature opening of a response not properly identified.

**Agencies must submit one (1) signed original, three (3) signed copies, and two (2) soft copies of their response (i.e. CD-ROM or USB Flash drive)** labeled with the respondent’s name and the Bid Number, readable by the University, with the documents in Microsoft Windows versions of Microsoft Word, Microsoft Excel, Microsoft Visio, Microsoft PowerPoint, or Adobe PDF formats; other formats are acceptable as long as that format’s viewer is also included or a pointer is provided for downloading it from the Internet.

Responses must be received at the following location prior to the time and date specified within the timeline this RFP:

University of Arkansas

Business Services

ADMN 321

1125 W. Maple St

Fayetteville, Arkansas 72701

**NOTE: No award will be made at bid opening. Only names of respondents and a preliminary determination of proposal responsiveness will be made at this time.**

Respondents may deliver their responses either by hand or through U.S. Mail or other available courier services to the address shown above.  **Include the RFP name and number on the outside of each package and/or correspondence related to this RFP.** No call-in, emailed, or faxed responses will be accepted. The Respondent remains solely responsible for insuring that its response is received at the time, date, and location specified. The University of Arkansas assumes no responsibility for any response not so received, regardless of whether the delay is caused by the U.S. Postal Service, University Postal Delivery System, or some other act or circumstance. Responses received after the time specified in this RFP will not be considered.

**All responses received after the specified time will be returned unopened**.

**9.5** For a bid to be considered, an official authorized to bind the respondent to a resultant contract must include signature in the blank provided on the RFP cover sheet. Failure to sign the response as required will eliminate it from consideration.

**9.6** All official documents, including responses to this RFP, and correspondence shall be included as part of the resultant contract.

**9.7** The University Purchasing Official reserves the right to award a contract or reject a bid for any or all line items of a bid received as a result of this RFP, if it is in the best interest of the University to do so. Bids may be rejected for one or more reasons not limited to the following:

* + - * 1. Failure of the vendor to submit the bid(s) and bid copies as required in this RFP on or before

the deadline established by the issuing agency.

* + - * 1. Failure of the vendor to respond to a requirement for oral/written clarification, presentation, or demonstration.
        2. Failure to provide the bid security or performance security if required.
        3. Failure to supply vendor references if required.
        4. Failure to sign an Official Bid Document.
        5. Failure to complete the Official Bid Price Sheet.
        6. Any wording by the respondent in their response to this RFP, or in subsequent

correspondence, which conflicts with or takes exception to a bid requirement in this RFP.

**9.8** If the bidder submits standard terms and conditions with the bid, and if any section of those terms is in conflict with the laws of the State of Arkansas, the State laws shall govern. Standard terms and conditions submitted may need to be altered to adequately reflect all of the conditions of this RFP, the bidder's responses and Arkansas State law.

**10. INDEMNIFICATION AND INSURANCE**

The successful bidder shall indemnify and hold harmless the University, its officers and employees from all claims, suits, actions, damages, and costs of every nature and description arising out of or resulting from the Contract, or the provision of services under the Contract.

The successful bidder shall purchase and maintain at bidder’s expense, the following minimum insurance coverage for the period of the contract. Certificates evidencing the effective dates and amounts of such insurance must be provided to the University.

* Workers Compensation: As required by the State of Arkansas.
* Comprehensive General Liability, with no less than $1,000,000 each occurrence/$2,000,000 aggregate for bodily injury, products liability, contractual liability, and property damage liability.
* Comprehensive Automobile Liability, with no less than combined coverage for bodily injury and property damage of $1,000,000 each occurrence. Policies shall be issued by an insurance company authorized to do business in the State of Arkansas and shall provide that policy may not be canceled except upon thirty (30) days prior written notice to the University of Arkansas.

Contractor shall furnish University with a certificate(s) of insurance effecting coverage required herein. Failure to file certificates or acceptance by the University of certificates which do not indicate the specific required coverages shall in no way relieve the Contractor from any liability under the Agreement, nor shall the insurance requirements be construed to conflict with the obligations of Contractor concerning indemnification. Proof of Insurance must be included in bid response.

Contractor shall, at their sole expense, procure and keep in effect all necessary permits and licenses required for its performance under this agreement, and shall post or display in a prominent place such permits and/or notices as are required by law.

**11. COMPANY OVERVIEW**

The supplier shall provide a general overview of the company including the following information:

* Foundation date
* Description of core activities
* Major company locations
* Total number of clients
* Total number of clients in higher education
* Current financial status and revenues – Overview only

**12. BEST AND FINAL OFFER**

The University of Arkansas reserves the right to request an official “Best and Final Offer” from bid Respondents if it deems such an approach in the best interest of the institution.  In general, the “Best and Final Offer” will consist of an updated cost proposal in addition to an opportunity for the vendor to submit a final response to specific questions or opportunities identified in subsequent discussions related to the original proposal response submitted to the university. If the University of Arkansas chooses to invoke a “Best and Final Offer” option, all responses will be re-evaluated by incorporating the information as requested in the official “Best and Final Offer” document, including costs and answers to specific questions presented in the document. The specific format for the official “Best and Final Offer” request will be determined during evaluation discussions. The official request for a “Best and Final Offer” will be issued by the University Procurement Department.

**13. SPECIFICATIONS / GOALS AND DELIVERABLES**

The successful bidder must provide the following requirements.

1. The proposed system shall meet these minimum requirements, which must be viewable and reportable:

1. New loans and advances

2. Separation dates

3. Name changes, address changes, telephone number changes, email address changes

4. Social Security number changes

5. Repayment schedules, billing arrangements, billing frequency, and the next due date

6. General file maintenance

7. Non-cash payment posting must include contingency cost application

8. Credit bureau reporting/cease reporting

9. Ability to force billing statements to a borrower and/or statement of account

10. Ability to enter multiple payments

11. Ability to update reference, personal and confidential information from the financial

counselor file

1. The proposed system will have the capability of automatically updating deferments received from the National Student Clearinghouse Data System and generating of status letters to borrowers.
2. The proposed system will have the ability to provide to the U. S. Department of Education the information required for the National Student Loan Data System and to generate the appropriate exception report for the National Student Clearinghouse Data System and perform necessary corrections.
3. The proposed system will have the ability to accept all new loans and advances daily.
4. The proposed system will have the capability of allowing access to all client data—must give web enabled systems access to client and provide data to client.
5. The proposed system will have the ability to access its imaged documents through the proposed collection system and there must be an indicator in the Bidder’s collection system, clearly visible, when there are imaged files available for a borrower.
6. The bidder’s system must be available to the University in real-time, on-line between the hours of 8:00 a.m. and 8:00 p.m. CST, Monday through Saturday, with 99% uptime service level commitment.
7. The system must have the ability to identify the date, time and individual who performed the transaction, either by the University or by and approved third party.
8. Pre-conversion detailed histories of open accounts must be accessible via the on-line system.
9. The University requires that our Student Loan Billing Servicer offer a PC-based processing system (and not mainframe technology) with Local Area Network (LAN) capabilities and real-time data access and processing.
10. The successful bidder must be available for a systems demonstration and ensure that the client services team assigned to the University will be available at the demonstration.
11. All phases of the services shall be in full compliance with regulations and guidelines established by the U.S. Department of Education. The bidder shall comply with the Fair Debt Collection Practice Act, as amended, and applicable federal and state regulations.
12. The bidder must provide a system that can provide bills in both electronic and paper format, while maintaining compliance with all federal regulations.
13. The proposed system shall be able to accrue interest on a monthly basis to minimize borrower confusion regarding payoff amounts and the need to initiate small balance write-offs.
14. The bidder shall provide the borrower with the option of automatic direct debit as a means of loan repayment.
15. The proposed system shall have the ability to accept multiple addresses and telephone numbers and shall have the ability to store reference addresses and provide the option of exclusive billing addresses.
16. The bidder shall use the U.S. Postal Service’s “Address Correction Requested” service.
17. The Bidder should provide perpetual billing history.
18. The Bidder should add any returned check fees to the costs billed to the borrowers, with corresponding charges added to the University’s bill for services rendered by the Bidder.\
19. Late and penalty charges should be assessed automatically to applicable programs on a borrower’s account. Appropriate accounting documentation and reports shall support amounts collected as late and penalty charges.
20. The Bidder shall support all commonly used methods of payment including auto debit to bank accounts, all major credit cards except VISA and recurring payment transactions. The Bidder shall comply with all applicable NACHA standards in accepting payments and securing borrower data and the following University PCI standards.
21. Vendor shall be responsible for the security of cardholder data that it possesses, even temporarily, including any functions relating to storing, processing and transmitting of cardholder data on behalf of the University of Arkansas.  In the case of a payment processing system and/or equipment purchased from Vendor that is covered by PA DSS (Payment Application Data Security Standard), Vendor warrants and represents that its software and/or equipment shall not impede the University PCI DSS (Payment Card Industry Data Security Standard) compliance efforts.  In the event that vendor’s software and/or equipment does impede such efforts, the University may, in its sole discretion, upon thirty (30) days notice and opportunity to cure, terminate the Agreement, [with any prepaid amounts refunded to University on a pro-rata basis].  Vendor will notify Client at least 60 days prior to any substantial change to the processing environment that may impact Client.
22. Vendor warrants and represents that, as of the effective date of the Agreement, it has complied with all applicable requirements for validation and compliance with the PCI DSS (Payment Card Industry Data Security Standard), as appropriate for its Service Provider level.  Vendor agrees to supply the current status of its PCI DSS compliance, and evidence of its most recent validation of compliance, upon execution of the Agreement.  Further, Vendor must supply proof of annual ongoing compliance validation to the University either by inclusion on the Visa Validated Service Provider list or by filing quarterly network security scan certificates and the signed official Attestation of Compliance to the University.  Vendor will immediately notify the University if it learns that it is no longer PCI DSS compliant and will immediately report to the University the steps being taken to remediate the non-compliant status.  In no event should Vendor’s notification to the University be later than seven (7) calendar days after Vendor learns it is no longer PCI DSS compliant.  Failure to maintain PCI DSS compliance shall be a breach of contract and the University, may at its sole discretion, terminate the Agreement if Vendor does not become compliant within thirty (30) days, [with any prepaid amounts refunded to University on a pro-rata basis].
23. Vendor warrants and represents that, as of the effective date of the Agreement, it has complied with all applicable requirements for validation with the PA DSS (Payment Application Data Security Standard) for its payment processing system and be listed on the PCI SSC Validated Payment Application list. Vendor agrees to supply evidence of its most recent validation upon execution of the Agreement. Further, Vendor agrees to maintain PA DSS validation for the installed payment processing system version, throughout the term of any maintenance agreement with the University.  If the PA DSS validation deadline for the payment system lapses, Vendor acknowledges that it shall be in breach of the Agreement and the University may, at its sole discretion, terminate the Agreement if Vendor does not become compliant within thirty (30) days, [with any prepaid amounts refunded to University on a pro-rata basis].
24. The Bidder shall have the ability to handle multiple collection agency interfaces. Placements to the University’s collection agencies must be provided on both an automatic and manual basis by the Bidder.
25. The Bidder shall process deferments, forbearances, data exchange with the National Student Clearing house, bankruptcies (Chapters 7, 11, and 13) and on-line cancellations with the proposed system.
26. The University shall have the ability to add collection costs to debtor accounts on-line with the proposed system.
27. The Bidder shall provide assignment services.
28. The Bidder shall be able to provide the University of Arkansas all available records and files pertaining to student loan accounts when required by federal, state and the University auditors. All records should be retained according to Federal (Title IV and IRS) document retention requirements.
29. The University of Arkansas reserves the right to audit or cause to be audited the

selected firm’s books and accounts with the University at any time during the term of this agreement and for seven (7) years thereafter.

1. The Bidder must have control procedures in place to ensure the integrity of the loan as

transactions are processed. These procedures must test for compliance, reconciliation and balancing.

1. Bidder must report to Internal Revenue Service certain calendar year interest paid data

using terms and criteria specified in Taxpayer Relief Act of 1997.

1. The Bidder shall provide all required processing and support personnel to

accomplish the conversion according to plan.

1. The Bidder shall convert borrower history and make it available real time and online.
2. The conversion shall include an audit of the accounts.
3. The conversion shall include a balancing and reconciliation of the University of

Arkansas’s loan portfolio. The Bidder shall prepare a reconciliation report at the completion of the conversion.

1. Upon completion of the conversion, the Bidder shall confirm with the borrower the status

of the account using the newly created records and notify them of the change in billing service.

II. The Bidder will provide a list of monthly cut-off dates for the term of the contract.

1. The Bidder will insure that all reports can be downloaded into Microsoft standard

desktop applications.

1. The University of Arkansas requires comprehensive, training within ninety (90) days of

The Start of the contract. Bidder must provide follow-up training as needed and on-site

support during the first 72 hours after completion of the conversion period.

1. All Bidder expenses incurred as a result of training are the responsibility of the Bidder.
2. The Bidder must provide timely updates for regulatory changes.
3. The bidder will perform maintenance, billing, cash collection and reporting on a regular

basis as defined throughout this RFP.

1. The bidder shall provide data loss prevention procedures and disaster recovery plans.

The University of Arkansas requires both on-site and off-site storage.

1. The University requires that our student loan billing servicer have the ability to provide a

fully customized on-line entrance interview and eSignature Promissory Note solution to

our borrowers.

**14. EVALUATION AND SELECTION PROCESS**

It is the intent of the University to award an Agreement to the respondent(s) deemed to be the most qualified and responsible firm(s), who submits the best overall proposal based on an evaluation of all responses. Selection shall be based on UAF assessment of the agency’s ability to provide adequate service, as determined by the evaluation committee elected to evaluate proposals. The University of Arkansas reserves the right to reject any or all Proposals or any part thereof, to waive informalities, and to accept the Proposal or Proposals deemed most favorable to the University of Arkansas. Where contract negotiations with a respondent do not proceed to an executed contract within a time deemed reasonable by UAF (for whatever reasons), UAF may reconsider the proposals of other respondents and, if appropriate, enter into contract negotiations with one or more of the other respondents. Proposals shall remain valid and current for the period of 90 days after the due date and time for submission of proposals. Each response will receive a complete evaluation and will be assigned a score of up to 100 points possible based on the following items:

1. **Vendor Qualification and Past Performance (20 Points)**

Agency with the highest rating shall receive twenty (20) points. Points shall be assigned based on factors within this category, to include but are not limited to:

* Company Profile/Overview
* Higher Education Focus and References
* Customer References
* Compliance with University Requirements

1. **Understanding the Project Concept (20 Points)**

Agency with highest rating shall receive twenty (20) points. Points shall be assigned based on factors within this category, to include but are not limited to:

* Understanding of the Scope and Goals
* Articulation of how to meet scope and goals
* Timeline
* Implementation and Support Plans
* Quality and value added of optional services

1. **Quality of Required Reports (10 Points)**

Agency with highest rating shall receive ten (10) points. Points shall be assigned based on factors within this category.

1. **Cost of Service (50 Points)**

Points shall be assigned for the cost of the specific components and/or services, as follows:

* Cost for overall service
* The bid with the lowest estimated cost of the overall system will receive the maximum points possible for this section.
* Remaining bids will receive points in accordance with the following formula:

**(a/b)(c) = d**

a = lowest cost bid in dollars

b = second (third, fourth, etc.) lowest cost bid

c = maximum points for Cost category (50)

d = number of points allocated to bid

Failure of the Respondent to provide in his/her proposal any information requested in this RFP may result in disqualification of his/her proposal and shall be the responsibility of respondent.

**15. SERVICE PERFORMANCE STANDARDS**

|  |  |  |
| --- | --- | --- |
| **Service Criteria** | **Acceptable Performance** | **Compensation / Damages** |
| Adherence to University Requirements | Reference standard terms, conditions and all articles of RFP | **Termination of Contract:** Reference section 7 of RFP. This termination clause will apply for insufficient performance of services by vendor at the sole discretion of the University of Arkansas, Fayetteville. |
| Scope of Services | Reference Sections 1 & 2 of RFP: Description, Overview and Scope | **Termination of Contract:** Reference section 7 of RFP. This termination clause will apply for insufficient performance of services by vendor at the sole discretion of the University of Arkansas, Fayetteville. |
| Goals and Deliverables | Reference section 13 of RFP: Specifications/Goals and Deliverables | **Termination of Contract:** Reference section 7 of RFP. This termination clause will apply for insufficient performance of services by vendor at the sole discretion of the University of Arkansas, Fayetteville. |

**APPENDIX I: Bidder Information / Vendor References**

Bidder must provide the following information as part of this proposal:

1. Respondent Representative

Contact Name

Telephone

Email Address

Address

2. References of your current customer(s) as specified in **Section 4** of this RFP document:

a. Company/Organization Name:

Contact Name

Telephone

Email Address

Address

b. Company/Organization Name:

Contact Name

Telephone

Email Address

Address

c. Company/Organization Name:

Contact Name

Telephone

Email Address

Address

APPENDIX II: Official Price Sheet

**Reference Section 3-Cost of Service** for further instruction, and the corresponding Bid Price Sheet below. Please complete the price sheet as requested and submit within your proposal. If pricing is dependent on any assumptions that are not specifically stated on the Official Price Sheet, please list those assumptions accordingly on a separate spreadsheet and show detailed pricing. Any additional pricing lists should remain attached to the Official Price Sheet for purposes of accurate evaluation. **Pricing must be valid for 90 days following the bid response due date and time.**

The University will not be obligated to pay any costs not identified accordingly. The respondent must certify that any costs not identified by the respondent, but subsequently incurred in order to achieve successful operation of the service, will be borne by the respondent. Failure to do so may result in rejection of the bid.

|  |
| --- |
|  |
| ***ITEM*** | | ***DESCRIPTION*** | ***TOTAL*** |  |
| 1 | | Overall Service | $ |  |

**APPENDIX III: Scope Of Work – Detail**

1. **Company Stability**

In an effort to assess your company’s overall stability, please provide a detailed history of ownership from ***inception to present***, including any and all company name changes, the dates of any strategic equity investments, mergers, buyouts and/or potential buyouts, bankruptcies, downsizing, and processing center relocations.

1. **Customer Service**
   1. The University requires that our Student Loan Billing Servicer respond to all University and Borrower Telephone Calls, Email Inquiries, etc. within (24) hours of request. Does your company meet this requirement? Please answer “yes” or “no”. If “yes”, please explain in detail.
   2. The University requires that all Payment and Entitlement Processing be complete within (24) hours of receipt. Does your system meet this requirement? Please answer “yes” or “no”. If “yes”, please explain in detail.
   3. The University requires that all Payment Processing take place in “real-time” and *not within a batch process*. Does your system meet this requirement? Please answer “yes” or “no”. If “yes”, please explain in detail.
   4. The University requires that our Student Loan Billing Servicer provide secure, instant messaging services for the University *and* our borrowers to communicate with your Customer Service Representatives? Does your system meet this requirement? Please answer “yes” or “no”. If “yes”, please explain in detail.
   5. The University requires that our Student Loan Billing Servicer provide a free, automatic email notification to all borrowers when a payment, deferment/cancellation, and/or address change is processed. Does your system meet this requirement? Please answer “yes” or “no”. If “yes”, please explain in detail.
   6. The University requires that our Student Loan Billing Servicer provide a free, automatic email notification to our delinquent borrowers when a payment has not been received by the required Due Date. Does your system meet this requirement? Please answer “yes” or “no”. If “yes”, please explain in detail.
2. **Cash Management/Payment Processing**
   1. The University requires that our Student Loan Billing Servicer have the ability to calculate interest *both* monthly and daily? Does your system have the ability to calculate interest both ways? Please answer “yes” or “no”. If “yes”, please explain in detail.
   2. The University requires that our Student Loan Billing Servicer offer a PC-based Processing System (and not mainframe technology) with Local Area Network (LAN) Capabilities and real-time data access and processing. Does your system meet this requirement? Please answer “yes” or “no”. If “yes”, please explain in detail.
   3. The University requires that our Student Loan Billing Software be available 24x7, 7 days a week, with 99% uptime. Can your system meet this mandatory requirement? Please answer “yes” or “no”. If “yes”, please explain in detail.
   4. If your Student Loan Billing Software offers a PC-based Processing System with “on-line, real-time” functionality and School Server Connectivity, Vendor Server Connectivity, and/or Internet connectivity is lost for an undetermined amount of time, can the University instantly access, and work within, a complete, active, copy of your Student Loan Billing Software, Data, and Programs until Server-Level and/or Internet Connectivity is re-established? Please answer “yes” or “no”. If “yes”, please explain in detail.
   5. The University requires that our Student Loan Billing Software must be able to accommodate Perkins Loans, Health Profession Loans, and Institutional Loans, does your system meet this requirement? Please answer “yes” or “no”. If “yes”, please explain in detail.
   6. The University requires the ability to access an account by *all* of the following Search Options. Please indicate whether your system *currently* has the ability to search by *each* of the following methods by answering “yes” or “no” in the space provided. If “yes”, please explain in detail.
   7. Prior Accounts (i.e. Last 5 Accounts Accessed) \_\_\_\_\_
   8. Social Security Number (SSN) \_\_\_\_\_
   9. Chronologically by SSN \_\_\_\_\_
   10. Last (4) Digits of an SSN \_\_\_\_\_
   11. Student Identification Number (SID) \_\_\_\_\_
   12. Alphabetically by Last Name \_\_\_\_\_
   13. Partial Last Name and/or First Name \_\_\_\_\_
   14. Full Last Name and/or First Name \_\_\_\_\_
   15. Range of SSNs \_\_\_\_\_
   16. Range of Old SSNs \_\_\_\_\_
   17. Range of SIDs \_\_\_\_\_
   18. Co-Signers \_\_\_\_\_
   19. Maiden Name \_\_\_\_\_
   20. Archived Account \_\_\_\_\_
   21. Telephone Number (ex: Home, Work, Cell, etc.) \_\_\_\_\_
   22. Email Address (ex: School, Personal, etc.) \_\_\_\_\_
   23. Does your system have the ability to automatically recalculate defaulted Primary Care Loans from original disbursement to date, on demand, including all back interest calculations without “manual intervention”? Please answer “yes” or “no”. If “yes”, please explain in detail.
   24. The University requires that our Student Loan Billing Servicer’s Software have the ability to store up to (99) Name and Address Changes per Borrower. Does your system meet this requirement? Please answer “yes” or “no”. If “yes”, please explain in detail.
   25. The University requires that our Student Loan Billing Servicer’s Software have the ability to store up to (999) References per Borrower. Does your system meet this requirement? Please answer “yes” or “no”. If “yes”, please explain in detail.
   26. The University requires that our Student Loan Billing Servicer’s Software allow the University Staff to narrow down a borrower’s Transaction History by opting to only view: New Loans & Advances, Deferments & Cancellations, Payments & Other Transactions, and/or All Transactions. Does your system meet this requirement? Please answer “yes” or “no”. If “yes”, please explain in detail.
   27. The University also requires that our Student Loan Billing Servicer’s Software provide the ability for University Staff to *individually* remove a borrower’s SSN from your billing statement upon request from a single borrower (assuming that the University has not universally made this a requirement for its entire Student Loan Portfolio). Does your system meet this requirement? Please answer “yes” or “no”. If “yes”, please explain in detail.
   28. The University understands the need to “archive” zero-balance accounts. However, the University requires *instant* access (i.e. without requesting the information from the servicer) to *all* archived accounts and *all* information (e.g. not just Transaction History), as if the account was never archived at all. Does your system meet this requirement? Please answer “yes” or “no”. If “yes”, please explain in detail.
   29. The University requires that our Student Loan Billing Servicer’s Software provide the ability for University Staff to add Journal Voucher Entries to the system, on demand, for items, such as: Federal Capital Contributions, Institutional Capital Contributions, Interest from Investments, Retained Earnings, etc. Does your system meet this requirement? Please answer “yes” or “no”. If “yes”, please explain in detail.
   30. The University requires that our Student Loan Billing Servicer create a Monthly Electronic Bill for *every* borrower, *every* month, year-after-year, that the University is a client - regardless of the borrower’s preferred method of billing (i.e. Billing Statements, ACH, Coupon Books, eBill, etc). Does your system meet this requirement? Please answer “yes” or “no”. If “yes”, please explain in detail.
   31. The University requires that our Student Loan Billing Service’s Software maintain a month-by-month, 10-Year Perpetual Billing History, on each borrower, from the date the borrower enters Repayment. Does your system meet this requirement? Please answer “yes” or “no”. If “yes”, please explain in detail.
   32. The University requires that our Student Loan Billing Servicer’s System track and instantly display both the *Deposit Amount* (i.e. Total Amount of the Check) and the *Amount* prorated towards each individual loan or debt type, when payments are applied to the system for multiple loans / debts. Does your system meet this requirement? Please answer “yes” or “no”. If “yes”, please explain in detail.
   33. The University requires that our Student Loan Billing Servicer’s System allow a borrower to schedule Permanent ACH Payments (i.e. Recurring ACH Payments until the borrowers balance equals zero) *and* Temporary ACH Payments (i.e. Temporary ACH Payments for “X” number of months) on the 1st, 10th, 15th, or 20th of each month. Does your system and website meet this requirement? Please answer “yes” or “no”. If “yes”, please explain in detail.
   34. The University requires that our Student Loan Billing Servicer allow a borrower to schedule and make a one-time, on-demand, ACH Payment on any given day of the month. Does your system and website meet this requirement? Please answer “yes” or “no”. If “yes”, please explain in detail.
   35. The University requires that our Student Loan Billing Servicer’s System generate an automatic Billing Statement when an ACH Borrower becomes delinquent due to an ACH-NSF (i.e. Non-Sufficient Funds). Does your system meet this requirement? Please answer “yes” or “no”. If “yes”, please explain in detail.
   36. The University requires that our Student Loan Billing Servicer’s Software have the ability to list, track, and display all of the applicable entitlements allowed by borrower, and by loan, per Federal Regulations and/or University Policy. This information should include the maximum number of months allowed, the actual number of months used, and the actual number of months remaining. Does your system meet this requirement? Please answer “yes” or “no”. If “yes”, please explain in detail.
   37. The University requires that our Student Loan Billing Servicer’s Software (and not a manual check by your Customer Service Representatives) have the ability to automatically stop the processing of an entitlement for which the borrower has already received the maximum amount of time allowed. Does your system meet this requirement? Please answer “yes” or “no”. If “yes”, please explain in detail.
   38. The University requires that our Student Loan Billing Servicer’s Software contain the Low Income School Directory, for a minimum of the last (5) years, to facilitate automation and save the University Staff time when processing Teaching Cancellations. In addition, your system must automatically notate the School Name, County Name, State and Year within Memos for instant access. Does your system meet this requirement? Please answer “yes” or “no”. If “yes”, please explain in detail.
   39. The University requires that our Student Loan Billing Servicer’s Software allow the University’s Staff to instantly create an “Eligible Low Income Schools Report” based on a specific State, County, and/or District that we select. The purpose of this report is to instantly provide our borrowers with a customized listing of all “Eligible Schools” that they may teach at to qualify for a Teaching Cancellation within a specific area of the country. Does your system meet this requirement? Please answer “yes” or “no”. If “yes”, please explain in detail.
   40. The University requires that our Student Loan Billing Servicer’s Software contain the Department of Education’s OPEID Database to facilitate automation and save the University Staff time when processing manual In-School Student Deferments. In addition, your system must automatically notate the School Name and OPEID Number within Transaction History for instant access. Does your system meet this requirement? Please answer “yes” or “no”. If “yes”, please explain in detail.
   41. The University requires that our Student Loan Billing Servicer’s Customer Service Representatives and Website have the ability to accept Visa Debit Cards; MasterCard Credit or Debit, and Discover Credit or Debit, as a method of borrower repayment. Does your system meet this requirement? Please answer “yes” or “no”. If “yes”, please explain in detail.
   42. By utilizing the Student Loan Billing Servicer’s Credit Card Processing Services, does the University have the option of passing any applicable Credit Card Payment Processing Fees along to the payer? Please answer “yes” or “no”. If “yes”, please explain in detail.
3. **Collections**
   1. The University requires that our Student Loan Billing Servicer’s Software contain a fully integrated Collection Module that will automatically and manually place and recall accounts to our Internal Collectors based on University Collection Parameters. Does your system meet this requirement? Please answer “yes” or “no”. If “yes”, please explain in detail.
   2. The University requires that our Student Loan Billing Servicer’s Software provide the University Staff with the ability to *manually* place and recall Collection Agency Accounts through your system. Does your system meet this requirement? Please answer “yes” or “no”. If “yes”, please explain in detail.
   3. The University requires that all *manually* placed Collection Agency Accounts be available to our Collection Agencies in less than (24) hours. Does your system meet this requirement? Please answer “yes” or “no”. If “yes”, please explain in detail.
   4. The University requires that our Student Loan Billing Servicer’s Software have the ability to *automatically* place and recall all of our Collection Agency Accounts (according to our specific University Placement Parameters) through a fully customized Auto Agency Placement Process. The University also requires that our Collection Agencies (and our Staff) are provided with an “Agency Warning Report” to indicate the accounts that have not had any “activity” for the past (9) and (11) months as a pre-cursor to the 12-month Automatic Account Recall(s). Does your system meet this requirement? Please answer “yes” or “no”. If “yes”, please explain in detail.
   5. The University requires that our Student Loan Billing Servicer’s Software have the ability to automatically *calculate* and *display* Collection Agency Fees Due (on-line and in real-time) once an account is placed with a Collection Agency – and not at the time when a Collection Agency Payment is being applied to the borrower’s account. Does your system meet this requirement? Please answer “yes” or “no”. If “yes”, please explain in detail.
   6. The University requires that our Student Loan Billing Servicer’s Software track all Collection Letters sent via the system, as well as all comments and/or actions taken by our Internal Collection Staff, including: Date, Time, Action Taken, and By Whom. Does your system meet these requirements? Please answer “yes” or “no”. If “yes”, please explain in detail.
      1. The University requires that our Student Loan Billing Servicer’s Software provide the ability for University Staff to instantly create an *Address Profile Report* for a single borrower to view and/or print all current and/or historical Name and Address Information for the borrower, references, etc. Does your system meet this requirement? Please answer “yes” or “no”. If “yes”, please explain in detail.
      2. The University requires that our Student Loan Billing Servicer’s Software provide the ability for University Staff to instantly create a *Balance Profile Report* for a single borrower to instantly view and/or print the borrower’s Principal Balance History as it’s reduced due by borrower payments, cancellations, etc. Does your system meet this requirement? Please answer “yes” or “no”. If “yes”, please explain in detail.
      3. The University requires that our Student Loan Billing Servicer’s Software provide the ability for University Staff to instantly create an *Account Profile Report* for a single borrower, on demand. The Account Profile Option should allow the University to select, view, and/or print all Transaction History, by Date Range and/or Transaction Type (i.e. Advances, Deferments, Cancellations, Payments, etc.) for a specific borrower. Does your system meet this requirement? Please answer “yes” or “no”. If “yes”, please explain in detail.
      4. The University requires that our Student Loan Billing Servicer’s Software provide the ability for University Staff to instantly create a *Screen Profile Report* for a single borrower to capture and print all of the information displayed on the Primary Window. Does your system meet this requirement? Please answer “yes” or “no”. If “yes”, please explain in detail.
      5. The University requires that our Student Loan Billing Servicer’s Software provide the ability for University Staff to instantly create a *Collection Profile Report* for a single borrower on demand. The Collection Profile Option should allow the University to select, view, and/or print all Collection Memos by Date Range for a specific borrower. Does your system meet this requirement? Please answer “yes” or “no”. If “yes”, please explain in detail.
4. **Standard and Custom Interfaces**
   1. The University requires that our Student Loan Billing Servicer provide *all* of the following Standard Interfaces at no additional charge to the University. Please indicate whether each Standard Interface is currently available by answering “yes” or “no” in the space provided. If “yes”, please explain in detail.
5. Award Files for On-Line Entrances & eSig MPNs \_\_\_\_\_
6. Signed Promissory Note Files to Release Disbursements \_\_\_\_\_
7. New Loan & Advance Files \_\_\_\_\_
8. Holds on Transcripts based on Unsigned Exits Files \_\_\_\_\_
9. Holds on Transcripts based on Delinquency Files \_\_\_\_\_
10. Student Identification Number (SID#) Files \_\_\_\_\_
11. Student / Borrower Email Address Files \_\_\_\_\_
12. General Ledger / Accounting Feed Interface Files \_\_\_\_\_
13. State Tax Offset Files \_\_\_\_\_
14. Registration Files for Borrower Separation \_\_\_\_\_
15. Clearinghouse Files for Borrower Separation \_\_\_\_\_
16. Graduation Files for Borrower Separation \_\_\_\_\_
17. Demographic Information Files for Campus Database Updates \_\_\_\_\_
    1. For all Interfaces coming *from* the Student Loan Billing Servicer’s System (ex: Signed Promissory Note Files, Hold on Transcript Files, General Ledger / Account Feed Files, Demographic Information Files, etc.), the University requires that our Student Loan Billing Servicer provide these required Interface Files in *our* File Layout and Formats due to limited internal IT Staff Resources. Does your system meet this requirement? Please answer “yes” or “no”. If “yes”, please explain in detail.
    2. Conversely, all Interfaces coming *from* the University (ex: Award Files, New Loan / Advance Files, Registration Files, Graduation File, etc.), must be accepted and processed by our Student Loan Billing Servicer in our *existing* File Layout and Formats (rather than conforming to your specific File Layout and Format Requirements) due to limited internal IT Staff Resources. Does your system meet this requirement? Please answer “yes” or “no”. If “yes”, please explain in detail.
18. **Standard and Custom Reports**
    1. The University requires that our Student Loan Billing Servicer’s Software allow University Staff to produce reports on-demand, by allowing the end user to *create, view,* and *print* reports at any given time. As an example, and assuming that today’s date is October 17th, does your system provide the ability to instantly create and print an updated Month-End Management Report, which reflects activity dated October 1st through October 17th. Please answer “yes” or “no”. If “yes”, please explain in detail.
    2. The University requires that our Student Loan Billing Servicer provide *us* with the ability *to retrieve our Monthly Management Reports in the following formats*. Please indicate whether each Management Report Format is currently available by answering “yes” or “no” in the space provided. If “yes”, please explain in detail.

* + - Microsoft Excel Format \_\_\_\_\_
    - PDF Format \_\_\_\_\_
    - Text Format \_\_\_\_\_
  1. The University requires that our Student Loan Billing Servicer provide the *University Staff* with the abilityto instantly retrieve a copy of any Month-End Management Report for *any* month and year that the University has been a client? Does your company meet this requirement? Please answer “yes” or “no”. If “yes”, please explain in detail.

1. **Credit Bureau Reporting**
   1. The University requires that our Student Loan Billing Servicer report to all (4) National Credit Bureaus, which are: Experian, Equifax, TransUnion, and Innovis. Does your system meet this requirement? Please answer “yes” or “no”. If “yes”, please explain in detail.
   2. The University requires that our Student Loan Billing Servicer maintain a month-by-month, 10-Year Perpetual Credit Bureau History on each borrower from the date of first disbursement. Does your system meet this requirement? Please answer “yes” or “no”. If “yes”, please explain in detail.
2. **Optional Services**
   1. The University requires that our Student Loan Billing Servicer have the ability to provide a fully customized, On-Line Entrance Interview & eSignature Promissory Note Solution to our borrowers. Does your system meet this requirement? Please answer “yes” or “no”. If yes, please describe in detail.
   2. If your system does meet this requirement, please explain your On-Line Entrance Interview Solution & eSignature Promissory Note Solution in detail and be sure to specifically address each of the following questions:
3. Can the On-Line Entrance Interview be linked via URL from the University’s Website?
4. How long are completed On-Line Entrance Interviews accessible from your Website?
5. Does the borrower have instant access to his / her On-Line Entrance Interview?
6. If so, how long is it stored and accessible from your website?
7. Does the University Staff have instant access to his / her On-Line Entrance Interview?
8. If so, how long is it stored and accessible from your website?
9. Is the University able to access a borrower’s On-Line Entrance & eSigned Promissory Note by Account Number?
10. Is the University able to access a borrower’s On-Line Entrance & eSigned Promissory Note by Date Range?
11. In an effort to automate our Disbursement Process, does the University have the ability export eSigned Promissory Note Information into Microsoft Excel for an import into our Financial Aid System?
12. Does the Reference Information get downloaded into your system automatically?
13. When does this download occur?
14. Does your system create an Automatic Memo on the account indicating the borrower’s completion of this process?
15. Does your system provide a visible indicator that a Promissory Note was Electronically Signed?
16. Can the University request a CD-ROM containing the images of all completed On-Line Entrance Interviews and eSigned Promissory Notes for on-site archiving purposes?
    1. The University requires that our Student Loan Billing Servicer have the ability to provide a fully automated Electronic Disclosure Process as it relates to CFR 674.16 (a)(1). Please answer “yes” or “no”. If “yes”, please explain your current functionality in detail.
    2. The University requires that our Student Loan Billing Servicer have the ability to provide a fully customized, On-Line Exit Interview Solution to our borrowers. Does your system meet this requirement? Please answer “yes” or “no”. If yes, please describe in detail.
    3. If your system does meet this requirement, please explain your On-Line Exit Interview Solution in detail and be sure to specifically address each of the following questions:
    4. Can the On-Line Exit Interview be linked via URL from the University’s Website?
    5. How long are completed On-Line Exit Interviews accessible from your Website?
    6. Does the borrower have instant access to his / her On-Line Exit Interview?
    7. If so, how long is it stored and accessible from your website?
    8. Does the University Staff have instant access to his / her On-Line Exit Interview?
    9. If so, how long is it stored and accessible from your website?
    10. Is the University able to access a borrower’s On-Line Exit Interview by Account Number?
    11. Is the University able to access a borrower’s On-Line Exit Interviews by Date Range?
    12. Does the Reference Information get downloaded into your system automatically?
    13. When does this download occur?
    14. Does your system create an Automatic Memo on the account indicating the borrower’s completion of this process?
    15. Does your system provide a visible indicator that an On-Line Exit Interview has been completed?
    16. Can the University request a CD-ROM containing the images of all completed On-Line Exit Interviews for on-site archiving purposes?
    17. The University requires that our Student Loan Billing Servicer have the ability to provide a fully automated Mailed Exit Interview Solution that monitors all “unsigned” On-Line Exit Interviews from its website and programmatically allows the Student Loan Billing Servicer to print and mail these documents within the required 30-day timeline as indicated by the Department of Education. Does your system meet this requirement? Please answer “yes” or “no”. If “yes”, please explain in detail.
    18. The University requires that our Student Loan Billing Servicer have the ability to provide a fully automated Skip Tracing Service through Accurint to locate our borrowers with bad addresses. If applicable, please explain your current Accurint Skip Trace Functionality in detail. Be sure to indicate whether your system can automatically download and store up to (8) potentially good addresses per borrower at the time of the Skip Trace, store the old, incorrect address, and automatically assess a Skip Trace Fee back to the borrower to offset our investment. Does your system meet these requirements? Please answer “yes” or “no”. If “yes”, please explain in detail.
    19. The University requires that our Student Loan Billing Servicer’s fully automated Skip Tracing Service create an automatic memo on each Skip Traced Account for auditing purposes. Does your system meet this requirement? Please answer “yes” or “no”. If “yes”, please explain in detail.
    20. The University requires that our Student Loan Billing Servicer have the ability to provide a fully automated, Short-Term / Emergency Loan Program to automate the Loan Application and eSignature Promissory Note Process. Does your system meet this requirement? Please answer “yes” or “no”. If “yes”, please explain in detail.
    21. The University requires that our Student Loan Billing Servicer have the ability to provide a fully automated Electronic Refund Process for our Student Loans, Current Receivables, Delinquent Receivables, etc. Does your system meet this requirement? Please answer “yes” or “no”. If “yes”, please explain in detail.
    22. The University requires that our Student Loan Billing Servicer have the ability to fully comply with the requirements of Regulation Z as they relate to our “private” (non-Perkins) loans. The solution provided should be web-based and fully automated to present borrowers with the required disclosures and self-certification form. Does your system meet this requirement? Please answer “yes” or “no”. If “yes”, please explain in detail.
    23. The University requires that our Student Loan Billing Servicer have the ability to provide an electronic authentication process allowing our institutional loan co-signers to e-sign a promissory note. Does your system meet this requirement? Please answer “yes” or “no”. If “yes”, please explain in detail.
    24. The University requires that our Student Loan Billing Servicer have the ability to provide a complete Delinquent Receivable Management Solution. This process should include any combination of custom letter, phone, and email contacts as well as working closely and interfacing with University contracted collection agencies for maximum return. Does your system meet this requirement? Please answer “yes” or “no”. If “yes”, please explain in detail.
    25. The University requires that our Student Loan Billing Servicer have the ability to fully comply with the Red Flag Regulation requirements concerning identity theft. Does your system meet this requirement? Please answer “yes” or “no”. If “yes”, please explain in detail.
    26. The University requires that our Student Loan Billing Servicer have the ability to provide additional borrower contacts (calls and letters) above and beyond the standard grace notices to borrowers who are soon to expire their grace period. Does your system meet this requirement? Please answer “yes” or “no”. If “yes”, please explain in detail.
17. **Integrated Document Writer**
    1. The University requires that our Student Loan Billing Servicer utilize *Microsoft Word* as it’s primary, integrated, Document Writer to allow an automatic mail merge of demographic information and all other types of miscellaneous data into fully customized University Staff created letters and notices. Does your system meet this requirement? Please answer “yes” or “no”. If “yes”, please explain in detail.
    2. The University requires that our Student Loan Billing Servicer’s Document Writer have the ability to accept our *existing* Microsoft Word Document Templates for instant letter creation. Does your system meet this requirement? Please answer “yes” or “no”. If “yes”, please explain in detail.
    3. The University requires that our Student Loan Billing Servicer’s Document Writer have the ability to store up to *(999) Custom Microsoft Word Document Templates* for instant letter creation by the University. Does your system meet this requirement? Please answer “yes” or “no”. If “yes”, please explain in detail.
    4. The University requires that our Student Loan Billing Servicer’s Document Writer provide the University with the ability to produce a Custom Letter for an *individual borrower* and/or *merge our entire Student Loan Portfolio*, based on our requested criteria and unique letter generation needs. Does your system meet this requirement? Please answer “yes” or “no”. If “yes”, please explain in detail.
    5. The University requires that our Student Loan Billing Servicer’s Document Writer have the ability for on-demand, automatic generation and printing of *Full Exit Interview Materials* (i.e. Rights and Responsibilities, Truth In Lending, Amortization Schedule, Reference Page, etc.) by the University. Does your system meet this requirement? Please answer “yes” or “no”. If “yes”, please explain in detail.
    6. The University requires that our Student Loan Billing Servicer’s Document Writer provide the ability for on-demand, automatic completion, and printing of our *Direct* and *Generic Loan Verification Certificates* (i.e. LVC Forms) by the University. Does your system meet this requirement? Please answer “yes” or “no”. If “yes”, please explain in detail.
    7. The University requires that our Student Loan Billing Servicer’s Document Writer provide the ability for on-demand, automatic completion, and printing of our *Government Assignment Forms* (formerly known as Form 553) by the University. Does your system meet this requirement? Please answer “yes” or “no”. If “yes”, please explain in detail.
    8. The University requires that our Student Loan Billing Servicer’s Document Writer create an *Automatic Memo* on each account for tracking and auditing purposes. This Automatic Memo should contain the Date, Time, Operator’s Initials, and Document Name, for Auditing Purposes. Does your system meet this requirement? Please answer “yes” or “no”. If “yes”, please explain in detail.
    9. The University requires that our Student Loan Billing Servicer’s Document Writer provide the ability to automatically assess a *University-Specific Letter Fee* for certain University Delinquency Letters. This Automatic Letter Fee should automatically appear in the Letter Fee Field on your Primary Window. Does your system meet this requirement? Please answer “yes” or “no”. If “yes”, please explain in detail.
    10. The University requires that our Student Loan Billing Servicer’s Document Writer provide the ability to automatically assess a *University-Specific Review Date* for certain University Delinquency Letters for Internal Collector Follow-Up. Does your system meet this requirement? Please answer “yes” or “no”. If “yes”, please explain in detail.
18. **Borrower Website Functionality**
    1. The University requires that our Student Loan Billing Servicer’s Website provide state-of-the-art functionality for the *University’s Borrowers*. Please indicate whether your Borrower Website *currently* provides *each* of the following by answering “yes” or “no” to each question below. If “yes”, please explain in detail.
    2. Does your Borrower Website facilitate a Monthly Borrower Demographic Information Review for changes in Names and Address Information? Please answer “yes” or “no”. If “yes”, please explain in detail.
    3. Does your Borrower Website provide the ability for our borrowers to update their Demographic Information on-line? Please answer “yes” or “no”. If “yes”, please explain in detail.
    4. Does your Borrower Website provide the ability for our borrowers to supply “Release of Information” data and consent? By providing this information, the borrower is giving the Student Loan Billing Servicer, and the school, permission to discuss the details of the borrowers’ account with all parties whose information has been provided by the borrower. Upon completion, this data should be seamlessly downloaded into the Student Loan Billing Software for instant, on-demand, access for all System Users and NOT stored within the Memos / Comments Area. Please answer “yes” or “no”. If “yes”, please explain in detail.
    5. Does your Borrower Website provide the ability for our borrowers to make instant ACH / Direct Debit and/or Credit Card Payments? Please answer “yes” or “no”. If “yes”, please explain in detail.
    6. Does your Borrower Website provide the ability for our borrowers to sign-up for Temporary or Permanent ACH / Direct Debit Payments? Please answer “yes” or “no”. If “yes”, please explain in detail.
    7. Does your Borrower Website provide the ability for our borrowers to review their Direct Payment Transaction History? Please answer “yes” or “no”. If “yes”, please explain in detail.
    8. Does your Borrower Website provide the ability for our borrowers to update their Banking Information? Please answer “yes” or “no”. If “yes”, please explain in detail.
    9. Does your Borrower Website provide the ability for our borrowers to sign-up for eBills, instead of receiving paper Billing Statements? Please answer “yes” or “no”. If “yes”, please explain in detail.
    10. Does your Borrower Website provide the ability for our borrowers to instantly retrieve a copy of an Electronic Billing Statement for *every* month and year that the borrower has been in Repayment and the University has been a client? Please note: This functionality should be made available to all University Borrowers and not simply those that have signed up to receive Electronic Billing Statements. Please answer “yes” or “no”. If “yes”, please explain in detail.
    11. Does your Borrower Website provide the ability for our borrowers to review their Current Account Balance Information, which shall be updated from the Student Loan Billing Servicer’s Software on a real-time basis, such as: Loan Amounts, Interest Rates, Principal Balance Amounts, Payoff Amounts, Most Recent Payment Information (i.e. Date, Check #, and Amount of Most Recent Payment), All Transaction History, Next Due Date, Months Delinquency Information, Deferment / Forbearance Activity, etc.)? Please answer “yes” or “no”. If “yes”, please explain in detail.
    12. Does your Borrower Website provide the ability for our borrowers to instantly access and view Electronic Copies of every 1098-E (and every 1098-T) Tax Form for *every* year that the University has been a client? Please answer “yes” or “no”. If “yes”, please explain in detail.
    13. Does your Borrower Website provide the ability for our borrowers to access, complete, and review, fully customized On-Line Entrance Interviews for all Fund and Loan Types, including: Perkins Loans, Health Profession Loans and Institutional Loans? Please answer “yes” or “no”. If “yes”, please explain in detail.
    14. Does your Borrower Website store all completed On-Line Entrance Interviews for a minimum of (10) years for instant borrower access? Please answer “yes” or “no”. If “yes”, please explain in detail.
    15. Does your Borrower Website provide the ability for our borrowers to access, complete, and review, fully customized Electronic Promissory Notes for all Fund and Loan Types, including: Perkins Loans, Health Profession Loans, Institutional Loans, Short-Term / Emergency Loans, etc.? Please answer “yes” or “no”. If “yes”, please explain in detail.
    16. Does your Borrower Website store all completed Electronic Promissory Notes for a minimum of (10) years for instant borrower access? Please answer “yes” or “no”. If “yes”, please explain in detail.
    17. Does your Borrower Website provide the ability for our borrowers to access, complete, and review, fully customized On-Line Exit Interviews for all Fund and Loan Types, including: Perkins Loans, Health Profession Loans, Institutional Loans, Direct Loans, Stafford Loans, etc.? Please answer “yes” or “no”. If “yes”, please explain in detail.
    18. Does your Borrower Website store all completed On-Line Exit Interviews for a minimum of (10) years for instant borrower access? Please answer “yes” or “no”. If “yes”, please explain in detail.
    19. Does your Borrower Website provide the ability for our borrowers to access and review fully customized, Electronic Disclosure Statements for all Fund and Loan Types, including: Perkins Loans, Health Profession Loans, Institutional Loans, Direct Loans, Stafford Loans, etc.? Please answer “yes” or “no”. If “yes”, please explain in detail.
    20. Does your Borrower Website provide the ability for our borrowers to access, download, and/or complete Standard ECSI and/or fully customized University-Specific Forms, such as: Deferment, Forbearance, Cancellation, ACH Forms, etc.? Please answer “yes” or “no”. If “yes”, please explain in detail.
    21. Does your Borrower Website provide the ability for our borrowers to communicate with your Customer Service Representatives via live, secure, instant messaging technology, such as: BoldChat, Live2Support, etc.? Please answer “yes” or “no”. If “yes”, please explain in detail.
19. **Client Website Functionality**
    1. At a minimum, the University requires that our Student Loan Billing Servicer’s Website provide state-of-the-art functionality for the *University’s Staff*. Please indicate whether your Client Website *currently* provides *each* of the following by answering “yes” or “no” in the space provided. If “yes”, please explain in detail.
    2. Does your Client Website allow University Staff to view Borrower Website Information in the exact format that our borrowers view it? Please answer “yes” or “no”. If “yes”, please explain in detail.
    3. Does your Client Website provide the ability for University Staff to enter payments made directly to the University? Please answer “yes” or “no”. If “yes”, please explain in detail.
    4. Does your Client Website provide the ability for our staff to review thee borrowers Direct Payment Transaction History? Please answer “yes” or “no”. If “yes”, please explain in detail.
    5. Does your Client Website provide the ability for University Staff to instantly retrieve a copy of an Electronic Billing Statement for *every* month and year that the borrower has been in Repayment and the University has been a client? Please note: This functionality should be made available to for all University Borrowers and not simply those that have signed up to receive Electronic Billing Statements. Please answer “yes” or “no”. If “yes”, please explain in detail.
    6. Does your Client Website provide the ability for University Staff to instantly review a specific borrower’s Current Account Balance Information? Please answer “yes” or “no”. If “yes”, please explain in detail.
    7. Does your Client Website provide the ability for University Staff to instantly view a specific Electronic Copy of any 1098-E (and/or 1098-T) Tax Form for *every* year that the University has been a client? Please answer “yes” or “no”. If “yes”, please explain in detail.
    8. Does your Client Website provide the ability for University Staff to instantly review all “Signed, Unsigned, and/or Cancelled” On-Line Entrance Interviews by “Account Number” and by “Date Range”? Please answer “yes” or “no”. If “yes”, please explain in detail.
    9. Does your Client Website allow this information to be instantly downloaded and exported into a Microsoft Excel File? Please answer “yes” or “no”. If “yes”, please explain in detail.
    10. Does your Client Website provide the ability for University Staff to manually enter and upload all information necessary for the instant creation of an On-Line Entrance Interview and Electronic Promissory note, if desired? Please answer “yes” or “no”. If “yes”, please explain in detail.
    11. Does your Client Website provide the ability for University Staff to instantly review all “Signed, Unsigned, and/or Cancelled” Electronic Promissory Notes by “Account Number” and by “Date Range”? Please answer “yes” or “no”. If “yes”, please explain in detail.
    12. Does your Client Website allow this information to be instantly downloaded and exported into a Microsoft Excel File? Please answer “yes” or “no”. If “yes”, please explain in detail.
    13. Does your Client Website provide the ability for University Staff to instantly review all “Signed, Unsigned, and/or Cancelled” On-Line Exit Interviews by “Account Number” and by “Date Range”? Please answer “yes” or “no”. If “yes”, please explain in detail.
    14. Does your Client Website allow this information to be instantly downloaded and exported into a Microsoft Excel File? Please answer “yes” or “no”. If “yes”, please explain in detail.
    15. Does your Client Website provide the ability for University Staff to instantly view all Electronic Disclosure Statements by “Account Number”? Please answer “yes” or “no”. If “yes”, please explain in detail.
    16. Does your Client Website provide the ability for University Staff to instantly access your On-Line User’s Guide / Help Manual? Please answer “yes” or “no”. If “yes”, please explain in detail.
    17. Does your Client Website provide the ability for University Staff to instantly access your Training Manuals? Please answer “yes” or “no”. If “yes”, please explain in detail.
    18. Does your Client Website provide the ability for University Staff to instantly access and download your most recent SAS-70 Audit Report? Please answer “yes” or “no”. If “yes”, please explain in detail.
    19. Does your Client Website provide the ability for University Staff to instantly access your most up-to-date Service Schedule? Please answer “yes” or “no”. If “yes”, please explain in detail.
    20. Does your Client Website provide the ability for University Staff to instantly access your most up-to-date Escrow Transfer Schedule? Please answer “yes” or “no”. If “yes”, please explain in detail.
    21. Does your Client Website provide the ability for University Staff to instantly access all scanned documents, such as: Checks, Remittance Statements, Entitlement Forms, ACH Forms, Miscellaneous Borrower Correspondence, etc? Please answer “yes” or “no”. If “yes”, please explain in detail.
    22. Does your Client Website provide the ability for University Staff to instantly access, approve, and/or deny, all pending Clearinghouse Exits? Please answer “yes” or “no”. If “yes”, please explain in detail.
    23. Does your Client Website provide the ability for University Staff to instantly retrieve *any* Monthly Management Report from *every* month and year, since the University has been a client? Please answer “yes” or “no”. If “yes”, please explain in detail.
    24. Does your Client Website provide the ability for University Staff to instantly retrieve *any* Month-End Management Report from *every* month and year, since the University has been a client, in both *Microsoft Excel* and *PDF Formats*? Please answer “yes” or “no”. If “yes”, please explain in detail.
    25. Does your Client Website provide the ability for University Staff to communicate with your Customer Service Representatives via live, secure, instant messaging technology? Please answer “yes” or “no”. If “yes”, please explain in detail.
20. **Collection Agency Website Functionality**
    1. The University requires that our Student Loan Billing Servicer’s Website provide state-of-the-art functionality for the *University’s Collection Agencies*. Please indicate whether your Collection Agency Website *currently* provides *each* of the following by answering “yes” or “no” in the space provided.
    2. Does your Collection Agency Website post all University-Placed Collection Accounts and Related Information within (24) hours or less? Please answer “yes” or “no”. If “yes”, please explain in detail.
    3. Does your Collection Agency Website allow our contracted Collection Agencies to view all Loan Master File Information per Borrower? Please answer “yes” or “no”. If “yes”, please explain in detail.
    4. Does your Collection Agency Website allow our contracted Collection Agencies to view all Name and Address History per Borrower? Please answer “yes” or “no”. If “yes”, please explain in detail.
    5. Does your Collection Agency Website allow our contracted Collection Agencies to view all Reference Information per Borrower? Please answer “yes” or “no”. If “yes”, please explain in detail.
    6. Does your Collection Agency Website allow our contracted Collection Agencies to view all Transaction History per Borrower? Please answer “yes” or “no”. If “yes”, please explain in detail.
    7. Does your Collection Agency Website allow our contracted Collection Agencies to view all Memos / Comments per Borrower? Please answer “yes” or “no”. If “yes”, please explain in detail.
    8. Does your Collection Agency Website allow our contracted Collection Agencies to instantly view all electronically signed On-Line Entrance Interviews and Promissory Notes? Please answer “yes” or “no”. If “yes”, please explain in detail.

**13. Miscellaneous**

a.  If your company is owned by a parent company, please indicate the name of your parent company?

* Please describe any potential “conflicts of interest” between your Loan Servicing Company and Parent Company, if applicable.

b. Please indicate the total number of Student Loan Servicing Clients that you have lost within the past (5) years.

* Please include Contact Information for each (i.e. School Name, Contact Name, Phone #, Email Address, etc.) and the name of the Student Loan Billing Servicer that you provided De-Conversion Information to.

c. Please indicate the total number of new Student Loan Servicing Clients that you’ve added within the past (5) years.

* Please include Contact Information for each (i.e. School Name, Contact Name, Phone #, Email Address, etc.)
* Please be sure to remove all non-Student Loan Servicing Clients from this total number and/or other clients potentially added by your parent company that are not applicable to this question (ex: Collection Agency Accounts).

 d. If you’ve recently (within the last three years) enhanced your Student Loan Servicing Technology / Platform, please indicate the date in which your product went “live”.

* Based upon your previous response, please indicate the total number of clients actively utilizing your “new” Student Loan Servicing Platform to date and the total percentage that this group represents out of your entire client base (ex: 2 out of 400 or .005%).
* Please provide contact information for each of these clients utilizing your new Student Loan Servicing Platform and indicate the number of years and months since each client was converted to your new platform.
* If you’ve recently enhanced your Student Loan Servicing Technology / Platform, please be sure to provide the most current Third-Party SAS-70 Compliance Audit Results to ensure full Federal Regulatory Compliance.

e. If you’ve recently enhanced your Student Loan Servicing Technology / Platform, please provide the total number of Colleges and Universities that your company has converted from other Student Loan Billing Software Packages (i.e. In-House / Homegrown, Competitors, etc.) to your new platform.  Important note:  This list should not include your own clients that have been upgraded to your new platform, but rather all new conversions converted to your new Student Loan Servicing Platform.

* Please provide contact information for each of these clients and specifically indicate which system or servicer each conversion originated from.