HESAA 2026 RFQ
Special Counsel: Student Loan Collection
Potential Firms' Questions & HESAA's Answers

Below are the responses to questions received by the deadline:

1. How are fees currently being billed by any incumbent(s), by category, and at what rates?
   Fees are billed by the incumbents pursuant to the methods described in Section 5.0 of the RFQ.

2. What estimated or actual dollars were paid last year, last month, or last quarter to any incumbent(s)?
   HESAA placed $14.8 million worth of loans between September 01, 2025 and August 31, 2026. For the month ending July 31, 2026, HESAA placed $ 1.2 million worth of loans and for the quarter, of April 1, 2026 through June 30, HESAA placed $3.6 million worth of loans.

3. What collection attempts are performed or will be performed internally prior to placement?
   HESAA offers all struggling borrowers tools to help them make payments and avoid default, including the Repayment Assistance Program and Household Income Affordable Repayment Plan.

   HESAA sends late notices starting when the loans are 21 days late. Additional notices are sent at days 31, 61, 86, 116, 136, 152, 168 and HESAA sends a Final demand letter prior to the loan defaulting. HESAA sends the letters to all parties to the loan. For loans that are billed quarterly, HESAA sends letters on a similar schedule. HESAA also makes phone calls to borrowers.

4. What is the total dollar value of accounts available for placement now by category, including any backlog?
   The approximate dollar value of accounts is $3.3 million, but they all may not be placed. There is no backlog.

5. What is the total number of accounts available for placement now by category, including any backlog?
   Presently there are 235 loans, but they may not all be placed. There is no backlog.

6. What is the average balance of accounts by category?
   The average balance of accounts is currently $14,000.

7. What is the oldest and newest age of accounts at placement (at time of award and on a going-forward basis), by category?
   Loans are placed with Collection Counsel after the loans have reached 180 days past due. This can occur at any time during the life of the loan.

8. What billing servicer do you utilize?
   HESAA services all loans in-house.

9. Have all cases been fully adjudicated by the time of placement?
   No, all cases have not been fully adjudicated by the time of placement.

10. If applicable, will accounts held by any incumbent(s) or any backlog be moved to any new vendor(s) as a one-time placement at contract start up?

The RFQ is for new files. It is not anticipated that any accounts held by incumbents or any backlog will be moved to any new firms.

11. What is your case management/accounting software system of record?
    HESAA uses a proprietary in-house system.

12. Who is your electronic payment/credit card processing vendor? Do we accept on behalf of counsel?
    HESAA uses the approved vendor for the State of New Jersey, which currently is Tyler Technologies. However, any electronic or credit card payment will be based on the ability of the law firm to accept such payments. HESAA does not process payments for the firms.

13. Can you please indicate what inbound and outbound contact methods, beyond phone calls or letters (such as email and text), would be permitted by the scope of work?
    Phone, email, text messaging, and fax are the only permitted contact methods.

14. Please reconfirm the due date for this procurement by providing it in response to answers to questions.
    Pursuant to Section 7.1 of the RFQ all proposals must be sent to Procurements@hesaa.org and received by HESAA by 4pm Eastern Standard Time (EST) on September 21, 2026. Please type "Collection Counsel" in the subject line.

15. When is the anticipated go-live date?
    Pursuant to Section 3.0 of the RFQ, the firms selected pursuant to this RFQ will receive file referrals between January 1, 2027 and December 31, 2028.

16. When is the anticipated award date?
    The anticipated award date is November 2026.

17. Are bidders permitted to deviate in any way from any manner of quoting fees you may be expecting? For example, if there is a pricing page in the RFP, can bidders submit an alternate fee structure? If there is no pricing page in the RFP, do you have any preference for how bidders should quote fees or can bidders create their own pricing categories?
    The fees are provided in section 5.0 of the RFQ.

18. Please describe your level of satisfaction with your current or recent vendor(s) for the same purchasing activity, if applicable.
    HESAA is satisfied with its current Collections Counsel.