

## Questions & Answers

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

1. What is the date by which you will answer these questions?  
**HESAA is posting these answers on September 11, 2024.**
2. Can you please provide greater explanation of your expectations related to any required subcontracting to minority-owned, women-owned, or other types or categories of small or disadvantaged businesses? For example, what is required with the proposal, and what is required to comply during the term of the contract?  
**Please see pages 9-10 of the RFQ.**
3. Can you please provide greater details regarding your bid bond and/or performance bond requirements related to this contract? For example, what is required with the proposal, and what is required to comply during the term of the contract?  
**All responses to this RFQ must address sections 4.0 – 4.5 in order to be considered. The awardee will be expected to complete the tasks of sections 5.0 – 6.0 in order to maintain contract compliance.**
4. Are bidders permitted to deviate in any way from any manner of quoting fees you may be expecting? For example, if there is a pricing page in the RFP, can bidders submit an alternate fee structure? If there is no pricing page in the RFP, do you have any preference for how bidders should quote fees or can bidders create their own pricing categories?  
**The fees HESAA pays for these services are stated in the RFQ.**
5. Please describe your level of satisfaction with your current or recent vendor(s) for the same purchasing activity, if applicable.  
**HESAA does not deem this question relevant to the current procurement.**
6. How are fees currently being billed by any incumbent(s), by category, and at what rates?  
**HESAA does not deem this question relevant to the current procurement. However, as noted in response to question 3 above, the RFQ states the method by which fees are billed.**
7. What estimated or actual dollars were paid last year, last month, or last quarter to any incumbent(s)?  
**For the fiscal year ended June 30, 2024, HESAA placed 646 loans with external legal collection counsel totaling \$10,991,516 of which \$10,411,902 is principal and \$579,614 is in interest.**
8. 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.**

9. 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.***

10. Regarding Section 4.4 of the RFQ, are bidders still required to provide financial statements for the business?

***Please provide the latest audited financial statements (or financial comments if a privately held company) for the firm. If financial statements or comments are not provided, please provide an explanation as to why such statements or comments are not included.***