

COMMUNITY COLLEGE SYSTEM OF NEW HAMPSHIRE
REQUEST FOR PROPOSAL:
STUDENT LOAN & TUITION COLLECTION BILLING SERVICES

Bid Number
SYS2008-05

December 14, 2007

PROPOSAL DUE DATE AND TIME:
February 1, 2008
4:00 P.M. EST

DELIVER TO:
THE COMMUNITY COLLEGE SYSTEM OF NEW HAMPSHIRE
RFP RESPONSE: STUDENT LOAN & TUITION COLLECTION BILLING SERVICES
BID NUMBER: SYS2008-05
ATTN: CHRISTINE BARTON
26 COLLEGE DRIVE
CONCORD, NH 03301

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I. INTRODUCTION

You are invited to submit a proposal to provide student loan & tuition collection billing services for The Community College System of New Hampshire (herein referred to as The CCSNH). The CCSNH is a state owned College System with seven locations and 5 satellites across the State of New Hampshire, with the central office located in Concord, New Hampshire. The CCSNH has a population of approximately 20,000 students and maintains over 650 active loans. The CCSNH's Student Loan Portfolio totals over \$583,000 in Federal Perkins Loans and \$76,000.00 in institutional loans. CCSNH has approximately 3,975 tuition collection accounts, totaling approximately \$3,405,735.

The CCSNH is interested in partnering with the best qualified Student Loan & Tuition Collection Billing Servicer to provide state-of-the-art services and solutions for the CCSNH staff and borrowers. To that end, the CCSNH requires that its chosen Vendor be able to meet all of the requirements herein, without exception, and provide for expansion and service enhancement needs, and represent the best balance of benefit to cost for the CCSNH.

The CCSNH is interested in a five (5) year contract with the option to renew for an additional 5 year period. This will provide CCSNH the opportunity to meet future requirements, provide for expansion and service enhancements needs, and represents the best balance of benefit to cost.

CCSNH's requirements include, but are not limited to, banking, billing, accounting, reporting, related services, and an interactive system, that will facilitate the consolidation of the CCSNH's need in the collection of loans from all federal and CCSNH student loan programs, as well as, other types of delinquent receivables.

II. GENERAL INFORMATION

A. Purchasing Policy

Under the CCSNH's centralized purchasing system, only the Purchasing Department, on behalf of the Community College System of New Hampshire Board of Trustees, has the authority to obligate CCSNH for the purchase of contractual services, materials and equipment.

B. Competitive Bidding

The CCSNH shall solicit competitive bids, in writing, before the award of a purchase order in excess of \$10,000. Anticipated orders in excess of \$20,000 shall be considered a sealed bid. Sealed bids shall be time and date stamped when received. A minimum of three vendors, if possible, shall be solicited for quotations with a thirty (30) day response time generally allowed.

C. Bid Conditions

1. CCSNH reserves the right to accept or reject any or all proposals, to waive irregularities or technicalities in any response and to accept any response which CCSNH deems to be in its best interest.
2. CCSNH reserves the right to enter into negotiations with the any vendor with the intention of formalizing a mutually agreeable contract document.
3. CCSNH reserves the right to accept or reject any exception taken by any vendor to the terms and conditions of this request.

4. CCSNH reserves the right to qualify, accept or reject any and all vendors as deemed in the best interest of CCSNH.
5. CCSNH will not pay for any information requested herein, nor will it be liable for any costs incurred in preparing response submittals.

D. Bidding Procedures

1. All proposals are to be submitted as best and final offers. Each bidder shall include all requirements, terms and conditions they may have, and shall not assume that an opportunity will exist to add such matters after the proposal has been submitted. Unacceptable terms and conditions may cause CCSNH to award to another bidder, despite other factors of the evaluation.
2. Any questions regarding this RFP must be submitted in writing. They can be faxed to 603-271-2725, attention Christine Barton, or emailed to cbarton@ccsnh.edu.
3. Three (3) copies of your proposal are to be submitted to:

THE COMMUNITY COLLEGE SYSTEM OF NEW HAMPSHIRE
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 26 COLLEGE DRIVE
 CONCORD, NH 03301

Please submit proposal by 4:00 PM on February 1, 2008. It is solely the respondent's responsibility to insure timely delivery of their response. All proposals must be received by the closing date and time indicated. Late and faxed responses will not be accepted.

III. PROJECT SCHEDULE

A.	Request for Proposal Issued	December 14, 2007
B.	Proposal Due Date	February 1, 2008
C.	Contract Awarded	March 1, 2008
C.	Contract Start Date	April 1, 2008

IV. CONTRACT AWARD IN BEST INTEREST

The CCSNH reserves the right to accept or reject proposals on each item separately or as a whole, to reject any or all proposals without penalty, to waive any informalities or irregularities therein, and to contract as the best interest of the CCSNH. The proposed fees, while considered important, will not be the sole consideration in the selection of a loan & tuition collection management system.

V. NON-DISCRIMINATION COMPLIANCE

The CCSNH neither affiliates nor grants recognition to any individual, contractor, or organization on or off campus having policies that discriminate on the basis of race, color, sex, age, religion, national origin, handicap or sexual orientation as defined by applicable laws and regulations. Provider agrees that it will comply with all Federal and State and Local regulations.

A. Pre-Award Presentation

As a part of the proposal evaluation process, CCSNH may require oral presentations from the highest-ranking bidder. Any such presentations will be scheduled after February 5, 2008.

B. Evaluation Criteria

Proposal will be evaluated in accordance with the following criteria:

1. Completeness of Proposal;
2. Understanding and Acceptability of Requirements;
3. Corporate Experience and Quality of Reference;
4. The ability, capacity and skill to perform the contract and provide the services required;
5. Cost;
6. Proposal Recommendations or Suggestions above and Beyond the Minimum Requirements;

C. Bidder's Responses

The essential requirements and desirable features, which are specified in this section, are designed to assist the bidder in proposing a system, which will best meet the needs of The CCSNH. Questions appear within many of the requirements and features and are intended to aid the CCSNH review team in evaluating each bidder's response to determine the degree to which the requirements are met.

VI. PROJECT SPECIFICATIONS

Scope of Services Required

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

- Federal Perkins Loan Program
- Institutional Loan Programs
- Delinquent Receivables

The Vendor will provide the following services 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.

The program should also meet the following requirements. Please provide explanation of how your company meets each of the requirements below and provide supporting documentation that indicates your company's

current policies, procedures, and experience.

Specifications

A. 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.
- Describe the experience of your company's owners, founders, managers and/or supervisors who will be involved in the management of our Student Loan Portfolio. Please be sure to specifically indicate the number of years that they've been employed by your company, under its current ownership.
- The Vendor shall certify the following to the best of its knowledge and belief. Is/has the Vendor and/or are/have its principals:
 1. Presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from covered transactions by any Federal department or agency? If yes, please explain.
 2. Within a three-year period preceding this proposal, been convicted of, or had a civil judgment rendered against them for, commission of fraud, or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (Federal, state, or local) transaction or contract under a public transaction, or violation of Federal or State antitrust statutes, or commission of embezzlement, theft, forgery, bribery, making false statements, or receiving stolen property? If yes, please explain.
 3. Presently indicted for or otherwise criminally or civilly charged by a government entity (Federal, state, or local) with commission of any of these offenses enumerated above? If yes, please explain.
 4. Within a three-year period preceding this proposal, had one or more public transactions (Federal, state, or local) terminated for cause or default? If yes, please explain.
- Please provide a comprehensive listing of all accounts that your company has won over the last 2 years, including: College/University Name, Contact Name, Telephone Number, Email Address, and the name of the previous Student Loan & Tuition Collection Billing Servicer. If applicable, please be sure to include the names of all conversions, all campuses within a State System and/or Multi-Campus Environment.
- Indicate your company's ability to procure from a security company a fidelity bond covering all officers and employees, in accordance with Perkins Loan 674.48 (f) (2). This bond shall indemnify CCSNH in the amount of \$100,000.00 per account of any losses sustained by the failure of the vendor, its agents or employees to faithfully and honestly deposit and account for all funds coming into its hands which are owed CCSNH. Vendor shall provide CCSNH with a fidelity bond within ten (10) days after written notification of the contract award. Each certificate shall name CCSNH as additional insured. Each insurance certificate shall contain a valid provision or endorsement that the policy may not be canceled, terminated, changed, or modified, without 30 days written advance to the CCSNH. Failure to deliver this certificate shall nullify the proposal award at the option of the CCSNH.

- The Vendor shall be bonded for the average dollar amount of the loans collected over a two (2) month period (minimum of \$1,000,000.00). The Vendor shall provide a Certificate of Insurance to the CCSNH upon award of the contract and on a yearly basis thereafter.
- The Vendor shall comply with all state and federal laws, including regulations and guidelines established by the U.S. Department of Education, the Federal Trade Commission, and all other applicable federal and state regulations and guidelines as they relate to student loan management services. Documentation of such compliance shall be provided to the CCSNH upon request and failure to comply with such regulations will be grounds for cancellation of contract.
- This proposal shall be governed by and construed in accordance with the laws of the State of New Hampshire.
- The Vendor shall provide to the CCSNH an independent audit report conducted in accordance with generally accepted auditing standards and applicable federal rules and regulations. Also, the Vendor shall provide copies of the last two years' detailed, audited financial statements, as well as copies of the last two years' compliance audit reports. The Vendor shall address, in detail, any exceptions noted in the compliance audit reports.
- Please indicate your company's efforts in regards to the protection of confidential information, including safeguard provisions and your Response to the Gramm-Leach-Bliley Act (GLB).
- The Vendor shall provide the CCSNH with all available records and files pertaining to student loan & delinquent receivable accounts when required by federal, state and the CCSNH auditors. These records should be retained for three 3 years from paid in full.
- The CCSNH reserves the right to audit or cause to be audited the selected Vendor's books and accounts with the CCSNH at any time during the term of this contract and for five (5) years thereafter.

B. Customer Service

- The CCSNH requires that the successful Student Loan & Tuition Collection Billing Servicer must be capable of providing/performing conversion, billing or billing data upload, accounting, and due diligence support for CCSNH Federal Perkins, and Institutional Loan programs, as well as delinquent tuition receivable accounts. The services provided shall be in full compliance with regulations and guidelines established by the U.S. Department of Education, the Federal Trade Commission, and all other applicable Federal, State, and Institutional Regulations and guidelines and to protect the integrity of the data.
- The CCSNH requires that the successful Student Loan & Tuition Collection Billing Servicer provide a Primary Account Representative to work with the CCSNH. This Primary Account Representative must also work with a selected team of Customer Service Representatives to support the CCSNH in the event that our Primary Account Representative is unavailable.
- The CCSNH requires that the successful Student Loan & Tuition Collection Billing Servicer's Hours of Operations are at least 8:00 a.m. to 8:00 p.m. EST.
- The CCSNH requires that the successful Student Loan & Tuition Collection Billing Servicer have on staff, a government relation's specialist to assist the CCSNH with regulatory questions.
- The CCSNH requires that the Student Loan & Tuition Collection Billing Servicer automatically produce all Due Diligence Letters, Grace Audit Notices, Acceleration Letters, etc. as required per Federal Regulation and/or

Institutional Policy for Federal Perkins and Institutional Loan Programs, as well as delinquent tuition receivable accounts and record each individual activity within the borrower's records.

- The CCSNH requires that the Student Loan & Tuition Collection Billing Servicer satisfy all generally accepted accounting principles and demonstrate strong internal control and audit requirements.
- The CCSNH prefers that the Student Loan & Tuition Collection Billing Servicer not have an automated phone system or voicemail for your Customer Service Representatives.
- The CCSNH prefers that the Student Loan & Tuition Collection Billing Servicer respond to all CCSNH and Borrower Telephone Calls, Email Inquiries, etc. within (24) hours of request.
- The CCSNH requires that the Student Loan & Tuition Collection Billing Servicer's employees' conduct shall be professional and represent the CCSNH in a positive way during any and all potential contacts and dealings with CCSNH's Students. Please provide supporting documentation for this requirement.
- The CCSNH prefers that all Payment and Entitlement Processing be complete within (24) hours of receipt.
- The CCSNH prefers that all Payment Processing take place in "real-time" and not within a batch process.
- The CCSNH is moving toward electronic notifications system-wide. Please explain if your system can provide an automatic email notification to all borrowers when a payment, deferment/cancellation, and/or address change is processed.

C. Cash Management/Payment Processing

- Please describe the different levels of Student Loan Servicing that your company offers.
- Please describe the availability of your company's software and the amount of downtime experienced within the last 2 years. The CCSNH prefers that our Student Loan Billing Software be available 24x7, 7 days a week, with very limited downtime.
- If your Student Loan Billing Software offers on-line, real-time functionality and Internet connectivity is lost for an undetermined amount of time, can the CCSNH still work within your system until the Internet connection is re-established?
- Please indicate your hardware and software requirements.
- Please explain your company's Disaster Recovery Initiatives and Data Back-Up Procedures in detail.
- The CCSNH prefers that the Student Loan Billing Software be able to accommodate any loan and/or debt type in existence, including, but not limited to the following: Perkins Loans, Stafford Loans, Institutional Loans and Delinquent Receivables. Please describe your company's ability to handle these types of accounts.
- The CCSNH prefers that the Student Loan & Tuition Collection Billing Servicer have the ability to handle variable interest rates, while allowing for on-line rate changes and the recalculation of Repayment Schedules. Please explain your system's ability to calculate interest both ways and describe your system's functionality in detail.

- The CCSNH 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.

- | | |
|--|-------|
| 1. Social Security Number (SSN) | _____ |
| 2. Last (4) Digits of an SSN | _____ |
| 3. Student Identification Number (SID) | _____ |
| 4. Alphabetically by Last Name | _____ |
| 5. Partial Last Name and/or First Name | _____ |
| 6. Full Last Name and/or First Name | _____ |
| 7. Range of SIDs | _____ |
| 8. Maiden Name | _____ |
| 9. Archived Account | _____ |
| 10. Listing of prior accounts accessed (up to 5) | _____ |
| 11. Telephone Number (Home, Cell, etc.) | _____ |
| 12. Email Address (School and Personal) | _____ |

- The CCSNH prefers that the Student Loan & Tuition Collection Billing Servicer’s System allow the CCSNH Staff to process all paperwork (i.e. Payments, Entitlements, Adjustments, Name and Address Changes, etc.) through the last day of each month. Please describe if your system meets this requirement and provide a copy of your Service Schedule for our review.
- The CCSNH requires that the Student Loan & Tuition Collection Billing Servicer’s Software have the ability to easily identify all Cohort Accounts (for both This Year’s and Next Year’s Cohort Populations) on the Primary & Collection Screens. Please describe your system’s functionality and provide documentation to support your response.
- The CCSNH requires that the Student Loan & Tuition Collection Billing Servicer automatically produce all Due Diligence Letters and Notices as required per Federal Regulations and Institutional Policy, while automatically recording each item within the borrower’s record for auditing purposes. Please describe your system’s functionality in this area.
- The CCSNH requires that the Student Loan & Tuition Collection Billing Servicer’s Software have the ability to store multiple Name and Address Changes per Borrower. Please describe your system’s functionality in this area.
- The CCSNH requires that the Student Loan & Tuition Collection Billing Servicer’s Software have the ability to store multiple References per Borrower. Please describe your system’s functionality in this area.
- The CCSNH requires that the Student Loan & Tuition Collection Billing Servicer’s Software maintain Transaction History per Borrower Account, which cannot be deleted. Please explain your system’s functionality and provide documentation to support your response.
- The CCSNH is moving toward not using the student’s SSN as their ID#. The CCSNH will prefer that the Student Loan & Tuition Collection Billing Servicer’s Software have the ability to remove our borrowers’ SSNs from the billing statements, both universally and individually. Please explain your system’s functionality in this area.

- The CCSNH understands the need to “archive” zero-balance accounts. However, the CCSNH 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. Please explain your system’s functionality and provide documentation to support your response.
- The CCSNH requires that the Student Loan & Tuition Collection Billing Servicer’s Software provide the ability for CCSNH 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. Please explain your system’s functionality and provide documentation to support your response.
- The CCSNH is moving toward electronic notification and billing system-wide. The CCSNH will prefer that the Student Loan & Tuition Collection Billing Servicer have the ability to create a Monthly Electronic Bill for every borrower, every month, year-after-year, that the CCSNH is a client. Please explain your system’s functionality and provide documentation to support your response.
- The CCSNH requires that the Student Loan Billing Servicer’s Software maintain a month-by-month, 10-Year Perpetual Billing History, on each borrower, from the date the borrower enters Repayment. Please explain your system’s functionality and provide documentation to support your response.
- The CCSNH prefers that our Student Loan Billing Service’s Software provide instant, on-line access to the information printed on the last Billing Statement provided to each borrower every month to help CCSNH Staff answer questions. Please explain your system’s functionality and provide documentation to support your response.
- The CCSNH would prefer that the Student Loan & Tuition Collection 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 student’s payments are applied to the system. Please explain your system’s functionality and provide documentation to support your response.
- The CCSNH would prefer that the Student Loan & Tuition Collection Billing Servicer’s System allow a borrower to schedule Permanent ACH Payments (i.e. Recurring ACH Payments until the borrowers balance equals zero), Temporary ACH Payments (i.e. Temporary ACH Payments for “X” number of months) on the 1st, 10th, 15th, or 20th of each month, and one-time ACH payments on any day of the month. In addition, the CCSNH requests that the Student Loan & Tuition Collection Billing Servicer’s System automatically stop drawing ACH Payments once the borrower’s balance becomes zero. In other words, the ACH Process should not over-draw a borrower’s account at any time, which would create a credit balance situation. Please explain your system’s functionality in this area and provide supporting documentation with your response.
- The CCSNH requires that the Student Loan & Tuition Collection Billing Servicer’s System generate an automatic Billing Statement when an ACH Borrower becomes delinquent due to an NSF-ACH.
- The CCSNH prefers that the Student Loan & Tuition Collection Billing Servicer’s Software has the ability to automatically stop the processing of an entitlement for which the borrower has already received the maximum amount of time allowed. Please explain your system’s functionality in this area and provide supporting documentation with your response.
- The CCSNH prefers that the Student Loan & Tuition Collection Billing Servicer maintain an automated interface with

the National Student Loan Clearinghouse for In-School Student Deferment Processing, Borrower Separations, and Exit Interview Generation. Please explain this functionality in detail.

- The CCSNH requires that the Student Loan & Tuition Collection Billing Servicer provide the CCSNH Staff with a fully integrated website to allow CCSNH Staff to review, approve, and/or deny borrower separations and exit interview generation based upon National Student Clearinghouse Data. Please provide examples to support your response.
- The CCSNH requires that the Student Loan & Tuition Collection Billing Servicer's Software contain the Department of Education's OPEID Database to facilitate automation and save the CCSNH Staff time when processing manual In-School Student Deferments. Please provide documentation to support your response.
- Once an In-School Student Deferment is processed, the Student Loan & Tuition Collection Billing Servicer's Software should automatically track and display the name of the College / CCSNH that the borrower is now attending. Does your system meet this requirement? Please explain this functionality in detail.
- The CCSNH requires that the Student Loan & Tuition Collection Billing Servicer transmit our properly formatted Federal Perkins Loan Data to the National Student Loan Data System (NSLDS) on a monthly basis, per the Department of Education's Transmission Schedule, and automatically update Status Changes within the Monthly NSLDS Transmission on our behalf.
- The CCSNH requires that the Student Loan & Tuition Collection Billing Servicer shall ensure that all NSLDS Errors are corrected in the required time frame to comply with NSLDS' Error Threshold Requirements.
- The CCSNH requires that the Student Loan & Tuition Collection Billing Servicer's System provide the CCSNH's Staff with the ability to manually adjust each of the following receivable fields (on-line and in real-time), such as: Current Principal, Past Due Principal, Current Interest, Past Due Interest, Penalty & Late Fees, Legal Costs, NSF Fees, Letter Fees, Phone Fees, Collection Agency Fees, Credit Bureau Fees, Other Fees, In-House Collection Costs, etc. when needed.
- The CCSNH requires that the Student Loan & Tuition Collection Billing Servicer's System provide the CCSNH's Staff with the ability to designate a borrower's account with a Special Code for Reporting and/or Letter Generation Purposes.
- The CCSNH requires that the Student Loan & Tuition Collection Billing Servicer's Customer Service Representatives and Website have the ability to accept Visa, MasterCard, and Discover Card, as a method of borrower repayment. Also discuss if the CCSNH has the option of passing any applicable Credit Card Payment Processing Fees along to the payer.
- The CCSNH prefers that the Student Loan & Tuition Collection Billing Servicer has the ability to provide our borrowers with Coupon Books as a method of repayment. Coupons should only be created and mailed to those borrowers whose accounts are current (i.e. not delinquent) at the time of the Coupon Book Request.
- The CCSNH requires that the Student Loan & Tuition Collection Billing Servicer generate an automatic Billing Statement when a Coupon Repayment Borrower becomes delinquent.

- The CCSNH requires that the Student Loan & Tuition Collection Billing Servicer have the capability to forward collected tuition receivables at a minimum of once per month by the 10th of the month, and in the form of either a check or an EFT. Please describe your company's capabilities in this area.

D. Collections

- The CCSNH requires that the Student Loan & Tuition Collection Billing Servicer's Software provide comprehensive Collection Screens, which provide all of the necessary information needed for our Internal Collectors to work our accounts. Please explain your system's functionality and provide documentation to support your response.
- The CCSNH requires that the Student Loan & Tuition Collection Billing Servicer's Software contain a fully integrated Collection Module to automatically and manually place and recall accounts to our Internal Collectors based on CCSNH Collection Parameters. Please explain your system's functionality and provide documentation to support your response.
- The CCSNH prefers that the Student Loan & Tuition Collection Billing Servicer's Software track accounts placed with our contracted Collection Agencies and provide notification when action is needed at predetermined intervals. Please explain your system's functionality and provide documentation to support your response.
- The CCSNH requires that the Student Loan & Tuition Collection Billing Servicer's Software provide the ability to view all accounts, on-line, that are assigned to a specific Collection Agency. Please explain your system's functionality and provide documentation to support your response.
- The CCSNH requires that the Student Loan & Tuition Collection Billing Servicer's Software provide the CCSNH Staff with the ability to manually place and recall Collection Agency Accounts through your system and be able to view those placed accounts within 24 hours. The CCSNH also prefers that all manually placed Collection Agency Accounts be available to our Collection Agencies in less than 24 hours. Please explain your system's functionality and provide documentation to support your response.
- The CCSNH requires that the Student Loan & Tuition Collection Billing Servicer's Software also has the ability to automatically place and recall all of our Collection Agency Accounts (according to our specific CCSNH Placement Parameters) through an automated placement process, be able to view those placed accounts within 24 hours, and that all automatically placed accounts be available to our Collection Agencies in less than (24) hours. Please explain your system's functionality and provide documentation to support your response.
- The CCSNH prefers that the Student Loan & Tuition Collection 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. Please explain your system's functionality and provide documentation to support your response.
- The CCSNH requires that the Student Loan & Tuition Collection Billing Servicer's Software have the ability to prevent an account from being automatically placed with a Collection Agency.
- The CCSNH requires that the Student Loan & Tuition Collection Billing Servicer's Software has the ability to automatically and manually assess and track all of the following fees per borrower, including: Penalty / Late Fees, Letter Fees, Phone Fees, Email Fees, Credit Bureau Fees, Legal Fees, NSF Fees, Skip Trace Fees, DRAP Fees, In-

House Collection Fees, etc.

- The CCSNH requires that the Student Loan & Tuition Collection Billing Servicer’s Software provide the CCSNH Staff with the ability to waive, either in whole or in part, any and all Collection Costs at our discretion.
- The CCSNH requires that the Student Loan & Tuition Collection 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. Please explain your system’s functionality and provide documentation to support your response.
- The CCSNH requires that the Student Loan & Tuition Collection Billing Servicer’s Software be fully compliant with Federal Regulations as it pertains to Rehabilitation and it must also provide the CCSNH Staff with instant, system-calculated, Minimum Rehabilitation Payment Amounts (i.e. To cover all Interest and Fees during the 12-Month Period) and Maximum Rehabilitation Payment Amounts (i.e. To bring the borrower’s account current at the end of the 12-Month Rehabilitation Period) to facilitate processing accuracy. Please explain your system’s functionality and provide documentation to support your response.
- The CCSNH requires that the Student Loan & Tuition Collection Billing Servicer’s Software provide the ability for CCSNH Staff to post and/or remove Temporary Payment Arrangements (i.e. Reschedules, Renegotiations, etc.), when needed. Please explain your system’s functionality and provide documentation to support your response.
- The CCSNH requires that the Student Loan & Tuition Collection Billing Servicer’s Software track all Temporary Payment Arrangements and automatically identify borrower default and automatically returning the account(s) to their original payment schedule. Please explain your system’s functionality and provide documentation to support your response.
- The CCSNH requires that the Student Loan & Tuition Collection Billing Servicer’s Software provide the ability to automatically or manually assign CCSNH-Specific Review Dates for Internal Collector Follow-Up. Please explain your system’s functionality and provide documentation to support your response.

E. Standard and Custom Interfaces

- The CCSNH requires that the Student Loan & Tuition Collection Billing Servicer provide all of the following Standard Interfaces. Please indicate whether each Standard Interface is currently available by answering “yes” or “no” in the space provided.
 1. Award Files for On-Line Entrances & eSig MPNs _____
 2. Signed Promissory Note Files to Release Disbursements _____
 3. New Loan & Advance Files _____
 4. Holds on Transcripts based on Unsigned Exits Files _____
 5. Holds on Transcripts based on Delinquency Files _____
 6. Student Identification Number (SID#) Files _____
 7. Student / Borrower Email Address Files _____
 8. Registration Files for Borrower Separation _____
 9. Clearinghouse Files for Borrower Separation _____
 10. Graduation Files for Borrower Separation _____
 11. Delinquent Receivable Payment Files for A/R Systems Updates _____

12. Demographic Information Files for Campus Database Updates _____

- If your system does meet each of the Standard Interface Requirements shown above, please describe your experience in providing each Interface Requirement and provide supporting detail to explain the manner in which each Interface would flow to and/or from the CCSNH and our Student Loan Billing System.
- Please list any associated costs related to Standard and/or Custom Interface Requirements.
- All Interfaces coming from the CCSNH (ex: Award Files, New Loan / Advance Files, Registration Files, Graduation File, etc.), must be accepted and processed by the Student Loan & Tuition Collection 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. Please explain your Interfacing Capabilities as it pertains to this requirement.

F. Standard and Custom Reports

- At minimum, the CCSNH’s Student Loan & Tuition Collection Billing Servicer should provide the CCSNH with a comprehensive set of Month-End Management Reports including, but not limited to, the following:
 1. Accounting / Reconciliation Reports
 2. Program Maintenance Reports
 3. Delinquency Reports
 4. Collection Reports
 5. Program Management Reports

Provide comment on your Standard Month-End Management Reports and provide Report Definitions and/or Descriptions, if applicable.

- The CCSNH requires that the Student Loan & Tuition Collection Billing Servicer’s Software allow CCSNH 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 provide additional information and documentation to support your response.
- The CCSNH requires that the Student Loan & Tuition Collection 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.

1. Microsoft Excel Format _____
2. PDF Format _____
3. Text Format _____

- The CCSNH requires that the Student Loan & Tuition Collection Billing Servicer provide the CCSNH Staff with the ability to instantly retrieve a copy of any Month-End Management Report for any month and year that the CCSNH has been a client? Please provide additional information and documentation to support your response.
- The CCSNH prefers that the Student Loan & Tuition Collection Billing Servicer provide the CCSNH with the ability to receive Monthly CD-ROMs containing our Month-End Reports in both Microsoft Excel and PDF Formats.

- The CCSNH requires that the Student Loan & Tuition Collection Billing Servicer's Software provide the ability for CCSNH Staff to instantly create and print various Profile Reports for a single borrower on demand, for such information as Addresses, Balances, Account Summaries and Collection Summaries. Please provide additional information and documentation to support your response.
- The CCSNH requires that the Student Loan & Tuition Collection Billing Servicer create and provide Custom Reports to the CCSNH upon request. Please describe your company's capabilities in this area and comment on the flexibility in regards to Report Frequency, Sort and/or Field Selection Options, etc.
- Please indicate your lead-time and any associated costs related to Custom Reports created by the Student Loan & Tuition Collection Billing Servicer and provided to the CCSNH. Please note: All Reporting Costs, if applicable, must also be listed on Attachment A.

G. Credit Bureau Reporting

- The CCSNH requires that the Student Loan & Tuition Collection Billing Servicer report to all 4 National Credit Bureaus, which are: Experian, Equifax, TransUnion, and Innovis. Please explain your system's ability to meet this requirement.
- The CCSNH requires that the Student Loan & Tuition Collection Billing Servicer maintain a month-by-month, 10-Year Perpetual Credit Bureau History on each borrower from the date of first disbursement. Please explain your system's ability to meet this requirement.

H. Optional Services

- The CCSNH requires that the Student Loan & Tuition Collection Billing Servicer have the ability to provide a fully customized, On-Line Entrance Interview & eSignature Promissory Note Solution to our borrowers. Please explain your system's ability to meet this requirement.
- 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:
 1. Can the On-Line Entrance Interview be linked via URL from the CCSNH's Website?
 2. How long are completed On-Line Entrance Interviews accessible from your Website?
 3. Does the borrower have instant access to his / her On-Line Entrance Interview?
 4. If so, how long is it stored and accessible from your website?
 5. Does the CCSNH Staff have instant access to his / her On-Line Entrance Interview?
 6. If so, If so, how long is it stored and accessible from your website?
 7. Is the CCSNH able to access a borrower's On-Line Entrance & eSigned Promissory Note by Account Number?
 8. Is the CCSNH able to access a borrower's On-Line Entrance & eSigned Promissory Note by Date Range?
 9. Does the Reference Information get downloaded into your system automatically?
 10. When does this download occur?
 11. Does your system create an Automatic Memo on the account indicating the borrower's completion of this process?

12. Does your system provide a visible indicator that a Promissory Note was Electronically Signed?
13. Can the CCSNH request a CD-ROM containing the images of all completed On-Line Entrance Interviews and eSigned Promissory Notes for on-site archiving purposes?

- The CCSNH prefers that the Student Loan & Tuition Collection Billing Servicer have the ability to provide a fully automated Electronic Disclosure Process. If applicable, please explain your current functionality in detail.
- The CCSNH prefers that the Student Loan & Tuition Collection Billing Servicer have the ability to provide a fully customized, On-Line Exit Interview Solution to our borrowers. If applicable, please explain your current functionality in detail.
- 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:
 1. Can the On-Line Exit Interview be linked via URL from the CCSNH's Website?
 2. How long are completed On-Line Exit Interviews accessible from your Website?
 3. Does the borrower have instant access to his / her On-Line Exit Interview?
 4. If so, how long is it stored and accessible from your website?
 5. Does the CCSNH Staff have instant access to the borrower's On-Line Exit Interview?
 6. If so, how long is it stored and accessible from your website?
 7. Is the CCSNH able to access a borrower's On-Line Exit Interview by Account Number and/or Date Range?
 8. Does the Reference Information get downloaded into your system automatically?
 9. When does this download occur?
 10. Does your system create an Automatic Memo on the account indicating the borrower's completion of this process?
 11. Does your system provide a visible indicator that an On-Line Exit Interview has been completed?
 12. Can the CCSNH request a CD-ROM containing the images of all completed On-Line Exit Interviews for on-site archiving purposes?
- The CCSNH requires that the Student Loan & Tuition Collection Billing Servicer's System provide the ability to track and bill our Delinquent Receivables, while utilizing all of the Student Loan Billing System and Integrated Website Features required within this RFP (ex: Auto Agency Placement, Skip Tracing Services, Microsoft Word Document Writing Capabilities, Electronic Billing Statements, Electronic Payment Options, etc). Please explain your Delinquent Receivable Billing Services in detail.
- The CCSNH requires that the Student Loan & Tuition Collection Billing Servicer have the ability to provide a fully automated Skip Tracing Service to locate our borrowers with bad addresses. Please explain your current Skip Trace Functionality in detail. Be sure to indicate how many addresses per borrower your system can automatically download and store, and if your system can automatically assess a Skip Trace Fee back to the borrower.
- The CCSNH requires that the Student Loan & Tuition Collection Billing Servicer's fully automated Skip Tracing Service create an automatic memo on each Skip Traced Account for auditing purposes.
- Please explain your Default Prevention Services in detail that will help the CCSNH reduce delinquency and our Cohort Default Rate.

- The CCSNH requires that the Student Loan & Tuition Collection Billing Servicer have the ability to send an electronic file to the Department of Education (at our desired month's delinquency) to facilitate the generation of our Default Reduction Assistance Project (DRAP) Letters, and to assist the CCSNH in anticipation of reporting the defaulted Perkins loans to the Department of Education beginning July 1, 2008.
- In anticipation of future electronic reporting and disbursing, the CCSNH prefers that the Student Loan & Tuition Collection Billing Servicer have the ability to provide a fully automated Electronic Refund Process for our Student Loans, Current Receivables, Delinquent Receivables, etc. Please explain your eRefund Solution in detail.
- The CCSNH requires that the Student Loan & Tuition Collection Billing Servicer have the ability to create and mail our 1098-E Forms according to TRA-97 and IRS Reporting Guidelines. Please explain your 1098-E process in detail, specifically addressing each of the following questions:
 1. Does your company provide Call Center Support?
 2. Does your company submit the required Electronic Files to the Internal Revenue Service?
 3. Will your company provide our students with an electronic image of their 1098-E Form, in addition to the paper copy?
 4. If so, would CCSNH Staff also have instant access to our student's 1098-E Forms?
 5. How long are our 1098-E Images stored on your website?
 6. Does your Student Loan Billing System automatically create an annual 1098-E Memo stating the amount of interest paid per borrower for easy reference?
 7. Can the CCSNH request a CD-ROM containing the images of all 1098-E Forms for on-site archiving purposes?
- The CCSNH prefers that the Student Loan & Tuition Collection Billing Servicer provide Custom Letter Services on our behalf if requested. Please explain your Custom Letter Services in detail.
- The CCSNH prefers that the Student Loan & Tuition Collection Billing Servicer provide Paid-In-Full Letter Services on our behalf if requested. Please explain your Paid-In-Full Letter Services in detail.
- The CCSNH prefers that the Student Loan & Tuition Collection Billing Servicer provide Mass Email Services on our behalf if requested. Please explain your Mass Email Services in detail.
- The CCSNH requires that the Student Loan & Tuition Collection Billing Servicer provide credit bureau reporting services on E-OSCAR on our behalf. Please explain your E-OSCAR Services in detail.

I. Integrated Document Writer

- The CCSNH requires that the Student Loan & Tuition Collection 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 CCSNH Staff created letters and notices. Please explain your system's functionality in this area.
- The CCSNH requires that the Student Loan & Tuition Collection Billing Servicer's Document Writer have the ability to accept our existing Microsoft Word Document Templates for instant letter creation.

- The CCSNH requires that the Student Loan & Tuition Collection Billing Servicer’s Document Writer have the ability to store various Custom Microsoft Word Document Templates for instant letter creation by the CCSNH.
- The CCSNH requires that the Student Loan & Tuition Collection Billing Servicer’s Document Writer provide the CCSNH 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.
- The CCSNH requires that the Student Loan & Tuition Collection 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 CCSNH.
- The CCSNH requires that the Student Loan & Tuition Collection 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 CCSNH.
- The CCSNH requires that the Student Loan & Tuition Collection 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 CCSNH.
- The CCSNH requires that the Student Loan & Tuition Collection Billing Servicer’s Document Writer provide the ability for on-demand, automatic completion, and printing of our Paid-In-Full Thank You Letters by the CCSNH.
- The CCSNH requires that the Student Loan & Tuition Collection 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.
- The CCSNH requires that the Student Loan & Tuition Collection Billing Servicer’s Document Writer provide the ability to automatically assess a CCSNH-Specific Review Date for certain CCSNH Delinquency Letters for Internal Collector Follow-Up.

J. Borrower Website Functionality

- The CCSNH requires that the Student Loan & Tuition Collection Billing Servicer’s Website provide state-of-the-art functionality for the CCSNH’s Borrowers. Please indicate whether your Borrower Website currently provides each of the following by answering in the space provided.
 1. Does your Borrower Website facilitate a Monthly Borrower Demographic Information Review for changes in Names and Address Information? _____
 2. Does your Borrower Website provide the ability for our borrowers to update their Demographic Information on-line? If so, how and when is that information communicated back to CCSNH to update their files? _____
 3. Does your Borrower Website provide the ability for our borrowers to make instant ACH / Direct Debit and/or Credit Card Payments? _____
 4. Does your Borrower Website provide the ability for our borrowers to sign-up for Temporary or Permanent

ACH / Direct Debit Payments? _____

5. Does your Borrower Website provide the ability for our borrowers to review their Direct Payment Transaction History? _____
6. Does your Borrower Website provide the ability for our borrowers to update their Banking Information? _____
7. Does your Borrower Website provide the ability for our borrowers to sign-up for eBills, instead of receiving paper Billing Statements? _____
8. 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 CCSNH has been a client? _____
9. 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 & Tuition Collection Billing Servicer's Software on a daily 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), Next Due Date, Months Delinquency Information, Deferment / Forbearance Activity, etc.)? _____
10. Does your Borrower Website provide the ability for our borrowers to instantly access and view Electronic Copies of every 1098-E Tax Form for every year that the CCSNH has been a client? _____
11. Does your Borrower Website provide the ability for our borrowers to access, complete, and review, fully customized On-Line Entrance Interviews, On-Line Exit Interviews, Electronic Promissory Notes and Electronic Disclosure Statements for all Fund and Loan Types, including: Perkins Loans, Institutional Loans, etc.? _____
12. How long does your Borrower Website store all completed On-Line Entrance Interviews, On-Line Exit Interviews, Electronic Promissory Notes and Electronic Disclosure Statements for borrowers to access? _____
13. Does your Borrower Website provide the ability for our borrowers to access, download, and/or complete Standard and/or fully customized CCSNH-Specific Forms, such as: Deferment, Forbearance, Cancellation, ACH Forms, etc.? _____

K. Client Website Functionality

- At a minimum, the CCSNH requires that the Student Loan & Tuition Collection Billing Servicer's Website provide state-of-the-art functionality for the CCSNH's Staff. Please indicate whether your Client Website currently provides each of the following by answering in the space provided.
 1. Does your Client Website allow CCSNH Staff to view Borrower Website Information in the exact format that our borrowers view it? _____
 2. Does your Client Website provide the ability for CCSNH Staff to enter ACH / Direct Debit and/or Credit

Card Payments? _____

3. Does your Client Website provide the ability for CCSNH Staff to review a borrower's Direct Payment Transaction History? _____
4. Does your Client Website provide the ability for CCSNH 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 CCSNH has been a client? _____
5. Does your Client Website provide the ability for CCSNH Staff to instantly review a specific borrower's Current Account Balance Information? _____
6. Does your Client Website provide the ability for CCSNH Staff to instantly view a specific Electronic Copy of any 1098-E Tax Form for every year that the CCSNH has been a client? _____
7. Does your Client Website provide the ability for CCSNH Staff to instantly review all "Signed, Unsigned, and/or Cancelled" On-Line Entrance Interviews, On-Line Exit Interviews, and Electronic Promissory Notes by "Account Number" and by "Date Range"? _____
8. Does your Client Website allow this information to be instantly downloaded and exported into a Microsoft Excel File? _____
9. Does your Client Website provide the ability for CCSNH 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? _____
10. Does your Client Website provide the ability for CCSNH Staff to instantly view all Electronic Disclosure Statements by "Account Number"? _____
11. Does your Client Website provide the ability for CCSNH Staff to instantly access your On-Line User's Guide / Help Manual? _____
12. Does your Client Website provide the ability for CCSNH Staff to instantly access and download your most recent SAS-70 Audit Report? _____
13. Does your Client Website provide the ability for CCSNH Staff to instantly access all scanned documents, such as: Checks, Remittance Statements, Entitlement Forms, ACH Forms, Miscellaneous Borrower Correspondence, etc? _____
14. Does your Client Website provide the ability for CCSNH Staff to instantly retrieve any Monthly Management Report from every month and year, since the CCSNH has been a client? _____

L. Collection Agency Website Functionality

- The CCSNH requires that the Student Loan & Tuition Collection Billing Servicer's Website provide state-of-the-art functionality for the CCSNH's contracted Collection Agencies. Please indicate whether your Collection Agency

Website currently provides each of the following by answering in the space provided.

1. Does your Collection Agency Website post all CCSNH-Placed Collection Accounts and Related Information within (24) hours or less? If not, please indicate the average amount of time necessary to post accounts and related information to the website _____
2. Does your Collection Agency Website allow our contracted Collection Agencies to view all Loan Master File Information per Borrower? _____
3. Does your Collection Agency Website allow our contracted Collection Agencies to view all Name and Address History per Borrower? _____
4. Does your Collection Agency Website allow our contracted Collection Agencies to view all Reference Information per Borrower? _____
5. Does your Collection Agency Website allow our contracted Collection Agencies to view all Transaction History per Borrower? _____
6. Does your Collection Agency Website allow our contracted Collection Agencies to view all Memos / Comments per Borrower? _____
7. Does your Collection Agency Website allow our contracted Collection Agencies to view all electronically signed On-Line Entrance Interviews and Promissory Notes? _____

M. Conversion Process

- The CCSNH is interested in learning about the process and method to be used in converting the CCSNH's current Loan Records, Transaction History, Memos, etc. to the successful Student Loan & Tuition Collection Billing Servicer's System.
- Please provide the Name of the School and Contact Information (ex: Name, Title, Phone #, and Email Address) for all of the Colleges and Universities that your company has converted within the last 2 years.
- Please provide a detailed explanation of your company's conversion process, including Conversion Timelines and CCSNH Staff involvement.
- The Conversion shall be completed within 30 days of Award Notice.
- The Conversion shall include an audit of the accounts.
- Vendor shall prepare a Reconciliation Report at the completion of the conversion.
- Upon completion of conversion, the successful Student Loan & Tuition Collection Billing Servicer shall notify our borrowers of the change in servicer with a fully customized, CCSNH-approved, Dear Borrower Letter.

N. Training

- The CCSNH requires that the Student Loan & Tuition Collection Billing Servicer provide free, On-Site Training at the CCSNH's Facilities following the Conversion. Please describe your typical On-Site Training and provide a biography on the person (or persons) who will be conducting the On-Site Training Sessions.
- The CCSNH requires that the Student Loan & Tuition Collection Billing Servicer provide free, On-Line Training Sessions upon request of the CCSNH and at our desired frequency. Please describe your On-Line Training Options and provide a biography on the person (or persons) who will be conducting the On-Line Training Sessions.
- The CCSNH requires that the Student Loan & Tuition Collection Billing Servicer provide a comprehensive, fully integrated, On-Line User's Guide / Help Manual.
- The CCSNH requires that the Student Loan & Tuition Collection Billing Servicer perform yearly on-site visits, if requested by CCSNH, to be mutually agreed upon between Vendor and the CCSNH, at no additional charge.
- The CCSNH requires an Annual Account Review to be conducted by our designated Sales Representative to review the Products, Services, and Solutions that the CCSNH may or may not be currently utilizing.

O. Payment for Services

- Describe your invoicing process in detail and include invoicing and payment options.
- Please provide the CCSNH with a sample of your invoice.

P. Fee Schedule / Costs

- Please provide a detailed fee schedule / costs. Please refer to Attachment A – Fee Structure and Pricing Schedule.
- Please indicate any future price increases that the CCSNH may expect to incur during the contractual period of this RFP.

Q. Method of Award

The evaluation of all RFP Responses and the selection of a Vendor (Student Loan & Tuition Collection Billing Servicer) will be made by a CCSNH Committee. This committee will evaluate all RFP Responses on a weighted-point evaluation method based on the following major categories. The CCSNH reserves the rights to further sub-divide these categories as needed. Please note: The categories listed below are in no particular order of importance:

- 1. Company Stability _____
- 2. Experience and Reputation _____
- 3. Compliance with CCSNH Requirements _____
- 4. Scope of Product and Services _____
- 5. Client References from Former and Current Clients _____
- 6. Value Added / Optional Services _____
- 7. Fee Schedule / Pricing _____

Total Points Attainable: 700

The Student Loan & Tuition Collection Billing Servicer's submission of an RFP Response constitutes its full understanding and acceptance of the CCSNH's Evaluation Technique. Furthermore, the Student Loan & Tuition Collection Billing Servicer also recognizes and accepts that the CCSNH will use subjective judgment, during the assignment of points, as it pertains to the selection of our new Student Loan & Tuition Collection Billing Servicer.

**ATTACHMENT A
FEE STRUCTURE AND PRICING SCHEDULE**

Monthly Charges:

Rate per Loan for:	Monthly	Quarterly
Enrolled	_____	_____
Grace	_____	_____
Repayment Rates:		
Primary	_____	_____
Other than Repayment (Please Specify): PIF, Assigned.	_____	_____

One-Time Charges:

Conversion	_____
New Equipment	_____

Special Fees:

Integrated Collection Module	_____
Credit Bureau Reporting (based on X per month)	_____
NSLDS Reporting (based on X per month)	_____
Exit Interview Packets (based on X per year)	_____
Audit Statement	_____
Special Report Charges	_____
System Charge (on-line or Internet)	_____

Other Optional Services: Please indicate any and all charges that the CCSNH may incur.

Future Price Adjustments: Comment on future price increases: