Texas Higher Education Coordinating Board

Request for Offer (RFO)
Student Loan Management and Origination System
781-1-24494

Questions and Answers #3

August 2, 2021

Question 10:
Topic: Payment Processing
RFP Reference: 4.05 Payment Processing

In regarding 4.05, is the cash receipts system populated by data from Texas.gov payments and it in turn provides a data file to the current system? If not, how does data get into the cash receipts system and would this be a new interface?

The Cash Receipts System (CRS) is populated from a file that comes from Texas.gov/Comptroller of Public Accounts. This is not a new interface.

Question 11:
Topic: Origination
RFP Reference: 2.24

Does 2.24 reference the desire for automated processing of CommonLine change transaction that impact General Ledger? IF this is not the case please elaborate on the details of this process.

We are looking for an automated solution to facilitate the return of institution funds to THECB. Solution does not have to be in the form of a CommonLine Change Transaction but should be an automated solution.

Question 12:
Topic: Origination
RFP Reference: 2.10

Please define what is meant by the "loan documentation retrieval process" referenced in 2.10.

Loan documentation includes documents associated with the application, promissory note, Loan Approval Disclosure, and Loan Consummation Disclosure.

Question 13:
Topic: Reporting
RFP Reference: 5.05

Can you provide additional details on specific functionality you would like a solution to provide related to "the ability to report loan data as of a particular point in time"?

THECB requires the ability to query data sets and run reports based on account status at historical points in time, such as the fiscal year end.

Question 14:
Topic: Document Generation
RFP Reference: 7.04

What letters would you like Borrowers\Cosigners to be able to request?

Examples of letters would include mortgage verification letters, pay-off letters, account status, IRS interest paid letters, etc. Proposed solution should allow for flexibility in adding additional letters as needed.

Question 15:
Topic: Document Generation
RFP Reference: 7.06

Can you provide additional detail on specific functionality you would like a solution to provide related to "automated quality control of imported documents, credit reports, e-signed documents, etc."?

THECB needs to have documents that are legible for both personnel and OCR processing.

Question 16:
Topic: Volume
RFP Reference: 1.0

Section 1.0 mentions that "the portfolio consists of 653,825 loans totaling $1.6 Billion." How many active borrowers are in the THECB portfolio?

THECB services at the loan level. Approximately 36% of THECB's current portfolio are comprised of active loans.

Question 17:
Topic: Volume
RFP Reference: 1.0

Section 1.0 mentions that "the Board is servicing and collecting a legacy portfolio of loans no longer being originated (e.g., B-On-Time (BOT), Health Education Assistance Loan, Federal Family Education Loan Program)." Can you provide the number of borrowers which have FFELP loans, the number of FFELP loans and the total principal balance for those loans?

The following table includes active (non-litigation or uncollectible) loans as of June 30, 2021:

	# Borrowers	# Loans	Principal + Interest
FFELP	230	1,033	$3,497,386

Question 18:
Topic: Volume
RFP Reference: 1.0

Is the portfolio growing or decreasing annually? What is the annual growth / decrease %?

THECB's loan portfolio has an annual growth rate of approximately 3%.

Question 19:
Topic: Technology Requirements
RFP Reference: 16.18

Is the request to utilize .tiff extensions to facilitate mobile viewing?

As set forth in Attachment E, section 11.27, mobile viewing is desired. THECB recognizes that .tiff is used in scanning, faxing and optical character recognition. Currently, we are utilizing Laserfiche document repository, which uses .tiff formatting.