

Texas Higher Education Coordinating Board

Request for Offer (RFO)

Student Loan Management and Origination System

781-1-24494

Questions and Answers #7

August 2, 2021

Question 103:

As a state Agency (PHEAA), could we present our technology/platform solution (loan servicing) without responding to the RFP?

No. A response to the RFO is required.

Question 104:

To clarify, THECB is looking for a system solution/platform (origination and loan servicing) that your staff will conduct the operational, processing as well as THECB customer service staff etc while using the platform/system solution. I ask that question because on page 5 of the main document under 'technical requirements' you refer to the 'solution' shall include your firm's proposed 'customer service response time'. In this sentence, does 'customer service' refer to when THECB calls the system provider OR is it referring to our operational customer service who take borrower calls?

THECB is seeking a solution that would allow THECB Staff to conduct all operational aspects of servicing. Customer service response times, as noted on page 5, refer to when THECB staff seeks assistance from the service provider and is tied to service level agreement options of the proposed solution.

Question 105:

Is there a chance the response due date will be extended?

If any deadlines in the process are changed, THECB will advise accordingly.