

ADDENDUM 2

DATE: February 28, 2020
PROJECT: Student Billing Services
RFP NO: 744-R2006
OWNER: University of Texas Health Science Center at Houston
TO: Prospective Bidders

This Addendum forms part of and modifies Proposal Documents dated, February 6, 2020, with amendments and additions noted below.

The following questions were submitted before the deadline.

The responses are below in **orange**.

1. How does Contractor currently provide student loan updates to the institution (customer)? What process adjustments, if needed, will Contractor make to accommodate the UTHSCH-H? Each of these items asks "what process adjustments, if needed, will Contractor make to accommodate UTHSC-H" **Many of the items in this section asks "What process adjustments, if needed, will Contractor make to accommodate UTHSC-H?" Please provide examples of such adjustments that may be needed.**
UTHealth is unable to provide examples of the adjustments that may be required by the Contractor to provide the requested service. Process adjustments may or may not be necessary.
2. The contractor will be given access to JPMorgan Chase Receivable Edge, the bank's online browser, which captures daily images of checks, remittance documents and electronic payments. **Please clarify in more detail what this is, how it is used in the servicing of the University's loans, and why it is mandatory.**
This information was provided during the mandatory JPMorgan Chase WebX presentation on February 12th at 10:30 a.m. Please reference section 5.4.5 of the RFP for details regarding the University's Cash Collections Processes.
3. A report on compact disk (CD) reflecting the detailed history, including history prior to conversion, of all transactions to a borrower's account. Reports would be for individual borrowers, and would include payments, reversals, cancellations, borrower contacts and monthly credit reporting history. **Is a CD mandatory or is access to the report online sufficient?**
Access to on-line reports is sufficient.
4. Under Optional Services section of the pricing, the University requests pricing for 1098-Ts. **Is 1098-T processing part of this RFP?**
1098-T is not part of this RFP
5. Under Optional Services section of the pricing, the University has a line item for Ultimate Service Option. **Please explain what is meant by Ultimate Service Option.**
The Ultimate Service option would be optional services above and beyond the standard services normally provided by billing servicers.

6. 3.1.7 in the Questionnaire the University asks for 3 references but 5.3.7 asks for 5 references.
Please clarify how many references should be provided.
Please submit 5 references in response to each question.

7. **Is Appendix Six required to be completed and submitted with the RFP response?**
Yes; it is required.

8. **Is Appendix Seven required to be completed and submitted with the RFP response?**
Yes; it is required.

End of Addendum 2