

COMMUNITY COLLEGE SYSTEM OF NEW HAMPSHIRE	
BID #	CHA23-02
CLOSED:	12/2/2022
FOR:	Delinquent Student Account Collection Services

Bid Summary:

Item	Description	Weights	TB&L	TSI	GRC	Conserve	Windham	Allied	Reliant	National Credit	Key 2	FHC
Relative Experience	Experience of the bidder's key manager(s) in handling student loans similar to those of the CCSNH as well as knowledge of the Education Debt Industry and experience with the Federal Department of Education rules and regulations and the State of New Hampshire collection laws.	40%	3.60	2.85	3.20	3.50	3.30	3.00	2.90	3.60	3.40	3.60
Performance Plan	The ability of the bidder to clearly demonstrate an acceptable performance plan including performance forecasts that are determined by the System to be reasonable and appropriate. The performance plan may include, as support of their forecast, previous histories and performance records.	20%	1.30	1.50	1.35	1.65	1.55	1.40	1.50	1.65	1.60	1.65
Delivery of Services	The ability of the bidder to clearly demonstrate in detail the level of service the bidder is prepared to make to achieve not only the performance plan, but to achieve ease of interaction and interfacing with the System. Also, the ability of the bidder to detail management's experience in the servicing of clients and their ability to design and provide related services.	20%	1.40	1.55	1.40	1.65	1.70	1.45	1.50	1.75	1.60	1.60
Technical Capabilities	The ability of the bidder to clearly show remittance procedures, data and communications systems, and other related information exchange activities that, in the view of the System, will allow for an efficient relationship and accurate processing of files, payments, and other activities.	10%	0.83	0.68	0.80	0.83	0.78	0.70	0.80	0.95	0.90	0.75
References		5%	0.38	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50
Rates		5%	0.38	0.15	0.46	0.33	0.28	0.29	0.33	0.39	0.46	0.31
Total	Total score	100%	7.88	7.23	7.71	8.45	8.10	7.34	7.53	8.84	8.46	8.41