



Working with the RFI Generator

The RFI Generator is a free Web-based tool designed to simplify your preferred lender request for information (RFI) process. With RFI Generator you can:

- Select questions from the question catalog, plus add your own questions.
- Assign different importance levels or values to each question.
- Generate an Excel spreadsheet that can be easily e mailed by you to your selected lenders.

Choosing Preferred Lenders

For information about choosing preferred lenders, please refer to the [Preferred Lender List Compliance Guidance for Schools](#) on our Web site.

The screenshot shows the HESC website interface. At the top, there is a navigation bar with links for 'Home | About HESC', 'HESC News | Contact HESC', and a search bar. Below this is the HESC logo and the tagline 'We Help People Pay For College'. The main navigation menu includes 'Transaction Center', 'Transaction Support & Resources', 'Information Updates', 'Training Center', 'HESC Products & Services', 'Debt Management & Default Prevention', 'FAQs', and 'HESC Support'. The 'Transaction Support & Resources' section is expanded, showing a list of resources including 'TAP/GRANTS/SCHOLARSHIPS RESOURCES', 'FLEXIBLE PROCESSING', 'DISBURSEMENT OPTIONS', 'ENTRANCE AND EXIT COUNSELING', 'COMMON MANUAL', 'LENDER RELATIONS RESOURCES', and 'NYHELPS and ALT Loan Connection Participants'. The 'LENDER RELATIONS RESOURCES' section is further expanded to show 'HESC RFI Generator' and 'Lender Directory'. The main content area features the heading 'HESC RFI GENERATOR' and a description of the tool. A prominent blue button with white text says 'Ready to Generate an RFI?'. Below this button is a link that says 'Click here to enter the HESC RFI Generator'. To the right of the main content area, there is a separate box with a green border containing the text 'Click here to access the Private Loan RFI Generator'.

Using the RFI Generator

You must provide your school name, school code, a contact name and contact information. You must enter a submission deadline date for lenders. Finally, you are required to indicate the loan programs for which you are requesting information.

Completing the survey introduction is optional. The size limit for the introduction is 1000 characters.



Private Loan RFI Generator		
* School Name:	<input type="text"/>	
* School Code:	<input type="text"/>	
* School Contact Name:	<input type="text"/>	
* School Contact Phone Number:	<input type="text"/> (<input type="text"/>) <input type="text"/> - <input type="text"/>	
* School Contact E-mail:	<input type="text"/>	
School Survey Information:	<input type="text"/>	
* School Deadline Date:	<input type="text"/> / <input type="text"/> / <input type="text"/> (MM/DD/YYYY)	
Include	Question	Importance
<input checked="" type="checkbox"/>	1. Loan Program Name Additional Info	3 <input type="text"/>
Add Question		
+ Business Model		
+ Service Standards		
+ Customer Care		
+ Eligible Borrowers		

Next, you will review the question catalog and decide which questions to include on your RFI. The question catalog is broken into sections:

1. Business Model
2. Service Standards
3. Customer Care
4. Eligible Borrowers
5. Borrower Benefits
6. Loan Pricing
7. Loan Limits
8. Repayment and Repayment Example
9. Financial Literacy/Default Management
10. Loan Processing
11. Direct to Consumer Loans
12. Loan Sales

Business Model		
Include	Question	Importance
<input checked="" type="checkbox"/>	2. How long has your company been in the student lending business? Additional Info	3 <input type="text"/>
<input checked="" type="checkbox"/>	3. During the past 5 years, has your lending institution been involved in any mergers or acquisitions? Additional Info	3 <input type="text"/>
<input checked="" type="checkbox"/>	4. Does your institution expect to have adequate funding to meet the estimated private loans? Provide additional details below Additional Info	3 <input type="text"/>
<input checked="" type="checkbox"/>	5. Does your organization expect to be able to honor the terms and benefits for your private loans for the full academic year?	3 <input type="text"/>

Choosing Questions

Click on the plus icon **+** to expand each section and see the possible questions.

All questions are automatically checked. For each question, determine if it should be included. If not, uncheck the box. Some questions have multiple parts. If you uncheck the first question, the additional parts will automatically be deselected.

Each question has an importance level that indicates the significance or value of the question or topic to your institution. The range is from 1-5 with 5 as the highest. Three is the default value.

Some questions include additional information to explain why it would be selected or why it has been added to the question catalog. Click on the plus icon **+** to expand the field.

To include your own questions, click [Add Question](#) which is found at the end of each catalog section. You may add up to 10 questions per section



Generating the RFI Spreadsheet

Include	Question	Importance
<input checked="" type="checkbox"/>	62. Do you sell your private loans?	3
<input checked="" type="checkbox"/>	62a. If yes, to what organization do you sell your loans?	3
<input checked="" type="checkbox"/>	62b. When in the student's academic career is a loan sold?	3
<input checked="" type="checkbox"/>	62c. Will you sell a borrower's loans to different organizations?	3
<input checked="" type="checkbox"/>	62d. How will the borrower be notified about the loan sale?	3
Add Question		

Generate Private Loan Excel File

If the following message is displayed "The requested site is either unavailable or cannot be found." while downloading, please click the "Generate Private Loan Excel File" button again.

After you have completed the school information and selected your questions, click the "Generate Private Loan Excel File" button.

A dialog box will open asking to open, save or cancel the template file. Click Save. Choose a name and location to store the file.

Preferred Lender Request for Information (RFI) Private Loan

Lenders should complete all the information in the gray areas of the spreadsheet.

Each question will have an importance level from 1 to 5 assigned by the school with five being the highest. Lenders should complete the Lender Response fields where applicable. There is an additional details section to add supporting information up to 1000 characters. To enter data, double click in the field. To remove focus from the field, click any cell outside the RFI fields.

There is an indicator at the bottom of the spreadsheet to check when you are including additional attachments.

School

School Name	Castle Falls University
School Code	00888800
School Contact Name	Ann Higgins
School Contact Phone Number	(518) 473-7604
School Contact E-mail	ahiggins@castlefalls.edu
School Survey Introduction	
School Deadline Date	03/01/2010

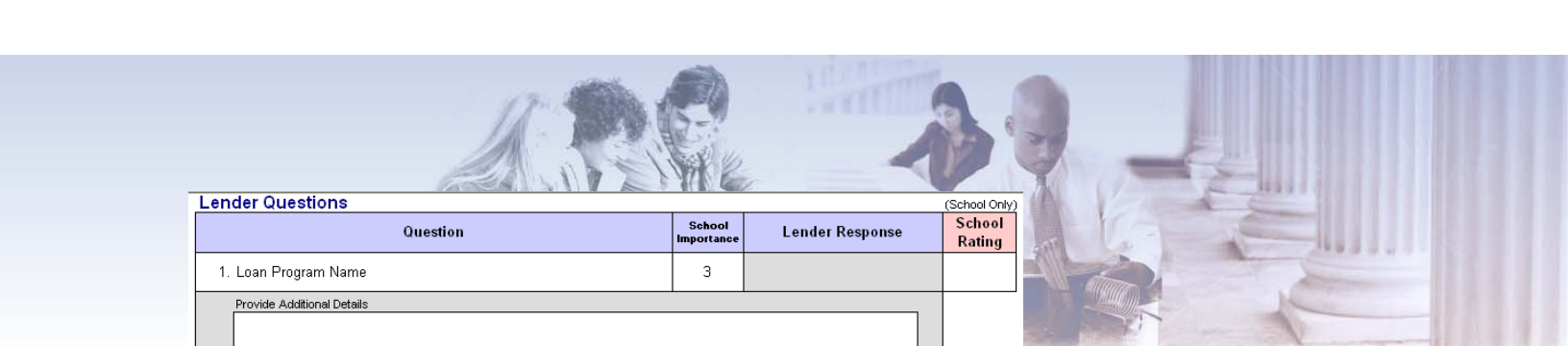
Lender

Lender Name	
Lender Code	
Lender Representative Name	

The RFI spreadsheet is comprised of the school information, lender information and question sections. The school information section is pre-filled using the information from the generator and may not be changed.

The gray fields should be completed by each submitting lender.

The question section contains the catalog selections and any questions you added. Questions from the generator catalog have a lender response area. Every question has an "importance level" and an additional details section for short responses.



Lender Questions			(School Only)
Question	School Importance	Lender Response	School Rating
1. Loan Program Name	3		
Provide Additional Details			

In addition, a “school rating” field is part of each question. It can be used for rating the lender’s response when the

spreadsheet is returned.

At the bottom of the spreadsheet, there is a “totals” field that will add any numerical value entered into the school rating fields. The school rating is for the school’s use only.

Finally, lenders may check the box found at the bottom of the spreadsheet to indicate whether or not additional documents will be attached to the return e mail in support of the completed RFI.

When you are ready, compose your e mail, attach the RFI spreadsheet and e mail the RFI to lenders you have selected.

Scoring the Responses

After the completed RFIs have been returned, you’ll need to evaluate the responses. Response evaluation procedures and criteria are determined by your school. The same evaluation criteria must be used for each RFI.

If a lender must return the RFI in a PDF format, ask that the spreadsheet be attached as well.

One possible evaluation method uses weighted scores. This method multiplies the importance level value by the response score you assign (ranges from 1-10, with ten being the highest). If the RFI question has an importance level of 4 and the lender response score is 9, the school rating would be 36. You would enter 36 in the school rating cell for that question. If the next question has an importance level of 3 and the lender response score is 10, you would enter 30 in the school rating cell for that question. The rating would be added to the total at the bottom of the spreadsheet after you saved the cell information or moved to a new cell. After scoring all the answers, the final totals for each RFI can be compared.

Questions or Comments

Please contact Ann Higgins ahiggins@hesc.org or (518) 473-7604.

