

Questions & Answers

Below are the responses to questions received which were relevant to the present procurement:

1. Is it HESAA's intent to award all business to a single service provider or will you / can you award to multiple service providers? For example, will HESAA consider making an award for lockbox services and a second award for all other services?

All proposals must be an all-inclusive bid on all services described in the RFP.

2. Are you open to exchanging images in lieu of physical documents delivered via messenger/courier?

HESAA prefers images in lieu of physical documents for all processed transactions. Any unprocessed physical documents need to be delivered to HESAA for processing.