



RESPONSES TO OFFERORS QUESTIONS - RFP EXTENSION PERIOD

Below are the offeror questions and answers submitted during the time frame allocated as a result of the RFP extension period, relating to this RFP and/or procurement.

Offeror Questions and Answers

No.	Question
Q1	What application will manage the loan servicing details of the different types of loans?
A1	All member loans will be managed and serviced by the Vitech V3 system.
Q2	If there are is no existing application what are your expectations within this RFP to solve this?
A2	Please see response to question Q1 above.
Q3	If a loan application exists, with what frequency will the transactions be sent to the ERP? (monthly, weekly, daily)?
A3	Loan processing information will be forwarded to the FARS system on a daily basis.
Q4	Requirement ID 235 to 245 establish that the FARS will process the loan payments, but it is not specified who will handle the loan servicing. Your vision is that the FARS will be required to process the loan payments? (Loan Servicing) If yes to the last question: <ul style="list-style-type: none">• If the Vitech's V3 will provide the Loan origination, how it will pass the loan origination information to the FARS Loan Servicing?• How will be Vitech's V3 be passing the payroll payments files to the FARS loan servicing?• What will be the amortization methods for each one of the loans types? (home, automobile, construction, personal needs)
A4	No. FARS will not be required to process loan payments.
Q5	Is there any flexibility on date or time for delivery? We are concerned with shipping to Virgin Islands and an exact time of day deadline?
A5	No. There is no flexibility with date or time of delivery. However, should an offeror ship their response via an overnight provider to the GERS with a proven guaranteed delivery, i.e., FedEx, UPS, DHL) date and time, and should the delay be determined the fault of the overnight provider, after close review and consideration GERS may accept the RFP response from the offeror.
Q6	Is a performance bond required? If yes, when? After award?
A6	No. A performance bond is not required.
Q7	Are payment terms and hold back requirements negotiable?
A7	GERS' preferred payment and hold back terms are defined in the RFP.
Q8	Is VIGERS open to having vendors perform discovery sessions prior to the RFP submission?
A8	No,