

**Request for Proposal (RFP)**

**RFP No. R102813**

**University of Arkansas**

**Comprehensive Banking Services**

 **PROPOSAL RELEASE DATE: 10/28/2013**

 **PRE-PROPOSAL**

 **TELE-CONFERENCE: 11/20/2013**

 **2:00 P.M. CST**

 **Dial-In #: 888-330-1716 *or* 713-353-7024 Access Code: 1291852**

 **PROPOSAL DUE DATE: 12/10/2013**

 **PROPOSAL DUE TIME: 2:30 P.M. CST**

 **SUBMIT ALL PROPOSALS TO: University of Arkansas**

 **Purchasing Division**

**Administration Building, Room 321**

 **1125 W. Maple St**

 **Fayetteville, AR 72701**

1. Introduction
	1. Overview

The University of Arkansas, Fayetteville (“UAF” or the “University”) is the largest and oldest state institution of higher education and the primary state and land-grant University in Arkansas. Established in 1871 under the provisions of the Morrill Act, it is the flagship institution of the University of Arkansas System and the state. Recognized as a Carnegie Research University, it is the state’s only comprehensive research university and is classified as an institution with high research activity. Through its teaching, research and outreach the University is positioned to be an economic and cultural engine for the state and beyond.

* 1. Description of Proposal

 UAF is releasing this Request for Proposal to solicit proposals from qualified providers (“Respondents”) for comprehensive banking services. To facilitate the evaluation of proposals, the services have been divided into five Service Groups as listed below.

Firms may propose to provide ***one or* more** of these services. UAF intends to select one or more financial institutions to provide the required services.

 Service Group 1: General Banking

 *Note: Respondent proposing to provide Service Group 2 must respond to the questions asked in Service Group 1.*

 Service Group 2: Local Banking

 Service Group 3: Lockbox Processing

 Service Group 4: Merchant Card Processing

 Service Group 5: Payroll Card Processing

**Each Respondent should clearly state in a signed cover letter to the proposal the Service Group(s) it is proposing to provide.**

**Scope:**

The University currently maintains two banking relationships for cash management services. The primary bank provides check disbursement, electronic transfers (ACH and wire), and consolidation of bank deposits. A local bank provides essential cash management services such as coin and currency deposits and fulfilling coin and currency orders. The University is likely to maintain a two bank approach which is why banking services are divided between Service Groups 1 & 2.

Respondents for Service Group 2: Local Banking should answer all of the questions asked under Service Group 1: General Banking.

1.2.1 Service Group 1: General Banking

1. **General Requirements:**

Currently the University uses 7 demand deposit accounts. There are one ZBA Master and five ZBA Subsidiary Accounts. The 7th account is a stand-alone account, where a minimal balance is maintained.

Requirements include:

1. Establish a minimum of 7 demand deposit accounts to meet the banking requirements of the University and maintain accurate records of activity in those accounts, and
2. Offer ZBA services.
3. Bank Statements must cutoff on the last day of the calendar month.
4. **Deposit Services:** The University plans to consolidate all of its deposit services with the vendor selected for Service Group 2: Local Banking.
5. **Disbursement Services**: The University disburses a total of approximately 9,000 controlled disbursement checks per month from three accounts: Accounts Payable, Payroll, and Student Information System. Positive Pay services are used on the accounts. UAF is exploring the benefits of payee positive pay.

The University pays hourly employees and students on a semi-monthly basis and faculty and professionals on a monthly basis.

Required services include:

1. Provide controlled disbursement services,
2. Provide positive pay services with online transmission of check details,
3. Provide online positive pay exception item review and correction,
4. Provide online stop payment services,
5. Provide CD-ROM or alternative electronic archival of cleared checks (images of front and back), and
6. Provide online access to cashed check images.
7. **Electronic Transfer of Funds**: The University processes approximately 13,750 ACH Credits and 1,000 ACH Debits each month. An ACH payroll file is sent semi-monthly.

The maximum amount of any ACH file for payroll has been $16 million.

The University initiates a small number of fed funds wires (less than 10 per month). The University also initiates approximately 14 foreign currency denominated international wires per month. International wire transfers are made in the following currencies: Mexico pesos, Euros, U.K. Pounds, Canadian Dollars, Indian Rupees, Swiss Francs, Australian Dollars, Japanese Yen, and Danish Krone.

Required services include:

* 1. Accept and send ACH transactions,
	2. Provide ACH debit blocking services,
	3. Provide a secure electronic method for initiating wire transfers,
	4. Provide a secure electronic method to initiate intra-bank transfers, and
	5. Receive and send international wires.
1. **Reporting:** The University requires access to daily reports of balances and transaction information, including prior day reporting of ledger balance, available balance, and summary and details of credits/debits posted. Current day and prior day reporting of wire activity and ACH receipts is also required.

Required services include:

1. Provide online balance reporting services,
2. Allow approximately 10 University employees to access the bank’s online reporting system with different levels of authorization,
3. Provide online monthly activity statements and reports for all accounts for three years,
4. Provide prior day reporting for the last 365 days,
5. Provide full account reconcilement services for disbursements and deposits,
6. Provide a detailed monthly account analysis statement for each account and a consolidated statement.
7. **Bank Balances:** The University maintains deposits of approximately $120 million. Bank deposits must be collateralized in accordance with state statute. UAF will consider other sweep options, such as money market mutual funds and overnight repurchase agreements.

Required services include:

* 1. Provide a competitive earnings credit rate for bank balances, and
	2. Provide an overnight investment service (sweep) and/or interest bearing account for excess cash balances in the demand deposit accounts.

1.2.2 Service Group 2: Local Banking

The University would like to maintain a banking relationship with branches in the area.

The University plans to consolidate deposit activity with the Local Banking provider. The University collects approximately 7,500 checks per month. The University is currently processing the majority of these items by remote deposit capture (“RDC”) and plans to transition all eligible deposit items to RDC. Certain University departments may still make deposits directly to a bank branch. We estimate that the volume may be approximately 60 per month.

The Local Banking provider will also be expected to handle all of the bank’s cash and currency needs (deposits and orders). The University collects approximately $900,000 on average in currency and $21,000 in coin, primarily quarters, each month. These funds are currently transported to the bank by armored car. On average, the University requests approximately $1,651 per month in currency and 19 rolls of coin per month.

In addition, the Local Banking provider will be expected to be a partner to the University’s employees and students by cashing checks and providing a package of banking services for interested employees / students.

Required services include:

* 1. Process the deposit of approximately 7,500 checks per month at a local branch, vault location or by remote deposit capture,
	2. Process the collection of $921,000 in currency and coin per month at a local branch or vault location,
	3. Supply currency and coin through the University’s armored car provider
	4. Image deposited items,
	5. Provide online access for deposit reconciliation including images of deposited items,
	6. Provide a package of banking services to the University’s employees, and
	7. Cash employees’ payroll checks and student refund checks at no cost to the University or to the payee.

1.2.3 Service Group 3: Lockbox Processing

The University uses a lockbox solution for its receivables, including student payments, vendor invoice payments, departmental funds, and student loan payments. Approximately 800 items are processed per month.

A copy of sample remittance documents can be found in Appendix IV.

Required services include:

1. Process and image checks and remittance documents received,

2. Provide online access to images of processed items and remittance documents,

3. Provide online reporting and download of transaction detail and summary including account numbers and payment amounts, and

4. Provide exception item review and correction.

1.2.4 Service Group 4: Merchant Card Processing

The University processes merchant cards. Annual merchant card processing volume is approximately $84.0 million. The University processes approximately 45,000 transactions per month.



A listing of the University’s merchant card processing locations is provided in Appendix III.

Required services include:

* 1. Process credit card payments (MasterCard, Visa, American Express, and Discover),
	2. Process online payments,
	3. Process debit card transactions,
	4. Dial-out terminal leasing and reasonable upgrades for new technologies such as P2PE and EMV (all equipment must be current on industry standards/security validation),
	5. Transfer funds to designated University accounts,
	6. Robust online reporting tools and option of programmatic download of sanitized report data,
	7. Provide a detailed online monthly analysis statement for each individual merchant location, terminal and a consolidated statement showing charges for all account services,
	8. Apply all fees to MIDs individually for their stated activity,
	9. Reliable technical support for dial-out terminal troubleshooting, supply reorder and maintenance, and
	10. Reliable support for PCI DSS compliance efforts (ad hoc advice, service provider relationship support) and provide detailed online compliance reporting tools.

1.2.5 Service Group 5: Payroll Card Processing

The University currently pays employees by check and direct deposit.

Salaried employees are paid monthly. Of the approximately 6,500 salaried employees, approximately 95% are paid by direct deposit. Approximately 250 salaried employees receive checks. These checks average approximately $1,600 per check.

Hourly employees and students are paid semi-monthly. Of the approximately 2,000 to 3,000 hourly employees, 78% are paid by direct deposit. Approximately 565 employees/ students receive semi-monthly checks. The average amount of the semi-monthly check is $275. In addition, approximately 1,000 checks for overtime pay are written per year at an average amount of $300.

The University is considering the use of a payroll card program to provide a cost-effective alternative to payroll checks for employees and students that do not have or do not use a bank account.

Desired services include:

* + - 1. Accept 100% of the University’s employees and students,
			2. Provide administrative card management,
			3. Allow 100% withdrawal of employees’ pay,
			4. Support marketing to University employees and students,
			5. Provide written instructional materials when employees and students sign up,
			6. Offer a system linked to a wide range ATM network (e.g. STAR, Cirrus, Plus, Maestro),
			7. Provide 24/7 telephone customer service for lost or stolen cards,
			8. Allow unlimited daily withdrawals,
			9. Provide employees with a detailed monthly statement,
			10. Provide a mechanism to retrieve funds that are not due the employee, and
			11. Provide a method to load the cards out of cycle for manual checks.

**Intent:** UAF intends to enter into a contract with a highly qualified and experienced firm to provide the services as described above. It is intended that the contract shall commence shortly after the award under this RFP, and the intent is to award this contract by March 2014.

* 1. Issuing Agency

 This Request for Proposal (RFP) is issued by the Office of Business Affairs, University of Arkansas, Fayetteville, on behalf of Susan Slinkard, Director of Cash Management. The University Purchasing Official is the sole point of contact for the University of Arkansas, Fayetteville. Vendor questions regarding all RFP matters should be addressed via email to Whitney Smith, Procurement Agent, Office of Business Affairs, wesmith@uark.edu.

 During the time between the bid opening and contract award(s), with the exception regarding vendor questions during this process, any contact concerning this RFP will be initiated by the issuing agency and not the respondent. Specifically, the persons named herein will initiate all contact.

 **ADDENDA:** In the event it becomes necessary to revise any part of this RFP, any updates and addenda to this RFP will be available on HogBid, the University of Arkansas bid solicitation web site: http://hogbid.uark.edu/. Respondents shall not rely on any other interpretations, changes, or corrections. It is the Respondent's responsibility to thoroughly examine and read the entire RFP document and any addenda to this RFP. Failure of Respondents to fully acquaint themselves with existing conditions will not be a basis for requesting extra compensation after the award of a Contract.

* 1. Projected Timetable of Activities

• RFP released to prospective respondents: **10/28/2013**

• Written Questions Due: **11/12/2013**

• Pre-proposal meeting: **11/20/2013 at 2:00 p.m. CST**

 **Dial-In #: 888-330-1716 *or* 713-353-7024 Access Code: 1291852**

(a follow-up transcript document will be released to all participants)

• Proposal submission deadline: **12/10/2013 at 2:30 p.m. CST**

• Finalist Presentations: **02/10/2014 & 02/11/2014**

• Award bid - Selection: **March 2014 (tentative)**

• Begin Implementation Planning: **April 2014**

 Note: No award will be made during the opening of proposal submissions. Only names of respondents and a preliminary determination of proposal responsiveness will be made at this time.

* 1. Term and Termination of Contract

The required services described herein are to commence as soon as possible after contract is awarded. The term (“Term”) of the contract will be for a period of five (5) years from the date of award. If mutually agreed upon in writing by the contractor and the University of Arkansas, the Business Office reserves the option to renew this contract for an additional two (2) years, not to exceed a combined total of seven (7) years. Either party may terminate this Agreement without cause, at any time during the Term (including any renewal periods), by giving the other party thirty (30) day’s advance written notice of termination. Additionally, in the event of non-appropriation of funds necessary to fulfill the terms and conditions of this Agreement during any biennium period of the Term (including any renewal periods), the parties agree that this Agreement shall automatically terminate without notice.

The Contract will not be assignable without prior written consent of both parties. Any attempted assignment without such consent shall be grounds and cause for immediate termination of this contract.

* 1. Instruction to Bidders

1.6.1 Respondents must comply with all articles in the Standard Terms and Conditions as attached to the front of this Request for Proposal, and with all articles within this Request for Proposal document.

1. * 1.

1.6.2 Respondents must respond to each numbered item of the RFP. This RFP document will be provided to each vendor as an interactive Microsoft Word document; the respondent must respond to this RFP by inserting responses into the appropriate places within this document and include the modified document as part of the total bid response. In the event that a detailed response is not necessary, the respondent shall state ACKNOWLEDGED as the response to indicate that the respondent acknowledges, understands, and fully complies with the specification. If a description is requested in the paragraph, please insert detailed response accordingly. Respondents must address each of the requirements of this request. Vendor’s required responses should contain sufficient information and detail for the University to further evaluate the merit of the vendor’s response. Failure to respond in this format may result in bid disqualification.

1.6.3 Any exceptions to any of the terms, conditions, specifications, protocols, and/or other requirements listed in this RFP must be clearly noted by reference to the page number, section, or other identifying reference in this RFP. All information regarding such exceptions to content or requirements must be noted in the same sequence as its appearance in this RFP.

1.6.4 Proposals will be publicly opened in the Purchasing Office, Room 321 Administration Building, The University of Arkansas, Fayetteville, Arkansas, 72701, at 2:30 p.m. CST, on the proposal due date. All responses must be submitted in a sealed package with the response number clearly visible on the OUTSIDE of the package. No responsibility will be attached to any person for the premature opening of a response not properly identified.

Agencies must submit one (1) signed original and one (1) signed copy of their response. Responses must be received at the following location prior to the time and date specified within the timeline this RFP:

 University of Arkansas, Fayetteville

 Business Affairs, Purchasing Division

 Administration Building, Room 321

 1125 W. Maple St

 Fayetteville, Arkansas 72701

 Phone # 479/575-2551

One (1) copy of referenced or otherwise appropriate descriptive literature must accompany a submitted bid. All bid documents must also be submitted on a CD-ROM or USB flash drive (labeled with the respondent’s name and the Bid Number), readable by the University, with the documents in Microsoft Windows versions of Microsoft Word, Microsoft Excel, Microsoft Visio, Microsoft PowerPoint, or Adobe PDF formats; other formats are acceptable as long as that format’s viewer is also included on the CD-ROM or a pointer is provided for downloading it from the Internet. Responses shall be publicly opened and announced at that time, and become public information under the laws of the State of Arkansas.

An additional two (2) physical copies and one (1) electronic copy on CD-ROM or USB flash drive must be submitted for delivery to the consultant enlisted by the University to assist in the RFP process. Responses must be received at the following location prior to the time and date specified within the timeline of this RFP:

 PFM Asset Management LLC

 Attn: David Calvert

 One Keystone Plaza, Ste 300

 N. Front & Market Streets.

 Harrisburg, PA 17101

 Phone: (717) 232-2723

 calvertd@pfm.com

Respondents may deliver their responses either by hand or through U.S. Mail or other available courier services to the address shown above. Include the RFP name and number on the outside of each package and/or correspondence related to this RFP. No call-in, emailed, or faxed responses will be accepted. The Respondent remains solely responsible for insuring that its response is received at the time, date, and location specified. The University of Arkansas assumes no responsibility for any response not so received, regardless of whether the delay is caused by the U.S. Postal Service, University Postal Delivery System, or some other act or circumstance. Responses received after the time specified in this RFP will not be considered. All responses received after the specified time will be returned unopened.

1.6.5 For a bid to be considered, an official authorized to bind the respondent to a resultant contract must have signed the original bid in the blank provided on the bid cover sheet.

1.6.6 All official documents, including responses to this RFP, and correspondence shall be included as part of the resultant contract.

1.6.7 The University Purchasing Official reserves the right to award a contract or reject a bid for any or all line items of a bid received as a result of this RFP, if it is in the best interest of the University to do so. Bids could be rejected for one or more reasons not limited to the following:

* + - * 1. Failure of the vendor to submit the bid(s) and bid copies as required in this RFP on or before the deadline established by the issuing agency.
				2. Failure of the vendor to respond to a requirement for oral/written clarification, presentation, or demonstration.
				3. Failure to provide the bid security or performance security if required.
				4. Failure to supply vendor references if required.
				5. Failure to sign an Official Bid Document.
				6. Failure to complete the Official Bid Price Sheet.
				7. Any wording by the respondent in their response to this RFP, or in subsequent correspondence, which conflicts with or takes exception to a bid requirement in this RFP.
	1. Conditions and Terms of Bid

 If the bidder submits standard terms and conditions with the bid, and if any section of those terms is in conflict with the laws of the State of Arkansas, the State laws shall govern. Standard terms and conditions submitted may need to be altered to adequately reflect all of the conditions of this RFP, the bidder's responses and Arkansas State law.

* 1. Payment and Invoice Provisions

All invoices shall be forwarded to the “Bill To” point listed on the official University purchase order and must also include the following additional information where applicable:

* 1. The complete name and address of the vendor
	2. Invoice Date
	3. Invoice Number
	4. Purchase Order Number
	5. Itemized listing of purchases. This should include a description of the

commodities and/or services, unit price and extended line total.

* 1. Name and location of department for whom the goods or services were

provided

* 1. Discount payment terms
	2. Itemized taxes

The University does not agree to pay interest charges or late fees on any amounts due to vendor. Payment will be made in accordance with applicable University of Arkansas accounting procedures. The University may not be invoiced in advance of delivery and acceptance of services.

* 1. Proprietary Information

 Proprietary information submitted in response to this bid will be processed in accordance with applicable University of Arkansas procurement procedures. All material submitted in response to this bid becomes the public property of the State of Arkansas and will be a matter of public record and open to public inspection subsequent to bid opening as defined by the Arkansas Freedom of Information Act. The Respondent is hereby cautioned that any part of its bid that is considered confidential, proprietary, or trade secret, must be labeled as such and submitted in a separate envelope along with the bid, and can only be protected to the extent permitted by Arkansas law.

* 1. Reservation

 This RFP does not commit the University Purchasing Official to award a contract, to pay costs incurred in the preparation of a bid in response to this request, or to procure or contract for services or supplies.

* 1. Excused Performance

In the event that the performance of any terms or provisions of this Agreement shall be delayed or prevented because of compliance with any law, decree, or order of any governmental agency or authority, either local, state, or federal, or because of riots, war, acts of terrorism, public disturbances, unavailability of materials meeting the required standards, strikes, lockouts, differences with workmen, fires, floods, Acts of God, or any other reason whatsoever which is not within the control of the party whose performance is interfered with and which, by the exercise of reasonable diligence, such party is unable to prevent (the foregoing collectively referred to as "Excused Performance"), the party so interfered with may at its option suspend, without liability, the performance of its obligations during the period such cause continues, and extend any due date or deadline for performance by the period of such delay, but in no event shall such delay exceed six (6) months.

* 1. Question and answer

All questions about the RFP shall be submitted in advance of the scheduled pre-proposal tele-conference to:

Whitney Smith, Purchasing Agent; UofA Business Affairs

wesmith@uark.edu

Copy to:

David Calvert, Senior Managing Consultant; PFM Asset Management

calvertd@pfm.com

* 1. Pre-Proposal Meeting

 A pre-proposal meeting will be held by the University of Arkansas on the date, time, and through means as specified on the cover sheet of this RFP document. The purpose of the conference will be to provide a forum for bidders to obtain clarification about the RFP prior to finalizing their responses.

 In accordance with Section 1.12 above, all questions concerning the RFP shall be submitted to Whitney Smith, wesmith@uark.edu, with copy to David Calvert, calvertd@pfm.com, in advance of the scheduled pre-proposal teleconference for preparation purposes to make the best use of time during discussion. Vendors who anticipate responding to this RFP are encouraged to participate in this pre-proposal teleconference for discussion of information and clarifications. Proposals *may* be removed from consideration from vendors who have not participated in the pre-proposal teleconference. Following the teleconference, the University will post the transcript of the meeting on the bid solicitation web site: <http://hogbid.uark.edu/>.

* 1. Disclosure

 Disclosure is a condition of this contract and the University of Arkansas cannot enter into any contract for which disclosure is not made.

Arkansas’s Executive Order 98-04 requires all potential contractors disclose whether the individual or anyone who owns or controls the business is a member of the Arkansas General Assembly, constitutional officer, state board or commission member, state employee, or the spouse or family member of any of these. If this applies to the bidder’s business, the bidder must state so in writing.

* 1. Proposal Modification

 Proposals submitted prior to the Proposal opening date may be modified or withdrawn only by written notice to the University of Arkansas. Such notice must be received by the University Purchasing Official prior to the time designated for opening of the Proposal. Respondent may change or withdraw the Proposal at any time prior to Proposal opening; however, no oral modifications will be allowed. Only letters or other formal written requests for modifications or corrections of a previously submitted Proposal that are addressed in the same manner as the Proposal and that are received prior to the scheduled Proposal opening time will be accepted. The Proposal, when opened, will then be corrected in accordance with such written requests, provided that the written request is contained in a sealed envelope that is clearly marked with the RFP number and “Modification of Proposal”. No modifications of the Proposal will be accepted at any time after the Proposal due date and time.

* 1. Prime Contractor Responsibility

 Single and joint vendor bids and multiple bids by vendors are acceptable. However, the selected bidder(s) will be required to assume prime contractor responsibility for the contract and will be the sole point of contact with regard to the award of this RFP.

* 1. Period of Firm Proposal

 Prices for the proposed service must be kept firm for at least 180 days after the Proposal Due Date specified on the cover sheet of this RFP. Firm Proposals for periods of less than this number of days may be considered non-responsive. The Respondent may specify a longer period of firm price than indicated here. If no period is indicated by the Respondent in the Proposal, the price will be firm for 180 days or until written notice to the contrary is received from the Respondent, whichever is longer.

* 1. Errors and Omissions

 The Respondent is expected to comply with the true intent of this RFP taken as a whole and shall not avail itself of any errors or omissions to the detriment of the services. Should the Respondent suspect any error, omission, or discrepancy in the specifications or instructions, the Respondent shall immediately notify the University Purchasing Official, in writing, and the University of Arkansas shall issue written instructions to be followed. The Respondent is responsible for the contents of its Proposal and for satisfying the requirements set forth in the RFP.

* 1. RFP Interpretation

 Interpretation of the wording of this document shall be the responsibility of the University of Arkansas and that interpretation shall be final.

* 1. Contract Information

Respondents should note the following regarding the University's contracting authority, and amend any documents accordingly. Failure to conform to these standards may result in rejection of bid.

* + 1. The State of Arkansas may not contract with another party:
			1. To pay any penalties or charges for late payment or any penalties or charges which in fact are penalties for any reason.
			2. To indemnify and defend that party for liability and damages. Under Arkansas law the University of Arkansas may not enter into a covenant or agreement to hold a party harmless or to indemnify a party from prospective damages. However, with respect to loss, expense, damage, liability, claims or demands either at law or in equity for actual or alleged injuries to persons or property arising out of any negligent act or omission by the University and its employees or agents in the performance of this Agreement, the University agrees with the successful party that: (a) it will cooperate with the successful party in the defense of any action or claim brought against the successful party seeking the foregoing damages or relief; (b) it will in good faith cooperate with the successful party should the successful party present any claims of the foregoing nature against University to the Claims Commission of the State of Arkansas; (c) it will not take any action to frustrate or delay the prompt hearing on claims of the foregoing nature by the said Claims Commission and will make reasonable efforts to expedite said hearing; provided, however, the University reserves its right to assert in good faith all claims and defenses available to it in any proceedings in said Claims Commission or other appropriate forum. The obligations of this paragraph shall survive the expiration or termination of this agreement.
			3. Upon default, to pay all sums to become due under a contract.
			4. To pay damages, legal expenses or other costs and expenses of any party.
			5. To conduct litigation in a place other than Washington County, Arkansas.
			6. To agree to any provision of a contract that violates the laws or constitution of the State of Arkansas.
		2. **A party wishing to contract with the University of Arkansas should:**
			- 1. Remove any language from its contract which grants to it any remedies other than:
	+ The right to possession.
	+ The right to accrued payments.
	+ The right to expenses of deinstallation.
		- * 1. Include in its contract that the laws of the State of Arkansas govern the contract.
				2. Acknowledge in its contract that contracts become effective when awarded by the University Purchasing Official.
	1. Formation of The Agreement/Contract

At its option, the University may take either one of the following actions in order to create the agreement between the University and the selected Contractor:

1. Accept a proposal as written by issuing a written notice to the selected Contractor, which refers to the RFP and accept the proposal submitted in response to it.

B. Enter negotiations with one or more firms in an effort to reach a mutually satisfactory written agreement, which will be executed by both parties and will be based upon this RFP, the proposal submitted by the firm and negotiations concerning these.

Because the University may use alternative (A) above, each Bidder should include in its proposal all requirements, terms or conditions it may have, and should not assume that an opportunity will exist to add such matters after the proposal is submitted. The contents of this RFP will be incorporated into the final contract documents.

* 1. Conditions of Contract

 The successful bidder(s) shall at all times observe and comply with federal and Arkansas State laws, local laws, ordinances, orders, and regulations existing at the time of or enacted subsequent to the execution of this contract which in any manner affect the completion of the work. The successful bidder(s) shall indemnify and save harmless the University and all its officers, representatives, agents, and employees against any claim or liability arising from or based upon the violation of any such law, ordinance, regulation, order or decree by an employee, representative, or subcontractor of the successful bidder.

* 1. Standard of Performance

The Contractor shall perform according to the terms and conditions as stated herein, and according to the highest standards and commercial practices. Instances of poor performance by the Contractor will be documented and submitted to the Contractor for immediate review and corrective action. Continued instances of poor performance will be deemed a breach of the specifications of this RFP and shall be grounds and cause for immediate termination of this contract. A review meeting will be called between the University and the Contractor when documented instances of poor performance occur. A plan for corrective action agreeable to both parties will be developed and implemented. The University retains the right to assess whether and when performance is subsequently acceptable.

* 1. Right to Inspect

The University of Arkansas reserves the right to inspect and investigate thoroughly the establishment, facilities, equipment, business reputation, and other qualifications of the Respondent and any proposed Subcontractors and to reject any Proposal irrespective of price if it shall be administratively determined that the Respondent is deficient in any of the essentials necessary to assure acceptable standards of performance. The University of Arkansas reserves the right to continue this inspection procedure throughout the life of the Contract that might arise from this RFP.

* 1. Permits and Licenses

The Contractor will obtain and maintain, at its expense, and in its name, all necessary licenses and permits required to perform the services described herein.

* 1. Award Responsibility

The University Purchasing Official will be responsible for award and administration of any resulting contract(s).

* 1. Quality of services

It is the intention of the University that this service is of the highest quality attainable. The Contractor shall consistently maintain a superior record of conformance with all state and local regulations.

* 1. Publicity

 News release(s) by a vendor pertaining to this RFP or any portion of the project shall not be made without prior written approval of the University Purchasing Official. Failure to comply with this requirement is deemed to be a valid reason for disqualification of the respondent's bid. The University Purchasing Official will not initiate any publicity relating to this procurement action before the contract award is completed.

* 1. Cost and Confirmation

All charges associated with each category of service must be included on the Official Bid Price Sheet, must be valid for 180 days following response deadline, and shall be included in the costing evaluation. The University will not be obligated to pay any costs not identified on the Official Bid Price Sheet.

The respondent must confirm that any costs not identified, but required for a complete system as bid and subsequently incurred in order to achieve successful operation of the services, will be borne by the respondent. See Appendix II for format.

* 1. Vendor References

 The University requires assurance that the offered products function properly. The University Purchasing Official reserves the right to request or obtain additional information. Respondents must supply, with the bid, at least five (5) reference accounts, in higher education, (including persons to contact, email addresses and telephone numbers) located in the continental United States currently served by respondent. See Appendix I for format.

* 1. Confidentiality

 From the date of issuance of the RFP until the opening date, the Respondent must not make available or discuss its Proposal, or any part thereof, with any employee or agent of the University of Arkansas. The Respondent is hereby warned that any part of its Proposal or any other material marked as confidential, proprietary, or trade secret, can only be protected to the extent permitted by law. All material submitted in response to this RFP becomes the property of the University of Arkansas.

1. Proposal Evaluation Procedure and Criteria
	1. Acceptance of Proposal

The University of Arkansas reserves the right to reject any or all Proposals or any part thereof, to waive informalities, and to accept the Proposal or Proposals deemed most favorable to the University of Arkansas.

* 1. Respondent Qualifications

The Respondent must demonstrate that it has the operational experience, financial resources and personnel necessary to successfully provide the services specified in this RFP. A Respondent must be financially solvent.

* 1. Respondent Presentations

 The University of Arkansas reserves the right to, but is not obligated to, request and require that final contenders determined by the Evaluation Committee provide a formal presentation of their Proposal at a date and time to be determined by the Evaluation Committee. Respondents are required to participate in such a request if the University of Arkansas chooses to engage such opportunity.

* 1. Evaluation of Proposals

 An evaluation team will evaluate all Proposals and may take into consideration the skill, facilities, capacity, experience, ability, responsibility, previous work, reputation, financial standing, and quality and content of each respondent. The inability of any respondent to meet the requirements mentioned above may be cause for rejection of proposal.

 The University of Arkansas will award the Contract to the responsible respondent whose proposal is determined to be the most advantageous to the University of Arkansas, taking into consideration price and other evaluation factors as set forth in this RFP. The University of Arkansas reserves the right to waive specific requirements defined in this document.

 The University of Arkansas reserves the right to reject any and all proposals, wholly or in part, and to make an award, which, in the opinion of The University of Arkansas is in its best interests. Responses will be evaluated using the following criteria, but do not herein limit the methods or factors to be used to those listed.

2.4.1 Ability to Provide Full Range of Services as Indicated in RFP (45 Points)

 Points shall be assigned based on factors within this category, but not limited to:

* Scope of Services Offered (as indicated in RFP above)
* Respondent Presentations
* Adherence to University Requirements and Quality of Proposal
* Understanding of the University’s needs and operational requirements
* Location
* Financial strength of proposing institution
* Adequacy of financial controls and protection against loss
* Quality and scope of conversion/implementation plan
* Value of any new product or service suggestions

2.4.2 Vendor History and Past Performance (20 Points)

 Points shall be assigned based on factors within this category, but not limited to:

* Number of years in business
* Profile of organization and history
* Experience, resources and qualifications of institution
* Proposed staffing structure
* Relevant experience managing similar account relationships with other colleges and universities
* Higher Education references

2.4.3 Cost (35 Points)

Points shall be assigned for the cost of the specific categories of services, which comprise the overall system, including annual maintenance cost, as follows:

* The bid with the lowest estimated cost of the overall system, per category, will receive a maximum of 35 points.
* Inclusive of any additional expenses required.
* Cost points will be assigned on the specific category basis as reflected on the Official Price Sheet, for comparison and evaluation purposes.
* Remaining bids will receive points in accordance with the following formula:

 **(a/b)(c) = d**

 a = lowest cost bid in dollars

 b = second (third, fourth, etc.) lowest cost bid

 c = maximum points for Cost category (35)

 d = number of points allocated to bid

 Failure of the Respondent to provide any information requested in this RFP may result in disqualification of the proposal and shall be the responsibility of the responding firm.

1.
2. Award of Contract

The University of Arkansas may award multiple Contracts to the Respondents who have, in the opinion of The University of Arkansas, best demonstrated suitability and qualification for the services required at fair and reasonable prices/compensation and whose Proposal is deemed to be in the best interest of The University of Arkansas.

Where contract negotiations with a respondent do not proceed to an executed contract within a time deemed reasonable by the University (for whatever reasons), the University may reconsider the Proposals of other respondents and, if appropriate, enter into contract negotiations with one or more of the other respondents. Proposals shall remain valid and current for the period of 180 days after the due date and time for submission of Proposals. The respondent and University agree that time is of the essence in all respects concerning the award of contract and performance hereunder.

1. Company Overview
	1. Provide a general overview and brief history of your organization, including parent and/or subsidiary companies and the number of employees.
	2. Provide the location (city and state) of the firm’s headquarters.
	3. Provide the address of the office that will cover the University’s account for each Service Group you are proposing to provide.
	4. Describe the experience of the financial institution in providing similar services to the higher education market.
	5. Complete the following table with current credit ratings by Standard & Poor’s Rating Services and Moody’s. If the Proposer is not rated by these rating organizations, provide other evidence of the institution’s financial strength and compliance.

|  |  |  |
| --- | --- | --- |
|  | **Standard & Poor’s Rating** | **Moody’s Rating** |
| **Firm / Bank** |  |  |
| Short-Term Unsecured Senior Debt |  |  |
| Long-Term Unsecured Senior Debt |  |  |
| **Bank Holding Company** |  |  |
| Short-Term Unsecured Senior Debt |  |  |
| Long-Term Unsecured Senior Debt |  |  |

* 1. Discuss the firm’s current capital structure, adequacy, and coverage. Please confirm the bank meets the following requirement.

|  |  |  |
| --- | --- | --- |
| **Requirement** | **Confirmation** | **Required Information** |
| Is the bank considered "Well Capitalized" as defined by the Federal Deposit Insurance Corporation with Total Risk-Based Capital Ratio equal to or greater than 10 percent, and Tier 1 Risk-Based Capital Ratio equal to or greater than 6 percent, and Tier 1 Leverage Capital Ratio equal to or greater than 5 percent.  | □ Yes □ No | Total Risk Based Capital Ratio: \_\_\_\_\_\_Tier 1 Risk-Based Capital Ratio: \_\_\_\_\_\_Tier 1 Leverage Capital Ratio: \_\_\_\_\_\_ |

* 1. Include an ***electronic copy*** of the most recent audited annual financial statements.
	2. Provide the bank’s Community Reinvestment Act (CRA) rating.
	3. Is the bank willing to agree to all of the terms and conditions set forth under Section 1.20 of this RFP? *(Failure to agree may be a cause for disqualification.)*
1. Service requirements and specifications
	1. Personnel
	2. Provide the name, title, address, phone number, fax number and email address of the ***primary*** contact person (i.e. relationship manager) assigned to this account.
	3. Describe your firm’s policy on changing the primary contact person on an account.
	4. Name the individuals who will work with the University on a day-to-day basis. Please name the individual responsible for ***each*** proposed Service Group. Information must include:
		1. Biographical information
		2. Experience working with other colleges and universities
		3. Proposed role with regard to the University’s account
		4. Number of years of experience in this field
		5. Number of years with your firm
	5. Customer Service
		1. Will a specific customer service representative or a customer service department be assigned to handle day-to-day transactions for the University?
		2. Describe the responsibilities of the customer service personnel, including the chain of command for problem resolutions.
		3. What are the hours of operation of each customer service unit involved in supporting the proposed services?
		4. If an error is discovered by the University, how would you propose to resolve it (i.e. who should the University contact first, etc.)?
	6. After the initial transition, will the primary contact person be willing to attend regular meetings with University staff? What frequency of meetings do you propose?
	7. IT Resources: Will the bank provide dedicated IT liaison(s) to work on set-up, file transfer, testing and troubleshooting / issue resolution. During what hours is technical support available (specify time zones)?

* 1. Service Group 1: General Banking

*(Only Firms responding to Service Group* ***1 & 2*** *should respond to this section.)*

* 1. Please provide a proximity study for (location of the nearest branch) for each of the University’s remote locations provided in Appendix V. *(Deposits will be deposited by University employees to the nearest branch.)*
	2. Check Disbursements / Positive Pay
		1. Does the bank offer Positive Pay and Payee Positive Pay? Is there an additional charge for Payee Positive Pay versus Positive Pay?
		2. How would the University need to transmit check issuance information to the bank?
		3. What is the deadline for the transmission of check issuance files to the bank?
		4. How frequently can transmission files be uploaded to the bank for the issuance of additional checks, and/or recently voided items? Is there a limit to the number of files per day?
		5. Does the bank offer the ability to manually enter one-time check disbursements issued outside of the regular batch file? Please describe.
		6. Does the bank provide automatic file receipt acknowledgements? If so, how is the acknowledgement transmitted?
		7. How will the University be notified of exception items? Can an e-mail notification be sent to specific users alerting them that there is an exception item to review?
		8. Will an image of the exception item be available for viewing in the e-mail or would the user be required to log-into the bank’s website?
		9. What time will the University receive the information on exception items? How much time will the University have to review discrepancies and notify the bank to accept or reject?
		10. Does the bank offer a “do not pay” default?
		11. Will stale-dated checks be reported as exception items?
		12. Is Positive Pay required for all demand deposit accounts, even on accounts with no check writing functionality? Can accounts be designated as “post no checks” to prevent potential fraud? What is the cost to make this account designation?
		13. Does the bank offer Teller Positive Pay? How frequently is check issuance information updated and available to tellers? Can the University use positive pay services without Teller Positive Pay?
	3. Controlled Disbursement

a. Where will the point or points for the University’s proposed disbursement account be located? What is its relationship to your organization: main office, branch, affiliate, correspondent, service bureau, other?

b. At what time will the University be notified of presentment items? Specify 1st and 2nd presentment times.

c. What is the average percentage of the final presentment available at the 1st presentment time?

* 1. Stop Payments
		1. What term options are available for online stop payments? What are the fees for stop payment requests for various terms?
		2. Are stop payment requests effective immediately? If not, how long does it take for a stop payment request to become effective?
		3. Will the system automatically verify if a check has been paid before processing the stop payment request?
		4. Is a report generated showing stop payments expected to expire?
		5. Can stop payments be automatically renewed? If so, for how long? What are the associated fees for each renewal, if any?
	2. ACH Processing
		1. What ACH file transmission options are available?
		2. What are the transmission deadlines for ACH files? When does the bank need the file from the University for employees to receive payroll by 8 a.m. on Friday morning? When are funds debited from the University’s accounts?
		3. Is the bank willing to establish an ACH exposure of at least $16 million for the University?
		4. What would happen to a file if the University exceeded its daily exposure limit?
		5. How would the University communicate ACH control totals to the bank (i.e. phone, online, e-mail)? Is the University required to submit a control total for an ACH batch?
		6. Does the bank provide automatic file receipt acknowledgements? If so, how is the acknowledgement transmitted?
		7. How are returned and rejected ACH transactions handled? Can notification about rejected ACH transactions be emailed to the University? What information does the bank provide to assist in identifying returned and rejected ACH transmissions?
		8. If the bank provides ACH debit blocking, what level of filtering can be applied (originator, originator & dollar amount, etc.)?
		9. With ACH debit blocking, does the bank notify the University of attempts to debit funds that have been automatically rejected?
		10. Does the bank offer ACH Positive Pay (ability to make pay / no pay decisions on unidentified ACH transactions)?
		11. Does the bank offer Universal Payment Identification Codes (ability to mask account numbers to reduce the risk of unauthorized direct debits)?
		12. What detail about incoming ACH transactions can be viewed online (i.e. CCD and CTX). How can the University gain access to this Addenda information?
	3. Wire Processing
		1. Describe the process of initiating wire transfers electronically?
		2. What is the cutoff time for same day wire transfers?
		3. If wire transfers can be initiated online, describe the system’s security features. Can varying degrees of authorization be set (i.e. multiple authorizers, maximum dollar amounts, etc.)?
	4. Foreign Transactions
		1. Describe the process of initiating USD international wires and foreign currency international wires.
		2. How are currency rates determined? Are conversion rates different based upon the size of the transaction? Are there any transaction fees involved for converting currency?
		3. Can the bank support online foreign exchange transaction capability with templates for repetitive beneficiary payments?
		4. Does the bank offer global ACH? Please describe the difference in procedures and costs.
		5. Describe the bank’s procedures to comply with the U.S. Treasury Department’s Office of Foreign Assets Control (OFAC) regulations.
		6. Describe the process of initiating foreign currency denominated paper bank drafts *(Note: UAF has occasionally processed foreign currency denominated paper bank drafts. Two drafts were needed last year)*.
	5. Intra-Bank Account Transfers
		1. Describe the process of initiating an intra-bank account transfer?
		2. What is the cut-off time for same-day intra-bank account transfers?
	6. Statements & Documents
		1. How soon after the cut-off date are the following items ready?

|  |  |  |
| --- | --- | --- |
|  | **Online** | **By Mail** |
| Bank Statements |  |  |
| CD-ROMs |  |  |
| Partial Reconciliation Information |  |  |
| Full Reconciliation Information |  |  |
| Account Analysis Statement |  |  |

* + 1. What technology would you recommend the University use for archiving historical data (i.e. receive both CD-ROMs and online access, CD-ROMs only, online access only)?
		2. How long are monthly account statements available online (a minimum of 3 years is preferred)?
		3. Are electronic images stored on the bank’s online reporting system? If so, how does the bank charge for this service (per item viewed / per item loaded)? Is there a difference in price for deposited items versus disbursement items?
		4. How long are electronic images for deposited and disbursement items stored on the reporting system and available for customer access? Are longer retention options available? If so, what are the costs for longer retention periods?
		5. Can historical images and statements be sent by transmission to the University for archival purposes (i.e. a full fiscal year)? If so, please provide applicable pricing.
	1. Online Reporting System
		1. Are there any limits on the number of University users that could have access to the bank’s online website? *(Approximately 10 employees currently have online access to the current system.)*
		2. What levels of authorization (i.e. accounts viewed, transaction capabilities, etc.) can be permitted or turned off for individual users?
		3. Can the University setup online view-only access for interested third parties (i.e. external auditors)? Describe the process.
		4. What transaction types are reported in previous day reporting? What previous day reports are available? Provide samples of previous day balance and transaction reports.
		5. Does the bank’s deposit reporting system report electronic transactions (e.g. ACH, wire) as well as paper documents?
		6. What time is previous day information available?
		7. In what file formats can data be downloaded?
		8. Can electronic reports be customized by users within the bank’s online platform?
		9. Can these customized reports be saved? Can the templates be shared with other users?
		10. Can electronic reports be scheduled to be generated automatically and e-mailed to designated users?
		11. How many business days of balance history are stored on the reporting system for previous day reporting?
		12. If there are differences in information available for current day and previous day reporting, how many business days of balance history are stored on the reporting system for current day reporting?
		13. Are longer retention options available? What options are available? Please indicate related costs.
		14. Can same-day and previous day balance and transaction information for the University’s accounts at other banks be reported through your electronic banking system (i.e., multi-bank reporting)?
			1. How frequently does multi-bank information get updated on your reporting platform?
			2. What level of detail is available through multi-bank reporting?
			3. Explain the fee structure for receiving and housing information related to other banks.
		15. Describe any mobile solutions the bank has available. What functions can the University perform using mobile technology / smart phones?
		16. Provide a demonstration of your online capabilities. Access can be granted with a CD-ROM or via the Internet. Please provide full access to your system capabilities versus providing a tutorial program.
	2. Reconciliation Services
		1. Does the bank offer full and partial Account Reconciliation Program (ARP) services? Please discuss options.
		2. What report options are available for full and partial reconciliation? Provide sample reports.
		3. Are the systems integrated for check, ACH and wire transfer? If so, describe. If not, discuss any plans to do so.
		4. Please describe how reconciliation data is transmitted to the University.
	3. Overnight Investment Option or Interest Bearing Bank Deposit
		1. What short-term investment vehicle(s) or interest bearing account does the bank propose to use for the overnight investment or sweep of the University’s demand deposit accounts?
		2. Does a reserve requirement apply to the proposed option?
		3. Does an FDIC assessment, deposit based fee, or similar fee apply to the proposed option?
		4. Provide investment return history for the 36 month period from October 2010 through September 2013 for each option proposed. Please show the yield for each month.
		5. If a sweep is proposed, what time of day is the sweep deadline? Is it end-of-day or next-day sweep?
		6. What fee (if any) is charged to sweep funds into the proposed investment vehicle(s)? How is the fee calculated?
		7. If the bank is proposing a money market mutual fund, provide a copy of the current prospectus and, if multiple classes are offered, identify the class of shares, including ticker symbol or CUSIP.
	4. Earnings Credit Rates
		1. Does the University have the option of compensating the bank on either a fee or balance basis? Is the pricing the same for either option? If not, what is the difference?
		2. How is your bank’s earnings credit rate determined, adjusted, and applied?
		3. Does a reserve requirement apply?
		4. Provide the bank’s earnings credit rate history for the 36 month period from October 2010 through September 2013. Please show the yield for each month.
		5. Is the bank willing to offer a floor on its earnings credit rate? If so, for how long?
		6. Does the bank have any limits on the amount of deposits that the University could hold with the bank? *(Deposits must be collateralized in accordance with State Code.)*
		7. Where will collateral be held? What type of collateral reports will UAF receive? Who sends these reports and how frequently?
		8. Can “excess” earnings credits be carried forward to cover charges in future months? If so, what is the maximum time period that credits can be carried forward?
	5. Account Analysis Statements
		1. Please provide a sample monthly account analysis statement.
		2. Can Association for Financial Professionals (“AFP”) Service Codes be included on the analysis statement?
		3. Are account analysis statements available online? How many prior months are available? Can the account analysis details be downloaded into Microsoft Excel?
		4. Will the bank assess FDIC, FICO, or other balance-based charge to the University? If so, what is the current charge for an entire year on a $1,000,000 balance? How is this charge computed? Is this charge assessed on ledger or collected balances?
	6. End-of-Day Overdrafts
		1. What are the fees and interest charges associated with overdrafts? How are these charges calculated?
		2. Is there a fee per check or per occurrence when there is an overdraft?
		3. Is there a daily cap on fees? If so, what is it?
	7. Daylight Overdrafts
		1. Describe the bank’s policies concerning daylight balance overdrafts. Indicate whether this is applied to each individual account or across all accounts of a client relationship.
		2. Is wire transfer processing stopped when the intra-day limit is reached?
	8. Service Group 2: Local Banking

*(Only Respondents proposing to provide Service Group 2 should respond to this section.)*

* + - 1. Deposit Processing
		1. Provide a listing of bank branches located within 10 miles of the University of Arkansas campus.
		2. For deposits collected and transported by armored car, what bank location do you propose for the University's armored car provider to deposit funds for processing?
		3. Can the bank provide discounted armored car services (directly or indirectly) to the University? Please describe.
		4. What are the ledger cutoff times for deposits to branch and vault locations?
		5. What type of deposit bags does the bank allow/require? Can these bank supplies be ordered through the bank? Does the bank charge a fee for these bags? If so, is the fee a pass-through charge or is it marked-up?
		6. Does the bank accept loose coin for deposit at branch locations or must coins be rolled?
		7. How are deposits credited? Are items immediately verified? If provisional credit is given, when does verification take place? If the bank corrects a deposit, how will the University be informed of this change (i.e. phone call, online notification, fax, e-mail)? How will the correction appear on statements?
		8. Are deliveries of change and currency orders available via the armored courier service? If so, explain timelines and procedures for placing change and currency order requests.
		9. Do you offer "cash safes"? What fees or costs apply?
			1. Remote Deposit Capture (“RDC”)
		10. Describe the bank’s ability to process checks by RDC.
		11. Describe how a single RDC terminal is used to make deposits into multiple bank accounts.
		12. Describe the ease and speed of data entry.
		13. Describe the search capabilities, including specific fields that can be searched on.
		14. Describe the storage features, including length of time image is stored, available for viewing and printing features.
		15. Does the firm's RDC technology use Intelligent Character Recognition to identify check amounts?
		16. Does the firm’s RDC technology determine if eligible checks can be cleared as ACHs versus image replacement documents (IRD)? Please describe.
		17. Is there a limit on the number of checks that can be contained in a single deposit?
		18. What equipment would the bank recommend? Is the bank willing to provide any RDC machines at no cost to the University?
		19. Can checks be automatically endorsed with the bank’s RDC service? Is the automatic endorsement an electronic image or printed on the check?
			1. Branch Services
			2. Will the bank cash checks drawn on a University account at your bank without charge to either the University or the check payee (i.e. payroll check or a student refund check) if the payee does not have an account at your bank? If not, what is the charge? Is a check cashing agreement required? If yes, include a copy.
			3. Will the bank cash checks drawn on a University account at ***another*** bank without charge to either the University or the check payee if the payee does not have an account at your bank? Is a check cashing agreement required? If yes, include a copy.
			4. Would the bank be interested in offering a package of banking services, education programs and/or special rates to University employees/students? Please describe. Would the employee be required to have their pay direct deposited into your bank to obtain these services/rates?
			5. Returned Item Processing
				1. Can returned items be automatically redeposited? If so, how many times and at what cost?
				2. Does the bank offer Represented Check Entries (“RCK”) services?
				3. Can the bank provide a detailed return item transmission to the University? Can this report identify the payer’s name, depositing location, deposit date, and the type of item being returned?
				4. Can the bank provide online access to electronic images (back and front) of returned items to the University? How soon after an item is returned can these images be accessed?
			6. Availability of Deposits
			7. How does the bank determine and calculate availability of deposited items?
			8. Does the bank give immediate availability for on-us items?
			9. Provide a copy of the availability schedules the bank proposes to use for the University. Include the availability schedules for branch, vault, and RDC deposits.
	1. Service Group 3: Lockbox Processing

 *(Only Respondents proposing to provide Service Group 3 should respond to this section.)*

* 1. Describe the bank’s experience providing lockbox services to higher education institutions. Describe any special services or capabilities that are relevant to the collection of student payments.
	2. What type(s) of lockbox solution would the firm recommend (wholesale, retail, wholetail)?
	3. Where are your lockbox locations? Are all locations on the same technology platform? Where will the University’s lockbox items be processed?
	4. Can a P.O. Box with an Arkansas address be used for remitting lockbox items? If so, what is the additional cost? How will mail be directed to the bank’s processing facility? Would there be additional mail float time?
	5. What was the average monthly volume for the lockbox operation that will process the University’s payments during the last twelve months (items, dollars, number of lockboxes and number of customers)?
	6. What is the ledger cut-off time for lockbox deposits (Include weekends and holidays)? What is the latest mail pickup to be included in the current day’s deposit? Will you process and deposit all of the University’s payments on the same ledger day as received? If not, when are these items deposited?
	7. Describe the lockbox department’s processing workflow. Include a schematic or flow chart of the processing procedures.
	8. How are checks processed for collection (ACHs / IRDs)? Can checks be converted to ACH? If so, are there any advantages for this option (i.e. lower processing costs, decreased float).
	9. In what standard file formats does the bank transmit information? How will this information be transmitted (website, file transfer, etc.)? What time will this information be available to upload to the University’s billing systems for current day activity?
	10. Describe the bank’s procedures for processing exception items. Can clients review exception items online? Are images posted on a same-day basis? Please describe and show a sample screen image of this feature.
	11. Describe the bank's procedure for processing payments from "bill payer" systems that do not include standard remittance documentation.
	12. Can you provide images of all checks and remittance documents? If so, in what formats (e.g., online, PC bank software, CD-ROM, DVD) and frequency options are available. How soon after the images are captured are they available for online viewing? How long are online images accessible?
	13. If correspondence or other non-payment documents are included in payment envelopes, how will these documents be transmitted to the University?
	14. For a given day’s lockbox activity, at what time of day can you report the total amount that will be credited to the University’s account?
	15. How soon will prior day documents (copies of check onlys, remittances, reports, correspondence) be delivered to the University for reconciling and balancing? Reports should include daily totals and detail per lockbox.
	16. Service Group 4: Merchant card processing

 *(Only Respondents proposing to provide Service Group 4 should respond to this section.)*

* + - 1. Describe the bank’s bankcard and debit card processing capabilities. List all card brands the bank currently acquires.
			2. Does the bank act as its own processor or does it use the services of a third-party processor? If a third-party processor is used, for how long has the bank had a relationship with this institution? Characterize your exact role in payment processing (e.g., ISO, FSP, etc.).
			3. Provide information on the daily volume processed by the processor for all clients.
			4. Payment Gateway
1. Does the bank/processor have its own secure payment gateway or does it use a third party secure payment gateway? If a third-party is used, provide information on that service provider.
2. What payment features can be added to the gateway (i.e. credit cards, debit cards, non-branded debit cards, ACH)?
3. How is payment and remittance data transmitted to the University?
4. Is your organization, including all subcontractors and third-party processors, in compliance with all applicable Payment Card Industry Data Security Standard (PCI DSS) requirements? Have you been certified by a third-party assessor?
5. How are colleges and universities different from other merchants in terms of PCI compliance support needs?
6. Describe the process and features of your program to assist merchants in becoming PCI compliant.
7. What do you require from UAF for PCI compliance validation?
8. Do you require an SAQ for each merchant ID, or a single SAQ for the entire University?
9. Do you provide financial support in the event of a breach (often referred to as breach coverage)? If so, how much and at what cost to UAF?
10. Will the bank assess a charge for PCI compliance? Is this charge based on terminals, merchant number, or other method? What is the amount of the charge?
11. Does the bank assess a charge for non-PCI compliance? Is this charge based on terminals, merchant number, or other method? What is the amount of the charge?
12. How is the applicable discount rate determined for each transaction? By how much does the bank’s fee exceed Visa/MasterCard’s stated interchange assessment?
13. What type of leasing options does the bank offer for dial-out terminals? Discuss how the bank will provide UAF access to new technologies such as P2PE,mobile payment, and EMV.
14. What fee would apply for debit card transactions?
15. Fees (exclusive of interchange assessed)
	* 1. What fee will the bank assess per transaction?
		2. What fee (in basis points) will the bank assess on the dollar amount of total transactions?
		3. What fee does the bank charge for AVS?
		4. Does the bank mark up any pass-through fees from the networks, including the interchange fee and the network gateway fee?
		5. What is the monthly fee (per total relationship)?
		6. What is the monthly fee (per Merchant ID)?
		7. What does the bank charge for online reporting? Specify whether the fee is per relationship or per Merchant ID.
		8. What is the charge for PCI Compliance? Specify whether the fee is per relationship or per Merchant ID.
16. What process do you use to ensure that each transaction qualifies for the lowest interchange category? Do you provide any review of account activity to help identify opportunities to improve qualification rates?

1. What is your roll-out plan for accepting Europay, MasterCard and Visa (“EMV”)?
2. Describe your debit card processing capabilities. Can you support both pin-based and signature based transactions?
3. Confirm that the bank will allow the University to continue to participate in the Government and Higher Education Payment Program. Are there any additional programs that permit the University to pass on discount rate and other processing fees to customers. Discuss any restrictions on the University’s ability to pass on these fees.
4. What authorization methods does the bank support and which does the bank recommend? List and describe alternatives.
5. Does your processing system identify and/or eliminate duplicate transactions?
6. What are the procedures to reverse an incorrect authorization?
7. Please complete the following table:

|  |  |  |
| --- | --- | --- |
| **Batch Submitted by** | **Credit Posted to the** **University’s Account****(if the account is with your Bank)** | **Credit Posted to the** **University’s Account****(if the account is at a** **third-party bank)** |
| Monday @ 9 p.m. Central Time |  |  |
| Tuesday @ 9 p.m. Central Time |  |  |
| Wednesday @ 9 p.m. Central Time |  |  |
| Thursday @ 9 p.m. Central Time |  |  |
| Friday @ 9 p.m. Central Time |  |  |

1. Are settlement amounts listed separately on the bank statement or will they appear as one lump sum? Will the bank break out settlement amounts by MID individually? Please show an example how the charge will appear.
2. When will discount rate fees be deducted from the account, at the end of each day or at the end of the month?
3. Describe chargeback and/or retrieval process. Will the University receive full PANs in the mail? Will you provide a designated contact person or a department to help the University manage chargebacks?
4. Describe the bank’s on-line capabilities to review merchant card transactions. Is transaction information available by terminal or merchant identification number?
5. Describe the daily and/or monthly reconciliation reports available. Can summary reports by department or organization be created? Are these standard or custom reports created by individual users? Can reports be downloaded into Excel?
6. How many University employees will the bank permit to access this on-line reporting system with a unique log on identification? Is there a charge for additional users?
7. Can the University assign various UA personnel to be authorized parties for inquiry purposes, etc.?
8. Provide sample reports of merchant card activity.
9. Discuss how the bank will provide technical support for dial-out terminal troubleshooting, supply reorder and maintenance. Who should UAF contact?
	1. Service Group 5: payroll card processing

 *(Only Respondents proposing to provide Service Group 5 should respond to this section.)*

1. Please describe the bank’s proposed payroll card program.
2. Are you proposing a branded card (Visa, MasterCard)? If so, which one? Provide a sample image of the card.
3. Employee Contact

a. Describe the marketing materials you provide.

b. Describe the enrollment process including information about training materials provided to employees.

c. Once enrolled, how will cards be distributed to employees and students?

d. Do you provide enrollment/change forms directly to employees and students? Can the card holder enroll/make changes automatically (using an Internet/Intranet/Interactive Voice Response (IVR) system)?

e. Describe the level of customer service provided to the cardholder. Is there a phone number they can call 24/7?

1. Operational

a. Does each employee/student get an individual account number? How will the University get the account number information?

b. How can the University pay employees and students that have lost their cards and not yet received replacement cards (emergency payments)? Will balances from the lost/stolen cards be automatically transferred to the new cards?

c. What happens to inactive cards, cards held by terminated employees or cards held by graduating students that have a remaining balance?

1. Reporting

a. Identify the kind of management reports that are available.

b. Will the employee get monthly statements? In what format (paper, electronic) are the statements available?

d. Will the employee have inquiry access to their account via interactive voice response (IVR) system and/or the Internet?

e. Provide sample reports.

1. Payroll Card Functionality

a. Can the employee use any ATM?

b. How many no surcharge ATM locations does your financial institution maintain in Fayetteville?

c. How many no surcharge ATM locations are in Fayetteville?

d. Can the employee get cash-back from an Interlink merchant (or other similar vendor)?

e. Can the employee get cash from a bank branch?

f. Can the employee transfer funds from the card into another type of account (or vice-versa)?

g. Can the employee have automatic bill payments set up?

h. Can the bank ensure that no overdrafts will occur? If the bank is unable to prevent overdrafts, who is liable for the overdraft if uncollectible?

1. Fee Structure – University:
	1. Describe any fees incurred by the University including:
	* Card issuance fees
	* Transaction fees
	* Administrative costs
	* Software (lease purchase, installation, training, customization)
	* Standard reports
	* On-going technical assistance
	* Related training
	* Web capabilities, including real-time processing of applications

8. Fee Structure – Employee/Student:

* 1. Will the cardholder get unlimited free withdrawals from your ATM network? If not, how many free withdrawals does the cardholder get? What is the cost if they exceed the number of free withdrawals?
	2. Will the bank charge a transaction fee for using an ATM outside of your network? What is the charge?
	3. What other ATM/network can the cardholder use to get free withdrawals?
	4. Will the cardholder be charged any point-of-sale (POS) fees for pin-based transactions?
	5. Will the cardholder be charged any POS fees for signature based transactions?
	6. Will the cardholder be charged monthly account fees?
	7. Will the cardholder be charged monthly online statement fees?
	8. Will the cardholder be charged monthly paper statement fees?
	9. Will the cardholder be charged balance inquiry fees?
	10. Other fees/costs.
	11. Control

 *(All Respondents must respond to this section.)*

* 1. Describe the bank's security environment. Discuss the physical security and software safeguards that you have put in place to control access to funds transfer systems and client account information. Describe the bank's security procedures for its information reporting system, both for access and information protection (e.g., RSA tokens, secure certification, etc.)?
	2. List the types and amounts of insurance and bonding carried.
	3. Describe the bank’s procedures for complying with the U.S. Treasury Department’s Office of Foreign Assets Control (OFAC) regulations. When was the last time an independent test of the bank’s OFAC program was conducted by internal audit, outside auditors, consultants, or other qualified independent party?
	4. Include a copy of the bank's most recent reports issued in accordance with the Statement on Standards for Attestation Engagements (SSAE) No. 16 (formerly known as the Statement of Auditing Standards-70 (SAS70)) for any processes or systems relevant to the services proposed by the Firm.
	5. Implementation and Conversion

 *(All Respondents must respond to this section.)*

* 1. Provide a detailed conversion plan for transitioning each of the proposed Service Groups to your financial institution. Please include the estimated length of time for the transition and the amount of effort required by the University staff.
	2. Who will be responsible for coordinating the transition for each of the proposed services? If a conversion team is used, how will the University’s account be transitioned to the ongoing client service team?
	3. Indicate the bank’s plans for initial and ongoing education and training of the University employees in the use of your firm’s systems.
	4. New Services and Ideas

 *(All Respondents must respond to this section.)*

* 1. Describe any new services or ideas that will enhance the University’s use of banking services.
	2. Please provide any additional information that your bank believes to be pertinent but not specifically requested elsewhere in the RFP.

* 1. References

 *(All Respondents must respond to this section.)*

* 1. Provide at least five references (college or university references, if possible), including client name, contact person, address, phone number, services provided, and the length of time your bank has worked for the organization.
	2. If the bank is proposing for more than one Service Group, please include a minimum of two references for each Service Group.
	3. Please include one reference for a new client that implemented your services in the past 12 months.
	4. How many institutional clients has the proposed relationship manager gained and lost over the last three years?
	5. Sample Contract

 *(All Respondents must respond to this section.)*

* 1. Provide a sample of the proposed contract for your bank’s services. Please also provide samples of all other documents which will need to be signed/entered into related to the provision of the services requested in this RFP including any documents referenced or incorporated into the contracts/agreements.
	2. It is the University’s intent to incorporate the Request for Proposal and your firm’s proposal response as part of the overall contract. Identify any sections of your proposal that you would not be able to incorporate into a contract with the University and explain why. It is not acceptable to exclude the entire proposal.
	3. Pricing and Account Analysis

 *(All Respondents must respond to this section.)*

It is the University’s intent to award the contract(s) for an initial 5-year period with the option to renew it for 1, two-year period for a possible total contract term of 7 years. Proposers must agree to fix contract fees for the first three years, however longer initial fee guarantee periods will be favorably received by the University. If the vendor intends to revise its fee schedule after the initial three year period, it must give written notice to the University 90 days in advance of any fee change.

* 1. For how long will the bank guarantee the proposed fees for each Service Group? Please complete the following table:

|  |  |
| --- | --- |
| **Facilit** | **Fee Guaranteed at Proposed** **Pricing For****How Many Years?** |
| Service Group 1: General Banking |  |
| Service Group 2: Local Banking |  |
| Service Group 3: Lockbox Services |  |
| Service Group 4: Merchant Card Processing |  |
| Service Group 5: Payroll Card Processing |  |

* 1. Can fees be billed to the University rather than debited directly from the University’s accounts?
	2. If the University chooses to use compensating balances, are there any charges that could not be paid in this way?
	3. Provide a complete fee schedule for all of the services described in your financial institution’s proposal using Association of Finance Professionals (AFP) Service Codes, if possible. A list of services currently used with volume levels for Service Groups 1, 2, and 3 is provided in Appendix II. Fill in the far right column with your proposed fee for each service.

**Fees related to all services described in the proposal must be listed – even if the service is not shown on the schedule.** Also, include any one-time or set-up charges, research fees, minimum fees and all other fees that will be charged. Include any incentives or price breaks offered based on volume, timeliness of payment, rebates or other measures.

* 1. Are you willing to offer any transition or retention incentives?
	2. Are there any additional price breaks or incentives if one or more Service Groups is awarded to your firm?

6 Best and Final Offer

The University of Arkansas reserves the right to request a Best and Final Offer from finalist Respondents, if it deems such an approach necessary. In general, the Best and Final Offer would consist of updated costs as well as answers to specific questions that were identified during the evaluation of Proposals.

If the University of Arkansas chooses to invoke this option, responses would be re-evaluated by incorporating the information requested in the Best and Final Offer document, including costs, and answers to specific questions presented in the document. The specific format for the Best and Final Offer would be determined during evaluation discussions.

**APPENDIX I: Bidder Information/Reference**

Respondent Representative:

Contact Name:

Telephone:

Email Address:

Address:

Bidder must provide the following information as part of this proposal. Bidders shall submit at least five (5) current or recent customer references of institutions which you have provided similar services as requested in this RFP, including the organization name and address, contact person, contact phone number, and contact email address (reference Section 1.30 of this RFP):

1. Organization Name\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

 Address \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

 Contact Person \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

 Contact Phone Number \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

 Contact Email \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

2. Organization Name\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

 Address \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

 Contact Person \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

 Contact Phone Number \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

 Contact Email \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

3. Organization Name\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

 Address \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

 Contact Person \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

 Contact Phone Number \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

 Contact Email \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

4. Organization Name\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

 Address \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

 Contact Person \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

 Contact Phone Number \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

 Contact Email \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

5. Organization Name\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

 Address \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

 Contact Person \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

 Contact Phone Number \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

 Contact Email \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

APPENDIX II: Official Price Section

All charges associated with each category of service and additional expenses must be included on the Official Price Sheet and reflect detailed pricing information. If pricing is dependent on any assumptions that are not specifically stated on the Official Price Sheet or within the associated service group sections, please list those assumptions accordingly on a separate spreadsheet and show detailed pricing. Any additional pricing lists should remain attached to the Official Price Sheet for purposes of accurate evaluation.

Prices for the proposed service must be kept firm for at least 180 days after the Proposal Due Date specified on the cover sheet of this RFP. This pricing shall be included in the costing evaluation. The University will not be obligated to pay any costs not identified on or attached to the Official Price Sheet. Any cost not identified by the respondent, but subsequently incurred in order to achieve successful operation of the service, will be borne by the respondent.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **VENDOR:** |  |  |  |  |
| **ADDRESS:** |  |  |  |  |
| **CITY/STATE:** |  |  |  |  |
| **CONTACT:** |  |  |  |  |
| **PHONE:** |  |  |  |  |
| **FAX:** |  |  |  |  |
| **E-MAIL ADDRESS:** |  |  |  |  |
|  |

Service Group 1: General Banking





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| --- |
|  |

Service Group 2: Local Banking



Service Group 3: Lockbox Processing

 

Service Group 4: Merchant Card Processing



\* Please provide pricing information for all of boxes highlighted in blue.

APPENDIX III: Merchant Card Processing

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| DEPT | MID DESCRIPTION | L/P | Campus Address | Process Method |
| ARDO | Garvan Woodland Gardens | L | 540 Arkridge RD | HYPERCOM T7FDRP.11X |
| ARDO | Garvan Woodland Gardens | POS | 540 Arkridge RD | QUICKBOOKS-INTUIT |
| ATHL | RAZORBACK TICKET WEB | WEB | FBAC 332 | PACILOAN/TICKETMASTER |
| ATHL | HOG HEAVEN SHOP | POS | FBAC 332 | RATEX |
| ATHL | HOG HEAVEN SHOP | P | Bud Walton | FD-400Ti Cellular Terminal |
| ATHL | HOG HEAVEN SHOP | P | Bud Walton | FD-400Ti Cellular Terminal |
| ATHL | ATHL-HOG HEAVEN | POS | FBAC 332 | RMS/Shift4 |
| AVCF | UNIV OF AR PAYMENTS | WEB | ADMN 116 | QPAY |
| AVCF | U OF A TUITION & FEES | WEB | ADMN 116 | QPAY |
| AVCF | UNVERSITY CASHIERS | L | UARK 200 | HYPERCOM T7FDRP.11X |
| EDUC | UAF-OLLI (OSHER LIFELONG LEARNING INSTITUTE) | WEB | GRAD 301 | CYBERSOURCE HOSTED ORDER |
| BKST | BOOKSTORE ONLINE | WEB | BKST 219 | CYBERSOURCE HOSTED ORDER |
| BKST | BOOKSTORE | POS | BKST 219 | RATEX |
| BKST | BKST PARKING SPOT | POS | BKST 219 | RATEX |
| BKST | BKST RAZORBACK SHOP/NWA MALL | POS | BKST 219 | RATEX |
| BKST | BKST RAZORBACK SHOP/PRMND | POS | BKST 219 | RATEX |
| BKST | BKST RAZORBACK SHOP/UNION | POS | BKST 219 | RATEX |
| BKST | BKST GENERAL BOOKS | L | BKST 219 | HYPERCOM T7FDRP.11X |
| BKST | BKST RAZORBACK SHOP | L | BKST 219 | HYPERCOM T7FDRP.11X |
| BKST | BKST COMPUTER STORE | L | BKST 219 | HYPERCOM T7FDRP.11X |
| BKST | BKST RECEIVING AREA | L | BKST 219 | HYPERCOM T7FDRP.11X |
| BKST | BKST TEXTBOOKS/SUPPLIES | L | BKST 219 | HYPERCOM T7FDRP.11X |
| BKST | UAF BOOKSTORE EVENTS | P | BKST 219 | FD-400Ti Cellular Terminal |
| BKST | UAF BOOKSTORE EVENTS | P | BKST 219 | FD-400Ti Cellular Terminal |
| BKST | BKST/PARKING SPOT | L | BKST 219 | HYPERCOM T7FDRP.11X |
| BKST | BKST/RAZORBACK SHOP/NW AR | L | BKST 219 | HYPERCOM T7FDRP.11X |
| BKST | BKST/RAZORBACK SHOP/PRMND | L | BKST 219 | HYPERCOM T7FDRP.11X |
| BKST | BKST/RAZORBACK SHOP/UNION | L | BKST 219 | HYPERCOM T7FDRP.11X |
| DRAM | UNIVERSITY THEATRE | L | FNAR 228 | HYPERCOM T7FDRP.11X |
| HLTH | HEALTH CENTER -- IMMMUN CLINIC | L | HLTH 110 | HYPERCOM T7FDRP.11X |
| HLTH | HEALTH CENTER-CASHIER | L | HLTH 110 | HYPERCOM T7FDRP.11X |
| HLTH | HEALTH CENTER-CASHIER | L | HLTH 110 | HYPERCOM T7FDRP.11X |
| OMGT | OMGT | L | BELL 4207 | HYPERCOM T7FDRP.11X |
| PARK | HARMON PARKING DECK | POS | ADSB 131 | AMANO-MCGANN |
| PARK | HARMON PARKING | POS | ADSB 131 | AMANO-MCGANN |
| PARK | PARKING TRANSIT (Harmon Deck) | L | ADSB 131 | HYPERCOM T7FDRP.11X |
| PARK | PARKING TRANSIT | L | ADSB 131 | HYPERCOM T7FDRP.11X |
| PARK | PARKING TRANSIT | L | ADSB 131 | HYPERCOM T7FDRP.11X |
| PARK | PARKING TRANSIT | L | ADSB 131 | HYPERCOM T7FDRP.11X |
| PARK | GARLAND GARAGE | WEB | ADSB 131 | PARKMOBILE  |
| PARK | METER PARKING | WEB | ADSB 131 | PARKMOBILE  |
| PARK | STADIUM GARAGE | WEB | ADSB 131 | PARKMOBILE  |
| UREC | UNIVERSITY RECREATION OCC | P | HPER 102 | HPERCOM T7+ FDRP |
| UREC | UNIVERSITY RECREATION Business Office | P | HPER 225 | HPERCOM T7+ FDRP |
| UREC | UNIVERSITY RECREATION Business Office | P | HPER 225 | HPERCOM T7+ FDRP |
| UREC | UNIVERSITY RECREATION Service Center | P | HPER 225 | HPERCOM T7+ FDRP |
| UREC | UNIVERSITY RECREATION/UNION | P | ARKU  | HPERCOM T7+ FDRP |

APPENDIX IV: Lockbox Remittance Items





APPENDIX V: Proximity of Local Bank Branches

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| --- | --- |
| Location #1 | 362 Hwy. 174 North, Hope, AR 71801  |
| Location #2 | 2900 Highway 130 East, Stuttgart, AR 72160  |
| Location #3 | 1241 W. County Road 780, Keiser, AR 72351  |
| Location #4 | 70 Experiment Station Drive, Batesville, AR 72501  |
| Location #5 | 101 Gregory Place, Jacksonville, AR 72076 |
| Location #6 | 3810 Thornhill St., Alma, AR 72921  |
| Location #7 | Highway 1 South, Marianna, AR 72360  |
| Location #8 | 140 Experiment Station Loop, Watson, AR 71674  |
| Location #9 | 7337 Highway #306 West, Colt, AR 72326  |
| Location #10 | 1550 Malvern Ave, Hot Springs, AR 71913 |
| Location #11 | 1550 Malvern Ave, Hot Springs, AR 71913 |
| Location #12 | 11 N. College Avenue, Fayetteville, AR 72701 |

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