

**Request for Proposal (RFP)**

**RFP No. R520586**

**Student Housing Management System**

**Term Contract**

**PROPOSAL RELEASE DATE: January 15, 2014**

**PROPOSAL DUE DATE: February 14, 2014**

**PROPOSAL DUE TIME: 2:30 PM CST**

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

**Purchasing Division**

**Administration Bldg, Rm 321**

**1125 W Maple St**

**Fayetteville, AR 72701**

**Signature Required For Response**

Respondent complies with all articles of the Standard Terms and Conditions documents as counterpart to this RFP document, and with all articles within the RFP document. If Respondent receives the University’s purchase order, Respondent agrees to furnish the items and/or services listed herein at the prices and/or under the conditions as indicated in the RFP.

|  |  |
| --- | --- |
| **Vendor Name:** |  |
| **Mailing Address:** |  |
| **City, State, Zip:** |  |
| **Telephone:** |  |
| **Email:** |  |

**Authorized Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Typed/Printed Name of Signor: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Title: \_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**1.** **DESCRIPTION AND OVERVIEW OF RFP**

The University of Arkansas Fayetteville's (UAF) Housing Department (Housing) is seeking Proposals from qualified and reputable companies to establish a term contract for Student Housing Management System Services.

Founded in 1871 as a land-grant institution, the University of Arkansas, Fayetteville Arkansas, is the flagship campus of the University of Arkansas System. Our students represent all 50 states and more than 120 countries. The UofA has 10 colleges and schools offering more than 210 academic programs. As of Fall 2013, student enrollment totaled approximately 25,341. The faculty count totaled 1,333 and the staff count totaled 3,063. The UofA is the state’s foremost partner and resource for education and economic development. Its public service activities reach every county in Arkansas, throughout the nation, and around the world. The Carnegie Foundation classifies the UofA as having "the highest possible level of research," placing us among the top 2 percent of colleges and universities nationwide. The University if focused on increasing overall enrollment while remaining the school of choice for the state’s most gifted students. The UofA recruits on all levels – local, regional, national and global – to obtain the very best faculty and staff as well.

UAF Housing is seeking to award Student Housing Management System Services to the vendor that can provide the best overall value to the University. This value will be determined by UAF based on the overall competence, compliance, format and presentation of each RFP response and in-person presentation, as necessary. Respondents may submit a proposal for all the services entailed in this RFP or may submit a proposal for a specific service identified in this RFP. Note also that the award may be split between vendors for each of the services for which bidding is requested.

A vendor presentation day may be held following the bid due date. Projected timeframe for when presentations could occur is specified in the “Projected Timetable of Activities” section of this RFP. Please keep these dates open to schedule a presentation if you are selected to present.

**UAF Housing expects to achieve the following goals through the vendor selected:**

1. Services provided by a qualified supplier to obtain web based, in-depth, accurate, and timely student housing management software.

2. Include, **at minimum**, functionality for applications, contracting, room assignment & management, billing, and customer/partner reporting and communication for the Housing and Dining function.

3. The University prefers a program that interfaces with PeopleSoft (ISIS) and WebTMA (CMMS), External Credit Card Payment Processing System and BLACKBOARD TRANSACT, as well as its legacy financial system BASIS.

4. Accountability and desire to work together to form a mutually beneficial long term partnership.

5. Proactive in communicating and following up on issues and working to find areas of improvement.

6. Achieve cost containment by carrying out a risk based approach that finds the proper balance in service and cost.

**2.** **SCOPE OF WORK**

The University is issuing this Request for Proposal (“RFP”) to solicit proposals for services

provided by a qualified supplier to obtain web based, in-depth, accurate, and timely

student housing management software. This service would include, **at minimum**,

functionality for applications, contracting, room assignment & management, billing, and

customer/partner reporting and communication for the Housing and Dining function; The

University prefers a program that interfaces with PeopleSoft (ISIS) and WebTMA (CMMS),

External Credit Card Payment Processing System and BLACKBOARD TRANSACT, as

well as its legacy financial system BASIS.

The University currently has the capacity to house over 5,700 students and anticipates

future system growth. The housing “system” is comprised of traditional residence hall

rooms, enhanced residence hall rooms, semi-suites, full-suites, and apartments. The

system employs a complex multi-tier rate strategy. The University also offers a

comprehensive multi-tiered meal plan option as well.

The University is examining several alternatives for providing this service and may decide,

after reviewing proposals submitted, not to enter into any agreement.

**3. COSTS**

Respondents must provide detailed/itemized pricing for each individual component, and/or

the overall system, as listed on the Official Bid Price Sheet provided within this RFP

document (see Appendix II). If pricing is dependent on any assumptions

that are not specifically stated on the Official Price Sheet, 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. Pricing must be valid for 90 days following the bid response due date and

time.

The University will not be obligated to pay any costs not identified on the Official Price

Sheet. The respondent must certify that any costs not identified by the respondent, but

subsequently incurred in order to achieve successful operation of the service, will be borne

by the respondent. Failure to do so may result in rejection of the bid.

**4. VENDOR REFERENCES**

The University requires assurance that the offered products function properly. The University reserves the right to request or obtain additional information. Respondents must supply, with the bid, at least three (3) reference accounts, preferably in higher education, (including persons to contact, telephone numbers, and email addresses) located in the continental United States currently served by respondent. Respondents must also provide contact information for two former customers that have left your services in the last three years. The University reserves the right to contact or visit any of the supplier’s current and/or past customers to evaluate the level of performance and customer satisfaction. See Appendix I for format.

**5. RESPONDENTS RESPONSIBILITY TO READ RFP**

It is the Respondent's responsibility to thoroughly examine and read the entire RFP document. Failure of Respondents to fully acquaint themselves with existing conditions or the amount of goods and work involved will not be a basis for requesting extra compensation after the award of a Contract.

**6. PROJECTED TIMETABLE OF ACTIVITIES**

The following schedule will apply to this RFP, but may change in accordance with the University's needs:

01/15/14: RFP released to prospective respondents

01/31/14 : 5:00 PM CST - Last date and time UAF will accept questions

02/04/14 : Last date UAF will issue an addendum

02/14/14 : Proposal submission deadline 2:30 PM CST

02/24/14 thru 02/28/14: Vendor Presentations, (if necessary)

03/17/14: Award Notification

Upon Award: Contract Negotiations Begin

05/19/2014: Service to Commence

**7. CONTRACT TERM AND TERMINATION**

The term (“Term”) of this contract will be for a period beginning from the date of award. If mutually agreed upon in writing by the contractor and the University of Arkansas, the Housing Department reserves the option to renew this contract on a yearly basis, not to exceed an aggregate total of seventy-two (72) months. The University of Arkansas Housing Department may terminate this Agreement without cause, at any time during the Term (including any renewal periods), by giving the other party thirty (30) days 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.

a) If at any time the services become unsatisfactory, the University of Arkansas will give thirty (30) days written notice to the contractor. If at the end of the thirty (30) day period the services are still deemed unsatisfactory, the contract shall be cancelled by the University of Arkansas, Office of Business Affairs. Additionally, the agreement may be terminated, without penalty, by the University without cause by giving thirty (30) days written notice of such termination to the seller.

b) Upon award, the agreement is subject to cancellation, without penalty, either in whole or in part, if funds are not appropriated.

c) In no event shall such termination by the University as provided for under this Section give rise to any liability on the part of the University including, but not limited to, claims of Proposer for compensation for anticipated profits, unabsorbed overhead, or on borrowing. The University’s sole obligation hereunder is to pay Proposer for services ordered and received prior to the date of termination.

The terms, conditions, representations, and warranties contained in the agreement shall survive the termination of this contract.

**8. GENERAL INFORMATION FOR BIDDERS**

**8.1 Distributing Organization**

This Request for Proposal (RFP) is issued by the Office of Business Affairs, University of Arkansas, Fayetteville (UAF), on behalf of the Department of Housing. The University Purchasing Official is the sole point of contact during this process. Vendor questions regarding all RFP matters should be addressed via email to Whitney Smith, Procurement Agent, Office of Business Affairs, [wesmith@uark.edu](mailto: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.

**8.2 Agency Employees and Agents**

The Company shall be responsible for the acts of its employees and agents while performing services pursuant to the Agreement. Accordingly, the Company agrees to take all necessary measures to prevent injury and loss to persons or property while on the University premises. The Company shall be responsible for all damages to persons or property on and off campus caused solely or partially by the Company or any of its agents or employees. Company employees shall conduct themselves in a professional manner and shall not use the University’s facilities for any activity or operation other than the operation and performance of services as herein stated. The University reserves the right to deny access to any individual. The following conduct is unacceptable for the Company’s employees and agents: foul language, offensive or distasteful comments related to age, race, ethnic background or sex, evidence of alcohol influence or influence of drugs, refusal to provide services requested, refusal to make arrangements for additional services needed and general rudeness. The Company shall require standard criminal background checks on all employees of the Company in advance of the performance of any on-campus duties. Employees whose background checks reveal felony convictions of any type are to be either removed from all support activities on the University campus or reported to the University for review and approval in advance of the performance of any on-campus duties.

**8.3 Tobacco Free Campus**

Smoking and the use of tobacco products (including cigarettes, cigars, pipes, smokeless tobacco, and other tobacco products), as well as the use of electronic cigarettes, by students, faculty, staff, contractors, and visitors, are prohibited at all times on and within all property, including buildings, grounds, and Athletic facilities, owned or operated by the University of Arkansas and on and within all vehicles on University property, and on and within all University vehicles at any location.

**8.4 Disputes**

The successful vendor and the University agree that they will attempt to resolve any disputes in good faith. The vendor and the University agree that the State of Arkansas shall be the sole and exclusive venue for any litigation or proceeding that may arise out of or in connection with this contract. The vendor acknowledges, understands and agrees that any actions for damages against the University may only be initiated and pursued in the Arkansas Claims Commission. Under no circumstances does the University agree to binding arbitration of any disputes or to the payment of attorney fees, court costs or litigation expenses.

**8.5 Conditions of Contract**

The successful bidder 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 work. The successful bidder 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.

**8.6 Contract Information**

Respondents should note the following regarding the State’s contracting authority, and amend any documents accordingly. Failure to conform to these standards may result in rejection of agency response:

A. 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 that 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 and constitution of the State of Arkansas.

B. A party wishing to contract with UAF should:

1. Remove any language from its contract which grants to it any remedies other than:

- The right to possession.

- The right to accrued payment.

- The right to expenses of de-installation.

2. Include in its contract that the laws of the State of Arkansas govern the contract.

3. Acknowledge in its contract that contracts become effective when awarded by the University Purchasing Official.

**8.7 Reservation**

This RFP does not commit UAF to award a contract, to pay costs incurred in the preparation of a response to this request, or to procure or contract for services or supplies. UAF reserves the right to accept or reject (in its entirety), any response received as a result of this RFP, if it is in the best interest of the University to do so. In responding to this RFP, respondents recognize that the University may make an award to a primary vendor; however, the University reserves the right to purchase like and similar services from other agencies as necessary to meet operation requirements.

**8.8 Qualifications of Bidder**

The University may make such investigations as deems necessary to determine the ability of the bidder to meet all requirements as stated within this bid request, and the bidder shall furnish to the University all such information and data for this purpose that the University may request. The University reserves the right to reject any bid if the evidence submitted by, or investigations of, such bidder fails to satisfy the University that such bidder is properly qualified to carry out the obligations of the Agreement.

**8.9 Default**

In the event that the contractor fails to carry out or comply with any of the Terms and Conditions of the contract with the University, the University may notify the Contractor of such failure or default in writing and demand that the failure or default be remedied within ten (10) working days, and in the event the Proposer fails to remedy such failure or default within the ten (10) working day period, the University shall have the right to cancel the contract upon thirty (30) days written notice. The cancellation of the contract, under any circumstances whatsoever, shall not effect or relieve contractor from any obligation or liability that may have been incurred or will be incurred pursuant to the contract and such cancellation by the University shall not limit any other right or remedy available to the University by law or in equity.

**8.10 Non Waiver of Defaults**

Any failure of the University at any time, to enforce or require the strict keeping and performance of any of the terms and conditions of this agreement shall not constitute a waiver of such terms, conditions, or rights, and shall not affect or impair same, or the right of the University at any time to avail itself of same.

**8.11 Independent Parties**

Vendor acknowledges that under this contract it is an independent vendor and is not operating in any fashion as the agent of the University. The relationship of the vendor and University is that of independent contractors, and nothing in this contract should be construed to create any agency, joint venture, or partnership relationship between the parties.

**8.12 Governing Law**

The parties agree that this contract, including all amendments thereto, shall be construed and enforced in accordance with the laws of the State of Arkansas, without regard to choice of law principles. Consistent with the foregoing, this contract shall be subject to the Uniform Commercial Code as enacted in Arkansas.

**8.13 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.

**8.14 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.

**8.15 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.

**8.16 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.

**8.17 Period of Firm Proposal**

Prices for the proposed services must be kept firm for **at least 90 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 90 days or until written notice to the contrary is received from the Respondent, whichever is longer.

**8.18 Warranty**

The vendor must:

A. Define the provisions of the warranty regarding response time for service and support.

B. Outline the standard or proposed plan of action for correcting problems during the

warranty period.

C. Respondents must itemize any components, services, and labor that are excluded from

warranty.

**8.19 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.

**8.20 Award Responsibility**

The University Purchasing Official will be responsible for award and administration of any resulting contract(s). The University reserves the right to reject any or all bids, or any portion thereof, to re-advertise if deemed necessary, and to investigate any or all bids and request additional information as necessary in order to substantiate the professional, financial and/or technical qualifications of the Bidders.

Contract(s) will be awarded to the Bidder(s) whose proposal adheres to the conditions set forth in the RFP, and in the sole judgment of the University, best meets the overall goals and financial objectives of the University. A resultant contract will not be assignable without prior written consent of both parties.

**8.21 Confidentiality and Publicity**

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.

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.

Employees of the company awarded the contract may have access to records and information about University processes, employees, including proprietary information, trade secrets, and intellectual property to which the University holds rights. The company agrees to keep all such information strictly confidential and to refrain from discussing this information with anyone else without proper authority.

**8.22 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.

**8.23 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.

**8.24 Funding Out Clause**

If, in the sole discretion of the University, funds are not allocated to continue this

Agreement, or any activities related herewith, in any future period, then the University will

not be obligated to pay any further charges for services, beyond the end of the then

current period. The Company will be notified of such non-allocation at the earliest possible

time. No penalty shall accrue in the event this section is exercised. This section shall not

be construed so as to permit the University to terminate the Agreement in order to acquire

similar service from a third party.

**8.25 Indicia**

The respondents and the Company acknowledges and agrees that the University owns

the rights to its name and its other names, symbols, designs, and colors, including without

limitation, the trademarks, service marks, designs, team names, nicknames, abbreviations,

city/state names in the appropriate context, slogans, logo graphics, mascots, seals, color

schemes, trade dress, and other symbols associated with or referring to the University of

Arkansas that are adopted and used or approved for use by the University (collectively the

“Indicia”) and that each of the Indicia is valid. Neither any respondent nor Company shall

have any right to use any of the Indicia or any similar mark as, or a part of, a trademark,

service mark, trade name, fictitious name, domain name, company or corporate name, a

commercial or business activity, or advertising or endorsements anywhere in the world

without the express prior written consent of the University. Any domain name, trademark or

service mark registration obtained or applied for that contains the Indicia or any similar

mark upon request shall be assigned or transferred to the University without

compensation.

**8.26 RFP Interpretation**

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

**8.27 Time is of the Essence**

Vendor and University agree that time is of the essence in all respects concerning this contract and performance herein.

**9. INSTRUCTION TO BIDDERS**

**9.1** Respondents must comply with all articles of the Standard Terms and Conditions documents posted on our Hogbid website as counterpart to the RFP document, and with all articles within the RFP document. The University of Arkansas is not responsible for any misinterpretation or misunderstanding of these instructions on the part of the Bidders.

**9.2** Respondents must address each section of the RFP. An interactive version of the RFP document will be posted on our Hogbid website. Bidders can insert responses into the document provided, or create their own response document making sure to remain consistent with the numbering and chronological order as listed in our RFP document. Ultimately, bidders must ‘acknowledge’ each section of our document in their 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, please insert detailed response accordingly. Bidder’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.

**9.3**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.

**9.4** 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 envelope with the response number clearly visible on the OUTSIDE of the envelope/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 three (3) signed copies 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

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 or a pointer is provided for downloading it from the Internet. Responses shall be publicly opened and announced at that time.

**NOTE: No award will be made at bid opening. Only names of respondents and a preliminary determination of proposal responsiveness will be made at this time.**

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**.

**9.5** For a bid to be considered, an official authorized to bind the respondent to a resultant contract must include signature in the blank provided on the RFP cover sheet. Failure to sign the response as required will eliminate it from consideration.

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

**9.7** 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 will 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.

* + - * 1. Failure of the vendor to respond to a requirement for oral/written clarification, presentation, or demonstration.
        2. Failure to provide the bid security or performance security if required.
        3. Failure to supply vendor references if required.
        4. Failure to sign an Official Bid Document.
        5. Failure to complete the Official Bid Price Sheet.
        6. 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.

**9.8** 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.

**10. INDEMNIFICATION AND INSURANCE**

The successful bidder shall indemnify and hold harmless the University, its officers and employees from all claims, suits, actions, damages, and costs of every nature and description arising out of or resulting from the Contract, or the provision of services under the Contract.

The successful bidder shall purchase and maintain at bidder’s expense, the following minimum insurance coverage for the period of the contract. Certificates evidencing the effective dates and amounts of such insurance must be provided to the University.

Workers Compensation: As required by the State of Arkansas.

Comprehensive General Liability, with no less than $1,000,000 each occurrence/$2,000,000 aggregate for bodily injury, products liability, contractual liability, and property damage liability.

Comprehensive Automobile Liability, with no less than combined coverage for bodily injury and property damage of $1,000,000 each occurrence.

Policies shall be issued by an insurance company authorized to do business in the State of Arkansas and shall provide that policy may not be canceled except upon thirty (30) days prior written notice to the University of Arkansas.

Contractor shall furnish University with a certificate(s) of insurance effecting coverage required herein. Failure to file certificates or acceptance by the University of certificates which do not indicate the specific required coverages shall in no way relieve the Contractor from any liability under the Agreement, nor shall the insurance requirements be construed to conflict with the obligations of Contractor concerning indemnification. Proof of Insurance must be included in bid response.

Contractor shall, at their sole expense, procure and keep in effect all necessary permits and licenses required for its performance under this agreement, and shall post or display in a prominent place such permits and/or notices as are required by law.

**11. COMPANY OVERVIEW**

The supplier shall provide a general overview of the company including the following information:

* Foundation date
* Description of core activities
* Major company locations
* Total number of clients
* Total number of clients in higher education
* Current financial status and revenues – Overview only

**12. 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.

**13. SPECIFICATIONS**

The university is seeking to implement an integrated student housing software management system. To the greatest extent possible the University intends to implement an automated, paperless, process for Student Housing and Dining. The University will not consider any proposals that describe a future release. **The solution offered must exist today, although specific functionality in future releases can be mentioned if the product will be available by May 19, 2014. A test version of the solution offered must be available by February 24, 2014 for evaluation. The system should accommodate at least the following process functionality.**

**13.1** **Service Functions**

**13.1.1 Applications**

13.1.1.1 Describe in detail how students may apply and/or modify an application online and what University resources are needed.

13.1.1.2 Describe in detail how guest applications are handled.

13.1.1.3 Describe how your application is customizable to match the look and feel of the institution website.

13.1.1.4 What information is retained on the student application?

13.1.1.5 How is the student’s eligibility for housing determined?

13.1.1.6 Describe the workflow for processing student applications.

13.1.1.7 Does the system include a method for managing sex offender checks?

13.1.1.8 Describe the process to determine duplicate record detection.

13.1.1.9 Describe your system’s ability to interface with both External Credit Card

Payment Processing Systems and Blackboard Transact.

13.1.1.10 Describe your systems’ ability to record medical emergency information.

13.1.1.11 Describe how information in your system is displayed to students (examples such as assignments, building, hall director, roommates, etc.) Please give a visual example of this information as it is displayed to students.

13.1.1.12 Describe the ability of the system to flexibly require applications at designated times and only require contracts in other times.

**13.1.2 Contracting – Housing & Dining**

13.1.2.1 Describe the process for a student completing contract in the system?

13.1.2.2 Does the system accommodate industry standard electronic signatures?

13.1.2.3 Describe how a student may contract for multiple terms (Ex. Student currently contracted for spring contracting for summer or fall).

13.1.2.4 Describe the confirmation process when a contract has been completed.

13.1.2.5 How does your system handle parent signatures for minors?

13.1.2.6 How does an override process/qualifications work for students with exemptions (such as students with financial aid difficulties or scholarships that cover application fees to the University).

13.1.2.7 How many different types of payment are allowed and what are the processes involved with each of these different options?

13.1.2.8 Describe in detail your process for handling on and off campus meal plans.

13.1.2.9 Describe how your system could handle multiple meal plans within the same term with potential for multiple contracts during the same term.

13.1.2.10 Explain how dining information can be loaded from the original housing application and allow for changes in meal plan(s).

13.1.2.11 Describe the ability of your product to interface with payment gateways and hosted payment interfaces when your product does not collect payment information?

13.1.2.12 Describe the ability of the system to provide qualifications for assignment contracts (ex. freshmen should not be able to complete an apartments contract and meal plan contracts created specifically for Greek students).

13.1.2.13 Describe how your system meets requirements of Federal/State laws.

13.1.2.14 Describe how the system handles payments for contracts (Ex. Some contracts that require pre-payments in varying amounts and some contracts that do not require pre-- payments).

**13.1.3 Roommate Matching**

13.1.3.1 Describe in detail your roommate matching process. What limits are there on roommate groups (Ex. System permit limits on number or roommate groups that may be formed)? Describe software limitations on non-qualified roommates from forming a group (i.e. Gender, Learning community Grade Point Averages, Athletes, non-allowance of students in multiple roommate groupings).

13.1.3.2 Describe what questions may be used in roommate matching and how much is customization that must be created by the institution.

13.1.3.3 Describe how roommates are notified when they are “paired” together.

13.1.3.4 Describe if your software uses any external resources for roommate matching such as Facebook, LinkedIn, etc. and the process involved.

**13.1.4 Student Portal for Room Assignments**

13.1.4.1 Does the system allow self-selection for: New Students, Returning Students and Guests (ex. Visiting Faculty, Interns?)

13.1.4.2 How are special needs such as ADA handled?

13.1.4.3 Describe all steps of how a request for room change is handled in the system and how a request may be processed or initiated by the student.

13.1.4.4 How does the system accommodate roommate requests through self-selection?

13.1.4.5 Describe how occupied and unoccupied rooms may be viewed in the system, please show example.

13.1.4.6 Is a history of student’s past room assignments viewable?

13.1.4.7 Describe the ability/tools to use check-in/out of residents during the move-in/out

processes.

13.1.4.8 Describe your systems ability to offer students the opportunity to pre-select a check in/out date/time.

13.1.4.9 Describe in detail all available web/mobile applications of your software management system accessible to students.

13.1.4.10 Describe your systems ability for students to register on lists (examples such as parking lists, living areas such as learning communities) and limit or make these list exclusionary.

13.1.4.11 Describe the system’s ability in allowing students to complete customized forms.

13.1.4.12 Describe the ability of your system to make room assignment changes after the initial assignment has been chosen.

13.1.4.13 Does the self-selection process permit room assignment changes within the contract period such that it can be a replacement for a traditional waiting list? Describe the work flow/approval for these types of changes.

13.1.4.14 Describe the ability of your self-assignment software to limit view of available/beds/rooms by qualifications.

13.1.4.15 Describe the ability of the system to limit what rooms are available to the self- selection process.

13.1.4.16 For a given qualified space, how can overrides be permitted (by staff), thus allowing the students to self-select a room?

13.1.4.17 Describe the ability of your self-selection software to limit by count and/or percentage the number of students living an area (floor, floor section, multiple floors or multiple buildings).

13.1.4.18 Does the system have a way to block a student or a group of students from using self-selection (ex. Athletes’ do not self-assign or an LLC where the program does selection)?

**13.1.5 Room Assignments & Management for Staff**

13.1.5.1 How are special needs such as ADA handled?

13.1.5.2 Describe in great detail how a request for room change in handled in the system and how a request may be processed (Ex. How does student view an available room and make this request to staff and what is the work flow for the staff member?)

13.1.5.3 For administrative assignments, how does the system respect created roommate groups? (Ex. When staff member searches for available spaces appropriate responses are returned based upon group not just the student)

13.1.5.4 Describe the re-allocation of students to their “current’’ room for a future semester and how the system ensures that qualifications of room type are met.

13.1.5.5 Describe the administrative ability to check-in/out of residents during the move- in/out processes and describe administrative work flow.

13.1.5.6 Describe in detail how room types are configured and how many “clicks” are needed to complete the process. Describe under what situations a new room configuration is needed. Describe the system ability for bulk configuration.

13.1.5.7 Describe the booking history of a room and how many screens are involved in viewing this information.

13.1.5.8 Describe in detail your lottery management system/ability for staff to “gate” students into groups and all process involved in set-up by staff and usage by students (Ex. Athletes, Honors’, Living Learning Community groups).

13.1.5.9 Describe in detail all available features of your web student portal.

13.1.5.10 Describe your systems ability for a student to register on lists (examples such as parking lists) and limit or make these list(s) exclusionary.

13.1.5.11 Describe the ability of your system to consolidate students into the least number of rooms possible (Ex. 20 students sign-up are they able to select 20 rooms or are they consolidated to 10 rooms).

13.1.5.12 Describe how staff have the ability to view in “real time” student’s process in self-selection.

13.1.5.13 Describe the ability of your system to allow delegation of bed assignments to outside program administrators.

13.1.5.14 Describe the ability of system to limit Athlete assignments based on NCAA regulations.

13.1.5.15 Describe the ability of your system to filter viewable records based upon individual user (i.e. one staff person is assigned fall applications another is assigned spring).

**13.1.6 Billing**

13.1.6.1 Describe how custom defined fees and rates are configured.

13.1.6.2 Can leases be pro-rated based on changes to assignments? How does this process work?

13.1.6.3 Can administration fees be charged for additional requested room changes or meal plan changes?

13.1.6.4 Describe your fee assess processes. Please use examples such as term, individual, building, etc. Is this process automated or a batch run process?

**13.1.7 Reporting and Communications**

13.1.7.1 Describe what packaged reporting is available.

13.1.7.2 Are ad hoc queries supported? Describe the process.

13.1.7.3 How many years’ data can be maintained? How is data stored in your preferred setting? Describe the ability of the system to purge aged records.

13.1.7.4 Can the solution provide other University of Arkansas departments view-only access to specific housing data?

13.1.7.5 Can the solution provide automated e-alerts to students and staff when changes occur in assignments or applications?

13.1.7.6 What types of other communications to students and staff are provided?

13.1.7.7 Does the system provide the capability of logging interactions with a student, including the record of conversations between staff and student?

13.1.7.8 Describe how your system can attach supporting documents (e-mail, files, including digital information/pictures, other paper forms) to a customer and/or room record and what are the options to label certain messages?

13.1.7.9 Describe the ability of your system to show a complete history of customer contact.

13.1.7.10 Describe how your system handles room condition reports, ability to share and approve these reports by students and create notifications of damages/maintenance requests based upon these reports.

13.1.7.11 Describe other system management, activity, or status reports available. Describe the typical element reported.

13.1.7.12 Describe the mail/merge and/or email functionality processes used to send correspondence either in bulk or to an individual user.

13.1.7.13 Describe the system’s trend reporting capabilities.

13.1.7.14 Describe how the system provides reporting capabilities such as (Crystal Reports, Web Based Reports, etc.).

13.1.7.15 Describe the capability of your system to deliver scheduled reports.

**13.1.8 Mobility Applications**

13.1.8.1 Describe all available “apps” your system offers and all types of devices these applications are compatible with.

13.1.8.2 Describe your systems ability to text message with students including opt in/out options.

13.1.8.3 Describe any ability your system has to provide package notification/receiving options.

13.1.8.4 Describe all equipment needed to run “mobile” packages.

13.1.8.5 Within the context of student interaction, do you have an acceptable mobile rendering? If so, please describe that technology. Does it require a local app; does it use a browser?

**13.2 Technology & Security & Integration**

**13.2.1** **Authentication**

13.2.1.1 Describe the ability of your system to support locally authenticated users. As part of the description, include information regarding the encryption of passwords in transit and at rest.

13.2.1.2 Describe the ability of your system to support enforcement of changing passwords every X days.

13.2.1.3 Describe the ability of your system to support password complexity, including minimum length and mix of character types. Specify limitations, if any, to the number of users who can access the system.

13.2.1.4 Describe the ability of your system to integrate with on-campus LDAP for authentication.

13.2.1.5 Describe the ability of your system to integrate with on-campus Active Directory for authentication.

13.2.1.6 Describe the ability of your system to respect Active Directory groups within your application for permissions.

13.2.1.7 Describe the ability of your system to authenticate via Shibboleth (SAML 2.0) with campus authentication servers.

13.2.1.8 Can your application use SAML attributes to convey role based information, affiliation status or other information as a basis for authorization and access control.

13.2.1.9 Describe the administrative roles supported and how access is managed for each role – for example, housing administrator, housing staff, student, conference, attendee, parent, etc.

13.2.1.10 Describe encryption used in your system while data is in transit and in rest.

**13.2.2 Installation/Maintenance**

The University currently has approximately 100 staff users with access to various parts of the system. About 10 of these would be power users with heavy daily use. Exact count of users

may vary depending on features available in system.

13.2.2.1Provide the system requirements for a locally installed system and the impact of the number of staff users and student users on sizing of this system.

13.2.2.2Describe the scalability of your system (i.e. Add additional server nodes versus replacing with more powerful servers).

13.2.2.3Provide a typical project implementation plan for an installation of our size including milestones and schedule.

13.2.2.4 What is your company policy regarding providing timely application updates in response to critical updates by vendors of required software?

13.2.2.5How often do you typically release application upgrades?

13.2.2.6Are application updates installed by your support team or by local technical staff?

13.2.2.7What typical downtime is required for routine application upgrades?

13.2.2.8Describe your Quality Assurance program for testing software.

13.2.2.9 The University requires a test and production environment. Do you have limitations on the format of **interface** batch files?

13.2.2.10 What is your process to provide annual maintenance? What is included in annual maintenance? Do you offer multi-year discounts?

**13.2.3 Application Development**

13.2.3.1 Does your system provide an API such that local application developers can interface with your product programmatically? If so, for what languages is this API provided? If the API is language agnostic (i.e. SOAP/XML), please describe.

13.2.3.2 Do you support the insertion of database triggers to provide for custom integration?

13.2.3.3 Do you provide a database diagram and description of tables/fields for your database?

13.2.3.4 Do you follow database normalization standards in database design? If so, what normal form is your database?

**13.2.4 Interfaces**

The University of Arkansas uses PeopleSoft, WebTMA, External Credit Card Payment Processing System and Blackboard Transact Server and BASIS (an in-house developed business management system).

13.2.4.1 Does the system integrate with PeopleSoft? If so, how many integrations have you accomplished?

13.2.4.2 How is data transfer handled (real-time, batch burst, file transfer)?

13.2.4.3 Do you have references for existing PeopleSoft clients that can be contacted? If so, please name two clients.

13.2.4.4 Can portions (or all) of your application be rendered within the PeopleSoft application framework? If so, how is this accomplished?

13.2.4.5 Describe the interface capabilities provided by your product (i.e. shared database tables, file based import/export, etc.)

13.2.4.6 Describe the technology/methods you employ to integrate/interface with PeopleSoft Campus Solutions.

13.2.4.7 Are you an Oracle partner? What level?

13.2.4.8 Do you rely on extracted data to populate your information system? Provide detailed data mappings, including data type and format? Describe the import/export mechanism in detail, including the frequency of import/export.

13.2.4.9 Describe in detail the method used to provide charge and payment reversal data to PeopleSoft Student Financials.

13.2.4.10 Can you post charges and payment reversals in real time?

13.2.4.11 Describe the ability for local technical staff to create new interfaces.

13.2.4.12 Describe the ability to interface with Blackboard Transact Windows 3.10 SP2 for one or more board, block and declining balance plans?

13.2.4.13 Describe how this interface functions with regards to traditional meal plans (i.e. X number of meals per week) and points-based meal plans (i.e. X number of points are loaded with contract). Describe how adds/changes/deletes of meal plans are correctly handled.

13.2.4.14 For the meal plan interface, describe how it supports students who cancel a meal plan after partially consuming some of its benefits (i.e. student purchases a 500 point plan, then consumes 50 points, then tries to cancel the meal plan).

13.2.4.15 Describe the ability of your system to import demographic data (i.e. students, addresses, FERPA restrictions, GPA flags, Housing flags, etc.). How does the system prevent inappropriate disclosure of FERPA restricted information?

13.2.4.16 Describe the ability of your system to import financial transactions, in particular credit card payments that are made in an external credit card processing system.

13.2.4.17 Describe the ability of your system to export financial transactions for processing by central accounting. How are student accounts reconciled when exported?

13.2.4.18 Describe the ability of your system to export demographic data (i.e. student on- campus addresses).

13.2.4.19 Does the system allow import from a legacy housing system? If so, which system(s) and please describe the process.

13.2.4.20 Describe how input data is inspected and validated prior to use. Is input validation applied at all interfaces including web, mobile, API/Protocol interfaces.

**13.2.5 Account Management and Support**

13.2.5.1 Provide detailed description of the processes, personnel, systems, and hardware/software utilized to ensure adherence to industry best practices.

13.2.5.2 Describe the support agreement options available for your product (i.e. hours of support, what is included/excluded, etc.).

13.2.5.3 Describe the process for users to receive support (i.e. email, phone, WebEx, etc.).

13.2.5.4 Describe your triage process for support issues and how different priority issues are routed AND communicated to the customer.

13.2.5.5 What is the average initial response time for submitted problem reports?

13.2.5.6 Describe how support staff provides remote support (e.g. WebEx) and any local

requirements for providing support (i.e. required software, firewall requirements, etc.).

13.2.5.7 Does vendor have an account that permits access to the system when not in an active support call?

13.2.5.8 Will a dedicated account manager be assigned to the University?

13.2.5.9 Describe the process for community features to be added to the system.

13.2.5.10 In support triage detail how you define a critical response need versus minor emergencies?

13.2.5.11 Describe in detail your emergency response.

13.2.5.12 Describe the user community (i.e. user groups) and facilities provided by the vendor for community interaction (i.e. discussion boards, listserv, knowledge base, etc.).

13.2.5.13 Describe training opportunities available as part of support contract (i.e. training videos, vendor visits, user conference attendance, and web meetings).

13.2.5.14 Billing Flexibility and Capabilities: Describe your billing system and capabilities. Will the University be billed weekly, monthly or yearly? Please provide a sample of your billing statement.

**13.2.6 Audit**

13.2.6.1 Describe the level of database auditing provided by your system.

13.2.6.2 What actions in the system are auditable?

13.2.6.3 How are audit events and other activity recorded?

13.2.6.4 Can these logs be exported to centralized log event collection environments?

13.2.6.5 Does your product support installations and use of event log collections agents at the operating system level.

**13.2.7 Cost**

13.2.7.1 Provide Base Cost

13.2.7.2 Provide cost for annual maintenance

13.2.7.3 Provide Package Pricing and Volume Discounts

13.2.7.4 If cost of integration is not included in base price, please provide the cost.

13.2.7.5 Describe any additional package pricing options that have not been listed above.

13.2.7.6 Under what circumstances, if any, would additional charges be incurred? Explain in detail.

**13.2.8 Guarantees**

13.2.8.1 Describe any service guarantees, if any?

**14. EVALUATION AND SELECTION PROCESS**

It is the intent of the University to award an Agreement to the respondent(s) deemed to be the most qualified and responsible firm(s), who submits the best overall proposal based on an evaluation of all responses. Selection shall be based on UAF assessment of the agency’s ability to provide adequate service, as determined by the evaluation committee elected to evaluate proposals. 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. Where contract negotiations with a respondent do not proceed to an executed contract within a time deemed reasonable by UAF (for whatever reasons), UAF 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 90 days after the due date and time for submission of proposals. Each response will receive a complete evaluation and will be assigned a score of up to 100 points possible based on the following items:

**A. Functionality, Service and Support (40 Points)**

Agency with the highest rating shall receive forty (40) points. Points shall be assigned based on factors within this category, to include but are not limited to:

* Quality and approach of functional modules
* Web-based features, system reliability and availability
* Account management and customer service capabilities
* Reports and metrics

**B. Security, Compliance and Integration (20 Points)**

Agency with highest rating shall receive twenty (20) points. Points shall be assigned based on factors within this category, to include but are not limited to:

* Adherences to Industry Best Practices
* System security
* System integration capabilities

**C. Vendor Implementation and Maintenance (10 Points)**

Agency with highest rating shall receive ten (10) points. Points shall be assigned based on factors within this category, to include but are not limited to:

* Vendor implementation plan and schedule
* Training
* Vendor support during implementation
* Vendor maintenance

**D. Vendor History and Past Performance (10 Points)**

Agency with highest rating shall receive ten (10) points. Points shall be assigned based on factors within this category, to include but are not limited to:

* Company Overview
* References

**E. Cost (20 Points)**

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

* Cost points will be assigned on the specific component basis as reflected on the Official Price Sheet, for comparison and evaluation purposes.
* The bid with the lowest estimated cost of the overall system will receive the maximum points possible for this section.
* 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 (20)

d = number of points allocated to bid

Failure of the Respondent to provide in his/her proposal any information requested in this RFP may result in disqualification of his/her proposal and shall be the responsibility of the respondent.

**APPENDIX I: Bidder Information/Reference**

Bidder must provide the following information as part of this proposal:

1. Respondent Representative

Contact Name

Telephone

Email Address

Address

2. References of your current customer(s) as specified in Section 4 of this RFP document:

a. Company/Organization Name:

Contact Name

Telephone

Email Address

Address

b. Company/Organization Name:

Contact Name

Telephone

Email Address

Address

c. Company/Organization Name:

Contact Name

Telephone

Email Address

Address

3. Contact information for two former customers that have left your services in the last three years as specified in Section 4 of this RFP document:

a. Company/Organization Name:

Contact Name

Telephone

Email Address

Address

b. Company/Organization Name:

Contact Name

Telephone

Email Address

Address

APPENDIX II: Official Price Sheet

If pricing is dependent on any assumptions that are not specifically stated on this Official Price Sheet, 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. Reference Section 3-Costs for further detail. Pricing must be valid for 90 days following the bid response due date and time.

The University will not be obligated to pay any costs not identified accordingly. The respondent must certify that any costs not identified by the respondent, but subsequently incurred in order to achieve successful operation of the service, will be borne by the respondent. Failure to do so may result in rejection of the bid.

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| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **VENDOR:** | | |  |  | |  | |  |  |
| **ADDRESS:** | | |  |  | |  | |  |  |
| **CITY/STATE:** | | |  |  | |  | |  |  |
| **PHONE:** | | |  |  | |  | |  |  |
| **FAX:** | | |  |  | |  | |  |  |
| **CONTACT:** | | |  |  | |  | |  |  |
| **E-MAIL ADDRESS:** | | |  |  | |  | |  |  |
|  | | | | | | | | |  |
| ***ITEM*** | ***QTY*** | ***DESCRIPTION*** | | | ***PRICE EACH*** | | ***TOTAL*** | |  |
| 1 |  | Hardware | | | $ | | $ | |  |
| 2 |  | Software | | | $ | | $ | |  |
| 3 |  | Training & Support | | | $ | | $ | |  |
| 4 |  | Annual Maintenance | | | $ | | $ | |  |
| 5 |  | Implementation | | | $ | | $ | |  |
| 6 |  | Other | | | $ | | $ | |  |
| ***Grand Total*** |  |  | | |  | | **$** | |  |