

**Request for Proposal (RFP)**

**RFP No. 7022015**

**HELP DESK VENDOR**

**INFORMATION TECHNOLOGY SERVICES**

**TERM CONTRACT**

**PROPOSAL RELEASE DATE: July 2, 2015**

**PROPOSAL DUE DATE: July 21, 2015**

**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. **INTRODUCTION**

You are invited to respond to a Request for Proposal (RFP) to provide after-hours Help Desk services for the University of Arkansas Information Technology Services (UITS) department. After Hours is defined to be hours not staffed by University personnel including evenings and weekends, as well as services for holidays and inclement weather closings, augmenting our service hours to form 24/7/365 Help Desk coverage.

1. **GENERAL INFORMATION**

The University of Arkansas’s department of Information Technology Services currently manages 2 separate Help Desk teams (general purpose and Blackboard Learn) providing support services to campus in 3 physical locations. Users and staff communicate with these Help Desks via phone calls, emails, online support tickets, remote logins, and walk-ins. Both teams use our homegrown PHP-based ticketing system, Bomgar for remote login, as well as web-based knowledge base articles to assist with solutions. The Help Desks close for University observed holidays and University closings for inclement weather conditions, as well as after their defined hours of operation. Note: our data center is staffed 24/7/365 for system monitoring and outage reporting/ staff paging.

The general purpose Help Desk operates Monday through Friday, 7 a.m. to 5 p.m. In addition to the Help Desk role, this group is used as the department’s phone operator. Currently this team supports faculty, staff, students, emeritus faculty, retired staff, applicants, parents, and vendors.

Approximately 50,000 general purpose support instances were logged in 2014, including 26,775 (53.5%) phone calls, 12,407 (24.8% ) tickets initiated, 9,293 (18.6%) email messages, and 1,525 (3.1%) remote login or walk-in support instances. Approximately 12.6% of the phone calls came in after regular hours of operation. The smallest call percentage received was for general IT questions or incident reporting, whereas over 55% were account/access related (usually password problems) and slightly under 40% were from vendors or requests to speak to a specific staff person.

The Blackboard Learn Help Desk operates Monday through Thursday, 7 a.m. to 10 p.m., Friday, 7 a.m. to 5 p.m., Saturday, 11 a.m. to 4 p.m., and Sunday, 6 to 11 p.m. This team primarily supports faculty and students, but also supports staff as well.

The Blackboard Help Desk supports general IT needs as well as a specialized tool set including Blackboard Learn, our campus’s LMS (Learning Management System), and its associated plug-ins and programs. This includes but is not limited to: web conferencing, video and lecture capture, test taking and creation tools, and plagiarism detection software. Specifically, the applications used at the University for these associated programs and plug-ins are Blackboard Collaborate, Lifesize, Clearsea, Kaltura, Echo360, SafeAssign, and Respondus.

In 2014, the Blackboard Help Desk had 7,370 instances and was able to resolve 87.5% upon initial contact. The majority of the contacts came through the Blackboard Help Desk phone number 3,181 (43%), email 1,820 (25%), and Blackboard Help Desk Extended Hours phone line 1,053 (14%). Additionally, in Oct 2014, we implemented a VoIP solution (Ooma) for the Blackboard Help Desk line that enabled us to better track and to manage simultaneous calls. From that time, we averaged 40 calls per month after the Help Desk closed, providing an estimated additional 480 calls for the year. Therefore, approximately, 7,800 calls/contacts are estimated for 2014.

In summary: Help Desk support operates 80 hours per week, leaving 88 hours a week needed for “after hours” support, not including the additional hours needed to cover University closings such as holidays and inclement weather, when we will require our “after hours” vendor to provide coverage to ensure 24/7/365. This would include complete coverage from Christmas Eve through New Year’s day.

Help Desk support total instances 57,370: calls 31,117, tickets 12,407, email 11,113, remote log-in or walk-in 1,641.

The University of Arkansas currently utilizes an analog phone system provisioned by AT&T. A successful and necessary migration to a campus-wide VoIP system first requires upgrades to the network electronics and cabling infrastructure. The general Help Desk’s main line is able to roll to 6 other lines. We are also looking for a temporary VoIP solution that would enable better service and tracking for the Help Desks, as a campus-wide VoIP phone systems is several years out.

At this time passwords cannot be reset over the phone. We do have a web-based password reset site that users are directed to in order to reset expired passwords. This system requires that users remember their old password or be able to answer the user defined security question to create a new password.

1. **DISTRIBUTING ORGANIZATION**

This Request for Proposal (RFP) is issued by the Office of Business Affairs, University of Arkansas, Fayetteville (UofA), on behalf of Information Technology Services. The University Purchasing Official is the sole point of contact during this process.

**Bidder Questions and Addenda:** Bidder questions concerning all matters of this RFP should be sent via email to:

**Whitney Smith, Procurement Coordinator**

**Office of Business Affairs**

[**wesmith@uark.edu**](mailto:wesmith@uark.edu)

Questions received via email will be directly addressed via email, and compilation of *all* questions and answers (Q&A), as well as any revision, update and/or addenda specific to this RFP solicitation will be made available on HogBid, the University of Arkansas bid solicitation website: <http://hogbid.uark.edu/index.php>. During the time between the bid opening and contract award(s), with the exception of bidder 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.

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 Q&A or addenda to this RFP. Failure of Respondents to fully acquaint themselves with existing conditions or information provided will not be a basis for requesting extra compensation after the award of a Contract.

**4.0 INSTRUCTIONS TO PROPOSERS**

It is the Respondent's responsibility to thoroughly examine and read the entire RFP document and any Q&A or addenda to this RFP. Failure of Respondents to fully acquaint themselves with existing conditions or the amount of goods and work involved is not the responsibility of the University of Arkansas, and will not be a basis for requesting extra compensation after the award of a Contract. Interpretation of the wording of this document shall be the responsibility of the University of Arkansas and that interpretation shall be final.

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 any associated appendices, as well as 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.

4.01Respondents 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.

4.02Any 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.

4.03 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 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

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**.

4.04For 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.

4.05All official documents, including responses to this RFP, and correspondence shall be included as part of the resultant contract.

4.06The 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.
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 applicable.
4. Failure to supply vendor references, if applicable.
5. Failure to sign an Official Bid Document.
6. Failure to complete the Official Bid Price Sheet, if applicable.
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.

4.07If 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.

4.08 Proposal Information – Formal Specifications

Respondents to the RFP should include the following information and/or materials in their proposals where asked in the spreadsheet **(Appendix A)** included or provided as a supplementary document **(and in accordance with section 7 herein)**:

1. Describe compliance to the University of Arkansas’s Code of Computing Practices, <http://vcfa.uark.edu/policies/fayetteville/uits/2010.php>, including federal and state laws listed.
2. Describe Security Standards used in systems and practices.

4.09 Contract Length

The required services described herein are to commence as soon as possible after the award of a contract, and unless terminated sooner, shall continue in force until June 30, 2016. Thereafter, the contract will be annually renewed upon mutual written agreement of both parties for a period of additional years (not to exceed an aggregate total of seventy-two (72) months) unless terminated earlier as **per Paragraph 4.11** of this RFP. The University reserves the right to re-negotiate terms for any renewal or extension period.

4.10 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 UofA should:

1. Remove any language from its contract that 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.

* 1. Contract Termination and Assignment

Either party shall have the right to terminate this contract for any reason during its term, upon giving a minimum of ninety (90) days’ notice to the other party. Upon termination of this agreement any and all data/information gathered or developed become the property of the University.

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

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. 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.

4.12 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 vendor:

**A.** Accept a proposal as written by issuing a written notice to the selected vendor, which refers to the Request for Proposal 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 Request for Proposal, the proposal submitted by the firm and negotiations concerning these.

Because the University may use alternative (A) above, each Proposer 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, which will include a Standard University agreement.

4.13 Provisions Deemed Included in the Proposal

Unless a Respondent specifically provides otherwise, in its written proposal, the proposal received by the University in response to this RFP shall automatically be deemed to include the firm’s agreement to the following provisions:

* The proposal constitutes an offer from the Respondent which shall remain open and irrevocable for a period of **sixty (60)** days from the deadline for submitting proposals; and
* The Bidder consents to the University contacting and obtaining any information relevant to this Request for Proposal from the references identified by the Bidder in its proposal or others.

4.14 Award

The University/Information Technology Services 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 will be awarded to the Proposer whose proposal conforms to the RFP, and in the sole judgment of the University, best meets the overall goals and financial objectives of UITS.

4.15 Cost for Proposal Preparation and Site Visits

The University will not reimburse Bidders costs incurred in the preparation and submission of proposals, nor will the University reimburse Bidders for expenses related to visiting Information Technology Services or providing on-site presentations related to the proposals.

4.16 Proposal Modification

**Telegraphic or fax proposals will NOT be considered**. 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.

4.17 Additional Information

Bidders are cautioned that the University is not obligated to ask for or accept after the opening date, data that is essential for a complete and thorough evaluation of the proposal. The University may award a Contract based upon initial submissions without any further discussion of such proposals. Accordingly, each proposal should be submitted on the most favorable and complete price and technical terms as possible.

4.18 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. Proprietary Information

Proprietary information submitted in response to this RFP 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.

4.20 Force Majeure and Excused Performance

Both parties shall agree that, by reason of strike or other labor disputes, civil disorders, inclement weather, Acts of God, or other unavoidable cause, either party is unable to entirely perform its obligations, such non-performance shall not be considered a breach of agreement.

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.

4.21 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.

4.22 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.

4.23 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 B for format.**

1. **UNIVERSITY OBLIGATIONS**

The University will provide the following:

* University accounts necessary to work with our systems
* Access to our in-house ticketing system
* Access to our tech article knowledge-base (website)
* Access to our chat room(s)
* Standard maintenance schedule windows
* Notifications for scheduled outages, news releases, unexpected outages, relevant related campus events
* Relevant listservs
* Access to our phone system

1. **VENDOR OPERATING REQUIREMENTS & OBLIGATIONS**

6.01 Standard of Performance

The Vendor 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 Vendor will be documented and submitted to the Vendor 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 Vendor 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.

* First contact resolution falls below 85%
* Percent of complaints is over 1%
* Evidence that staff do not perform with expertise level claimed via review of recorded responses, complaints, tickets issued
* Evidence that staff are not aware of maintenance schedules, scheduled downtime, attention to our news releases and outage information
* Satisfaction survey results (both vendor’s and ours)

6.02 Indemnification & Insurance

The Vendor 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.

6.03 Examination of Records

The Vendor agrees that the University or any of its duly authorized representatives shall at any time during the term of this contract have access to, and the right to audit and examine, any pertinent records of Vendor related to this Contract.

6.04 Quality of Services

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

Vendor shall be fully responsible for the acts of its employees and agents while performing services pursuant to the Agreement. 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 University reserves the right to request removal of specific agent(s) from our support team.

6.05 Services and Prices

It is preferred that vendor use the included spreadsheet **(Appendix A)** to respond to services and price requests. Alternatively, vendor can duplicate and enter all headings, definitions, and response information in a Word or PDF document.

6.06 Additional Requirements

Vendor employees shall conduct themselves in a professional manner as expected at the University of Arkansas and not use University of Arkansas resources in any manner other than as contracted for and in accordance with the University’s Code of Computing Practices **(see 4.08).**

1. **PROPOSAL**

7.01 Proposal Format

Each bidder should submit a base proposal but can also propose other financial options to the University either as additions or alternates to the base bid. Such additional offerings should be clearly identified. Proposals should include financial information and a comprehensive plan for providing after-hour Help Desk services. Bidders should demonstrate their ability to provide the highest standard of quality and service and to create and maintain a good public image.

7.02 Financial Statements

Vendor shall provide a company overview (foundation date, description of core activities, major company locations, current financial status and revenues).

The Vendor shall provide a copy of audited financial statements for the past two (2) years. If these are not available, state why and provide alternate, equivalent information.

* 1. Organization

Bidder is to describe the organizational line of authority for management personnel from the local to the highest corporate level, including providing the process for escalation of service problems and complaints.

7.04 Support Staff & Personnel

The Vendor shall provide all personnel, administrative, and financial support as needed to meet the requirements of the services requested herein. Bidder is to describe their support staff’s

qualifications and geographic location. Additionally, vendor can provide any additional services and support not specifically requested through the spreadsheet **(Appendix A)**.

1. **PROJECTED TIMETABLE OF ACTIVITIES**

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

7/02/2015: RFP released to prospective respondents

7/15/2015: 5:00 PM CST - Last date/time UAF will accept questions

7/16/205: Last date UAF will issue an addendum

7/21/2015: Proposal submission deadline 2:30 PM CST

7/28/2015: Vendor Presentations, (if necessary)

8/10/2015: Award Notification (contract negotiations begin upon intent to award)

1. **PROPOSAL EVALUATION**

Evaluation Criteria

In general, all proposals will be evaluated as to their ability to provide the highest quality services at the best financial arrangement for the University. Specifically, the University will review all accepted proposals with particular emphasis on the following:

* Criteria as listed in the spreadsheet **(Appendix A)**.
* Differentiators that may include cost and evaluation of any other support and services not specifically requested in this document or any Appendices, but described and provided by bidder.

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 sixty (60) 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 **120** points possible based on the following items:

**A. Primary Support Needs (40 Points)**

Agency with the highest rating shall receive forty (40) points. Points shall be assigned based on factors within this category.

**B. Support Methodologies (25 Points)**

Agency with highest rating shall receive twenty-five (25) points. Points shall be assigned based on factors within this category.

**C. Service Scope (25 Points)**

Agency with highest rating shall receive twenty-five (25) points. Points shall be assigned based on factors within this category.

**D. Development and Implementation Timeline (5 Points)**

Agency with highest rating shall receive five (5) points. Points shall be assigned based on factors within this category.

**E. Clientele & References (5 Points)**

Agency with highest rating shall receive five (5) points. Points shall be assigned based on factors within this category.

**F. Cost (20 Points)**

Agency have best value pricing for services as outlined in the Cost category of Appendix A shall receive twenty (20) points. Remaining bids shall 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.

**10.0 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.

**11.0 BEST AND FINAL OFFER**

The University of Arkansas reserves the right to request an official “Best and Final Offer” from bid Respondents if it deems such an approach in the best interest of the institution.  In general, the “Best and Final Offer” will consist of an updated cost proposal in addition to an opportunity for the vendor to submit a final response to specific questions or opportunities identified in subsequent discussions related to the original proposal response submitted to the university. If the University of Arkansas chooses to invoke a “Best and Final Offer” option, all responses will be re-evaluated by incorporating the information as requested in the official “Best and Final Offer” document, including costs and answers to specific questions presented in the document. The specific format for the official “Best and Final Offer” request will be determined during evaluation discussions.  The official request for a “Best and Final Offer” will be issued by the University Procurement Department.

**APPENDIX A: Formal Specifications Spreadsheet**

Refer to separate counterpart to this RFP document (labeled accordingly).

**APPENDIX B: Vendor Information/References**

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 4.23** 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