

**Request for Proposal (RFP)**

**RFP No. 07292025**

**Customer Relationship Management System (CRM) for Study Abroad, Travel Registration & SEVIS Reporting**

**RFP RELEASE DATE: July 29, 2025**

**MANDATORY PRE-PROPOSAL: 08.13.2025 - 10 AM CST**

**MICROSOFT TEAMS**

**PROPOSAL DUE DATE: 08.26.2025\***

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

**BID OPENING EVENT: 2:30 PM CST**

**SUBMIT ALL PROPOSALS TO:** **[UA Formal Bid Submission](https://forms.uark.edu/xfp/form/906)**

**(NOTE: Take care to choose the CORRECT BID NUMBER from the dropdown menu.)**

**Signature Required For Proposal**

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.

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

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

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

**\*Under no circumstances will late bids be accepted.**

**Bid opening event will be conducted at the date and time specified via Microsoft Teams. Notice of bid opening event will be posted on HogBid once the Teams meeting is set up.**

**INTERGOVERNMENTAL/COOPERATIVE USE OF COMPETITIVELY BID PROPOSALS AND CONTRACTS:**

In accordance with Arkansas Code Annotated § 19-11-249, any State public procurement unit, including any University of Arkansas System campus or unit, may participate in any contract resulting from this solicitation upon approval by the issuing agency and with a participating addendum signed by the contractor.

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

**General Campus Background for University of Arkansas**

Founded in 1871 as a land-grant institution, the University of Arkansas, Fayetteville Arkansas (UofA), is the flagship campus of the University of Arkansas System. Our students represent all 50 states and more than 120 countries. The UofA comprises 10 colleges and schools offering an internationally competitive education for undergraduate and graduate students in more than 270 academic programs. The UofA contributes new knowledge, economic development, basic and applied research, and creative activity while also providing service to academic and professional disciplines. As of Fall 2023, student enrollment totaled approximately 32,140. The faculty count totaled 1,490 and the staff count totaled 3,350. The UofA is one of the nation’s top public research universities and 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 among only 3 percent (3%) of universities in America that have the highest level of research activity.

The Board of Trustees of the University of Arkansas, acting on behalf of the University of Arkansas located in Fayetteville, Arkansas (U of A), is seeking sealed proposals from qualified and reputable Respondents to provide and maintain a modern Software as a Service (SaaS) platform to support the Graduate School and International Education (GSIE) unit, specifically for the Study Abroad (STAB) and International Students and Scholars (ISS) offices.

Leadership in GSIE has determined that their STAB and ISS offices need a single SaaS platform to facilitate management, processing, oversight, and compliance of both study abroad participants and international students and visiting scholars. To that end, GSIE is looking for a vendor to lead the build, launch, and maintenance of this system.

This unified platform must support application management, advising, compliance tracking, travel risk management, and robust reporting for both inbound and outbound mobility. The solution shall include services for planning, configuration, training, rollout, and ongoing support.

The selected vendor will also lead the redesign, migration, and long-term maintenance of the U of A’s hogsabroad.uark.edu and isslink.uark.edu websites, delivering a streamlined, accessible, and user-friendly interface. Integration with enterprise systems including Workday, Slate, SEVIS, Olark Chat, and the broader university web environment is required.

Through this RFP, the U of A seeks to:

* Obtain a modern, mobile-accessible SaaS platform that comprehensively supports education abroad and ISS workflows. The selected platform must replace existing systems that currently require significant manual workarounds, intensive training, and increased staffing to maintain operations. The University seeks a solution that minimizes system downtime, reduces administrative burden, and delivers intuitive, user-friendly tools for students, faculty, and administrative users alike.
* Establish a collaborative, long-term partnership with a vendor committed to user-centric innovation and responsive support.
* Ensure robust, proactive communication for issue resolution and continuous process improvement.
* Achieve operational efficiency and cost containment through risk-managed, scalable deployment.

The U of A intends to award a term contract for a comprehensive mobility management system to the Respondent offering the best overall value. Evaluation will be based on demonstrated competence, compliance with the RFP requirements, clarity and quality of the proposal, and—if applicable—performance in live presentations. Respondents may submit proposals for the full scope or for individual service components. The U of A reserves the right to make multiple awards if it is in the institution’s best interest.

Short-listed Respondents may be invited to deliver virtual presentations following initial review. Relevant timelines are listed in the “Projected Timetable of Activities” section.

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

The University of Arkansas seeks to procure a modern, scalable, and secure Software as a Service (SaaS) platform to support the operations of the **Study Abroad (STAB)** office, **International Students and Scholars (ISS)** office, and **University-wide Travel Registration**. The platform must be user-friendly across devices, compliant with institutional and federal standards, and purpose-built to reduce administrative burden while enhancing student, faculty, and staff autonomy.

#### A. STUDY ABROAD (STAB) FUNCTIONAL REQUIREMENTS

**1. Student Profile & Application Management**

* Maintain integrated student profiles that persist across terms, applications, and scholarships.
* Allow pre-application profiles for prospective leads; track interest, advising notes, and outreach campaigns.
* Support concurrent or repeat applications across terms with minimal redundancy.
* Support an "Advising" application for students exploring study abroad without selecting a program. Advising records must link to the student profile and enable interest tracking, goal setting, and communication history.

**2. Faculty-Led Program Administration**

* Allow faculty to submit, renew, and manage proposals (itinerary, budget, location, academic credit).
* Faculty dashboards must support access to applicant data, document review, and communication tools.
* System must scale to accommodate large and growing volumes of faculty users and program leaders.

**3. Scholarship and Funding Tools**

* Embedded scholarship module supporting multiple awards, conditional eligibility, reviewer workflows, scoring rubrics, and post-award tracking.
* Cross-linking of program and scholarship applications for unified applicant views.

**4. External Student and Affiliate Support**

* Enable external (non-UA) students to apply to UA programs with custom views and document workflows.
* Allow selective visibility of programs to external partners or affiliate institutions.

**5. Application Forms and Workflow Automation**

* Conditional branching based on destination, program type, term, or user type (e.g., faculty-led vs. direct-enroll).
* Support for multi-part forms with autosave, attachments, digital signature, and audit logs.
* Enable automatic messaging (email/SMS) based on form triggers or saved query results.

**6. Marketing and Discovery**

* Public, searchable program directory with filtering by term, GPA, major, cost, language, location, etc.
* Optional self-assessment/matching tools that connect students with programs based on interest and eligibility.

**7. Risk and Emergency Compliance**

* Secure upload and permission-based access to passports, medical disclosures, health waivers.
* Support for emergency contact logging, pre-departure health attestations, and real-time export for incident management.
* Integration with SafeCheck or similar mass communication tools.

**8. Reporting, Auditing, and Analytics**

* Drag-and-drop reports are exportable by student attribute, destination, deadline, or program type.
* Ability to save and share dashboards.
* Must log all actions, edits, and submissions for audit and compliance review.

**9. Usability and Support**

* Fully mobile-responsive design; all functions accessible via standard browser.
* Progress tracking, autosave, contextual help, and real-time notifications for all users.
* Faculty, staff, and student interfaces must be accessible (WCAG 2.1 A and AA), with a current VPAT which includes documentation for all Level A and AA success criteria.
* Vendor must provide onboarding support and convert legacy paper or PDF forms to digital versions as needed.

#### B. INTERNATIONAL STUDENTS AND SCHOLARS (ISS) FUNCTIONAL REQUIREMENTS

The platform must fully support the compliance, communication, and service delivery needs of the International Students and Scholars (ISS) office, with an emphasis on automation, integration, and student experience from pre-arrival through post-completion training.

**1. SEVIS Integration and Record Management**

* Support the full lifecycle of F-1 and J-1 students and J-1 scholars, including admissions, registration, status maintenance, mid-point evaluations, final evaluations, transfers, extensions, CPT, OPT, STEM OPT, academic training, and departure.
* Allow batch registration and batch SEVIS processing, including integration with SEVIS RTI for real-time record submissions and updates.
* Enable integration with Workday Student and Slate CRM to automatically pull data needed for issuing I-20s and DS-2019s and eliminate duplicate records.
* Provide notifications to ISS staff regarding student enrollment issues.
* Include SEVIS task monitoring dashboards and custom alerts for required actions (e.g., registration, employment verification, insurance status, travel endorsements).

**2. Student and Scholar Experience and Compliance Support**

* Send automatic, customizable email and SMS alerts tied to immigration status, deadlines, enrollment risk, and document expirations.
* Allow students and scholars to upload digital documents and link them to their requests and records.
* Provide dashboards for students and scholars showing active status, pending requests, and next steps.
* Enable student-initiated requests with sequential approval workflows across multiple users.
* Maintain secure, role-based access to view and upload required documents (e.g., financials, insurance, passport).
* Include interactive orientation modules students can begin pre-departure and complete post-arrival, and optionally access multimedia educational content authored by ISS staff.
* Provide appointment scheduling tools for students to request virtual or in-person advising, ideally integrated with Microsoft Office 365.

**3. ISS Office Workflow and Communication Tools**

* Log all emails and alerts sent to students/scholars, with timestamped records accessible to staff.
* Support communication history tracking by individual or request type.
* Allow automatic generation of customizable letters (e.g., status verification, welcome letters) using dynamic student fields.
* Communicate urgent alerts and reminders through real-time messaging tools (email and SMS).
* Include a dashboard of assigned action items per advisor, connected to reports to maintain equitable team workload.

**4. J-1 Scholar Management**

* Support full J-1 lifecycle management for Supporting and tracking all parts of the scholar life cycle from initial inquiry, to document verification, documentation issuance, active program, academic training, post-program evaluations for categories such as Research Scholar, Professor, Short-Term Scholar, Specialist, Student Intern and College/University Student.
* Enable departmental initiation of scholar hosting requests with sequential approval workflows across multiple users.
* Track health insurance status, policy uploads, and expiration notifications for J-1 scholars.
* Include custom fields for program dates, academic appointments, and mid-point evaluations, and post-program evaluations.

**5. Reporting and Data Visibility**

* Provide advanced, shareable reports, displays and saved queries across all data fields.
* Providing access to data for integration with other data analytics tools, such as PowerBI
* Include preconfigured or customizable reporting templates, such as Open Doors report formats and federal compliance exports.
* Support role-based administrative access with granular permission controls for staff, advisors, and departmental contacts.
* Track changes made to records and requests via timestamped audit logs.

#### C. UNIVERSITY-WIDE TRAVEL REGISTRATION REQUIREMENTS

**1. Traveler Registration**

* Support individual and group registration flows for affiliated UA students, faculty, and staff.
* Collect itinerary, funding source, program connection, and emergency contact data.
* Link travel records with student/faculty profiles to maintain continuity across systems.

**2. Risk & Crisis Response**

* System must support bulk messaging and check-in prompts by region or program.
* Display dashboards of travelers by location, date, and document completion status.
* Integrate with U.S. State Department, CDC, or third-party global risk alert feeds.

**3. Risk Management Access**

* Risk and Health & Safety staff must have real-time, read-only access to traveler data, health compliance, and itinerary logs without involving Study Abroad personnel.

**4. System must support an integrated petition workflow for travelers intending to visit destinations designated as high-risk by the University. Functionality must include the ability to:**

* Flag travel to restricted regions based on integrated or custom risk data sources.
* Route travelers through a customizable petition and approval process.
* Track petition status and associated documentation.
* Notify relevant stakeholders (e.g., Risk Management, Legal, International Safety) of new submissions and changes in status.

#### D. CROSS-CUTTING SYSTEMWIDE REQUIREMENTS

**1. Integration and API Access**

* Must integrate with Workday Student and other university systems via API, secure SFTP, or webhook (API preferred).
  + For any SIS or Admissions data, integration must occur daily (M-F) at a minimum
* SSO using UA’s Azure AD accounts required, including support for multifactor authentication
* Secure API access for third-party tools such as CRMs, email marketing platforms, or analytics dashboards.

**2. Security and Privacy Compliance**

* Must provide a HECVAT evaluation to be approved by UA Information Technology Services
* SOC 2 Type 2 certification required.
* Full compliance with FERPA and HIPAA.
* Data encryption in transit and at rest; role-based permissions and logging of all user actions.

**3. Accessibility and Mobile Compatibility**

* Platform must meet WCAG 2.1 A and AA and Section 508 standards.
* Must work across all browsers and devices with no need for separate mobile app.
* Vendor must provide a VPAT which includes documentation for all Level A and AA success criteria
* Vendor must maintain ongoing updates to maintain accessibility compliance.

**4. Data Retention and Portability**

* Retain all application, communication, and travel data for at least 15 years.
* Provide full access and export of data in open formats for institutional archiving or transition.

**5. Implementation and Support**

* Vendor must provide onboarding, remote user training, and dedicated implementation account manager.
* System updates, bug fixes, and patching handled by vendor with no on-campus support burden.
* Client success structure must include same-day support ticket resolution during business hours.

**6. Scalability and Future-Proofing**

* System must scale to support large growth in users, records, and workflows across offices.
* Platform must demonstrate a 99.99% or greater availability without interruption to service

**3. COSTS / PRICING**

Respondents must provide detailed/itemized retail pricing for each individual component, and/or the overall system, as listed on the Official Bid Price Sheet provided within this RFP document:

* + **Reference Appendix I Official Bid Price Sheet**

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 one hundred fifty (150) days following the bid Proposal due date

and time. Upon bid award, all pricing and/or discounts must be firm for a period of two (2) years.

UA will not be obligated to pay any costs not identified on the Official Price Sheet. Respondents

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 Proposal.

**4. RESPONDENT REFERENCES**

Respondents must provide a minimum of three (3) references, preferably in higher education, (including the organization’s name, address, persons to contact, telephone numbers, and email addresses) located in the continental United States currently served by respondent. References are to be parties who can attest to the qualifications relevant to providing the services requested. UA reserves the right to contact any references provided to evaluate the level of performance and customer satisfaction.

* + **Reference Appendix II for format.**

**5.** **MANDATORY PRE-PROPOSAL**

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

Questions should be submitted to the contact listed below in advance of the scheduled conference for preparation purposes to make the best use of time during discussion. Respondents who anticipate responding to this RFP are required to participate in this pre-proposal conference to discuss information and clarifications. Proposals will NOT be considered from Respondents who have not participated in the mandatory pre-proposal conference.

To participate in the mandatory pre-proposal meeting, provide contact information to **Geoffrey L Hulse, ghulse@uark.edu no later than [08.06.2025 – 12 PM CST]. That information will be used to create a MS Teams invitation.**

**Geoffrey L Hulse   
ghulse@uark.edu**

**6. RESPONDENT’S RESPONSIBILITY TO READ RFP**

It is the Respondent's responsibility to thoroughly examine and read the entire RFP document, including any and all appendices. 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. This engagement is separate from any other engagement bidder may be currently pursuing with the University of Arkansas. Interpretation by and of the University of Arkansas is final.

**7. PROJECTED TIMETABLE OF ACTIVITIES**

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

07.29.2025 RFP released to prospective respondents

08.08.2025 5:00 PMCST – Initial round of questions must be received to be addressed at the Pre-Proposal Conference

08.13.2025 10:00 AM CST - Mandatory Pre-Proposal Conference – MS Teams

08.20.2025 5:00 PMCST - Last date/time UA will accept questions

08.22.2025 5:00 PM CST Last date UA will issue an addendum

08.26.2025 Proposal Submission Deadline *and* Bid Opening Event 2:30 PM CST

**Note:** Attendance of RFP opening is not required. No award will be made. Only names of respondents, and a preliminary determination of proposal responsiveness will be made at this time.

Week of 09.08.2025 Respondent Presentations (if necessary)

09.30.2025 (TENTAIVE) Notice of Intent to Award

Upon Intent to Award TBD\* Contract Negotiations Begin (upon intent to award)\*

Upon Contract Approval: Service to Commence (upon final legislative approval, if applicable)

\*UA places a value on all elements of this RFP. As such, after evaluation of Proposals and selection of Contractor(s), the UA reserves the right to further negotiate with the selected respondent on any or all elements, and to award accordingly.

**8. CONTRACT TERM AND TERMINATION**

The term (“Term”) of any resulting Contract will begin upon date of Contract award.  If mutually agreed upon in writing by the Contractor and UA, the term shall be for an initial period of four (4) years, with option to renew at the end of the contract term for three (3) additional years, for a combined total of seven (7) years (or 84 months). The University of Arkansas 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 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, UA 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 UA, Office of Business Affairs. Additionally, the Contract may be terminated, without penalty, by UA without cause by giving thirty (30) days written notice of such termination to Contractor.

**b)** Upon award, the agreement is subject to cancellation, without penalty, either in whole or in part, if funds necessary to fulfill the terms and conditions of this Contract during any biennium period of the Term (including any renewal periods) are not appropriated.

**c)** In no event shall such termination by UA as provided for under this section give rise to any liability on the part of UA, its trustees, officers, employees or agents including, but not limited to, claims related to compensation for anticipated profits, lost business opportunities, unabsorbed overhead, misrepresentation, or borrowing. UA’s sole obligation hereunder is to pay Contractor for services ordered and received prior to the date of termination.

The terms, conditions, representations, and warranties contained in the Contract shall survive the termination of the Contract.

**9. GENERAL INFORMATION FOR RESPONDENTS**

**9.1 Distributing Organization**

This RFP is issued by the Office of Business Affairs at UA. The University Purchasing Official is the sole point of contact during this process. Only written communication is considered formal and can be supported throughout this process.

**Respondent Questions and Addenda:** Respondent questions concerning all matters of this RFP should be sent via email to: **Geoffrey L Hulse – Procurement Coordinator**[**ghulse@uark.edu**](mailto:ghulse@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 UA bid solicitation website: <https://hogbid.uark.edu> . During the time between the bid opening and contract award(s), with the exception of Respondent’s questions during this process, any contact concerning this RFP will be initiated by the issuing agency and not Respondent. Specifically, the persons named herein will initiate all contact.

Respondents shall not rely on any other interpretations, changes, or corrections. It is 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.

**9.2 Agency Employees and Agents**

Contractor shall be responsible for the acts of its employees and agents while performing services pursuant to the terms of any Contract. Accordingly, Contractor agrees to take all necessary measures to prevent injury and loss to persons or property while on the UA premises. Contractor shall be responsible for all damages to persons or property on and off campus caused solely or partially by Contractor or any of its agents or employees. Contractor’s employees shall conduct themselves in a professional manner and shall not use UA’s facilities for any activity or operation other than the operation and performance of services as herein stated. UA reserves the right to deny access to any individual. The following conduct is unacceptable for Contractor’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. Contractor shall require standard criminal background checks on all employees of the Contractor’s business 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 UA campus or reported to UA for review and approval in advance of the performance of any on-campus duties.

**9.3 Tobacco Free Campus**

Smoking and the use of tobacco products (including cigarettes, e-cigarettes, cigars, pipes, smokeless tobacco, and other tobacco products) by students, faculty, staff, contractors, and visitors, are prohibited at all times on and within all property, including buildings, grounds, and facilities, owned or operated by UA, including all vehicles on UA property.

**9.4 Disputes**

Contractor and UA agree that they will attempt to resolve any disputes in good faith. Contractor and UA agree that the State of Arkansas shall be the sole and exclusive jurisdiction and venue for any litigation or proceeding that may arise out of or in connection with any Contract. The Respondent acknowledges, understands and agrees that any claims, demands, suits, or actions for damages against UA may only be initiated and pursued in the Arkansas Claims Commission, if at all. Under no circumstances does UA agree to binding mediation or arbitration of any disputes or to the payment of attorney fees, court costs or litigation expenses.

**9.5 Conditions of Contract**

Contractor 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 the Contract which in any manner affect the completion of work. Contractor shall indemnify and hold harmless UA and all its trustees, officers, employees, volunteers, students, and agents 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 Contractor.

To the extent Contractor shall have access to, store or receive student education records, Contractor agrees to abide by the limitations on use and re-disclosure of such **records** set forth in **the Family Educational Rights and Privacy Act** (FERPA), 20 U.S.C. § 1232g, and 34 CFR Part 99. Contractor agrees to hold student record information in strict confidence andshall not use or disclose such information except as authorized in writing by UA or as required by law. Contractor agrees not to use the information for any purpose other than the purpose for which the disclosure was made. Upon termination, Contractor shall return all student education record information or provide evidence that it was destroyed within thirty (30) days.

**Compliance with digital accessibility standards.** When procuring a technology product or when soliciting the development of such a product, the State of Arkansas is required to comply with the provisions of Arkansas Code Annotated § 25‐26‐201 et seq., as amended by Act 308 of 2013, which expresses the policy of the State to provide individuals with disabilities with access to information technology purchased in whole or in part with state funds. Contractor expressly acknowledges and agrees that state funds may not be expended in connection with the purchase of information technology unless that system meets the statutory requirements found in 36 C.F.R. § 1194.21, as it existed on January 1, 2019 (software applications and operating systems) and 36 C.F.R. § 1194.22, as it existed on January 1, 2019 (web‐based intranet and internet information and applications), in accordance with the State of Arkansas technology policy standards relating to accessibility by persons with disabilities.

**ACCORDINGLY, CONTRACTOR SHALL EXPRESSLY REPRESENT AND WARRANT** to the State of Arkansas through the procurement process by submission of a Voluntary Product Accessibility Template (“VPAT”) or similar documentation to demonstrate compliance with 36 C.F.R. § 1194.21, as it existed on January 1, 2019 (software applications and operating systems) and 36 C.F.R. § 1194.22, as it existed on January 1, 2019 (web‐based intranet and internet information and applications) that the technology provided to the State for purchase is capable, either by virtue of features included within the technology, or because it is readily adaptable by use with other technology, of:

‐ Providing, to the extent required by Arkansas Code Annotated § 25‐26‐201 et seq., as amended by Act 308 of 2013, equivalent access for effective use by both visual and non‐visual means;

‐ Presenting information, including prompts used for interactive communications, in formats intended for non‐visual use;

‐ After being made accessible, integrating into networks for obtaining, retrieving, and disseminating information used by individuals who are not blind or visually impaired;

‐ Providing effective, interactive control and use of the technology, including without limitation the operating system, software applications, and format of the data presented is readily achievable by nonvisual means;

‐ Being compatible with information technology used by other individuals with whom the blind or visually impaired individuals interact;

‐ Integrating into networks used to share communications among employees, program participants, and the public; and

‐ Providing the capability of equivalent access by nonvisual means to telecommunications or other interconnected network services used by persons who are not blind or visually impaired.

If the information technology product or system being offered does not completely meet these standards, the Respondent must provide an explanation within the VPAT detailing the deviation from these standards.

State agencies cannot claim a product as a whole is not reasonably available because no product in the marketplace meets all the standards. If products are reasonably available that meet some but not all of the standards, the agency must procure the product that best meets the standards or provide written documentation supporting selection of a different product, including any required reasonable accommodations.

For purposes of this section, the phrase “equivalent access” means a substantially similar ability to communicate with, or make use of, the technology, either directly, by features incorporated within the technology, or by other reasonable means such as assistive devices or services which would constitute reasonable accommodations under the Americans with Disabilities Act or similar state and federal laws. Examples of methods by which equivalent access may be provided include, but are not limited to, keyboard alternatives to mouse commands or other means of navigating graphical displays, and customizable display appearance. As provided in Arkansas Code Annotated § 25-26-201 et seq., as amended by Act 308 of 2013, if equivalent access is not reasonably available, then individuals who are blind or visually impaired **shall** be provided a reasonable accommodation as defined in 42 U.S.C. § 12111(9), as it existed on January 1, 2019.

If the information manipulated or presented by the product is inherently visual in nature, so that its meaning cannot be conveyed non-visually, these specifications do not prohibit the purchase or use of an information technology product that does not meet these standards.

**9.6 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 Respondent’s bid:

A. The State of Arkansas may not contract with another party to perform any of the following:

1. Pay any penalties or charges for late payment or any penalties or charges which in fact are penalties for any reason.

2. Indemnify or defend that party for liability or damages. Under Arkansas law UA may not enter into a covenant or agreement to hold a party harmless or to indemnify a party from prospective damages.

3. Pay all sums that become due under a contract upon default.

4. Pay damages, legal expenses, attorneys’ fees or other costs or expenses of any party.

5. Conduct litigation in a place other than the State of Arkansas.

6. Agree to be subject to or bound by governing law, jurisdiction, or venue of any state, country or province other than the State of Arkansas.

7. Agree to any provision of a contract that violates the laws or constitution of the State of Arkansas.

B. A party wishing to contract with UA 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 and that the State of Arkansas is the exclusive jurisdiction and venue for any and all claims, disputes, actions or suits between the parties or related to the Contract.

3. Include in its Contract that the UA is an instrumentality of the State of Arkansas entitled to sovereign immunity from suit and that all claims, demands, suits, or actions for loss, expense, damage, liability or other relief, either at law or in equity, against UA or its trustees, officers, employees, volunteers, students, agents or designated representatives acting within the official scope of their position, must be brought before the Claims Commission of the State of Arkansas.

4. Include in its Contract all other terms and conditions stated in this RFP.

5. Acknowledge in its contract that contracts become effective when awarded by UA Purchasing Official.

**9.7 Reservation**

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

**9.8 Qualifications of Respondent**

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

**9.9 Non Waiver of Defaults**

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

**9.10 Independent Parties**

Contractor acknowledges that under the Contract it is an independent contractor and is not operating in any fashion as the agent of UA. The relationship of Contractor and UA 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.

**9.11 Governing Law**

This RFP, any resulting Contract and all performance thereunder, transactions and subsequent amendments thereto between Respondent(s) or Contractor(s) and UA shall be governed and construed in all aspects in accordance with the laws of the State of Arkansas without regard to its choice of law principles (including without limitation any and all disputes, claims, counterclaims, causes of action, suits, rights, remedies, promises, obligations, demands, and/or defenses related thereto that may be asserted by either party). The parties agree that the State of Arkansas shall be the sole and exclusive venue and jurisdiction for any litigation or proceeding that may arise out of or in connection with this RFP or any Contract with UA. The parties waive any objection to the laying of jurisdiction and venue of any claim, action, suit or proceeding arising out of the Contract or any transaction contemplated hereby, in the State of Arkansas, and hereby further waive and agree not to plead or assert that any claim, action, suit or proceeding has been brought in an inconvenient forum. Nothing contained herein shall be deemed or construed as a waiver of any immunities to suit available to UA or its trustees, officials, employees and representatives. In no event shall UA or any of its current and former trustees, officials, representatives and employees (in their official or individual capacities) be liable to Respondent(s) or Contractor(s) for special, indirect, punitive, or consequential damages, attorneys’ fees or costs or any damages constituting lost profits or lost business opportunities.

**9.12 Proprietary Information**

Proprietary information submitted in response to this bid will be processed in accordance with applicable UA procurement procedures. All material submitted in response to this RFP 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. 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 separately in the proper portal, and can only be protected to the extent permitted by Arkansas law.

**Note of Caution**:  Respondents should not attempt to mark the entire Proposal as "proprietary" or submit letterhead or similarly customized paper within the proposal to reference the page(s) as "Confidential" unless the information is submitted separately and identified as proprietary.  Acceptable proprietary items may include references, resumes, and financials or system/software/hardware manuals. **Costs and pricing terms are not considered as proprietary**.

**9.13 Disclosure**

1. **Contract and Grant Disclosure**

Disclosure is a condition of the resulting Contract and UA 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 Respondent’s business, Respondent must state so in writing.

1. **Respondent Conflict of Interest Form**

Only when applicable, for any RFP that requires the disclosure of existing conflict of interest circumstances, Respondent should complete the *Bidder Conflict of Interest Form* and submit with bid Proposal. It is the responsibility of Respondent desiring to be considered for a bid award to complete and return this form, along with the *Contract and Grant Disclosure and Certification Form*. The purpose of these forms is to give Respondent an opportunity to disclose any actual or perceived conflicts of interest. The determination of UA regarding any questions of conflict of interest shall be final.

**9.14 Proposal Modification**

Proposals submitted prior to the Proposal opening date may be modified or withdrawn only by written notice to UA. Such notice must be received by the UA 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.

**9.15 Prime Contractor Responsibility**

Single and joint Respondent bids and multiple bids by Respondents are acceptable. However, the selected Respondent(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.

**9.16 Period of Firm Proposal**

Prices for the proposed services must be kept firm for at least one hundred fifty (150) 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 one hundred fifty (150) days or until written notice to the contrary is received from the Respondent, whichever is longer.

**9.17 Warranty**

The Respondent must:

1. Define the provisions of the warranty regarding response time for service and support.
2. Define the provisions of the warranty regarding system up time including maintenance windows.
3. Outline the standard or proposed plan of action for correcting problems during the warranty period.
4. Respondents must itemize any components, services, and labor that are excluded from warranty.

**9.18 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 UA Purchasing Official, in writing, and UA 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.

**9.19 Award Responsibility**

The UA Purchasing Official will be responsible for award and administration of any resulting Contract(s). UA 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 Respondent(s).

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

**9.20 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 trustee, official, employee or agent of UA. 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 UA.

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

Employees of the Contractor may have access to records and information about UA processes, employees, including proprietary information, trade secrets, and intellectual property to which UA holds rights. Contractor agrees to keep all such information strictly confidential and to refrain from discussing this information with anyone else without written authorization from an authorized official of UA.

**9.21 Respondent Presentations**

UA 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

UA chooses to engage such opportunity.

Should presentations be given, a second set of scoresheets will be created. After each presentation is complete, the evaluators will have the opportunity to discuss the presentation and revise their individual scores on the post-presentation score sheet. The final individual scores on the post-presentation score sheet will be averaged to determine the final technical score for each proposal.

**9.22 Excused Performance**

Notwithstanding any other provisions in this RFP or any resultant Contract,in the event that the performance of any terms or provisions of this RFP or any resultant Contract 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.

**9.23 Funding Out Clause**

If, in the sole discretion of UA, funds are not allocated to continue any resultant Contract, or any activities related herewith, in any future period, then UA will not be obligated to pay any further charges for services, beyond the end of the then current period. Contractor 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 UA to terminate any Contract awarded in order to acquire similar service from a third party.

**9.24 Indicia**

The Respondents and the Contractor acknowledge and agree that UA owns the rights to its name and its other names, symbols, designs, and colors, including without limitation, the trademarks, service marks, designs, team names, facilities images, uniforms, 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 UA that are adopted and used or approved for use by UA (collectively the “Indicia”) and that each of the Indicia is valid. Neither any Respondent nor Contractor shall have any right to use any of the Indicia, derivative, 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 an authorized representative of UA. 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 UA or its Board of Trustees without compensation.

**9.25 RFP Interpretation**

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

**9.26 Time is of the Essence**

Respondent and UA agree that time is of the essence in all respects concerning this RFP and any Contract and performance therein.

**9.27 Formation of the Contract**

At its option, UA may take either one of the following actions in order to create a Contract between the UA and the selected Respondent:

**A.** Accept a Proposal as written by issuing a written notice to the selected Respondent, which refers to the Request for Proposal and accept the Proposal submitted in response to it.

**B.** Enter negotiations with one or more Respondents in an effort to reach a mutually satisfactory written agreement, which will be executed by all parties and will be based upon this Request for Proposal, the Proposal submitted by one or more Respondents and any negotiations concerning these documents.

Because UA may use alternative (A) above, each Respondent shall accept the contents of this RFP which will be incorporated into any final Contract documents and will include standard UA terms and conditions.

If the Respondent 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 the conditions of this RFP, the Respondent’s Proposals and Arkansas State law.

Notwithstanding any terms or conditions to the contrary, nothing within the Contractor’s proposal shall constitute a waiver of any immunities to suit legally available to UA, its trustees, officers, employees or agents, including, but not limited state and federal constitutional and statutory sovereign immunity of the State of Arkansas and its officials.

**NOTE:** The successful bidder may be required to enter into a Professional Services or Technical/General Services Contract that will require approval prior to any work conducted. See the following link for reference: <http://procurement.uark.edu/_resources/documents/TGSForm.pdf>. (Additional processing time must be allotted if subsequent contract is subject to this requirement).

**9.28 Permits/Licenses and Compliance**

Contractor covenants and agrees that it shall, at its sole expense, procure and keep in effect all necessary permits and licenses required for its performance of obligations under this RFP, and shall post or display in a prominent place such permits and/or notices as required by law. Contractor is responsible for compliance with all applicable laws and regulations, including but not limited to, OSHA requirements as well as any Fair Labor Standards Act requirements pertaining to compensation of Contractors employees or subcontractor (if any) working on the project; further, upon request, Contractor shall provide copies of all such permits or licenses to UA.

**9.29 Web Site Accessibility**

Respondent represents that web-based services substantially comply with the accessibility guidelines of Section 508 of the Rehabilitation Act of 1973 and with Web Content Accessibility Guidelines (“WCAG”) Version 2.0 Level AA, and agrees to promptly respond to and resolve any accessibility complaints received from UA.

**9.30 Prohibition Against Boycotting Israel**

In accordance with Ark. Code Ann. § 25-1-503, Respondent hereby certifies to UA that Respondent: (a) is not currently engaged in a boycott of Israel; and (b) agrees for the duration of any Contract not to engage in any boycott of Israel. A breach of this certification will be considered a material breach of contract. In the event that Respondent breaches this certification, UA may immediately terminate any Contract without penalty or further obligation and exercise any rights and remedies available to it by law or in equity.

**9.31** **Campus Restrictions**

Contractor shall not permit tobacco, electronic cigarettes, alcohol, or illegal drugs to be used by any of its officers, agents, representatives, employees, subcontractors, licensees, partner organizations, guests or invitees while on the campus of UA. Respondents further agrees that it will not permit any of its officers, directors, agents, employees, contractors, subcontractors, licensees, partner organizations, guests or invitees to bring any explosives, firearms or other weapons onto the campus of UA, except to the extent expressly permitted by UA policies and the Arkansas enhanced concealed carry laws. Respondent shall not allow any of its officers, directors, agents, employees, contractors, subcontractors, licensees, partner organizations, guests or invitees that are registered sex offenders to enter the campus of the University. Respondent agrees that it will not permit any of its officers, directors, agents, employees, contractors, subcontractors, licensees, partner organizations, guests or invitees who have been convicted of a felony involving force, violence, or possession or use of illegal drugs to work on this campus. Respondent will fully comply with all applicable UA policies, and federal, state and local laws, ordinances, and regulations.

**9.32 Performance Standards**

Contractor acknowledges that the use of performance-based standards on any resultant Contract by UA are required pursuant to Arkansas Code Annotated § 19-11-267. Contractor shall provide prompt, responsive, courteous, and high-quality products, services and customer service in the performance of its obligations under this RFP and any resulting Contract with UA. Contractor shall warrant that the equipment placed on the UA campus shall be of good quality, safe and suitable for their intended use by customers and properly installed. Contractor acknowledges that all products and services provided to UA or tailgate customers on the UA campus are to be of high quality and rendered in a timely and professional manner.  Contractor represents and warrants that it will provide all products and services related to any resulting Contract in a manner consistent with industry standards. In addition, Contractor shall respond to all production, service, maintenance and customer service and support requests by in a polite and timely manner. Further, Contractor recognizes that failure to perform hereunder may cause UA financial or reputational harm or damages or require it to acquire replacement services on short notice.  Therefore, any failure to provide the agreed upon products or services to UA or customers at the quality, times or in the manner specified, or for the duration required hereunder shall constitute a breach of any Contract between Contractor and UA subject to termination.

**9.33 Background Checks**

Contractor shall be responsible to obtain and to pay for background checks (including, but not limited to, checks for registered sex offenders) for *all* individuals performing any services related to this RFP on the UA campus, whether on a paid or volunteer basis, in a manner requested by UA and consistent with procedures established by UA for its background checks. No person may perform any duties or services for Contractor on the UA campus under any circumstances whatsoever until a satisfactory background check has been completed for each individual and copies furnished to UA.

**9.34 Service Expectations**

Contractor and its officers, employees, agents, volunteers, subcontractors and invitees understand that they are working at an institution of higher learning and are required to conduct themselves in a manner that is commensurate with that environment. Contractor, its officers, employees, agents, volunteers, subcontractors and invitees shall do all things reasonably necessary or required by UA to maintain the high standard of quality and management for the products and services outlined in this RFP and any resulting Contract. Contractor agrees that it shall hire, train, supervise and regulate all persons employed by it in the conduct of the related services so that they are aware of, and practice, standards of cleanliness, courtesy and service required and customarily followed in the conduct of similar operations. Contractor shall not employ any current student-athletes. Contractor shall be responsible for the conduct of its officers, employees, agents, volunteers, subcontractors, vendors, guests and other representatives including, without limitation, training and informing them that violations of UA policy, theft, violence, profanity, unlawful discrimination, boisterous or rude conduct, intoxication, mishandling funds, and offensive or disrespectful behavior toward spectators, customers and UA trustees, officials, employees, agents, licensees, contractors, subcontractors, vendors, students, alumni and guests is impermissible, will not be tolerated and could result in their removal from UA’s campus.

**9.35 No Assignment and Sublicensing**

Respondents may not assign or sublicense any resulting Contract without the prior written consent of an authorized representative of UA as provided by UA’s Board of Trustee Policy.

**9.36 Payment Instructions**

Contractor agrees that in the course of making payments UA is entitled to rely on information contained in written or electronic communications that UA reasonably believes have been transmitted or authorized by Contractor. Contractor shall hold UA harmless against any loss or damage related to or arising from UA’s reliance on such communications.

**9.37** **PCI DSS Compliance**

Any third-party service provider utilized by the Contactor that engages in electronic commerce on behalf of the UA or other services contemplated under this RFP or any resulting Contract with UA, shall protect all card holder data (“CHD”) and sensitive authentication data (“SAD”) in accordance with the Payment Card Industry Data Security Standard (“PCI DSS”), if applicable, or using secure standard financial industry practices, if PCI DSS standards are not applicable. UA reserves the right at any time to request either proof of PCI DSS compliance or a certification (from a recognized third-party security auditing firm) verifying that the Contactor (and/or any third party service provider utilized by the Contactor) uses secure standard financial industry practices in its financial transactions, and maintains ongoing compliance under PCI DSS standards and/or secure financial industry practices as they change over time. The Contactor will comply with all laws, rules and regulations relating to the access, transfer, storage, processing, collection, use, protection and breach of all CHD and SAD. The Contactor shall not share with the University or grant the University access to any CHD or SAD accessed, transferred, stored, processed, collected, used or transacted by the Contactor or any third party provider utilized by the Contactor related to the purchase, sale, resale, offer to resell, return, credit, or reserving the rights to any services contemplated under the RFP or any resulting Contract with UA. The Contactor further acknowledges that neither it nor any third-party service provider utilized by the Contactor shall be granted access to UA’s system in connection with any financial transaction under the Contract, and will not access, transfer, store, process, collect, use or otherwise transmit CHD or SAD using UA’s systems. The Contactor will provide their Attestation of PCI Compliance and network scans to UA on an annual basis. The Contactor will give immediate notice to UA of any actual or suspected unauthorized disclosure of, access to or other breach of the CHD or SAD. The Contactor will indemnify UA for any third-party claim brought against UA arising from a breach by the Contactor of the representations or obligations of this section. This section and its indemnity will survive the termination of this RFP and any resulting Contract between Contractor and UA.

**9.38 NCAA AND SEC**

The Contractor shall at all times comply with all NCAA and SEC rules and regulations, and the rules of any other conference or association to which UA’s athletic teams may belong. Any resulting Contract may be terminated for any such violations by the Contractor, its official, employees, representatives, agents, subcontractors or guests. This provision applies to those engagements involving the function of athletics and/or athletics activities and affairs.

**9.39** **Restriction of Boycott of Energy, Fossil Fuel, Firearms, and Ammunitions Industries**

In accordance with Ark. Code Ann. § 25-1-1002, Respondent hereby certifies to UA that Respondent: (a) is not currently engaged in a boycott of the energy, fossil fuel, firearms and ammunition industries; and (b) agrees for the duration of any Contract not to engage in any boycott of the energy, fossil fuel, firearms or ammunition industries. The preceding does not apply to: (i) a financial services provider as defined at Ark. Code Ann. § 25-1-1001(8)(A), (ii) an agreement with a total potential value of less than $75,000, or (iii) a contract under which the Contractor’s price for the goods or services is at least 20% less than the lowest certifying business.

**9.40** **Certification of Non-Scrutinized Company**

The Respondent certifies that the government of the People’s Republic of China (“PRC”) does not wholly own the Respondent or hold a majority interest in the Respondent. Respondent further certifies that the PRC does not own or hold a majority interest in a for-profit parent company, subsidiary or affiliate of Respondent, or in a subcontractor to be employed by Respondent.

**10. INSTRUCTION TO RESPONDENTS**

**10.1** Respondents must comply with all articles of the Standard Terms and Conditions documents posted on the Hogbid website as counterpart to the RFP document, and any associated appendices, as well as all articles within the RFP document. UA is not responsible for any misinterpretation or misunderstanding of these instructions on the part of the Respondents.

**10.2** Respondents must address each section of the RFP. A Word version of the RFP document will be posted on the Hogbid website. Respondents can insert Proposals into the document provided or create their own Proposal document making sure to remain consistent with the numbering and chronological order as listed in our RFP document. Ultimately, Respondents must “acknowledge” each section of our document in their bid Proposal.

In the event that a detailed Proposal 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. Respondent’s required Proposal should contain sufficient information and detail for UA to further evaluate the merit of the Respondent’s Proposal. Failure to respond in this format may result in bid disqualification.

**10.3**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.

**10.4** Proposals will be publicly opened by the procurement official at the date and time listed on the first page of this RFP (unless revised via an official addendum). All Proposals must be submitted into the proper portal. No responsibility will be attached to any person for the premature opening of a Proposal not properly submitted.

**REQUIRED**

**Respondents must submit one (1) signed digital copy. If submitting a redacted copy, see below\*.**

**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.

\***REQUIRED IF Submitting Additional Redacted Copy**

Proprietary information submitted in response to this RFP will be processed in accordance with applicable State of Arkansas procurement law. Documents pertaining to the RFP become the property of UA and shall be open to public inspection **after** a notice of intent to award is formally announced.

It is the responsibility of the Respondent to identify all proprietary information included in their bid Proposal and to submit in the proper receptacle at <https://forms.uark.edu/xfp/form/906>. **The Respondent shall submit one (1) separate digital copy of the Proposal from which any proprietary information has been removed, i.e., a redacted copy (marked “REDACTED COPY**”).  **NOTE: There are SEPARATE repositories – the redacted copy is to be submitted in the repository titled “Upload redacted/proprietary bid documents”.** The redacted copy should reflect the same pagination as the original, show the empty space from which information was redacted, and should be submitted separately in the proper portal. Except for the redacted information, the redacted copy must be identical to the original copy submitted for the bid Proposal to be considered.  The Respondent is responsible for ensuring the redacted copy is protected against restoration of redacted data.  The redacted copy may be open to public inspection under the Freedom of Information Act (“FOIA”) without further notice to the Respondent **after** a notice of intent to award is formally announced. If during a subsequent review process the University determines that specific information redacted by the respondent is subject to disclosure under FOIA, the Respondent will be contacted prior to release of the information.

The Respondent remains solely responsible for ensuring that its Proposal is received by the time and date specified. UA assumes no responsibility for any proposal not so received, regardless of circumstances. Proposals received after the time specified in this RFP will not be considered. **All Proposals received after the specified time will be deleted unopened**.

**10.5** For a Proposal 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 Proposal as required will eliminate it from consideration.

**10.6** All official documents, including Proposals and any responses to this RFP and correspondence, shall be included as part of any resultant Contract.

**10.7** The UA Procurement Official reserves the right to award a Contract or reject a Proposal for any or all line items of a bid received as a result of this RFP, if it is in the best interest of UA to do so. Bid Proposals may be rejected for one or more reasons not limited to the following:

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

If the Respondent 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 the conditions of this RFP, the Respondent’s Proposals and Arkansas State law.

**10.8** *According to Ark. Code Ann. § 4-27-1501 and OSP Rule R4:19-11-217,* A foreign corporation may not transact business in Arkansas until it obtains a certificate of authority from the Secretary of State.

**10.9** The University may make any decision or take any action that it, in its sole discretion, deems appropriate in order to comply with Act 1020 of 2021, the Transparency in Foreign Investment Act (Ark. Code Ann. § 6-60-1201 *et seq.*).

**11. INDEMNIFICATION AND INSURANCE**

The successful Respondent or Contractor shall indemnify, defend, and hold harmless University, its trustees, officers, directors, employees, agents and volunteers from and against any and all losses, costs, expenses, damages, and liabilities resulting from or relating to: (a) any breach by Contractor or Contractor’s members, officers, employees, subcontractors, vendors, and agents of any representation, warranty, or other provision of this RFP, any resulting Contract or any document delivered by Contractor in connection with the products and services contemplated by this RFP; (b) any damage to property or bodily injury, including, but not limited to illness, paralyzation, dismemberment and death, arising from or relating to any products or services provided by the Contractor or uses of the UA campus by Contractor, its officers, employees, agents, volunteers, customers, subcontractors or guests under this RFP or any resulting Contract, or any other activities conducted on the UA campus (whether such activity is authorized or unauthorized by UA); (c) any use of or damage to UA property and any defect in any building and improvement thereon, including, but not limited to, any damage to any parking lots arising from or relating to any permitted uses under this RFP or any resulting Contract; (d) any act or omission of Contractor or any of its officers, agents, employees, invitees, or subcontractor’s employees and invitees; and (e) any violation by Contractor of any applicable NCAA or SEC rules or regulations or state, federal or local laws.

The obligation to indemnify UA shall include, but shall not be limited to, the obligation to pay any and all losses, costs, expenses, attorneys' fees, damages, and liabilities incurred, as well as any attorneys’ fees and court costs (including, but not limited to, any appellate or appellate-related proceedings). At no cost or expense to UA, UA’s in-house counsel may participate in any proceedings. The indemnification obligations under this RFP or any resulting Contract shall survive the expiration or termination of such RFP or resulting Contract.

The successful Respondent or Contractor shall purchase and maintain at Contractor’s expense, the following minimum insurance coverage for the period of any Contract. Certificates evidencing the effective dates and amounts of such insurance must be provided to UA:

* Workers Compensation: As required by the State of Arkansas. Additionally, the Contractor shall maintain Employer's Liability Insurance with a policy limit of not less than $100,000 each accident, $500,000 disease, and $100,000 disease each employee.
* 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 UA. Any policy shall cover any vehicle being used in the management, operation, or delivery deriving from Contractor’s operations on UA’s campus. Contractor shall also be responsible for payment of workers’ compensation insurance for all Contractor’s employees as required by the State of Arkansas.

Contractor shall furnish UA with a certificate(s) of insurance effecting coverage required herein. Failure to file certificates or acceptance by UA of certificates which do not indicate the specific required coverages shall in no way relieve the Contractor from any liability under the Contract, nor shall the insurance requirements be construed to conflict with the obligations of Contractor concerning indemnification. Any failure to comply with reporting provisions of the policies shall not affect coverage provided to UA, its trustees, officials, employees, agents or volunteers. Proof of Insurance must be included in bid Proposal.

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

**12. CONTRACTOR OVERVIEW**

The Contractor shall provide a general overview of its business including the following information:

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

**13.** **BEST AND FINAL OFFER**

UA reserves the right to request an official “Best and Final Offer” from bid Respondents if it deems such an approach is 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 Respondent to submit clarification response to specific questions or opportunities identified in subsequent discussions related to the original Proposal response submitted to UA. If the UA 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 UA Procurement Department.

**14. SPECIFICATIONS / GOALS AND DELIVERABLES**

Each Proposal should contain the following information at a minimum:

* A proposed implementation plan including data migration, configuration, integration with Workday and SEVIS, testing, training, and go-live support, with a detailed timeframe and assigned project personnel.
  + For STAB support, a proposed timeline to accomplish Scope of Work within 10-weeks of contract date
  + For ISS support, a proposed timeline to accomplish Scope of Work within 6 months of contract date
* A strategy for evaluating and modernizing current ISS and Study Abroad workflows, including converting legacy paper and PDF forms into digital E-forms and streamlining staff review processes.
* A plan to configure student and scholar portals with automated messaging, visibility into request status, and document upload capabilities from pre-arrival through post-completion.
* A proposed structure for a centralized communication log showing all email and SMS contact history across Study Abroad, ISS, and Travel Registration, with the ability to send alerts and reminders based on status and deadlines.
* A proposal for developing integrated scholarship and funding workflows with eligibility filters, reviewer assignments, and award tracking.
* A customized real-time homepage/dashboard for Study Abroad, ISS, and Risk Management users featuring saved reports, alerts, program overviews, and direct access to pending actions.
* A plan for generating productivity reports and dashboards for staff and leadership, including visualizations (graphs, pie charts, and summary exports) for applicants, travelers, students and scholars.
* A portfolio of similar implementations, particularly those serving both Education Abroad and ISS operations at comparable institutions.
* An overview of the vendor’s experience with immigration workflows (F-1, J-1, CPT, OPT, SEVIS), program-based advising, international student orientation modules, and faculty-led program management.
* A demonstration of the vendor’s ability to deliver integrations with Workday, Slate, SEVIS RTI, and third-party risk
* **Vendor Support Infrastructure**  
  Vendor must maintain a comprehensive support model that includes timely customer service, a structured ticket resolution process, and ongoing user engagement resources (e.g., live training, documentation, client success check-ins). The vendor’s service delivery must align with the operational needs of both STAB and ISS offices, and support must be available during U.S. business hours with same-day resolution expectations.

**15. EVALUATION AND SELECTION PROCESS**

It is the intent of the UA to award a Contract 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 Proposal responses. Selection shall be based on UA assessment of the Respondent’s ability to provide adequate service, as determined by the evaluation committee elected to evaluate proposals. UA reserves the right to award more than one supplier and to reject any or all Proposals or any part thereof, to waive informalities, and to accept the Proposal or Proposals deemed most favorable to UA. Where Contract negotiations with a Respondent do not proceed to an executed Contract within a time deemed reasonable by UA (for whatever reasons), UA 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 one-hundred fifty (150) days after the due date and time for submission of Proposals. Each Proposal will receive a complete evaluation and will be assigned a score of up to 100 points possible based on the following items:

1. **Complete/Thorough Technical Proposal (40 Points)**

Respondents 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:

* Understanding of the nature of the project
* Adherence to University Requirements.
* The Respondent’s compliance with all requirements of the RFP specifications.
* Detailed proof of all requested qualifications and specified services.
* Project timeline (capacity to complete the project within realistic timeframe).
* Respondent Presentations (see Section 9.21).

1. **Respondent Qualification (30 Points)**

Respondents with the highest rating shall receive thirty (30) points. Points shall be assigned based on factors within this category, to include but are not limited to:

* Profile of organization (Respondent Overview)
* Number of years in business
* Description of similar engagements
* Higher Education References

1. **Cost (30 Points)**

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

* 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 (30)

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.

**16. SERVICE PERFORMANCE STANDARDS**

|  |  |  |
| --- | --- | --- |
| **Service Criteria** | **Acceptable Performance** | **Compensation / Damages** |
| Adherence to University Requirements | Reference standard terms, conditions and all articles of RFP | **Termination of Contract:** Reference Section 8 of RFP. This termination clause will apply for insufficient performance of services by Contractor at the sole discretion of the University of Arkansas, Fayetteville. |
| Scope of Services | Reference Sections 1 & 2 of RFP: Description, Overview and Scope | **Termination of Contract:** Reference Section 8 of RFP. This termination clause will apply for insufficient performance of services by Contractor at the sole discretion of the University of Arkansas, Fayetteville. |
| Specifications, Goals and Deliverables | Reference Section 14 of RFP: Specifications/Goals and Deliverables | **Termination of Contract:** Reference Section 8 of RFP. This termination clause will apply for insufficient performance of services by Contractor at the sole discretion of the University of Arkansas, Fayetteville. |
| Accessibility Requirements and other Compliance Features | Reference Section 9.5 of RFP:  Conditions of Contract | **Compliance to Accessibility standards and requirements.** |

**APPENDIX I: OFFICIAL PRICE SHEET**

**RFP NAME: Customer Relationship Management System (CRM) for Study Abroad, Travel Registration & SEVIS Reporting**

**RFP NUMBER: 07292025**

**PROPOSAL DUE DATE/TIME: 08.26.2025 2:30 PM CST**

**RESPONDENT INFORMATION CONTACT: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**  **PHONE/EMAIL:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Reference Section 3-Costs / Pricing** for further instruction, and the corresponding Bid Price Sheet provided below. Please complete the Price Sheet as provided and submit within your proposal. 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 one hundred fifty (150) days following the bid Proposal due date and time.**

UA 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.

**NOTE:** Bids must be submitted on this official bid form to be considered. Respondents must use this Official Bid Price Sheet when submitting bids in response to this RFP. Provide pricing and/or discount where applicable next to the item listed below, per minimum specifications as listed within this bid document. Pricing must include shipping and handling charges.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Item** | **\*Description** | **Annual Cost** | **One-Time Cost** | **Discount**  **($ or %)** | **Total Price** |
| **1.** | **Annual License Fee – Study Abroad (STAB)** | **$** | **$** | **$** | **$** |
| **2.** | **Annual Service Fee - STAB** | **$** | **$** | **$** | **$** |
| **3.** | **Implementation &Integration – STAB** | **$** | **$** | **$** | **$** |
| **4.** | **Onboarding & Training - STAB** | **$** | **$** | **$** | **$** |
| **5.** | **Data Conversion - STAB** | **$** | **$** | **$** | **$** |
| **6.** | **Annual License Fee - International Students & Scholars License (ISS)** | **$** | **$** | **$** | **$** |
| **7.** | **Annual Service Fee - ISS** | **$** | **$** | **$** | **$** |
| **8.** | **Implementation & Integration – ISS** | **$** | **$** | **$** | **$** |
| **9.** | **Onboarding & Training - ISS** | **$** | **$** | **$** | **$** |
| **10.** | **Data Conversion - ISS** | **$** | **$** | **$** | **$** |
| **11.** | **Annual License Fee – Travel Registration** | **$** | **$** | **$** | **$** |
| **12.** | **Annual Service Fee – Travel Registration** | **$** | **$** | **$** | **$** |
| **13.** | **Implementation & Integration – Travel Registration** | **$** | **$** | **$** | **$** |
| **14.** | **Onboarding & Training – Travel Registration** | **$** | **$** | **$** | **$** |
| **15.** | **Data Conversion – Travel Registration** | **$** | **$** | **$** | **$** |
|  | **GRAND TOTAL** | **$** | **$** | **$** | **$** |

\*See Appendix for specifications of description.

**APPENDIX II: RESPONDENT INFORMATION / REFERENCES**

Respondent 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