University of Arkansas

Request for Information
RFI No. 25-002

Payment Processing Framework

Issue Date: December 16, 2025
Responses Due: February 6, 2026, 2:30 p.m. CST

Introduction

The University of Arkansas (UA) is conducting a Request for Information ("RFI") for a Payment Processing Framework consultant. The information gathered will inform the University's future decision on whether to issue a formal RFP. This RFI is issued solely for information and planning purposes – it does not constitute a Request for Proposal (RFP) or a promise to issue an RFP in the future.

This request for information does not commit the university to contract for any supply or service whatsoever. Further, the university is not at this time seeking proposals and will not accept unsolicited proposals. Responders are advised that the UA will not pay for any information or administrative costs incurred in response to this RFI; all costs associated with responding to this RFI will be solely at the interested party's expense. Not responding to this RFI does not preclude participation in any future RFP, if any is issued. It is the responsibility of potential offerors to monitor UA sources for additional information.

Background Information

The University is seeking to improve the efficiency, transparency, and consistency of its payment processing framework. Currently, UA is receiving an increasing volume of requests from departments and vendors to utilize a large variety of payment platforms, creating challenges for Procurement and Finance staff to evaluate, approve, and manage these requests. UA aims to establish a unified process for reviewing, approving, and managing payment methods across all departments, with an emphasis on compliance, risk mitigation, and operational clarity. The information gathered in this RFI will help UA understand the options available in the market and assess the feasibility of different solutions.

Questions regarding the contents of this RFI should be submitted via email to: Desiree Taggard, dtaggard@uark.edu, or Andrea Trevisan, trevisan@uark.edu, no later than 5:00 p.m. CST on January 15, 2026. All responses to questions received will be made directly to the sender, via email.

Respondents are asked to submit responses to this RFI on or before 2:30 p.m. CST on February 6, 2026. One (1) electronic copy of the response should be deposited in the proper receptacle at https://forms.uark.edu/xfp/form/906

Take care to choose the correct RFI NUMBER from the dropdown menu

- Only PDF and Word documents can be uploaded to the Proposal Portal (No Excel Files)
- There is a file size limit of 20MB per upload field
- Respondent's Responsibility to Read RFI Document

This engagement is separate from any other engagement the Respondent may be currently pursuing with the University of Arkansas. Interpretation by and of the University of Arkansas is final.

Disposition of Responses

In accordance with Ark. Code Ann. § 19-61-115(e), information provided in response to this RFI is exempt from the Freedom of Information Act of 1967, § 25-19-101, et seq., until (1) the bids for a competitive sealed bidding procurement are opened publicly; (2) the notice of anticipation to award is given for a competitive sealed proposal procurement; or (3) a decision is made not to pursue a procurement based on this RFI.

Responses should not contain material considered by the respondent to be confidential under state or federal law for any reason including being proprietary, copyrighted, or capable of giving an unfair advantage to competitors.

The University shall have the right to use all ideas, or adaptations of those ideas, contained in any response received to this RFI. While responses to this RFI are optional, all knowledgeable parties are strongly encouraged to provide complete responses.

The University may exercise the option to further discuss the details of the response with one or more respondents if it is determined to be in the best interest of the University.

Responding or not responding to this RFI shall not determine any future partnerships.

Responses will not be reviewed on a competitive basis, and the University does not intend to establish or publish any formal results.

Scope of Requirements

UA desires to advance its current processes and procedures around card and wallet-based payments to provide next-generation card experiences for UA stakeholders. Our goal is to create a seamless payment experience for students, faculty, staff, and guests. We want to advance our current systems to include digital wallet support, while also developing or maintaining appropriate compliance and risk mitigation strategies.

UA desires to learn more about the services available to help support the university in a wholesale review and analysis of its current card, digital, and wallet-based payment acceptance environment. This work will extend beyond basic reviews of the network environment, physical payment devices, etc. It will encompass all aspects of card and wallet-based payment acceptance including but not limited to payment technology and lifecycle management, funding for campus support (including PCI costs), MID analysis, staffing levels, various third-party systems, and the university's current processor(s). The goal of this RFI is to gain knowledge of what services are available in this space and to help inform the committee's work in potentially establishing a formal bid for consulting services.

UA is seeking information involving the following key requirements:

- Establish a standardized framework
    - Create a consistent, centralized process to evaluate, approve, and implement various card, digital, and wallet payment methods and platforms.
- Assess current processes, recommend improvements, and guide the implementation of a more robust and manageable card, digital, and wallet payment strategy.
- Ensure Procurement, IT, and Finance staff are well-informed and equipped to manage new processes, with access to clear documentation, training, and support.
- Strengthen controls and oversight over these payment types to ensure financial, legal, and cybersecurity risks are properly addressed.
- Streamline communication and decision-making
    - Develop a framework to educate UA stakeholders on payment application criteria and streamline the review and decision-making process.

RFI Questionnaire

Responses are encouraged from any and all knowledgeable parties. It is recommended to format responses to coincide with the structure of this section.

A. Organization and Ownership

1. State your organization's legal name, address, and state of incorporation. If your organization is a subsidiary of a parent firm, provide the same information for the parent company.

    a. Please list all offices and the primary function of each office.

2. How many full-time employees does your organization currently employ?

3. How long has your organization been operational?

4. Who do you consider your organization’s 3 main competitors and why?

B. Technical Requirements

1. Please describe how your organization can support UA in developing a centralized framework for evaluating and approving new payment platforms or methods.
2. Detail your organization’s approach to mapping the full lifecycle of a payment (from request, to approval, to reconciliation) and identifying points of risk or inefficiency.
3. Describe your organization’s approach to evaluating and implementing diverse payment types (e.g., digital wallets, third-party apps, etc.).
4. Detail methodology utilized to assess risk, compliance, and operational viability of various payment tools.
5. What mechanisms or processes are recommended for regularly reviewing and updating approved payment tools to stay current with evolving financial tools and vendor demands?
6. How does your organization support universities in consolidating and simplifying complex or fragmented payment tools and platforms?

7. Please detail best practices in building an adaptable, controlled, and comprehensive payment framework.
8. What common pitfalls or challenges should the University be aware of, and how does your organization help clients navigate them?
9. Please describe how your organization typically structures consulting engagements for a project of this nature.
    a. What is your organization's approach to discovery, needs assessment, stakeholder engagement, and implementation planning?

C. Training and Change Management

1. What type of training and onboarding support does your organization provide for Procurement, IT, and Finance staff?

2. How does your organization structure documentation, workshops, or resources to support adoption and knowledge transfer?

3. How does your organization support cross-functional collaboration between departments (e.g., Procurement, IT, Legal, etc.) when implementing or evaluating new payment types?

D. Technology and Integration

1. Does your organization provide or support tools or platforms that integrate with Procurement systems (e.g., Workday)?

2. How does your organization help clients manage data and reporting for payment application approval workflows, audit trails, and vendor usage?

3. How does your organization help clients ensure that payment frameworks follow industry standards, integrate with legacy systems (including video), and interoperability with other systems.

E. Compliance and Risk

1. How does your organization help clients ensure adherence to compliance with requirements (state, federal, institutional) when using new or alternative payment applications, tools, and/or processes?

2. What frameworks or checklists does your organization use to evaluate and approve payment platforms from a risk and compliance perspective?

F. Case Studies and References

1. Please provide examples of similar work conducted with other higher education institutions.
2. How do other universities measure success with your services? Are case studies available?
3. Please provide references or case studies demonstrating your success in streamlining payment processing frameworks.

G. Additional Information (Optional)

Identify any additional pertinent information that was not considered in the RFI.