UNIVERSITY OF ARKANSAS

Procurement Services

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SOLICITATION QUESTIONS AND ANSWERS

Responses are below in RED

We are seeking clarification on the VPAT. To ensure we provide the correct VPAT, could you please confirm whether you require the WCAG edition (covering WCAG 2.0/2.1/2.2)? As a SaaS provider, we align our accessibility work to WCAG 2.1 AA. Alternatively, if your organization requires compliance with a different standard, such as Section 508 (U.S. federal), EN 301 549 (EU), or the International edition, please let us know.

- Our organization adheres to current WCAG standards.

The UA Standard Terms and Conditions appear to be oriented to goods/on-premise procurements and include provisions (e.g., delivery/inspection, liquidated damages schedule, and cancellation terms) that do not align with SaaS licensing and implementation models. As a global SaaS provider, we contract under our standard SaaS terms (including our Data Processing Addendum and Accessibility commitments) to ensure consistent, compliant service delivery.

- Refer to the Arkansas State Services Sample Agreement for the service terms and conditions.

Could you please confirm whether UA is willing to review a respondent's standard SaaS terms or a SaaS-specific rider as part of this RFP? If not at the RFP stage, would contractual terms be open to discussion during contract-finalization should we be selected for award? Our goal is to ensure UA's statutory requirements are fully met while aligning the agreement to a cloud delivery model.

- After the Intent to Award notice has been posted, UA will enter into negotiation discussions with the apparent successful supplier. During these discussions, the supplier and UA will finalize contract terms.

The PDF mentions a Word version of the RFP document will be available can we get a copy of that?

- Yes, We will have that posted.

Whether companies from Outside USA can apply for this? (like, from India or Canada)

- DAY – (Export) – The University of Arkansas may conduct business outside of the United States. There are some countries where business activities are generally prohibited, without a license.
- The Office of Foreign Assets Control (OFAC) governs items displayed, or otherwise enumerated in, the International Traffic in Arms Regulations (ITAR). The United States Bureau of Industry and Security (BIS) governs the Export Administration Regulations (EAR).
- Both the BIS and OFAC have applied Comprehensive Sanctions to the Crimea Region of Ukraine, Cuba, Donetsk People's Republic, Iran, Luhansk People's Republic, and North Korea.
- OFAC has also applied Targeted Sanctions to the Balkans, Belarus, Burundi, Central African Republic, Democratic Republic of the Congo, Iraq, Libya, Lebanon, Myanmar, Russian Federation, Sudan, South Sudan, Somalia, Venezuela (*Recent Changes*), Yemen, and Zimbabwe.
- The University of Arkansas must also conform with state levied mandates. Arkansas Act 473 requires that the University not transact or engage with Foreign Adversarial Countries including China, Cuba, Iran, North Korea, Russian Federation; Syria (*Recent Changes*), Venezuela (*Recent Changes*).

Whether we need to come over there for meetings?

- DAY – (Export) – Taking meetings outside of the United States presents multiple areas of risk that the University must properly adjudicate, prior to travel.
- It's important to note, however, that meetings take place outside of the US all the time and are totally permissible, provided that the proper steps are taken to vet the destinations and entities prior to travel.
- An example of a lower-level international travel risk would be Canada. In this case, the usual and customary travel approvals need to be met, but the chance of needing an export license is relatively low.
- An example of a mid-level international travel risk would be Columbia. In the case where a Level 3 Travel Warning has been applied to a country, this does not necessarily mean that an export license will be required to travel to the location but general commutes throughout the region may come with the inherit risk of personal danger. In addition to the usual and customary travel approval process, enhanced vetting would need to take place. Research Security and IT would also need to provide guidance on travel restrictions and environmental awareness.
- An example of a high-level international travel risk would be Iran. Few can easily travel to and from Iran. Exports to Iran are prohibited, without a license. Export Control, Research Security, and IT would be required to define the parameters of any work

efforts that would be permitted to take place (if any) while located in Iran. No connection to the University servers. No use of University equipment.

Can we perform the tasks (related to RFP) outside USA? (like, from India or Canada)

- DAY – (Export) – Accepting tasks outside of the United States presents multiple areas of risk that the University must properly adjudicate, prior to travel. Tasks can be performed outside of the United States, but the potential need of an export license depends largely on where the task is taking place, the type of task being completed, and who the task sponsor is. For context, I have provided some generalized examples of the type of information needed, to determine if an activity is permitted, without the issuance of an export license.
- Country Where the Tasks are Taking Place
    - Low-Level Risk Country
        - Canada
        - Mid-Level Risk Country
            - Columbia
        - High-Level Risk Country
            - Iran
- Types of Task Requested
    - Collaborative Publicly Available Research
        - Fundamental Research EAR
        - Independent Research
            - Post-Doctorial
        - DoW Directed Research
            - Fundamental Research ITAR
- Task Sponsor
    - University Collaboration
        - Screening: Entity Name and Address Required
        - Private Sector Donation
            - Screening: Entity Name and Address Required
        - Government Entity
            - Screening: Entity Name and Address Required
                - Determine if DoW, US Army, ITAR Project, Etc.

Can we submit the proposals via email?

- No, bids must be submitted via the Hogbid portal.

Question About Implementation Sequencing: We noted the January 1, 2027 pre-award go-live and that subsequent modules will align with your Workday implementation. In implementations of this scope, we typically work with institutions to define not just the technical architecture upfront, but also the sequencing — for example, whether to move from Pre-Award into COI and broader compliance next, and then into Post-Award once ERP integrations are stabilized. Is UA looking for respondents to recommend that phased roadmap based on our best practices, or do you already have a preferred order in mind?

- Workday Implementation has occurred and is live on campus. We would embrace feedback and recommendations from your organization regarding the sequencing of the implementation for each section of the roadmap.

On Page 4, Section A: Architecture and Hosting, the RFP states that the solution should be a SaaS, multi-tenant architecture. Can you please share your definition of multi-tenancy and what the solution should provide? Does your use of the term "multi-tenancy" refer to shared infrastructure (which most institutions do not want due to the high risk it poses), or are you using the term to mean something different? Are single tenant architecture solutions (with single tenancy referring to non-shared infrastructure) grounds for elimination?

- Our institution's current eRA software accommodates the support for multiple UA system campuses/divisions under one tenant/subscription. We would be interested to hear if your software would accommodate this. While we would be supportive of a multi-tenancy environment with shared infrastructure, we would need to know what safeguards are in place to protect our data. Single tenant architecture solutions are not grounds for elimination.

On Page 4, Section D: Accessibility and UX, the RFP states that the preferred accessibility standard for the solution is WCAG 2.2 Level AA. On page 9 of the RFP, Section 9.5, Compliance with Digital Accessibility Standards, the document identifies the requirement to comply with an accessibility standard that was published in 2019

and a state standard that was published in 2013. On Page 15, Section 9.29, Website Accessibility, the University identifies that substantial compliance with WCAG 2.0 Level AA is the accessibility standard.

- Our organization adheres to current WCAG standards.

Can you please clarify the accessibility standard that the University wishes to meet?

- Our organization adheres to current WCAG standards. We are interested in detail on how your system is accessible.

What is your estimated annual awarded research funding?

- $220M

How many active IRB protocols do you manage?

- 300

How many active IACUC protocols do you manage?

- 100

How many unique users do you expect to submit a COI/COC disclosure, considering both researchers, and non-researchers submitting annually per institutional policies?

- 2,000

The RFP states the initial contact term as 4 years, with optional 3 year renewal, for a total of 7 years. The pricing sheet in Appendix 1 has a simple format with a single total. Are you expecting the total price for the initial 4 year term, or for the total 7 year term?

- Total price for the initial 4-year term is expected. Additional renewals will be optional upon mutual agreement from both the university and the contracted supplier for up to 3-years not to exxceed a total of 7 years.

Section 2.5 includes the following requirement “Detailed plans regarding how this system implementation will coordinate and integrate to the Ellucian Banner Student, HCM, Learning, Payroll, Finance and Grants modules in Workday”. Can you please describe the expected integrations with Banner?

- UA system implemented Workday Student last fall, thus making the requirement above unnecessary regarding integration with Banner.

Also in section 2.5 states “UA anticipates an initial go-live date no later than January 1, 2027 for pre-award, with additional modules implemented in coordination with the Workday implementation.” It is our understanding that UArk is already live with Workday. Can you explain what the coordination with the Workday implementation means?

- Workday implementation including Workday Student is live throughout the UA system. As we use Workday for financial record keeping, we expect there to be communication between the eRA software and Workday.

How many protocols are processed (in a year) for each of the following?

- IRB - 1,000
- IACUC- 50
- IBC - 80

What is the total amount of funding (from all sources) in year?

- $220M

COI - How many disclosures are processed in a year?

- 2,000