

**Request for Proposal (RFP)**

**RFP No. 11282022**

**Managed Print, Copy, Mailroom Services**

**RFP RELEASE DATE: November 28th, 2022**

**PROPOSAL DUE DATE: December 12th, 2022**

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

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

**SUBMIT ALL PROPOSALS TO:** **By USPS:**

University of Arkansas – Business Services

UPTW Room 101

1 University of Arkansas

Fayetteville, AR 72701

**By FedEx, UPS or another private carrier to Physical Location:**

University of Arkansas – Business Services

UPTW Room 101

1001 East Sain Street

Fayetteville, AR 72703

**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. Failure to deliver by overnight carriers or other such methods shall not be taken into consideration. Bids MUST arrive and be time-stamped by the Procurement Office, located at:**

**University of Arkansas – Business Services**

**UPTW Room 101**

**1001 East Sain Street**

**Fayetteville, AR 72703**

**RESPONDENT NAME, RFP NUMBER, AND PROPOSAL DUE DATE MUST BE CLEARLY NOTED ON OUTSIDE OF PACKAGE IN ORDER FOR BID TO BE ACCEPTED.**

**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 with a participating addendum signed by the contractor and approved by the chief procurement officer of the procurement agency issuing this solicitation.

**MINORITY AND WOMEN-OWNED BUSINESS (MWOB) POLICY:**

It is the policy of the State of Arkansas to support equal opportunity as well as economic development in every sector. In accordance with the Minority and Women-Owned Business Economic Development Act, UA shall support to the fullest all possible participation of companies owned and controlled by minority persons and women in state-funded and state-directed public programs and in the purchase of goods and services to meet an annual goal of fifteen percent (15%) of the total expended.

Pursuant to Ark. Code Ann. § 19-11-229, 19-11-230 the State of Arkansas encourages all small, minority, and women owned business enterprises to submit competitive sealed bids and proposals for University projects. Encouragement is also made to all general contractors that in the event they subcontract portions of their work, consideration is given to the identified groups.

1. **Minority-Owned Business** is defined by Arkansas Code Annotated § 15-4-303 as a business that is at least fifty-one percent (51%) owned by one (1) or more minority persons who are lawful permanent residents of the State of Arkansas:

* African American
* Hispanic American
* American Indian
* Pacific Islander American
* Asian American
* A Service-Disabled Veteran as designated by the United States Department of Veterans Affairs

1. **Women-Owned Business** is defined by Act 1080 of the 91st General Assembly Regular Session 2017 as a business that is at least fifty-one percent (51%) owned by one (1) or more women who are lawful permanent residents of the State of Arkansas.
2. **Eligibility and Certification**

The Arkansas Economic Development Commission (AEDC) conducts a certification process for minority-owned and women-owned businesses. Increase the opportunity for your minority or women-owned business to sell products and services to the State of Arkansas: <https://www.arkansasedc.com/community-resources/Minority-and-Women-Owned-Business-Enterprise-Resources/detail/get-certified>. Certification indicates that your company has undergone a review process to show that it is 51% or more owned, controlled and operated by a minority or woman as defined above. Certification is granted for two years and allows participation in the procurement process as a MWOB.

If certified, the Prospective Contractor’s Certification Number should be included on the Proposal/Response Signature Page.

1. **Recommended Resources**

* Doing Business with UA
* Vendor registration: <https://businessservices.uark.edu/doing-business-at-university.php>
* Doing Business with the State
* Registering your company with the Office of State Procurement as a vendor allows you to do business with the State of Arkansas: <https://www.dfa.arkansas.gov/procurement/vendor-information/>
* Arkansas Procurement Technical Assistance Center assists Arkansas small businesses to succeed in obtaining government contracts: <https://www.uaex.edu/business-communities/arkansas-ptac/default.aspx>

**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 has 10 colleges and schools offering an internationally competitive education for undergraduate and graduate students in more than 200 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 2021, student enrollment totaled approximately 29,068. The faculty count totaled 1,443 and the staff count totaled 2,821. 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 as having "the highest possible level of research," placing us among the top three percent (3%) of colleges and universities nationwide.

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

The Board of Trustees of the University of Arkansas, acting on behalf of the University of Arkansas, located in Fayetteville, Arkansas (UA) is seeking bid proposals from qualified and reputable Respondents to provide services for MFD management, mailroom and printing services pursuant to the specifications, terms and conditions stated in this RFP (“Proposal(s)”).

UA is seeking to award a term contract for Managed Print, Departmental Copy, and Mailroom Services to the Respondent that can provide the best overall value to the University. This value will be determined by UA based on the overall competence, compliance, format, and presentation of each RFP response and in-person presentation, as necessary. Respondents may submit a proposal for all the services entailed in this RFP or may submit a proposal for a specific service identified in this RFP. Note also that the award *may* be split between Respondents for each of the services for which bidding is requested, or no award be made at all.

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

**UA expects to achieve the following goals (at minimum) through the selected Respondent:**

1. Evaluate managed print, copy, and mailroom services
2. Achieve improvement of university service levels via enhanced processes, technology, and organizational alignment
3. Implement cost savings opportunities resulting from strategies such as equipment standardization, consumables pricing review, and leveraging other downstream Respondent partnerships
4. Accountability and desire to work together to form a mutually beneficial long-term partnership
5. Proactive in communicating and following up on issues and working to find areas of improvement
6. Increase use of technology to manage workflows, human capital, and interdepartmental billing

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

### Printing Services

University of Arkansas Printing Services is a full-service digital production unit that also includes screen printing and sourcing of promotional items for UA departments, subsidiaries, and state agencies. Printing Services provided are charged back to departments monthly. Hours of operation are Monday – Friday 7:30am to 4:30pm, except for University holidays. Printing Services is located at 1580 W. Mitchell St. Printing Services is a stand-alone University department where complex or custom print jobs can be solicited via request system.

University of Arkansas Printing Services currently employs six full-time employees:

* Director, Print/Mail/Copy (1)
  + - * **Job Description:** Supervise and manage employees and operations of the Print Shop, Mail/Post Office, and Departmental Copy ensuring service is provided in the most cost-effective means and that customer service is maintained at the highest level. Represent the unit when engaging with other colleges/departments within the University regarding the services provided by Print/Mail/Copy. Organize, Develop, and maintain cross-training of staff in the unit to ensure job duties are covered. Conduct annual performance evaluations, calculate and update price lists, prepare, maintain, and submit various reports, track time and attendance of employees, etc. Accounting: Billing/invoicing, approve P-Card charges, pay invoices, enter requisitions, process deposits in CashNet/Clover, maintain billing databases, benchmarks, etc.
* Print Shop Supervisor – Planner/Estimator (1)
  + - * **Job Description:** Examines and inspects proofs and pre-press pre-flight files for errors and evaluate clarity to ensure quality is met as well as assist and train graphic personnel as needed. Examine logos to ensure they meet all trademark licensing requirements. Communicate and educate customers in file preparation.

Enters jobs into the system and communicates with production staff orally and written in the form of job tickets and potentially, a separate instruction sheet for complex print jobs.

Assist in research and decision-making related to new equipment purchases and growing operations. Attend conferences related to growth of operations.

Purchasing of paper and supplies as needed with inventory checks. Maintain vendor relationships to obtain competitive pricing, submit purchasing requisitions for custom jobs

Receives, reviews, and prepares customer estimates for digital print, screen print, flat-bed print, wide-format jobs and in-house promotional items. Coordinates with production supervisor on job completion dates, deadlines, delivery dates while prioritizing jobs. Communicate with customers on job statuses as well as keep records related to number of job estimates done compared to actual jobs received.

* Printer (1)
  + - * **Job Description:** Machine maintenance as scheduled hourly, daily, weekly or monthly as documented by factory designated maintenance schedules. Record maintenance procedures in maintenance log when maintenance is performed. Report any mechanical problems to shop maintenance personnel or supervisor.

Assist with bindery duties such as hand folding, collating, stitching, wrapping. Assist with automated bindery equipment. Cross training is required as requested by Production Supervisor or Director.

Provide work documentation daily to record production data as needed by production coordinator and production supervisor.

Operate digital presses daily using factory standards for operational procedures. Performs all press functions to assure high quality printing conforming to all job specifications designated by customer or supervisor in charge. Provide quality control by checking print quality of output. Control and report spoilage of stock or supplies daily.

* Commercial Graphic Artist (2)
  + - * **Job Description (Split between both employees):** Act as IT partner between University IT Services and Printing Services. Act as internal resource for computer and network-related issues. Format hard drives, install software, maintain antivirus software and advise on technology related purchases. Maintain workstation – ensuring the information is backed-up and software updates are made weekly.

Customer service representative for Printing Services. Educate customers on new and existing services we provided. Monthly on campus visits to departments. Setting up and working the table at orientations and information fairs.

Managing deliveries, shipping/receiving, installing decals, ordering of supplies and order entry.

T-Shirt production primary operator for production of vinyl imprinted shirts and screen printing.

File creation, design, modify customer created file, flight check, color management, and imposition. Create designs utilizing desktop publishing and graphics software, seeking input from customer to result in high-quality final output.

Primary operator for large format printer, letterhead/envelope printer, vinyl cutter and UV LED printer. File setup, machine setup and printing of posters, banners, signs, stickers, gallery wraps, decals, letterhead/envelopes, and printing in-house promotional products using the UV LED printer. Cold mount, dry mount and lamination of posters and signs.

Help customers create or adjust their designs by explain details that aid in the production of their jobs. Monitors PMCS email, answer phones, inform customers of job status, direct customers to appropriate person that can help them, and greet walk-in customer.

Stocking digital room, reporting accurate stock pulls by inventory number and quantity, proof reading, receiving deliveries, research for job creation and web development, and photography used by Printing Services.

Website and social media administrator. Uploading images and updating relevant information to keep customer base informed and engaged.

Binding - Slitting/Scoring/Perforation, coil binding, comb binding, flatbed cutting, round corning, shrink wrapping and boxing. Preparing packages for FedEx shipping and ordering FedEx shipping supplies.

Primary operator for color production equipment, secondary operator for B&W production equipment, letterhead/envelope printer and large format printer.

File creation, design, modify customer created file, flight check, color management, and imposition. Create designs utilizing desktop publishing and graphics software, seeking input from customer to result in high-quality final output.

* Fiscal Support Technician (1)
  + - * **Job Description:** Customer service: Greeting walk-in customers, answering phones and emails, direct calls to appropriate people and/or taking messages, sort and distribute incoming mail, contact customers for pick-up of completed jobs.

Receive and inspect orders, prepare print requests, and arrange for delivery to departments of promotional orders. Update spreadsheet with order information for future use Filing/organization of paperwork hard copy and computer.

Receive and prepare quotes for departments promotional product needs. Research online catalogs for available items. Determine PRSV cost – unit price, apply discounts, shipping, setup charges etc. Calculate cost to department using mark-up values and send quotes to departments.

Receive approved quotes, place orders with vendors, enter jobs into order entry system, make payments to vendors using P-Card, obtain P-Card receipts for accounting.

Primary cashier – Collection and end of day processing of cash/checks.

Setting up and working the table at orientations and information fairs. Hand work, production of vinyl t-shirt and other duties assigned or required.

**Print Production Volume:**

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The Contractor is expected to provide the following services at a minimum:

* B&W & Color Printing
* Single and Dual Stapled Sets
* Coil Binding
* 3 Hole Punch
* Mailing Labels
* Letterhead
* Brochures
* Newsletters
* Event Programs
* Large Format Laminating
* Dissertation & Thesis Printing
* Certificates
* Screen Printing 5/6 Color
* Dry Mounting
* Indoor and Outdoor Banners
* Promotional Items - Member of ASI - Advertising Specialty Institute
* Foil Stamping
* Free Pick-up and Delivery
* NCR Forms
* Stitched Booklets
* Print & Insert Tabs
* Comb Binding
* Score/Perf/Fold
* Business Cards
* Envelopes
* Invitations
* Notecards
* Large/Wide Format Printing (multiple mediums)
* Small Format Laminating
* Hardback Binding
* Memo and Note Pads
* Dye Sub Printing: Coffee Mugs, Metal Signs, Name Tags, Crystal Awards, Magnets, Key Chains, Photo Slate
* Vinyl Printing
* Stickers - Round, Rectangle, Square, Custom Cut
* Pocket Folders
* Perfect Bound Books
* Student Exams
* Printed Magnets

Printing Service Requirements:

Is your organization willing and able to adhere to all requirements? If not, please explain.

* The University will not guarantee volumes or gross annual spend during any contractual period.

Yes\_\_\_ No\_\_\_ Other\_\_\_ (please explain)

* Provide secured printing and delivery of sensitive materials such as student exams.

Yes\_\_\_ No\_\_\_ Other\_\_\_ (please explain)

* Provide options for additional wide format printing.

Yes\_\_\_ No\_\_\_ Other\_\_\_ (please explain)

* Printing of letterhead will require University of Arkansas watermarked 25% cotton paper. Contractor will be required to source and maintain adequate inventory levels.

Yes\_\_\_ No\_\_\_ Other\_\_\_ (please explain)

* The Contractor shall furnish all necessary labor as required to provide satisfactory, cost-efficient Printing Services to the UA community (Monday through Friday except on University holidays). UA holiday schedule is published each calendar year at [www.uark.edu](http://www.uark.edu).

Yes\_\_\_ No\_\_\_ Other\_\_\_ (please explain)

* The Contractor shall furnish all goods and/or services, supplies, materials, equipment and any other such items as required to provide satisfactory, cost-efficient Printing Services to the UA community.

Yes\_\_\_ No\_\_\_ Other\_\_\_ (please explain)

* The Contractor shall pay all costs associated with labor, goods and/or services, supplies, materials, equipment, vehicles and any such other costs necessitated and/or provided for this solicitation.

Yes\_\_\_ No\_\_\_ Other\_\_\_ (please explain)

* The Contractor shall be responsible for the custodial services within the University Printing Services.

Yes\_\_\_ No\_\_\_ Other\_\_\_ (please explain)

* The Contractor shall address all problems, disagreements or other operational issues regarding the overall services provided to the satisfaction of the University’s contract administrator.

Yes\_\_\_ No\_\_\_ Other\_\_\_ (please explain)

* The Contractor Shall provide the resume of key personnel pertinent to the requirements of the RFP.

Yes\_\_\_ No\_\_\_ Other\_\_\_ (please explain)

* Any organizations eligible for consideration of a potential award must rebadge all existing UA employees. Will your organization be willing to rebadge the UA Printing Services employees?

Yes\_\_\_ No\_\_\_ Other\_\_\_ (please explain)

### Departmental Copier Services

Departmental Copier Services currently lease 220 MFDs from multiple sources. The department manages the fleet by placement of new devices, submitting meter reads each month, placing service calls, delivering supplies, paying vendor invoices, and charging back departments a per click rate for B&W/color monthly. Hours of operation are Monday – Friday 8:00am to 4:30pm, except for University holidays. Departmental Copier Services offers traditional, self-directed printing and Multi-Function Device services in University libraries, offices, academic buildings, etc. No request system is involved for these services.

Departmental Copier Services currently employs three full-time employees:

* Fiscal Support Specialist (1)
  + - * **Job Description:** Enter Requisitions and change orders as needed to process invoices in Workday. Update and edit all ICS changes as needed. Backup fiscal support lead in project billing. Assist with backup coverage to IT staff for project supply/service request email. Verify and process all vendor invoices. Update all ICS sheets by serial number, monthly charges, meter reads. Communicate issues and questions with Director.
* Inventory Control Manager (1)
  + - * **Job Description:** Assists with DCOP/CMP placements and pickups. Keep accurate paperwork of deliveries and pickups, supply changes, meter read steps, and "how to " steps to read codes, and set up codes. Deliver supplies and inventory items as required. Assists departments with supply changes in their DCOP/CMP copiers. Currently delivery person for Printing Services.
* Fiscal Support Analyst (1)
  + - * **Job Description:** Enters requisitions for copier placements, organizes copier deliveries. Processes monthly billing to departments. Research and create spreadsheets that show usage trends. Perform audits as requested by internal and external sources. Coordinate the use of the MAIL employee and vehicles with the Daily Operations Manager from Mail. Coordinates service calls and supply orders with vendors and the Inventory Control Manager as needed. Communicates with Director any supply order, service call, or vendor issues for resolution if deemed necessary. Coordinate campus meter reads online and manually. Process any P-Card purchases as needed. Maintain manual and computer files-daily, weekly, monthly, yearly. Communicate with all customers about billing and other questions and provide them with documentation as needed and/or requested. Communicate with vendors to ensure accurate service, delivery, and invoices as needed.

**Departmental Copier Volume:**

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Departmental Copier Services will include but are not limited to the operation, service, and maintenance of multifunction devices (MFDs), copiers (black and white and color), networked and non-networked devices tailored to the individual department needs.

Preferred specifications are to include B&W 35 and 45 PPM & Color 35 and 45 PPM, network/print, scan to email, fax, ability to send high volume print jobs to print house, ability to utilize papercut, stapling/duplex, office finisher. **The University is open to feedback on right sizing specifications to usage patterns.**

Copier Service Requirements:

Is your organization willing and able to adhere to all requirements? If not, please explain.

* Considering the current UA equipment and leases, the Contractor shall furnish all necessary labor as required to provide satisfactory, cost-efficient Departmental Copier Services to the UA community (Monday through Friday except on University holidays). UA holiday schedule is published each calendar year at [www.uark.edu](http://www.uark.edu).

Yes\_\_\_ No\_\_\_ Other\_\_\_ (please explain)

* Considering the current UA equipment and leases, the Contractor shall furnish all necessary goods and/or services, supplies, materials, equipment and any other such items as required to provide satisfactory, cost-efficient Departmental Copier Services to the UA community (Monday through Friday except on University holidays).

Yes\_\_\_ No\_\_\_ Other\_\_\_ (please explain)

* The Contractor shall pay all costs associated with labor, goods and/or services, supplies, materials, equipment, vehicles and any such other costs necessitated and/or provided for this solicitation.

Yes\_\_\_ No\_\_\_ Other\_\_\_ (please explain)

* The Contractor shall address all problems, disagreements or other operational issues regarding the overall services provided to the satisfaction of the University’s contract administrator.

Yes\_\_\_ No\_\_\_ Other\_\_\_ (please explain)

* The Contractor will be responsible for maintaining an internal website for Departmental Copier Services, within the guidelines set forth by the University Code of Computing Practices found here. <https://vcfa.uark.edu/fayetteville-policies-procedures/#search/uits>.

Yes\_\_\_ No\_\_\_ Other\_\_\_ (please explain)

* The Contractor shall comply with university technology policy, procedures, and standards (for example, standards generally referring to software versions and updates found here <https://vcfa.uark.edu/fayetteville-policies-procedures/#search/uits>) as may be applicable to this contract.

Yes\_\_\_ No\_\_\_ Other\_\_\_ (please explain)

* Provide training, the successful Contractor will be required to work with staff, Information Technology and within various administrative and academic offices to promote and train on the use of proposed system.

Yes\_\_\_ No\_\_\_ Other\_\_\_ (please explain)

* Contractor shall provide a method to ensure any equipment that stores digital information be secure. All MFD devices must be defaulted to immediate overwrite image or set to overwrite by midnight every day. When a device is moved an overwrite must be performed before the devices is moved and any codes or addresses stored must be deleted. Before any device is removed from campus there must be an image overwrite performed and the hard drive must be cleared/wiped. Describe how digital information will be protected.

Yes\_\_\_ No\_\_\_ Other\_\_\_ (please explain)

* The Contractor will be responsible for ensuring that all equipment under their management (including currently placed machines) is appropriately data wiped and secure.

Yes\_\_\_ No\_\_\_ Other\_\_\_ (please explain)

* Throughout the term of the agreement, the Contractor shall be responsible for replacing devices as leases expire, unless the corresponding department no longer has a need for the equipment.

Yes\_\_\_ No\_\_\_ Other\_\_\_ (please explain)

* The Contractor shall ensure that the contracted service and uptimes are provided for all replaced equipment.

Yes\_\_\_ No\_\_\_ Other\_\_\_ (please explain)

* The Contractor shall ensure that maintenance and service is provided for all currently placed machines until lease expiration. It will be left up to the Contractor’s discretion to determine whether service will be provided by the vendor the machine is currently leased through.

Yes\_\_\_ No\_\_\_ Other\_\_\_ (please explain)

* The Contractor must have the ability to track all activities related to the services and the ability to generate reports which will monitor volumes, trends, and users. Sample printouts of the tracking and reporting systems must be provided.

Yes\_\_\_ No\_\_\_ Other\_\_\_ (please explain)

* Pending legal review and validation, leases currently in place under the University shall be moved under the Contractor.

Yes\_\_\_ No\_\_\_ Other\_\_\_ (please explain)

* The Contractor will respond to work stoppage situations (e.g., Paper Jam, Software Failure, etc.) within 2 business hours of service call/notification and 4 business hours for all non-work stoppage situations (e.g., Low paper/ink notification, etc.).

Yes\_\_\_ No\_\_\_ Other\_\_\_ (please explain)

* The Contractor Shall provide the resume of key personnel pertinent to the requirements of the RFP.

Yes\_\_\_ No\_\_\_ Other\_\_\_ (please explain)

* Any organizations eligible for consideration of a potential award must rebadge all existing UA employees. Will your organization be willing to rebadge the UA Departmental Copier employees?

Yes\_\_\_ No\_\_\_ Other\_\_\_ (please explain)

### Mailing Services

Mailing Services currently provides a full-service USPS contract Post Office. Daily operations include Passport services, PO Box rentals, Express Copy and Shipping (FedEx, UPS and DHL), sorting mail deliveries per day from the U.S. Postal Office and inter campus mail, bulk package delivery between departments, maintaining records to reflect purchase of postage and the use of postage, managing permits/prepay accounts for Business Reply, Postage Due, and Non-Profit Bulk Mail, and charging back to departments monthly. Hours of operation are Monday – Friday 8am to 4:30pm on all University business days. Mailing Services is located on the first floor of the Arkansas Union.

University of Arkansas Mailing Services currently employs nine full-time employees

* Administrative Support Supervisor (1)
  + - * **Job Description**: Oversees day to day operations of Mailing Services. Coordinate daily tasks for Mailing, Post office, Passport Services, and Copy & Ship Center staff. Process passport applications, tracks and maintains spreadsheets with daily balances for all inventories and prepay accounts to provide accounting team with end of month balances. Enters requisitions for prepay funds. Process all employment duties as required. Create and maintain reports, forms, invoices, and miscellaneous as needed. Assists customers with USPS, FedEx, UPS, and other shipper regulations for mail pieces.
* Mail Services Coordinator (4)
  + - * **Job Description:** Process mail on a Hasler USPS meter machine by departmental mail codes. Maintain metering spreadsheet as mail is processed as backup for meter billing for accounting team with accuracy. Separate incoming mail brought in from route daily into class and mail code so that metering can be done with efficiency and ease. Keep work areas orderly, clean and safe; ensure proper care in the use of equipment and supplies. Ensure the security and confidentiality of all University incoming, outgoing and campus mail. To maintain an open and courteous liaison with customers. To answer all questions and meet realistic customer expectations. Perform other activities as assigned.

Sort incoming mail to six individual routes with over 40 stops in each route. Must have knowledge of departmental mail stop codes & those departments that make up the six individual routes. Deliver sorted mail to individual mail stop addresses for one of six mail routes. Must have knowledge of departmental mail stop locations & those departments that make up the individual routes. Needs to have knowledge of all routes and be able to run different routes or multiple routes if needed. Keep work areas orderly, clean and safe: ensure proper care in the use of equipment and supplies. Ensure the security and confidentiality of all University incoming, outgoing and campus mail. To maintain an open and courteous liaison with customers. To answer all questions and meet realistic customer expectations. Perform other duties as assigned.

Process mail on a Neopost USPS meter machine by departmental mail codes. Maintain metering spreadsheet as mail is processed as backup for meter billing for accounting team with accuracy. Separate incoming mail brought in from route daily into class and mail code so that metering can be done with efficiency and ease. Keep work areas orderly, clean and safe; ensure proper care in the use of equipment and to answer all questions and meet realistic supplies. Ensure the security and confidentiality of all University incoming, outgoing and campus mail. To maintain an open and courteous liaison with customers. customer expectations. Perform other activities as assigned.

Back-up and assist in the Copy and Ship Center and/or USPS Post office as needed. Accept and process United States passport applications for the Department of State. Maintain certification for Passport Acceptance agent through the Department of State. Operate cash register within established cash management guidelines. Maintain and manage stamp inventory and envelope/packaging inventory. Accurately process shipping in DHL, UPS, FedEx systems for customers and Departments and process copy jobs as requested. Maintain all associated paperwork with each area as work is performed in each area. Other duties as assigned. Operate cash register and close out at end of day following cashier standards set by the department. Must be certified by the US Department of State and be recertified annually to be a passport-accepting agent.

* Administrative Specialist II (2)
  + - * **Job Description:** Greet and assist customers by accepting jobs, and/or digital files and processing the job through the appropriate software to the Graphic digital equipment. Ensure that all request for the job have been fulfilled as the customer request it. Complete all finishing request, as the customer needs. Process the paperwork for pick/up, delivery, and/or billing. Assist customers/students with file manipulation or preparing a file for printing in the proper format and/or software. Maintain inventory of Copy & Ship Center supplies to be able to meet the needs and busy times for the departments and students. Create and maintain flyers and databases for the department and assist with on campus marketing. Work the student orientations, bashes, and staff picnics to promote the Copy & Ship Center as well as Post and Mail.

Operate the cash register including cash sales, check sales, and Razorbuck sales as well as departmental charges. Record all money transactions in the Copy & Ship Center. Complete end of day reports in a legible and accurate manner for the accounting team, following all cashing procedures.

Receive and process packages for shipping, including lifting and weighing on scale, assessing the best pricing and timing option between our 4 vendors, generating the labels and retrieving packages from customers when requested. Prepare documents for traces and shipping claims. Collect for the shipping. Process all the paperwork and collection in a legible and accurate manner for the accounting team. Work with Daily Operations Manager to assure all shipments go out in a timely manner. Ensures the security and confidentiality of all University incoming, outgoing and campus mail. Also maintain a secure work environment at all times.

Sort and distribute mail for customer pickup for the Arkansas Student Union route. Receive mail from customers for distributions to campus or for processing through meter or bulk mail services. Work on special research project as needed for Daily Operations Manager or Director. Keeps work areas orderly, clean and safe: ensures proper care in the use of equipment and supplies. Other duties as assigned.

* Inventory Control Technician (1)
  + - * **Job Description:** Fill in as needed to assist Departmental Copier Dept: deliver toner, drop-off/pick-up of photocopy machines. Sort incoming mail and packages into individual mail stop addresses. Knowledge of departmental mail stop locations and which departments make up the six individual routes.

Separate incoming mail into class and mail code so that those that meter the mail can do it with efficiency and ease. Process mail on a postage meter machine. Weigh/affix postage according to postal regulations.

Receive and distribute incoming mail and interoffice mail for transfer and delivery to appropriate destinations. Sign for insured, certified, express or any other mail requiring delivery confirmation.

Transport mail requiring special handling: insured packages, certified, registered mail, bulk mail and other from USPS. Maintain and organize records. Perform general office tasks using standard operating equipment and software to prepare forms, correspondence, reports and other documents. Screen and direct incoming calls, take and relay

* Cashier (1)
  + - * **Job Description:** Process and forward mail for PO Box holders as required. Sort and distribute mail for PO Box holders. Process incoming signature mail and properly log each piece upon arrival and distribution. Process “return to sender” when appropriate. Keeps work areas orderly, clean and safe: ensures proper care in the use of equipment and supplies. Ensures the security and confidentiality of all University incoming, outgoing and campus mail. Maintain a secure work environment at all times.

Operate cash register within established cash management guidelines. Maintain managed stamp inventory and envelope/packaging inventory. Process all reports departmental charges, record of Razorbuck sales, to the end of day report with accuracy for the accounting team. Other duties as assigned.

Provide excellent customer service and offer all USPS services with complete knowledge and accuracy of those services referring to DMM and IMM USPS manuals as needed. This includes but is not limited to, mailing supplies, stamps and services. All USPS sales are conducted through the RSSBP system as implemented by USPS. USPS monitors this system for daily sales totals and clerks are responsible for all sales as part of their daily bank paperwork. Stamps, certified, packages, and express shipping are all items that are processed through the RSSBP system, and then input through a University cash register as well to be able to calculate total sales of all RSSBP sales as well as non-USPS sales daily by clerk. P.O. Box rentals to retail customers. Receive mail from customers for distribution to campus or for processing through meter or bulk mail services.

**Annual Mailroom Volume:**

* Incoming:
  + - * Letters 308,063
      * Flats 187,425
      * Parcels 14,477
      * Business Reply Mail 4,541
      * Postage Due Mail 1,188
      * Signature Required Mail 372
* Campus Post Office:
  + - * Box Holders 53
      * Mail for Box Holders 6,219 pieces
      * Customers Served 7,875
      * Scanned Drop Off Pre-paid 5,115
      * Outgoing Mail 33,075
* Mailroom Outgoing:
  + - * Non-profit Mailing 336,534
      * Metered Mail 148,128
* UPS/ FedEx/DHL
  + - * Outgoing 13,835
* Current mail volume of incoming/ outgoing mail for the University is approximately 1.1 million pieces annually.

The Contractor is expected to provide the following services at a minimum:

**USPS Contract Station Post Office:**

A full-service USPS contract Post Office for all Faculty, Staff, and Students that sells USPS postage, and USPS shipping.

* Open 8am-4:30pm on all University Business days, Monday Through Friday.
* The location should offer Passports
* This station also offers USPS Box Rentals for Faculty Staff and Students
* UA currently has 125 standard USPS boxes; contractors are allowed to add additional mailboxes within the space provided if Contractor chooses to
* USPS Boxes sizes are: 3” x 4.5” by 14” Deep
* Current rental box charges are $30.00 per year
* The boxes are owned by the University
* Faxes and scan to email service for Faculty, Staff, and Students

**Mail Services for the University include:**

* Sorting mail deliveries per day from the U.S. Postal Office and inter campus mail
* Performing two mail runs per day to over 200 departments, there is a main delivery to 217 Stops daily, some twice a day. However, the mail room personnel currently perform delivery/pick-up to the main departments, sorting different mail deliveries per day for outgoing mail to the U.S. Postal Office and campus mail. Delivery/pick up are performed in the morning between 9:30 a.m. to 12:00 p.m. and in the afternoon between 1:00 p.m. and 2:30 p.m.
  + - Current, detailed delivery schedule:

Blue Route – leave 9:30 after sortation; return 12:30

Farm Route – leave 9:00 after sortation; return 12:30

Green Route – leave 9:00 after sortation; return 11:30

Red Route – leave 9:30 after sortation; return 11:00

Admin Route – leave 9:00 after sortation; return 10:30

Blue Route – leave 1:30; return 3:30

Farm Route – leave 1:30; return 3:30

Green Route – leave 1:30; return 3:30

Red Route – leave 1:30; return 3:30

Admin Route – leave 1:30; return 2:30

* Maintaining postage records daily to reflect purchase of postage and the use of postage by the University departments
* Providing a monthly billing to all departments for their postage
* Performing bulk package delivery between departments
* Performing miscellaneous runs to pick up items related to University business at contractor locations in Fayetteville
* Manage permits/prepay accounts for Business Reply, Postage Due, and Non-Profit Bulk Mail for the campus
* Current mail volume of incoming/outgoing mail for University is approximately 1,067,000 pieces annually
* USPS mail pickups are conducted Monday thru Friday
* UPS, FedEx, & DHL shipping offered to Students, Faculty, Staff, and departments
* Sale of Mail Shipping Supplies

Mail Service Requirements:

Is your organization willing and able to adhere to all requirements? If not, please explain.

* Delivery on the same day of receipt of all first-class letters, business reply, flats, mail, and packages from overnight express / mailbags, etc., boxes, publications, campuses or interagency mail, parcels, bulk, accountable mail (certified, registered and insured), and express mail. Delivery shall be made on the next scheduled mail run after receipt and processing to appropriate locations.

Yes\_\_\_ No\_\_\_ Other\_\_\_ (please explain)

* + “Delivery” is defined as: receipt of mail from all appropriate sources; opening (if requested); sorting; pre-sorting, bar coding; processing queries to identify misdirected or unidentified mail; date stamping and hole punching, as appropriate, all incoming mail and subsequent delivery to the appropriate locations.
  + “Appropriate locations” are defined to be the physical location of the postal box to include placement into the postal box or in the case of an existing delivery (truck) route to the physical location of the recipient(s) (i.e., department, individual, etc.)
* The Contractor should provide an automated tracking system to manifest accountable mail for UA.

Yes\_\_\_ No\_\_\_ Other\_\_\_ (please explain)

* The Contractor shall ensure that mail deliveries are completed to all locations between 9:30 a.m. and 2:30 pm. The afternoon pickup for identified units shall be made in time to meet the U.S. Post Office's last outbound mail processing. The Contractor should provide, at no additional cost, multiple pick-ups, and deliveries to key administrative and high-volume department. The Contractor shall ensure that resources and routes/schedules are developed and published to meet these requirements.

Yes\_\_\_ No\_\_\_ Other\_\_\_ (please explain)

* The Contractor shall provide address research and forwarding function for insufficiently addressed mail. The University maintains a person search on the upper right-hand corner of the main UAF home page (<https://www.uark.edu/>).

Yes\_\_\_ No\_\_\_ Other\_\_\_ (please explain)

* The Contractor shall maintain University Post Office Boxes listing and assignments to include box number, assigned to (generally a department name), open date, closed date (if applicable), and University and any other information that may become necessary as an attribute of the box identification, assignment, and delivery schedule.

Yes\_\_\_ No\_\_\_ Other\_\_\_ (please explain)

* The Contractor shall operate primarily out of University Mailing facilities.

Yes\_\_\_ No\_\_\_ Other\_\_\_ (please explain)

* The Contractor shall be responsible for the custodial services within the University Post Office.

Yes\_\_\_ No\_\_\_ Other\_\_\_ (please explain)

* The Contractor shall maintain daily incoming mail data for all mail classes and types of incoming mail indicating volumes of mail pieces received and other such statistical information as may be requested.

Yes\_\_\_ No\_\_\_ Other\_\_\_ (please explain)

* The Contractor shall obtain from all locations to include, but not be limited to, campus collection points such as satellite mail facilities, departments, stand-alone postal boxes on campuses, routes (truck) or any other locations all mail presented with or requiring the application of postage for insertion to the USPS or other mail delivery system(s).

Yes\_\_\_ No\_\_\_ Other\_\_\_ (please explain)

* The Contractor shall provide and maintain postage meters. The Contractor shall provide management of postage inventory. The Contractor shall provide advanced (prepaid) postage to all USPS or other accounts necessitated by the Contractor’s solution to facilitate the operational needs of the University, to include but not be limited to, prepaid postage, supplies and any other such requirements to facilitate the application of postage to mail pieces for all types of mail.

Yes\_\_\_ No\_\_\_ Other\_\_\_ (please explain)

* The Contractor shall meter or apply postage by the lowest appropriate rate, to include all levels of presort discount possible, unless otherwise specified by the presenting department at time of collection. The Contractor shall ensure that the best possible class selection is chosen for all out-going mail based upon cost, policy, timeliness, and delivery requirements. The Contractor shall, to the maximum extent possible, barcode outgoing mail to achieve maximum savings to the University.

Yes\_\_\_ No\_\_\_ Other\_\_\_ (please explain)

* The Contractor shall process and record all outbound accountable mail (certified, registered, insured, etc.,) and allocate charges appropriately.

Yes\_\_\_ No\_\_\_ Other\_\_\_ (please explain)

* The Contractor shall have complete knowledge and procedures in place to receive, prepare and/or verify, Pre-sort, and deliver Bulk Mail to the USPS Business Bulk Mail Unit of the main post office.

Yes\_\_\_ No\_\_\_ Other\_\_\_ (please explain)

* The Contractor shall recommend and implement a process relative to the handling and processing of International mail. The University reserves the right to unilaterally accept or reject the suggested methodology or require changes to any previously adopted approach to International mail while the contract is in effect.

Yes\_\_\_ No\_\_\_ Other\_\_\_ (please explain)

* The Contractor shall maintain daily outgoing mail data for all mail classes and types of incoming mail indicating volumes of mail pieces received and other such statistical information as may be requested.

Yes\_\_\_ No\_\_\_ Other\_\_\_ (please explain)

* The Contractor Shall provide the resume of key personnel pertinent to the requirements of the RFP.

Yes\_\_\_ No\_\_\_ Other\_\_\_ (please explain)

* Any organizations eligible for consideration of a potential award must rebadge all existing UA employees. Will your organization be willing to rebadge the UA Mailing Services employees?

Yes\_\_\_ No\_\_\_ Other\_\_ (please explain)

**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 Excel Workbook provided with this RFP document:

* + **Reference Official Bid Price Excel Workbook**

If pricing is dependent on any assumptions that are not specifically stated in the Official Price Workbook, please list those assumptions accordingly on a separate spreadsheet and show detailed pricing.

Any additional pricing lists should remain attached to the Official Bid Price Excel Workbook for purposes of accurate evaluation. Pricing must be valid for **one hundred twenty (120) 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.** Price increases thereafter are **not to exceed a 3% increase** and require detailed documentation supporting the cause of the increase (e.g., manufacturer letter), subject to mutual agreement.

UA will not be obligated to pay any costs not identified in the Official Price Workbook. 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 services requested. UA reserves the right to contact any references provided to evaluate the level of performance and customer satisfaction.

* + **Reference Appendix I for format.**

**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:

|  |  |
| --- | --- |
| Action/ Responsible Party | Date |
| RFP Released to Prospective Respondents (UA) | **Monday, November 28th 2022** |
| Confirm RFP Participation | **Wednesday, November 30th 2022** |
| Submit Questions (Potential Vendor Partners) | **Monday, December 5th 2022** |
| Respond to Vendor Questions (UA) | **Thursday, December 8th 2022** |
| Proposal Submission Deadline | **Monday, December 12th 2022** |
| RFP Evaluation Period | **Monday, December 12th 2022, to Friday, January 6th, 2023** |
| Down-Selection | **Monday, January 9th 2023** |
| Respondent Presentations (if necessary) | **Monday, January 9th 2023, to Friday January 13th 2023** |
| Notification of Intent to Award | **Wednesday, January 18th 2023** |
| Contract Negotiations Begin (upon intent to award) \* | **Wednesday, January 18th 2023** |
| Service to Commence (upon final legislative approval, if applicable) | **Wednesday, April 5th 2023** |

\*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 three (3) years**, with option to renew at the end of the contract term in 1-year renewal periods for up to four (4) additional renewal terms, 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)** Upon notification of breach or if at any time the services become unsatisfactory, UA will give sixty (60) days written notice to the Contractor. If at the end of the sixty (60) day period the services are still deemed unsatisfactory, the Contract shall be cancelled by UA, Office of Business Affairs.

**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: Samantha Roberson

[sroberson@aarete.com](mailto:sroberson@aarete.com)

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: <http://hogbid/>. 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.

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 who are blind or visually impaired 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 visual impairments.

**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 in a separate envelope along with the bid, 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 sealed 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 twenty (120) 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 twenty (120) 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.

**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** **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.

**9.37 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.

**10. INSTRUCTION TO RESPONDENTS**

**10.1** Respondents must comply with all articles of the Standard Terms and Conditions documents posted on our Hogbid website as counterpart to the RFP document, and 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 our 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 in the Purchasing Office, **located at UPTW Room 101, 1001 East Sain St., Fayetteville, AR 72703**, at the date and time as listed on the coversheet of this RFP (bid opening event). All Proposals must be submitted in a sealed envelope with the Proposal number clearly visible on the OUTSIDE of the envelope/package. No responsibility will be attached to any person for the premature opening of a Proposal not properly identified.

**REQUIRED**

**Respondents must submit one (1) signed original hard copy and two (2) soft copies of their Proposal (i.e. USB Flash drive). USB’s must match hard copy completely.**

USB’s must be labeled with the Respondent’s name and the Bid Number, readable by UA, with the documents in Microsoft Windows versions of Microsoft Word, Microsoft Excel, Microsoft Visio, Microsoft PowerPoint, or Adobe PDF formats; other formats are acceptable as long as that format’s viewer is also included or a pointer is provided for downloading it from the Internet. **Proposals must be received at the following location prior to the time and date specified within the timeline of this RFP:**

**University of Arkansas - Business Services**

**UPTW Room 101**

**1001 East Sain Street**

**Fayetteville, Arkansas 72703**

**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. If planning to attend a bid opening event, please arrive in the building lobby prior to 2:30pm CST.

**REQUIRED 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. **The Respondent shall submit one (1) separate electronic copy of the Proposal from which any proprietary information has been removed, i.e., a redacted copy (marked “REDACTED COPY”).**  The redacted copy should reflect the same pagination as the original, show the empty space from which information was redacted, and should be submitted on a flash drive, preferably in a PDF format. Except for the redacted information, the redacted copy must be identical to the original hard copy submitted for the bid Proposal to be considered.  The Respondent is responsible for ensuring the redacted copy on a flash drive 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.

Respondents may deliver their responses either by hand or through U.S. Mail or other available courier services to the address shown above.  **Include the RFP name and number on the outside of each package and/or correspondence** **related to this RFP.** No call-in, emailed, or faxed Proposals will be accepted. The Respondent remains solely responsible for ensuring that its Proposal is received at the time, date, and location specified. UA assumes no responsibility for any proposal not so received, regardless of whether the delay is caused by the U.S. Postal Service, University Postal Delivery System, or some other act or circumstance. Proposals received after the time specified in this RFP will not be considered. **All Proposals received after the specified time will be returned 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 Purchasing 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. VEHICLES AND PARKING**

Contractor shall be responsible for providing vehicles as needed for operations. Vehicles currently owned by Printing, Departmental Copier, or Mailing Services will remain the property of the University.

Contractor shall be responsible for obtaining and purchase of parking spaces and parking permits for vehicles.

**15. EMPLOYEES, STAFFING AND MANAGEMENT**

**Staffing / Personnel**

1. Except as otherwise agreed to between UA and individual employees, all full-time UA employees who are working in the University of Arkansas Printing, Departmental Copier, or Mailing Services immediately prior to the effective date of a Contract (which will be negotiated and executed following the notice of Intent to Award) shall become full-time employees of the Contractor. They shall be afforded the greatest level of personal and professional protection and courtesy possible by the Contractor. The former UA employees shall end their employment with UA and become full-time employees of the Contractor on the date the Contractor begins managing Printing, Departmental Copier, or Mailing Services and shall receive compensation and benefits as least equal to those provided by UA as of the date the employees’ termination of employment with UA.
2. The Contractor may not terminate former Printing, Departmental Copier, or Mailing Services employees nor involuntarily reduce their salaries or benefits during an initial six (6) month period of employment with the Contractor, except with cause.

Contractor shall at all times maintain a staff of experienced and qualified employees in Printing, Departmental Copier, and Mailing Services in enough numbers for efficient performance of the requirements of its Contract with UA.

Contractor shall provide enough back-up personnel in times of staff shortages due to illnesses, labor disturbances and inclement weather, to maintain full service.

Contractor shall ensure that its employees perform their services in a proper and dignified manner befitting an institution of higher education. Contractor shall comply with all UA policies and federal and state laws, rules, and regulations concerning nondiscrimination in employment.

In connection with the performance of work under this RFP, Contractor agrees not to discriminate against any employee or applicant for employment because of age, race, religion, color, sex, physical condition, developmental disability, or national origin. This provision shall include but not be limited to, the following: employment, upgrading, demotion or transfer, recruitment, or recruitment advertising, lay-off or termination, rates of pay or other forms of compensation, and selection for training, including apprenticeship.

Contractor further agrees to take affirmative action to insure equal employment opportunities for persons with disabilities.

Personnel relations of employees on Contractor’s payroll shall be Contractor’s responsibility. Contractor shall comply with all applicable government regulations related to the employment, compensation, and payment of personnel.

Contractor shall supply the University with a list of supervisors and management by assigned work area when changes of management staff occur.

Employees of the Contractor shall abide by all applicable UA policies, procedures, and regulations while on UA property. The Contractor is responsible for all facets of training and orientation of its new employees.

UA shall have the right to review the credentials and qualifications of all personnel hired by the Contractor for management positions. Upon the request of UA, Contractor shall dismiss from employment or reassign any of its employees whose job performance is detrimental to UA or to UA’s relationship with the public.

Hiring and firing of personnel shall be the sole responsibility of the Contractor. However, UA reserves the right to veto the placement of any person on the UA account or to require the removal of any employee from the UA account for any reason. The Contractor shall pay wages and benefits and accept all employer liabilities for all Printing, Departmental Copier, and Mailing Services employees. The Contractor is responsible for reporting any criminal activity at their business site through the appropriate UA personnel. At all times, Contractor shall provide adequate and expert managerial and administrative supervision of its employees.

The Contractor shall develop and maintain customized Printing, Departmental Copier, and Mailing Services Policy Manuals, which incorporates policies and issues identified for inclusion by UA. Employees of the UA Printing, Departmental Copier, and Mailing Services and other designated UA employees shall be granted on-going access to, and where designated, copies of the Policy Manual.

Management shall meet regularly with designated UA Officials and shall work cooperatively with them and with the UA management in the development and improvement of Printing, Departmental Copier, and Mailing Services programs, services and policies. These meetings shall be used to air grievances and determine corrective courses of action.

**16. INVENTORY**

Upon commencement of a Contract, the Contractor shall purchase inventory then currently on hand on the following terms:

**16.1 Printing Services**

All paper and supplies on hand at the time of inventory shall be purchased by the Contractor at UA’s cost. Leased equipment maintenance supplies shall be transferred to the Contractor.

**16.2** **Departmental Copier Services**

All UA owned staples on hand at the time of inventory shall be purchased by the Contractor at UA’s cost. Multi-Function Device (MFD) maintenance supplies including but not limited to toner, transfer belts, fuser modules and drum cartridges shall be transferred to the Contractor.

**16.3 Mailing Services**

All stamps and Postal Plus retail supplies on hand at the time of inventory shall be purchased by the Contractor at UA’s cost.

**16.4 Payment for Inventory**

The Contractor shall pay the UA, at UA’s cost, for all inventory in two (2) equal payments: Fifty percent (50%) within sixty (60) days after the completion of a physical inventory, and Fifty percent (50%) with one hundred and twenty (120) days after the completion of that inventory. Items not in usable condition shall be set aside and purchased by the Contractor at a mutually agreeable price.

Upon the commencement of the Contract, the Contractor and the UA shall perform an inventory of UA’s equipment, which shall be used by the Contractor at Printing, Departmental Copier, or Mailing Services. The inventory shall note the condition of the equipment, as agreed upon by the UA and the Contractor.

Upon the termination of the contract, UA shall purchase, or require the replacement contractor to purchase, inventory then on hand from the Contractor upon the same terms as described above.

**17. SPACE USE AGREEMENT**

Contractor will be required to enter into a Space Use Agreement. That consist of but not limited to the following:

**17.1 Telephone**

UA has a VoIP model phone system. Location and access will be addressed in the Space Use Agreement negotiations pursuant to the “Intent to Award Letter”. Contractor shall be responsible for local and long-distance telephone costs.

**17.2 Printing Services- Utilities**

UA will require the Contractor to pay a Utility reimbursement fee for: air conditioning (chilled water) electric, natural gas, heat (steam), water and sewage. The reimbursement fee shall be set at $24,000.00 for the first year of the Space Use Agreement term. The utility reimbursement fee shall be payable annually by July 31st of each year, with an annual escalation of two percent (2%) during the term of the Contract.

**17.3 Departmental Copier Services- Space and Utilities**

UA will require the Contractor to pay a Space and Utility reimbursement fee for: use of office space in the University of Arkansas Student Union, storage space in the University Printing Services Building, and air conditioning (chilled water) electric, natural gas, heat (steam), water and sewage in those spaces. The reimbursement fee shall be set at $4,800.00 for the first year of the Space Use Agreement term. The Space and Utility reimbursement fee shall be payable annually by July 31st of each year, with an annual escalation of two percent (2%) during the term of the Contract.

**17.4 Mailing Services- Space and Utilities**

UA will require the Contractor to pay a Space and Utility reimbursement fee for: use of office space, operating and storage space, in the University of Arkansas Student Union, and air conditioning (chilled water) electric, natural gas, heat (steam), water and sewage in those spaces. The reimbursement fee shall be set at $24,000.00 for the first year of the Space Use Agreement term. The Space and Utility reimbursement fee shall be payable annually by July 31st of each year, with an annual escalation of two percent (2%) during the term of the Contract.

**17.5 Signage**

The name of Printing Services shall remain “University of Arkansas Printing Services.” The name of Departmental Copier Service shall remain “University of Arkansas Departmental Copier Service.” The name of Mailing Services shall remain “University of Arkansas Mailing Services.” Contractor shall provide necessary signs in entrance(s) to Printing, Departmental Copier, or Mailing Services identifying the hours of operation. Signage shall be complete, accurate, and attractive, with hand-made signs kept to a minimum. No hand-made signs shall be used on a permanent basis. Exterior signs must be approved by the UA. Signage must be professional in appearance and manner of production and if permanent or semi-permanent, approved by the Associate Vice Chancellor of Business Affairs. Only two (2) exterior signs are allowed.

**18. PROMOTIONAL GIVEAWAYS/SPECIAL EVENTS**

UA encourages a strong promotional program by Contractor. Any promotional giveaways that are provided must have the advance, written approval of the UA. Contractor shall endeavor to become involved in the academic, social and cultural environment of UA, offering special merchandising promotions and assistance to complement activities and programs. The amount of promotional donations of merchandise (retail value) to support various departments, programs, and events (e.g. Orientation, Move-in, Staff Appreciation) should be listed under “Additional Financial Incentives” on the Financial Proposal.

**19. USE OF LOGOS**

Contractor acknowledges and agrees that UA possesses absolute ownership and control over its names, nicknames, marks, slogan, mascots, logos, athletic teams, images (including without limitation, coaches, administrators, players, band members, spirit squads, UA landmarks, buildings and grounds, trade dress, uniforms, associational rights, intellectual property, derivatives and events of any nature whatsoever, and all other identifiable representations of UA (“UA Marks”). All merchandise bearing the UA Marks shall be purchased by the Contractor from a licensed vendor. Contractor shall not display, sell, market, license, assign, or otherwise use, or allow any third party to display, sell, market, license, assign, or otherwise use, UA Marks to endorse, promote, or create any association with any person, entity, product, organization, event, belief, position, campaign, publication, brand or service. UA Marks may only be displayed, sold, marketed, licensed, or otherwise used with express written permission of UA.

**20. CHARGE SALES – Printing and Mailing Services**

Contractor shall accept Visa, MasterCard, Discover, and American Express credit cards and shall be responsible for fees. The Contractor shall also accept debit cards and keep informed of market trends in the financial transaction industry. In the event that technology changes (e.g., electronic purses or chip-based financial applications) become prevalent or requested, the Contractor shall work expeditiously with the UA to ensure that the consumer needs of the students, faculty, staff, and community are fully met.

**21. AUDITING AND ACCOUNTING**

All records must be retained by the Contractor and accessible to the University for a minimum of five (5) previous years plus the current Contract year. The Contractor shall keep full, timely, and accurate records in accordance with generally accepted accounting practices.

The books, records, documents, and accounting procedures and practices of the Contractor relevant to any Contract awarded shall be subject to examination by the University. If necessary, they shall be made available at the Contractor's on-campus office. Thus, the Contractor shall:

1. Provide the University and/or its auditor’s reasonable facilities for the examination, copying, and audit of the books and records.
2. Make such returns and reports as required.
3. Attend and answer under oath all lawful inquiries.
4. Produce and exhibit such books and records as may be desired to be inspected to include original purveyor purchase invoices and billings as well as locally, regionally, or nationally executed purchase agreements with food processors, manufacturers, and distributors.
5. Identify and provide examples of all standard reports. Indicate whether the system has an ad hoc report function. Identify whether the reports can be created by and specific to the department, University, or other levels of management such as the College level.
6. Indicate the frequency of account management reviews. What type of information is provided and with whom are the reviews conducted?
7. Describe the billing process as managed in its entirety by the vendor.

**22. RESPONDENT QUESTIONNAIRE**

In addition to addressing how the Respondent will accomplish scope and goals as outlined above, each proposal shall also address each question listed below. These will be used to further evaluate the Respondent’s proposal for achieving the best organization for the scope of work required. Respondents shall, at a minimum:

### 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.
2. Please state the name, title, phone number, and email address of your organization’s primary contact for this RFP.
3. Please state the name, title, phone number, and email address of your organization’s secondary contact for this RFP.
4. Provide a description of your organization's core activities.
5. Provide a brief statement of qualifications that includes your organization’s size and footprint in AR.
6. How long has your organization been operational?
7. What are the key differentiators that provide your company with a strategic advantage in the marketplace relative to your competitors?
8. Please include any special accreditations including minority- and women-owned business enterprises (MWBEs) or other.

### Financial Capability

1. Has your organization filed for bankruptcy within the previous seven (7) years?
2. Include audited Statement of Cash Flow, Balance Sheet, and Income Statement from the prior two (2) years. Submit statements and reports from the corporate entity making the Proposal rather than its parent corporation.

### Experience and Qualifications

1. Provide a list of three references for whom similar services were provided, preferably of public institutions of higher education or a similar sized organization, including amount of annual sales.
2. Provide a list of institutions of higher education with which the firm has a signed term contract.
3. Provide a list of three references where the contract was cancelled, terminated, etc.
4. Provide your historical relationship with UA (if any) and list up to 3 examples of projects that you have provided to UA or its associated departments.
5. Describe your organization’s partner network and how you would leverage it to complete the scope of work described herein?
6. List any services that would need to be outsourced to a 3rd party to fulfill the scope of work.
7. Specify and detail the MSP Model – provide any diagrams or flow charts to aid in the explanation of how this model would interact and support the UA.

### Technology

1. Does your solution integrate with Workday? Please explain.
   1. Please describe your organization’s ability to integrate with Workday for billing purposes.
2. How much experience does your organization have working with Workday? Please quantify.
3. How much experience does your organization have working with Avanti print management software? Please quantify.
   1. Does your organization have experience utilizing additional print management software?
4. How much experience does your organization have working with PaperCut print management software? Please quantify?
5. Please describe any technology your organization utilizes to support Printing Services operations.
6. Please describe any technology your organization utilizes to support Departmental Copier Services operations.
7. Please describe any technology your organization utilizes to support Mailing Services operations.
8. Describe technology available to support human capital management? Is this integrated with the technology solutions listed above?

### Scope of Services

If your organization is unable to provide all three services, please respond with “N/A” to the questions regarding the services your organization would not provide.

#### Printing Services

* 1. Please provide a description of how your organization rebadges existing labor resources and the costs associated with the rebadging (e.g., mark-up by role, flat management fee, etc.).
     1. If no current employees choose to be rebadged, can you fulfill these services?
  2. Provide the related experience of the proposed Printing Services project execution manager. Include a current job description and resume.
     1. Describe the project execution team structure. Please include resumes and any relevant background.
  3. Describe your organization's proposed strategies for cost savings and process efficiencies. What levers could be used to achieve this? What type of savings could be expected?
  4. Explain your organization’s ability to offer a dedicated, secure web to print portal with the ability to authenticate authority of person ordering.
     1. Please describe the cost structure of the secure web to print portal
  5. Please describe how your organization will work with rebadged university staff, Information Technology, and various administrative and academic offices to help the university’s Printing Services overall.
  6. Describe how print jobs will be tracked. How will you track both internal and outsourced print jobs?
  7. Contractor shall provide a method to ensure any equipment that stores digital information be secure. Before any device is removed from campus there must be an image overwrite performed and the hard drive must be cleared/wiped. Describe how digital information will be protected.
  8. Please describe your approach to tracking all activities related to the services and to generating reports which will monitor volumes, trends, and users. Sample printouts of the tracking and reporting systems must be provided.
  9. Please detail a coordination plan to work with Mail Services for job fulfillment/delivery, service, and tracking.
  10. The Contractor will be responsible for maintaining an internal website for Printing Services, within the guidelines set forth by the University Code of Computing Practices found here: <https://vcfa.uark.edu/fayetteville-policies-procedures/uits/9000.php>. Please describe your approach.
  11. Describe the training that is provided for new and existing employees.
  12. Give an overview of your continuous improvement strategies.
  13. Describe the service level agreements/key performance indicators that you typically work to achieve?
  14. Describe an overview of the value-added services that you can offer to UA.
  15. Please provide the measures you will take to ensure both high quality and a low error rate on print jobs.
  16. Please describe any alternative funding models offered by your organization (e.g., build into tuition costs, revenue sharing with the University, etc.).

#### Departmental Copier Services

1. Please explain your organization’s approach to the operation and service of Multifunctional devices, copiers, and networked and non-networked devices tailored to individual department needs.
2. Please provide a description of how your organization rebadges existing labor resources and the costs associated with the rebadging (e.g., mark-up, flat management fee, etc.).
   1. If no current employees choose to be rebadged, can you fulfill these services?
3. Provide the related experience of the proposed Departmental Copier Services project execution manager. Include a current job description and resume.
   1. Describe the project execution team structure. Please include resumes and any relevant background.
4. Describe your organization's proposed strategies for cost savings and process efficiencies. What levers could be used to achieve this? What type of savings could be expected?
5. Contractor shall provide a method to ensure any equipment that stores digital information be secure. Before any device is removed from campus there must be an image overwrite performed and the hard drive must be cleared/wiped. Describe how digital information will be protected.
6. The Contractor will be responsible for maintaining an internal website for Departmental Copier Services, within the guidelines set forth by the University Code of Computing Practices. Provide examples of what you have done with other clients.
7. What value-added services does your organization offer?
8. What is your approach to device / specification optimization (aligning spec to usage)? Which device models are recommended to best serve the University’s needs?
9. What is your standard machines per technician ratio?
10. What is your proposed plan for equipment standardization for UA? Which discounts are achievable as equipment is standardized to a particular manufacturer?
11. Describe the fleet refresh strategy and methods by which your company will strive to lower the costs incurred by UA over the length of the contract.
12. Please describe the relationships and/or exclusive partnerships your organization has with copier manufacturers/service providers.
13. Please describe your standard leasing agreement structure once new leases are started under your organization’s managed program (e.g., inclusion of consumables, maintenance, services, etc.).
14. Can users send print jobs to the device over the internet, with access to features like stapling and duplexing?
15. Is there a “delayed print” feature, enabling users to schedule jobs for off-peak usage periods?
16. Is there a “Job Interrupt” feature, with access to all features, and “Automatic Resume” after timeout?
17. Can the MFD hold a job for missing resources, while printing other jobs in the queue? Example: if a job is set to print and the selected paper size is not available, will the device hold the job without deleting it and advance other jobs in the queue?
18. Can the MFD print files in native format, e.g., TIFF, PDF, ASCII, TEXT, VISIO? Can it print one or multiple PDF of TIFF files without opening them in an application?
19. Does the MFD allow encryption to control document permissions?
20. Please list and briefly describe the security features of your proposed devices.
21. Describe your preventive maintenance program to improve the life and uptime of devices.
    1. Please describe any additional maintenance and PM costs
22. Provide the following information about the service technician staff employed by your company:
    1. Number of service technicians employed in our regional area
    2. Average years of experience of current staff of service technicians
    3. Minimum training, educational requirements, required certifications, background checks, bonding etc. for all service technicians
    4. Ratio of service technicians to number of devices deployed/supported. Ratio in our regional area. Company goal for ratio of technicians to devices supported
    5. Describe incentives technicians/employees receive to provide superior customer service
23. How are consumables pricing managed and cost competitiveness ensured (e.g., Toner, paper)?

#### Mailing Services

* 1. Please describe any partnerships your organization has with USPS. Are there any advantages your organization can offer with your scale? Any proposed improvements to UA’s current structure?
     1. Please describe any USPS training your organization has completed and/or requires employees to complete
  2. Please describe any partnerships your organization has with small parcel carriers (e.g., FedEx, UPS). Are there any advantages your organization can offer with your scale? Any proposed improvements to UA’s current structure.
     1. Please describe any small parcel carrier discount rates your organization can offer
  3. Please describe your organization’s approach to managing consumables (e.g., stamps, envelopes, etc.)
  4. Please provide a description of how your organization rebadges existing labor resources and the costs associated with the rebadging (e.g., mark-up by role).
     1. If no current employees choose to be rebadged, can you fulfill these services?
  5. Provide the related experience of the proposed Mailing Services project execution manager. Include a current job description and resume.
     1. Describe the project execution team structure. Please include resumes and any relevant background.
  6. Describe your organization's proposed strategies for cost savings and process efficiencies. What levers could be used to achieve this? What type of savings could be expected?
  7. Please describe a successful international mail strategy and operation that complies with all international, USPS, federal, state and university rules and regulations and provides for the prompt delivery of mail.
  8. Describe an overview of the value-added services that you can offer to UA.
  9. Describe the service level agreements/key performance indicators that you typically work to achieve, if applicable.
  10. Describe your approach and best practices to sorting and delivering inbound mail.
  11. Describe your approach and best practices to sorting and delivering outbound mail and strategies for optimal postal discounts.
  12. Please describe your organization’s approach to the digitization of outbound mail. Provide examples of how mail can be digitized in a campus setting to improve efficiencies.
  13. Describe your approach and best practices to delivery route optimization.
  14. Describe your organization’s proposed strategies for improving the efficiency & effectiveness of the University’s current delivery routes.
  15. Describe your maintenance program to improve the life of UA Mailroom Services equipment.
  16. Describe and explain how UA would be notified of newly introduced products / services.
  17. Describe and explain how your organization deals with first class vs. non-profit mail.
  18. Describe your organization’s experience with the USPS Mailer Scorecard. How does your organization utilize the USPS Mailer Scorecard to manage service quality.
  19. Please describe your organization’s experience utilizing the NCOA database or other address update solutions.
  20. Describe strategies to reducing the burden mailroom operations (e.g., installation of lock boxes, sorting technology, etc.).

### Implementation

1. Describe your distinct implementation and transition plans for UA, including program/project structure, timeline, and plan to minimize disruption of services for each of the following areas:
   * 1. Proposed Printing Services project plan
        1. Provide an integration and coordination plan to work with Mail Services for job fulfillment service and tracking.
     2. Proposed Copier Services project plan
     3. Proposed Mailing Services project plan
     4. Proposed process for rebadging existing UA employees; or backfilling open positions
     5. The Contractor will be responsible for maintaining an internal website for Printing Services, within the guidelines set forth by the University Code of Computing Practices found here. <https://vcfa.uark.edu/fayetteville-policies-procedures/uits/2010.php>. Provide examples of what you have done with other clients.
   1. What is your approach to quantifying operational cost savings related to the outsourcing of managed services contemplated in this RFP? Please provide an approach and specific savings levers for each of the three areas as well as any additional cost savings opportunities.

### Pricing and Billing

1. Please describe your organization’s fee structure associated with rebadging existing UA employees. Do the fees change across print, copy, and mail services?
2. Please describe the pricing associated with each of the three areas of scope using the following pricing format
   * 1. Print Services: Please refer to the Official Bid Price Excel Workbook attachment
     2. Copy Services: Please refer to the Official Bid Price Excel Workbook attachment
     3. Mailroom Services: Please refer to the Official Bid Price Excel Workbook attachment
     4. Please describe any additional costs or fees (paper/supplies/postage) – Cost + %
3. Please describe the labor markup % associated with each of the FTE positions described in Section 2.
4. Does your organization offer any early payment discount (e.g., 2% 10 Net 30)?
5. Describe the billing process to UA for services rendered.
6. Describe any benefits offered for longer initial contracted terms.
7. Please describe the lease buy-out charges associated with the Multi-Function Devices currently under lease with the University.

### Additional Information (Optional)

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

**23. 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 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 twenty (120) 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 Proposal (40 Points)**

Respondent 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

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

Respondent with 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.

**24. 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. |
| Respondent Questionnaire | Reference Section 22 of RFP: Respondent Questionnaire | **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. |

**APPENDIX I: 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

**APPENDIX II: LIST OF LEASED COPY EQUIPMENT**

UA currently leases copy equipment from both Xerox and Canon; these units are located across campus. Below is a detailed list of all leased equipment:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **MO #** | **Model** | **Serial #** | **Department** | **Lease End Date** |
| 002-002 | XEROX XC60 | E2B650196 | INTAKE WINDOW | 6/17/2020 |
| 002-006 | CANON IR-ADV C5550 | 2JH05961 | MAILING SERVICES | 3/10/2025 |
| 003-002 | XEROX B8155 | HQH263910 | BEV LEWIS CENTER | 11/12/2025 |
| 003-003 | XEROX W7845PT | MX4354176 | WOMENS BASKETBALL | 8/5/2019 |
| 004-001 | XEROX 7845 | MX4744378 | FINE ARTS | 10/27/2020 |
| 005-001 | XEROX 5955APT | A2M641515 | CHEMISTRY | 10/27/2020 |
| 008-001 | XEROX C8045 | 8TB650759 | ARTS & SCIENCE | 2/12/2025 |
| 009-001 | XEROX C8145H | EHQ350362 | UNIVERSITY RELATIONS | 5/19/2027 |
| 009-002 | XEROX 5945APT | A2M738944 | UNIVERSITY RELATIONS | 8/1/2021 |
| 012-001 | XEROX C8045 | 8TB653908 | AGRI ECON | 8/1/2025 |
| 012-002 | XEROX C8145 | EHQ350419 | AGRI PRICE RISK MANAGEMENT | 5/19/2027 |
| 013-001 | XEROX C8145 | EHQ341905 | AGRI ENGINEERING | 2/17/2027 |
| 013-003 | XEROX W7830PT | MX1195823 | BIO MEDICAL | 3/5/2019 |
| 014-001 | XEROX C8035H | 3TX396578 | COLLEGE OF EDUCATION AND HEALTH | 3/13/2023 |
| 015-001 | XEROX C8045H | 8TB649465 | GRAD ED | 7/1/2025 |
| 016-001 | XEROX 5955APT | A2M642163 | SOCIOLOGY | 9/9/2020 |
| 017-002 | XEROX B8055H | Y4X827309 | RSSP | 10/3/2022 |
| 018-001 | XEROX C8070 | 6TB456392 | MECH ENG | 7/1/2025 |
| 019-001 | XEROX C8055H | 8TB586727 | WCOB GRAD | 7/3/2023 |
| 019-003 | XEROX 5865APT | EX9661135 | BA ACCOUNTING | 5/1/2021 |
| 019-004 | XEROX B8065 | 3AG878923 | BA MANAGEMENT | 4/11/2023 |
| 019-005 | XEROX C8155H | EHQ348218 | BA CISQA | 6/27/2027 |
| 019-006 | XEROX W7970P | B0W867035 | BA CRE | 7/18/2021 |
| 019-007 | CANON IR C5550 | XUG09320 | WCOB SUPPLY CHAIN | 1/17/2025 |
| 019-008 | XEROX C8055 | 8TB649430 | BA DEVELOPMENT | 8/30/2025 |
| 019-009 | XEROX C405DN | 4HX969848 | WCOB FINANCE #2 | 11/12/2025 |
| 019-010 | XEROX B8145H | HQH263653 | WCOB STUDENT AREA | 11/12/2025 |
| 019-011 | XEROX C405 | 4HX971322 | WCOB STUDENT SUCCESS | 3/11/2026 |
| 021-001 | XEROX 5845APT | EX7395523 | FOREIGN LANGUAGE | 8/30/2018 |
| 024-001 | XEROX W7835PT | MX1055373 | STUDENT SERVICES | 9/6/2021 |
| 025-001 | XEROX W7835PT | MX1196894 | SCHOOL OF SOCIAL WORK | 3/11/2019 |
| 025-002 | XEROX 5945APT | A2M734604 | SCHOOL OF SOCIAL WORK - STUDENT | 6/16/2021 |
| 025-003 | XEROX W7830P | MX0133830 | SCHOOL OF SOCIAL WORK | 6/18/2018 |
| 028-001 | XEROX C8145 | EHQ228188 | PURCHASING | 1/20/2026 |
| 029-001 | XEROX W7835PT | MX1194771 | ADMN COPY CENTER | 1/21/2019 |
| 029-002 | XEROX W7835PT | MX1194930 | GENERAL COUNSEL | 1/21/2019 |
| 030-001 | XEROX C8035H | 3TX388120 | CAMPUS ACTIVITIES (GREEK LIFE) | 7/25/2022 |
| 030-003 | XEROX C60 | E2B107927/M0B024061 | CAMPUS ACTIVITES | 8/9/2023 |
| 030-004 | XEROX 5335P | AE7112586 | NSFP | 9/30/2017 |
| 032-001 | XEROX 5865 | EX9282445 | HPER |  |
| 032-003 | CANON IR-ADV C5540 | 2JV03339 | CO-EHP | 3/3/2025 |
| 033-001 | XEROX 5865APT | EX9310103 | HPER/IMRS | 3/15/2021 |
| 035-001 | XEROX W7225PT | LX5605212 | UNVERSITY PRESS | 5/9/2022 |
| 036-001 | Canon C5540 | XUP10880 | UITS | 1/1/2025 |
| 037-001 | XEROX C8045H | 8TB647180 | PHYSICAL PLANT | 3/5/2025 |
| 040-002 | XEROX C8145 | EHQ213126 | CONT ED | 9/29/2025 |
| 040-003 | XEROX C8155H | EHQ212661 | GLOBAL CAMPUS | 10/29/2025 |
| 040-004 | XEROX C405DN | 4HX968727 | GLOBAL CAMPUS | 10/29/2025 |
| 040-005 | XEROX C405DN | 4HX969121 | GLOBAL CAMPUS | 10/29/2025 |
| 040-006 | XEROX C405DN | 4HX969117 | GLOBAL CAMPUS | 10/29/2025 |
| 041-001 | XEROX WC5325PT | AE9564189 | PHILOSOPHY | 9/22/2020 |
| 042-001 | XEROX C8045 | 8TB653646 | PAT WALKER | 8/30/2025 |
| 042-002 | XEROX C8045H | 8TB647963 | PAT WALKER | 3/5/2025 |
| 043-001 | XEROX C8145 | EHQ336779 | MULLINS DIRECTOR | 2/10/2027 |
| 043-002 | XEROX C8145 | EHQ341238 | MULLINS | 2/10/2027 |
| 043-003 | CANON IR-ADV C5540 | 2JU05045 | MULLINS | 3/12/2025 |
| 043-004 | XEROX C8145 | EHQ341274 | MULLINS | 2/10/2027 |
| 044-002 | CANON IR-ADV 8505 | XQU01185 | MULLINS STUDENT | 1/15/2025 |
| 044-003 | CANON IR-ADV 8505 | XQU01180 | MULLINS STUDENT | 1/15/2025 |
| 044-004 | CANON IR-ADV 8505 | XQU01164 | MULLINS STUDENT | 1/15/2025 |
| 044-005 | CANON IR-ADV 8505 | XQU01168 | MULLINS STUDENT | 1/15/2025 |
| 046-001 | XEROX C8145 | EHQ351298 | \*CAMPUS ACCESS | 6/2/2027 |
| 046-002 | CANON IR 2535 | FUM81581 | \*CAMPUS ACCESS | 7/17/2019 |
| 049-001 | XEROX WC5845 | EX7420009 | HOME EC | 6/1/2019 |
| 050-001 | XEROX WC5325P | AE7153570 | BIO SCIENCE | 12/5/2017 |
| 050-002 | CANON IR-ADV 4545 III | 2QD04803 | MATH SCIENCE | 1/17/2025 |
| 050-004 | CANON IR C5540 | 2JV04131 | USGS | 2/27/2025 |
| 051-001 | XEROX C405DN | 4HX959066 | CAREER PLACEMENT | 3/5/2025 |
| 052-001 | XEROX W7845PT | MX4473946 | BA DEAN | 6/28/2021 |
| 053-001 | XEROX 5945 | A2M649702 | SPRING INTERNATIONAL | 11/24/2020 |
| 054-001 | CANON C5550 | 2JH04926 | ANIMAL SCIENCE | 3/10/2025 |
| 054-002 | XEROX WC3615DN | A2T027054 | ANIMAL SCIENCE #2 | 3/7/2022 |
| 055-001 | XEROX C405 | 4HX967367 | UAPD | 5/13/2026 |
| 055-003 | XEROX W7845PT | MX4316700 | ARE-ON | 5/1/2018 |
| 057-001 | XEROX 5945APT | A2M633426 | ALTHEIMER LAB | 5/12/2020 |
| 059-005 | XEROX W7970P | B0W587410 | LAW | 11/18/2019 |
| 059-006 | XEROX W7835PT | MX1214202 | LAW | 8/4/2020 |
| 060-002 | XEROX W7970P | B0W868355 | ENGLISH | 10/1/2021 |
| 062-001 | XEROX 7855PT | MX4481173 | ENGINEERING DEAN | 9/6/2021 |
| 062-002 | XEROX C8070 | 6TB456394 | INDUSTRIAL/CIVIL ENGINEERING | 8/30/2025 |
| 062-005 | XEROX C8070 | 6TB456312 | CIVIL ENGINEERING | 8/30/2025 |
| 062-006 | XEROX W7855PT | MX4481106 | STUDENT RECORD ENGINEERING | 9/20/2021 |
| 062-008 | XEROX C8145 | EHQ350660 | ELECTRICAL ENGINEERING | 6/2/2027 |
| 063-001 | XEROX 5845APT | EX7418496 | HUMAN RESOURCES | 6/17/2019 |
| 063-002 | XEROX B8045H | Y4X933017 | HUMAN RESOURCES | 2/12/2025 |
| 064-001 | XEROX B8045H | Y4X828472 | PHYSICS | 12/14/2022 |
| 065-001 | XEROX W7845PT | MX4322886 | ADMISSIONS | 7/1/2018 |
| 065-002 | XEROX V180 | 1AB189063/3PA 606317 | ADMISSIONS PRODUCTION | 11/1/2022 |
| 066-001 | XEROX W7835PT | MX1191673 | RESIDENCE LIFE | 12/4/2018 |
| 067-001 | XEROX W7845PT | MX4738281 | PSYCHOLOGY | 1/13/2020 |
| 068-002 | XEROX W7830PT | MX1185855 | SPEECH CLINIC | 7/1/2018 |
| 069-001 | XEROX 5945APT | A2M741415 | TREASURER | 10/11/2021 |
| 069-002 | CANON C5550 | 2JH05970 | CASHIER | 4/1/2025 |
| 069-003 | CANON IR-ADV C5550 | 2JH05952 | CASH MANAGEMENT | 4/1/2025 |
| 070-001 | XEROX 5945 APT | A2M630766 | FOOD SCIENCE | 3/17/2020 |
| 070-002 | XEROX 5945 APT | A2M630236 | FOOD SCIENCE | 3/17/2020 |
| 071-001 | XEROX WC5335PT | AE9874660 | ENTOMOLOGY | 9/30/2017 |
| 072-001 | XEROX C8145 | EHQ352612 | AGRI BUS DIRECTOR | 4/14/2027 |
| 072-002 | XEROX C8135 | ELQ516739 | WALDRIP STUDENT CENTER | 5/11/2026 |
| 073-001 | XEROX C8155H | EHQ353651 | COMPUTER SYSTEMS | 6/27/2027 |
| 074-001 | XEROX C8045H | 8TB649441 | GRAD ED | 7/1/2025 |
| 075-001 | CANON C5535 | WXF06125 (A#3272) | ORMS | 2/20/2022 |
| 078-001 | XEROX C405 | 4HX978249 | WCOB OUTREACH | 6/30/2026 |
| 084-001 | XEROX W7845PT | MX4487492 | STUDENT LOANS | 11/1/2021 |
| 086-001 | CANON IR C5550 | 2JH05964 | JOURNALISM | 3/4/2025 |
| 087-001 | XEROX C8045 | 8TB649425 | TRANSIT AND PARKING | 7/1/2025 |
| 088-001 | XEROX B405 | 9HB970957 | TRAVELER | 8/30/2025 |
| 091-001 | XEROX C8145 | EHQ350633 | MUSIC | 4/14/2022 |
| 093-001 | XEROX W7530P | XKK406082 | PLANT PATH | 4/1/2017 |
| 096-001 | XEROX C8155H | EHQ348575 | BA MARKETING | 6/30/2026 |
| 096-002 | XEROX C8155 | EHQ337126 | BA FINANCE | 2/17/2027 |
| 097-001 | XEROX B8045H | Y4X932955 | ANTHROPOLOGY | 2/7/2025 |
| 099-001 | XEROX WC3615 | A2T372225 | MAPLE HILLS | 4/25/2022 |
| 100-001 | XEROX C8145 | EHQ338650 | DRAMA | 2/17/2027 |
| 104-001 | XEROX C8145H | EHQ349319 | BAND | 6/27/2027 |
| 105-001 | XEROX 5945APT | A2M633932 | HORTICULTURE | 5/12/2020 |
| 106-001 | XEROX 5335 | AE9554083 | BIO MASS | 1/13/2020 |
| 113-001 | XEROX C8035H | 3TX387621 | ARKANSAS UNION DIRECTOR | 7/11/2022 |
| 113-002 | CANON IR-ADV 8505 | XQU01285 | STUDENT LAB - ARKU | 8/14/2024 |
| 113-003 | CANON IR-ADV 8505 | XQU01289 | ARKU STUDENT LAB | 8/14/2024 |
| 118-001 | XEROX W7835PT | MX1184545 | LEGAL CLINIC | 6/25/2018 |
| 124-001 | XEROX C8145 | EHQ341916 | PHYSICAL PLANT | 2/10/2027 |
| 127-001 | XEROX C8145 | EHQ341287 | ARCH SURVEY | 2/17/2027 |
| 127-002 | XEROX C8145 | EHQ341910 | ARCH SURVEY #2 | 2/17/2027 |
| 131-001 | XEROX W7220PT | LX5604717 | LAW DIRECTOR | 1/17/2022 |
| 134-001 | XEROX 5855APT | EX7399779 | MATH RESEARCH | 11/20/2018 |
| 134-002 | XEROX C60 | E2B107768 | MATH SCIENCE | 7/25/2023 |
| 135-001 | CANON IR C5540 | XUP09561 | HIDEC | 1/17/2025 |
| 137-001 | XEROX 5855APT | EX7005670 | POSC | 3/25/2019 |
| 137-002 | XEROX 5845APT | EX7413726 | POSC | 3/26/2019 |
| 137-004 | XEROX 5845APT | EX7005709 | POSC | 3/25/2019 |
| 138-001 | XEROX B8045 | Y4X934464 | COMMUNICATIONS | 3/12/2025 |
| 144-001 | XEROX C8055H | 8TB649440 | GRAD ED | 6/18/2025 |
| 145-001 | XEROX C8045H | 8TB649330 | PEABODY | 7/1/2025 |
| 147-001 | XEROX W7835PT | MX1221261 | TESTING SERVICES | 3/22/2021 |
| 149-001 | XEROX WC5325PT | AE9564654 | FOOD SERVICE WAREHOUSE | 8/18/2020 |
| 152-001 | XEROX W7830PT | MX1055538 | GRADUATE SCHOOL | 9/14/2021 |
| 158-001 | XEROX W7830PT | MX1055462 | STUDY ABROAD | 9/14/2021 |
| 160-001 | XEROX C8045 | 8TB648803 | UA THEATRE | 8/1/2025 |
| 162-001 | Xerox WC5335PT | AE9550243 | HUMAN PERF LAB | 9/15/2019 |
| 163-001 | XEROX B8045H | Y4X839411 | AGRI COMMUNICATIONS | 7/11/2022 |
| 164-001 | CANON IR-ADV C5540 | 2JU05050 | RESEARCH ACCOUNTING | 3/10/2025 |
| 168-001 | XEROX 5945APT | A2M633351 | AGRONOMY | 5/12/2020 |
| 169-001 | XEROX B8055H | Y4X820910 | GEOLOGY | 6/27/2022 |
| 179-001 | CANON MF7460 | 2QL13128 | PAULINE WHITAKER | 3/6/2025 |
| 180-001 | XEROX W7835PT | MX1189765 | GENESIS | 10/1/2018 |
| 181-001 | XEROX W7835PT | MX1214918 | COMMUNITY DESIGN CENTER | 7/22/2020 |
| 182-001 | XEROX W7835PT | MX1212631 | LAW SCHOOL DEAN | 7/21/2020 |
| 183-001 | XEROX C8145H | EHQ351616 | WALTON COLLEGE CAREER CENTER | 6/27/2027 |
| 184-001 | XEROX W7835PT | MX1058382 | CMASE | 12/20/2021 |
| 185-002 | XEROX 7220 | LX5820526 | CHARTERS | 8/12/2020 |
| 186-001 | XEROX WC3615 | A2T372227 | GROUNDS DEPT | 4/25/2022 |
| 187-001 | XEROX W7830PT | MX1212611 | LAW CAREER RESOURCES | 7/21/2020 |
| 188-001 | XEROX 5945APT | A2M630249 | AGRI EXT | 3/17/2020 |
| 191-001 | XEROX W7845PT | MX4335262 | MEN'S BASKETBALL | 1/14/2019 |
| 191-003 | XEROX C8045 | 8TB649416 | SOCCER | 8/1/2025 |
| 191-004 | XEROX C8045 | 8TB649420 | GOLF | 8/1/2025 |
| 192-001 | XEROX C8145H | EHQ349303 | BA ACCOUNTING DS | 6/30/2026 |
| 193-001 | XEROX C8145 | EHQ241083 | WCOB COLLABORATIVE | 6/30/2026 |
| 194-001 | CANON IMAGERUNNER ADVANCE C5550I II | XUG09126 | ATHLETICS - FBAC | 12/1/2023 |
| 194-002 | XEROX W7835PT | MX1200776 | ATHLETIC DIRECTORS OFFICE | 6/17/2019 |
| 194-003 | CANON IMAGERUNNER C5540I II | XUP08932 | FBAC - COMPLIANCE | 12/1/2023 |
| 198-001 | XEROX W7835PT | MX1200696 | BROUGH BRIO | 6/11/2019 |
| 199-001 | XEROX W5335AP | AE9584379 | MCSS | 7/25/2022 |
| 202-001 | CANON IR C5550 | 2JH04726 | OEOC | 3/3/2025 |
| 205-001 | XEROX C8145 | EHQ229774 | PRE COLLEGE PROGRAMS | 6/10/2026 |
| 205-002 | XEROX 5330 | AE9209613 | PRE COLLEGE PROGRAMS | 7/25/2017 |
| 207-001 | XEROX W7835PT | MX1212372 | ATHLETIC TICKET OFFICE | 4/21/2020 |
| 208-001 | XEROX WC5330 | AE7174721 | PSYCHOLOGICAL CLINIC | 1/12/2021 |
| 210-001 | XEROX 5845APT | EX7400334 | HISTORY | 11/20/2018 |
| 211-002 | XEROX WC6655X | E1B973028 | GRAD SCHOOL | 9/20/2021 |
| 211-003 | XEROX C605X | 5RB758261 | GRAD ADMISSIONS | 6/27/2022 |
| 211-004 | XEROX WC6655X | E1B982928 | GRAD ADMISSIONS | 6/27/2022 |
| 212-001 | XEROX C8145 | EHQ350870 | AGRI BUS DIRECTOR | 4/14/2027 |
| 212-002 | XEROX C8045H | 8TB550746 | AGRI STATION | 9/8/2022 |
| 212-003 | XEROX C8045H | 8TB567612 | AGRI SCIENCES | 1/9/2023 |
| 213-001 | XEROX C9065 | DQP136618/GZF 689853 | FOOTBALL | 10/23/2025 |
| 213-002 | XEROX C9065 | DQP136806/GZF 690069 | FOOTBALL | 10/23/2025 |
| 213-003 | XEROX C9065 | DQP137190/GZF689854 | FOOTBALL | 10/23/2025 |
| 214-001 | XEROX 5845APT | EX7415896 | FULBRIGHT HONORS | 4/1/2019 |
| 215-001 | XEROX W7835PT | MX1216825 | STUDENT ATHLETE SUCCESS | 8/14/2020 |
| 215-002 | XEROX W7845PT | MX4760545 | STUDENT ATHLETE SUCCESS | 8/11/2020 |
| 215-003 | XEROX W7835PT | MX1216816 | STUDENT ATHLETE SUCCESS | 8/11/2020 |
| 215-004 | XEROX W7835PT | MX1216762 | STUDENT ATHLETE SUCCESS | 8/11/2020 |
| 215-005 | XEROX W7835PT | MX1216530 | STUDENT ATHLETE SUCCESS | 8/11/2020 |
| 217-001 | XEROX C7025 | 3UA286708 | INOV - ENGINEERING SOUTH | 4/25/2023 |
| 218-001 | XEROX C8055H | 8TB647345 | HONORS COLLEGE | 3/5/2025 |
| 220-001 | XEROX C405 | 4HX960520 | NURSING | 8/13/2025 |
| 220-002 | XEROX C8145 | EHQ207857 | NURSING | 9/10/2025 |
| 222-001 | XEROX 5955APT | A2M741140 | FOREIGN LANGUAGE | 1/25/2022 |
| 223-001 | XEROX C8145H | EHQ348577 | BAND LIBRARY | 6/27/2027 |
| 224-001 | CANON IMAGERUNNER ADVANCE 8505 I II | XQU00996 | ATHLETICS - COMMUNICATIONS | 12/1/2023 |
| 225-001 | CANON IMAGERUNNER ADVANCE 8505 I II | XQU01170 | ATHLETICS - COMMUNICATIONS | 12/1/2023 |
| 226-001 | XEROX W7835PT | MX1197786 | AWTC | 4/22/2019 |
| 227-001 | XEROX C8035H | 3TX397295 | BASEBALL | 3/27/2023 |
| 228-001 | XEROX 5845APT | EX7390617 | FRESHMAN ENGINEERING | 8/30/2018 |
| 229-001 | XEROX W7830PT | MX1215122 | LAW SCHOOL | 7/21/2020 |
| 230-001 | XEROX W7855PT | MX4503169 | Indigenous Food & Agriculture Initiative | 3/28/2022 |
| 233-001 | XEROX W7225PT | LX5692104 | STUDENT STANDARDS | 6/27/2019 |
| 234-001 | XEROX B7035H | 5DA081768 | Research and Compliance | 7/25/2022 |
| 235-001 | XEROX 5945 | A2M636862 | MEN'S ATHLETICS | 6/18/2020 |
| 236-001 | XEROX C8145 | EHQ350496 | NANO SCIENCE | 5/11/2027 |
| 236-002 | XEROX 5955 | AM2658158 | NANO - STUDENT | 3/23/2021 |
| 237-001 | XEROX 5955APT | A2M737258 | POLITICAL SCIENCE | 8/16/2021 |
| 239-001 | XEROX C405DN | 4HX959675 | OCCUPATIONAL THERAPY | 8/30/2025 |
| 241-001 | XEROX C8045H | 8TB647883 | IDEALS INSTITUTE | 1/21/2025 |
| 242-001 | XEROX C8045H | 8TB647875 | STUDENT SUCCESS | 1/21/2025 |
| 243-001 | CANON IR 4545 | 2QD08894 | QUAD - STUDENT | 2/27/2025 |
| 244-001 | XEROX C8145H | EHQ216287 | VET DIG LAB | 10/13/2025 |
| 245-001 | XEROX C405DN | 4HX578013 | DCOP | 11/10/2022 |
| 246-001 | XEROX C8145H | EHQ347262 | INTEGRATIVE AND INNOVATIVE RESEARCH | 7/21/2027 |
| SEC 001-001 | XEROX 5955 | A2M605860 |  | 3/15/2021 |
| SEC 001-012 | XEROX 5955 | A2M605937 |  | 3/15/2021 |