



Procurement Services

University of Arkansas at Little Rock

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Request For Proposal (RFP)

SOLICITATION INFORMATION

Solicitation Number:	FB-27-003	Solicitation Issued:	October 6, 2026
Description:	General Banking Services		

SUBMISSION DEADLINE FOR RESPONSE

Bid Opening Date:	November 3, 2026	Bid Opening Time:	1:00 PM CST
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Per Arkansas Procurement Law and Bid Rules, it is the supplier's responsibility to submit bids at the designated location on or before the bid opening date and time. **Bid submissions received after the designated bid opening date and time may be rejected as untimely.** Procurement Services shall return them to the supplier without review. It is not necessary to return "no bids."

DELIVERY OF RESPONSE DOCUMENTS

Delivery Address:	University of Arkansas at Little Rock Office of Procurement Dickinson Hall, Suite 313 2801 South University Little Rock, AR 72204 Suppliers are responsible for delivering their bid documents to the University of Arkansas at Little Rock on or before the scheduled bid opening time. Postage service providers—USPS, UPS, and FedEx—deliver mail to our offices based on our street address. Supplier assumes all risk for timely and properly submitted deliveries.
Bid's Outer Packaging:	Seal the outer packaging and mark it with the following information. • Solicitation number • Date and time of bid opening • Prospective supplier's name and return address Improperly marked packages may be opened for identification purposes.

UA LITTLE ROCK PROCUREMENT SERVICES CONTACT

Buyer:	Tierra Hutley	Buyer Email:	tmhutley@ualr.edu
Main Email:	procurement@ualr.edu	Main Phone:	501-916-3144
Website:	https://ualr.edu/procurement/bids/		

Table of Contents

Section 1 - General Instructions and Information

- 1.1. Introduction**
- 1.2. Objective and Goals**
- 1.3. Current Environment**
- 1.4. About UA Little Rock**
- 1.5. Type of Contract**
- 1.6. Schedule of Events**
- 1.7. Non-Mandatory Bidders Conference**
- 1.8. Live Proposal Opening**
- 1.9. University Contract Administrator**
- 1.10. Clarification of RFP Solicitation**
- 1.11. Definition of Terms**
- 1.12. Response Documents**
- 1.13. Additional Terms and Conditions**

Section 2 - Requirements & Specifications

- 2.1. Prospective Supplier Minimum Qualifications**
- 2.2. Service Group 1: General Banking and Depository Services**
- 2.3. Service Group 2: Merchant Card Processing**
- 2.4. Service Group 3: Lockbox Processing**
- 2.5. Service Group 4: Payroll Card Processing**
- 2.6. Service Group 5: Prepaid Loadable Cards**
- 2.7. Service Group 6: Investment Services Investment Services Research**
- 2.8. Implementation Process**
- 2.9. Optimized Account Structure**
- 2.10. Performance Standards**

Section 3 - Selection

- 3.1 Selection Process**
- 3.2 Technical Proposal Score**
- 3.3 Cost Score**
- 3.4 Grand Total Score**
- 3.5 Discussions**
- 3.6 Anticipation to Award**
- 3.7 Prospective Supplier's Acceptance of Evaluation Technique**

Section 4 - General Terms and Conditions

- 4.1. Acceptance of Requirements**
- 4.2. Delivery and Shipping of Goods [Delete this section if the solicitation is not for a good or commodity]**
- 4.3. Payment and Invoice Provisions**

Section 1 - General Instructions and Information

Do not respond to items in this section unless specifically and expressly required

1.1. Introduction

The University of Arkansas at Little Rock ("the University or UA Little Rock") is releasing this Request for Proposal to solicit proposals from qualified and reputable respondents for comprehensive banking services divided into the six groups listed below.

- Service Group 1: General Banking, Depository, and Local Banking
- Service Group 2: Merchant Card Processing
- Service Group 3: Lockbox Processing
- Service Group 4: Payroll Card Processing
- Service Group 5: Loadable Declining Balance Cards
- Service Group 6: Investment Banking Services

Respondents may submit proposals for one or more of these service groups. The University intends to select one or more financial institutions to fulfill the scope of services outlined in this RFP. Each respondent must clearly identify in a signed cover letter the specific service group(s) for which they are submitting a proposal.

1.2. Objective and Goals

The university seeks to find strategic financial partners who:

- Provide secure, reliable banking services tailored to higher education.
- Offer innovative solutions aligned with current trends and best practices.
- Demonstrate a strategic partnership approach to improve efficiency.
- Support the University of Arkansas System's Workday ERP with seamless integration, automation, and reporting capabilities.

Proposals should highlight how services will enhance operational efficiency, particularly through Workday and enterprise system integration.

1.3. Current Environment

The Office of Finance and Administration centrally manages UA Little Rock's financial operations, including cash, investments, student accounts, payroll, and procurement.

UA Little Rock primarily banks with Arvest Bank, maintaining multiple demand deposit accounts, including five Zero Balance Accounts for cash flow management. Monthly, the University processes about \$205,000 in cash deposits and 3,440 checks for payroll, reimbursements, and vendor payments.

Banking services used include remote deposit capture, positive pay, wire transfers (domestic and international), ACH origination, and controlled disbursement, with about 10 staff accessing online banking for reconciliation and reporting.

UNIVERSITY OF ARKANSAS AT LITTLE ROCK
REQUEST FOR PROPOSAL

BID NO: FB-27-003

Page 4 of 28

Merchant card processing is robust, with 31 merchant IDs and 82 terminals campus-wide, processing over 821,000 transactions annually, totaling more than \$115 million. Systems include Clover, FD, Parkion, Civic Smart, and other point-of-sale platforms.

The University uses Workday ERP for Finance, HR, Payroll, and Student. Proposals must address how services integrate with Workday to reduce manual tasks and improve reporting.

1.4. About UA Little Rock

UA Little Rock is a metropolitan research university that provides access to quality education through flexible learning and unparalleled internship opportunities. At UA Little Rock, we prepare our students to be innovators and responsible leaders in their fields. Committed to its mission, UA Little Rock is a driving force in Little Rock's thriving cultural community and a significant component of the city and state's growing profile as a regional leader in research, technology transfer, economic development, and job creation.

For more information on the university, please see ualr.edu/about/.

1.5. Type of Contract

- A. As a result of this solicitation, UA Little Rock intends to award a contract to a single financial institution.
- B. The anticipated starting date for any resulting contract is **January 2027**. However, the university may adjust the contract start date for up to three calendar months. By submitting a signed proposal in response to this solicitation, the prospective supplier represents and warrants that it will honor its proposal as being held open as irrevocable after this period.
- C. The initial term of a resulting contract will be for four (4) years. Upon mutual agreement by the supplier and university, the contract may be renewed by UA Little Rock for up to three (3) additional one-year terms or portions thereof, not to exceed a total aggregate contract term of seven (7) consecutive years.
- D. Pursuant to Ark. Code Ann. § 19-61-802, any State public procurement unit may participate in this Contract with a participating addendum signed by the Contractor and approved by the chief procurement officer of the procurement agency issuing the contract.
- E. The pricing and discounts established under this Agreement shall be made available to all campuses, divisions, and units within the University of Arkansas System ("UA System Entities"). Consistent with Ark. Code Ann. § 19-61-802, any eligible State public procurement unit may participate in this Contract through execution of a participating addendum signed by the Contractor and approved by the chief procurement officer of the procurement agency issuing the contract.
 - a. While pricing shall remain consistent, each participating entity reserves the right to negotiate or incorporate its own specific terms and conditions, which shall be documented in a separate participating addendum, purchase order, or supplemental agreement, as applicable. No entity shall be bound by the non-pricing terms of the original agreement unless it has executed the required participation document. Each participating entity shall be solely responsible for its own budget, procurement actions, and payments.
 - b. In the event of a conflict between the resultant original agreement and a participating entity's addendum, purchase order, or supplemental agreement, the terms of the participating entity's document shall control with respect to that specific procurement.

1.6. Schedule of Events

- A. For informational purposes, UA Little Rock is providing a Solicitation Schedule of Events; however, dates listed and noted with an asterisk (*) are anticipated dates only and are subject to change at the discretion of the university.

UNIVERSITY OF ARKANSAS AT LITTLE ROCK
REQUEST FOR PROPOSAL

BID NO: FB-27-003

Page 5 of 28

Event Description	Date & Time
Release of solicitation	October 6, 2026
Bidders Conference	October 13, 2026; 10:00 AM CST
Questions from Bidders due	October 14, 2026; 04:00 PM CST
Answers to questions posted*	October 16, 2026
Proposal Due Date	November 3, 2026, 01:00 PM CST
Interviews*	November 10, 2026
Evaluation complete*	November 2026
Post Intent to Award and Start of Discussions*	November 2026
Recommended award submitted for legislative approval*	November 2026
Final legislative review*	December 2026
Award Commences*	January 2026

Table A

1.7. Non-Mandatory Bidders Conference

UA Little Rock will host a bidders conference to provide additional information and clarification regarding the solicitation.

- A. The conference will take place on the date and time listed in Table A.
- B. The conference is important to prospective respondents to understand the tasks a respondent shall complete when submitting a proposal.
- C. Prospective respondents may attend the conference via zoom.
Please join us via Google Meet at 10:00 AM CST for a bidders conference. See Table A for the date and time of the conference.

Google Meet Link: <https://meet.google.com/sgp-zfwa-iif>

Dial-In Information: **740 478 2261 US Toll-free**
PIN: 498 386 436#

- D. The issuing buyer will post any updates from the bidders conference on the bid page.

1.8. Live Proposal Opening

Use the information below to view the proposal opening online.

Google Meet Link: <https://meet.google.com/qfh-qyzs-xen>

Dial-In Information: **513-472-0515**
PIN: 793 252 719#

1.9. University Contract Administrator

- A. Allen Stanley, hereinafter referred to as the Contract Administrator, shall serve as UA Little Rock's representative and administrator of this contract.
- B. The Contract Administrator shall manage all aspects of the contractual relationship to ensure that the Supplier's total performance is per the contractual commitments and that the obligations of the Supplier under the terms and conditions of the contract are being fulfilled.
- C. The Contract Administrator shall work with the Supplier throughout the contract term. The Contract Administrator shall transmit all instructions, questions, approvals, and special requests concerning the contract. The Contract Administrator may designate other university personnel to assist with the administration of the contract.

1.10. Clarification of RFP Solicitation

- A. Submit any questions requesting clarification of information contained in this solicitation via email to the buyer no later than the date and time listed in Table A. Questions will be consolidated and responded to by the university as deemed appropriate. The university's consolidated, written response is anticipated to be posted on the university's website by the close of business on the date provided in Table A.
 - a. For each question submitted, the prospective supplier should reference the specific solicitation item number to which the question refers.
 - b. If a prospective supplier's questions are unclear or non-substantive, the university may request clarification of a question(s) or decline to answer.
- B. The prospective supplier should notify the buyer of any term, condition, etc., that precludes the prospective supplier from submitting a compliant, responsive proposal. Prospective suppliers should note that it is their responsibility to seek resolution of all such issues, including those relating to the terms and conditions of the contract, before submitting a proposal.
- C. Prospective suppliers may contact the buyer with non-substantive questions at any time prior to the proposal opening.
- D. An oral statement by UA Little Rock will not be part of any contract resulting from this solicitation. It may not reasonably be relied on by any prospective supplier as an aid to interpretation unless it is expressly adopted in writing by UA Little Rock.
- E. Only an addendum written and authorized by the university will modify the solicitation.
 - a. An addendum posted within three (3) calendar days prior to the proposal opening may extend the proposal opening and may or may not include changes to the solicitation.

1.11. Definition of Terms

- A. The buyer has made every effort to use industry-accepted terminology in this solicitation and will further attempt to clarify any point of an item in question as indicated in the clarification of this bid solicitation.
 - a. The words "bidder," "proposer," "contractor," "offeror," and "supplier" are used synonymously in this document and mean a responsible offeror who submits a proposal in response to this solicitation.
 - b. "Responsive Proposal" means a proposal submitted in response to this solicitation that conforms in all material respects to this solicitation.
 - c. "Shall" and "Must" mean the imperative and are used to identify requirements.
 - d. "Requirement" signifies a requirement of the proposal and that the supplier's agreement to and compliance with that item is mandatory.
 - e. "Specification" means any technical or purchase description or other description of a commodity or service's physical or functional characteristics or nature. "Specification" may include a description of any requirement for inspecting, testing, or preparing a commodity or service for delivery.
 - f. The words "UA Little Rock," "university," "campus," "UALR," and "University of Arkansas at Little Rock" are used synonymously in this document.

UNIVERSITY OF ARKANSAS AT LITTLE ROCK
REQUEST FOR PROPOSAL

BID NO: FB-27-003

Page 7 of 28

- g. The terms "Request for Proposal," "RFP," "Bid," and "Solicitation" are used synonymously in this document.
- h. The words "Hiring department," "user(s)," "requestor," and "departments" are used synonymously in this document to mean the end user requesting service.
- i. "Redacted" means the retroactive editing, censoring, or obscuring of parts of a document to remove confidential or otherwise sensitive material.
- j. "Business Day" means Monday through Friday, 8:00 AM to 4:30 PM Central Time, excluding State Holidays
- k. "State Holiday" means the following days during the year when State Offices are closed:

Christmas Day	New Year's Day
Christmas Eve	Thanksgiving Day
Dr. Martin Luther King Jr.'s	Veteran's Day
Birthday	George Washington's Birthday and
Independence Day	Daisy Gatson Bates Day
Labor Day	Memorial Day
- l. Any day otherwise designated by public proclamation by the President of the United States, or the Governor of the State of Arkansas as a legal holiday is a State Holiday.
 - 1. If any State Holiday falls on a Saturday, Saturday and the preceding Friday are both State Holidays.
 - 2. If any State Holiday falls on a Sunday, Sunday and the following Monday are both State Holidays.
- m. Central Time is the time zone for Little Rock, AR. Therefore, all meetings and deadlines will be based on Central Time.
- n. "State" means the State of Arkansas.
- o. "Standard Terms and Conditions" means the UA System Procurement Terms and Conditions.
- p. "Solicitation Terms and Conditions" refers to the University of Arkansas at Little Rock's solicitation terms and conditions located on the UA Little Rock Procurement Services website:
<https://ualr.edu/procurement/bids/>.

1.12. Response Documents

Do not include any other documents or ancillary information, such as a cover letter or promotional/marketing information.

Printed responses should be formatted no larger than 8.5" x 11", fully recyclable (i.e., no plastic covers, plastic tabs, etc.), and bound with glue, staples, or thread (i.e., perfect bound, saddle stitching, etc.). Metal or plastic coil binding is not allowed. Responses must be submitted in the English language.

A. Technical Response Packet

Prospective suppliers shall utilize the Technical Response Packet to submit their responses.

- a. The Original Technical Proposal Packet should be clearly marked "Original" and must be received on or before the proposal opening date and time.
- b. The packet must include the following:
 - 1. Original signed Proposal Signature Page
 - 2. Original signed Proposed Subcontractors Form, if applicable
 - 3. Response to Information for Evaluation section
 - 4. Recommended Options Form, if applicable
 - 5. Other documents and information expressly required in this solicitation

UNIVERSITY OF ARKANSAS AT LITTLE ROCK
REQUEST FOR PROPOSAL

BID NO: FB-27-003

Page 8 of 28

- c. The following items, which **must be submitted before a contract award** to the prospective supplier, may also be included with the prospective supplier's proposal.
 - 1. [EO 98-04: Contract and Grant Disclosure Form](#)
 - 2. Copy of prospective supplier's Equal Opportunity Policy.
 - 3. Voluntary Product Accessibility Template (VPAT), if applicable.
- d. **Do not include pricing in the technical response packet.**

B. Financial Proposal Packet

Prospective respondents should utilize the Financial Proposal Packet posted with the solicitation document and submit it separately from the Technical Response Packet.

- a. Any management fees or costs should be disclosed on the financial packet.
- b. All pricing must be proposed in U.S. dollars and cents.
- c. Pricing document packet should be clearly marked "Pricing."

C. Recommended Response Documents

In addition to the Technical Response Packet and the Financial Proposal Packet, the following items should be submitted **on a flash drive** as PDF files.

- a. One (1) PDF copy of the Technical Response Packet.
 - 1. Information for Evaluation should be a separate file on the PDF.
- b. One (1) PDF copy of the Financial Proposal Packet.
- c. One (1) redacted copy (marked "REDACTED") of the original Technical Response Packet. See Proprietary Information in Solicitation Terms and Conditions for more information.
- d. If the university requests additional copies, they must be delivered within twenty-four (24) hours of the request.
 - 1. All additional copies **must** be identical to the original hard copy.
 - 2. In case of a discrepancy, the original hard copy shall govern.

1.13. Additional Terms and Conditions

- A. This solicitation incorporates all of the UA Little Rock Solicitation Terms and Conditions located on the UA Little Rock Procurement Services website here: <https://ualr.edu/procurement/bids/>.
 - a. Any special terms and conditions included in this solicitation shall override the UA Little Rock Solicitation Terms and Conditions.
- B. Any purchase or contract as a result of this solicitation incorporates all the UA System Procurement Terms and Conditions as posted here: <https://www.uasys.edu/system-office/finance-and-administration/procurement/>.
 - a. Any special terms and conditions included in this solicitation shall override the UA System Procurement Terms and Conditions.

Section 2 - Requirements & Specifications

Do not respond to items in this section unless specifically and expressly required.

2.1. Prospective Supplier Minimum Qualifications

The prospective supplier shall meet or exceed the minimum requirements below.

- A. Provide customer service and technical support for both administrators and cardholders.
- B. Institutions eligible to submit proposals are commercial banks that are licensed by the Arkansas State Banking Commission or the Controller of Currency for the State of Arkansas, the deposits of which are insured by the Federal Deposit Insurance Corporation (FDIC). Additionally, the proposer must have multiple full-service offices located within the city limits of Little Rock, Arkansas.
- C. The financial institution selected as the university's depository shall make and enter into a depository contract and/or other necessary instruments setting forth the duties and responsibilities of the depository.
- D. Deposits must be collateralized in accordance with Arkansas Code Annotated §§ 19-8-201 to 19-8-203, and § 19-8-107. Acceptable collateral includes eligible securities under § 19-8-203, such as bank assets, insured bonds, surety bonds, or FHLB Letters of Credit, all pledged through a perfected security interest. The University will accept Federal Home Loan Bank Letters of Credit as collateral. Collateral must at all times cover the amount above FDIC insurance.

2.2. Service Group 1: General Banking and Depository Services

The supplier will work with the university to provide strategies for the following services:

General Banking Services: The university's primary banking relationship with Arvest consists of 6 demand deposit accounts. A summary of the accounts under this relationship is listed below:

- 1. General Fund (ZBA Master)
 - 2. Credit Card (ZBA Subsidiary)
 - 3. Payroll (ZBA Subsidiary)
 - 4. EFT (ZBA Subsidiary)
 - 5. IOLTA
 - 6. Litigation Account
- A. General Banking Requirements include:
 - 1. A minimum of 6 demand deposit accounts to meet the banking needs of the university and maintain accurate records of activity in those accounts.
 - 2. Offer ZBA services,
 - 3. Offer online banking services,
 - 4. Physical ATMs on campus, and
 - 5. Bank statements must be cut off on the last day of the calendar month.
 - B. Respondents are invited to review the account structure described above and propose an alternative structure that would improve efficiency, reduce complexity, or lower costs, provided all University banking and reporting requirements continue to be met.

Deposit and Local Banking Services: The University is seeking a banking partner with a local physical branch to help its efforts by processing cash and check deposits. The University makes approximately 20-30 deposits directly to a bank branch monthly.

UNIVERSITY OF ARKANSAS AT LITTLE ROCK
REQUEST FOR PROPOSAL

BID NO: FB-27-003

Page 10 of 28

- A. The university is discouraging the use of cash and is seeking to move towards a “cashless” campus. Students and visitors are being encouraged to use digital methods to pay for fees and services to help support efforts toward a “cashless” campus.
- B. The University collects approximately \$90,050 on average in currency and coins each month. The selected banking provider will be expected to handle all of the University’s cash and currency needs (deposits and orders).
- C. UA Little Rock currently uses 4-digit location codes (deposit reconciliation services) to identify the department/location making deposits. These 4-digit location codes are included in the BAI file sent to the University daily.
- D. Direct Student Payments: To assist UA Little Rock in moving closer to a “cashless” environment, UA Little Rock would like respondent banking providers' services to include the ability to accept large cash payments directly from students.
 - 1. This would eliminate the security risk of university employees transporting the currency to the bank branch and cut down on armored courier services.
 - 2. One option would be for the bank to accept the payment and transmit the details, including but not limited to the student’s ID, invoice number, and payment amounts, to the university. The details could be transmitted in a separate file or combined with lockbox remittances.
 - 3. A second option would be for the bank to convert the currency payment into a cashier’s check at no fee to the student. The student can then make the payment by a cashier’s check to the university.
- E. The selected bank provider will be expected to be a partner to the university’s employees and students by cashing checks and providing a package of banking services for interested employees and students. This may include being invited to attend campus employee benefit fairs or student orientations.
- F. Required depository services include:
 - 1. Process the deposit of approximately 5 checks per month at a local branch or by remote deposit capture.
 - 2. Maintain a physical branch location in close proximity to the University.
 - 3. Process the collection of \$205,000 in currency and coin per month at a local branch location.
 - 4. Provide deposit reconciliation services.
 - 5. Supply currency and coins to the University on rare occasions.
 - 6. Image deposited items.
 - 7. Provide a package of banking services to the University’s employees and students.
 - 8. Cash employee payroll checks, student refunds, and other miscellaneous checks at no cost to the University or the payee.

Disbursement Services: The University disburses approximately 515 controlled disbursement checks per month from two accounts: UA Little Rock General Fund and UA Little Rock Payroll. Of the 515 checks,

UNIVERSITY OF ARKANSAS AT LITTLE ROCK
REQUEST FOR PROPOSAL

BID NO: FB-27-003

Page 11 of 28

approximately 115 (22%) are from the UA Little Rock Payroll account. Positive pay services are used on these accounts. The University is considering the use of payee positive pay.

- A. The University pays employees semi-monthly.
- B. Twelve disbursement ACH files are generated and sent weekly for accounts payable disbursements. The weekly average ACH file is \$75,000.
- C. Required services include:
 - 1. Provide controlled disbursement services,
 - 2. Provide positive pay services with online transmission of check details.
 - 3. Provide online positive pay exception item review and correction.
 - 4. Provide online stop payment services,
 - 5. Provide electronic archival of cleared checks (images of front and back) for 7 years plus the current year.

Electronic Transfer of Funds: The University processes a significant volume of wire and ACH transactions to support institutional operations, student refunds, vendor disbursements, payroll, international payments, and tuition collections. These activities are critical to supporting students, vendors, employees, and institutional operations.

Incoming ACH Transactions

The University receives ACH transactions, particularly through its Transact cashiering system. In FY25, the University received 3,428 ACH payments, totaling \$3,239,909.45. These transactions represent student tuition payments and other receipts processed through the University's cashiering system and contribute to the institution's liquidity and operating cash flow.

ACH and EFT Disbursement Activity (FY25)

During FY25, the University conducted a substantial volume of ACH and EFT transactions through three primary disbursement accounts: the Arvest EFT Account, the Arvest General Fund Account, and the Arvest Payroll Account. The Arvest EFT Account is used for general electronic funds transfers and limited ACH activity. The Arvest General Fund Account handles operational disbursements such as vendor payments and other institutional obligations. Meanwhile, the Arvest Payroll Account is used exclusively for bi-monthly employee payroll, off-cycle payments, and associated benefit distributions.

Across these three accounts, the University processed a total of 91,314 ACH and EFT transactions during the fiscal year, representing an aggregate disbursement value of \$129,951,900.76. On average, this equates to approximately 7,610 disbursements per month, with a monthly dollar average of about \$10.8 million.

Payroll disbursements alone represented a significant portion of this activity. In FY25, payroll direct deposits totaled 75,798 transactions, amounting to \$65,355,866.18 in salary and benefit distributions. The ACH file for a single payroll cycle can reach up to \$2.5 million.

UNIVERSITY OF ARKANSAS AT LITTLE ROCK
REQUEST FOR PROPOSAL

BID NO: FB-27-003

Page 12 of 28

Additionally, general ACH activity from the Arvest General Fund—excluding payroll—ranged from approximately 460 to 660 transactions per month, supporting a diverse range of institutional and operational needs.

FX Wires Receipt and Disbursement Activity (FY25)

The University does not process a high volume of foreign currency wires, but international transactions are still a vital part of University operations, particularly for payments related to global partnerships and incoming international student funding.

Incoming Foreign Transfers (IFTs) - For FY25, the University received a total of 39 international wire transfers, totaling \$168,907.85 USD equivalent. These include payments such as international student payments, scholarships, and miscellaneous institutional income from abroad.

Outgoing Wire Transfers - UALR's Accounts Payable team processed a total of 19 outgoing wire transfers for FY25:

- 18 USD domestic wires, totaling \$236,143.08
- 1 international wire in Euros, totaling \$761.42 USD equivalent

Wire Type	# of Wire Transfers	USD Equivalent
Incoming Foreign Wires (IFT)	39	\$168,907.85
Outgoing USD Wires	18	\$236,143.08
Outgoing International (EUR)	1	\$761.42
Wires to BankMobile (Student Refunds)	237	\$32,060,713.75
Total FY25 Wires	295	\$32,465,526.10

C. Required services for wire and ACH processing include:

1. ACH Services
 - i. Accept and send ACH transactions.
 - ii. Provide ACH debit blocking services.
 - iii. Receive ACH payments through the Transact cashiering platform.
2. Wire Services
 - i. Provide a secure electronic method for initiating wire transfers.
 - ii. Receive and send domestic and international wires.
 - iii. Support high-volume disbursements to third-party refund processors (e.g., BankMobile).
3. Reporting
 - i. The University requires online access to daily reports of balances and transaction details, including current and prior day reporting of ledger balance, available balance, and summary

UNIVERSITY OF ARKANSAS AT LITTLE ROCK
REQUEST FOR PROPOSAL

BID NO: FB-27-003

Page 13 of 28

and details of credits/debits posted. Current-day and prior-day reporting of wire activity and ACH receipts is also required. UA Little Rock closely monitors and tracks the University's daily cash position.

Reporting: The University requires online access to daily reports of balances and transaction details, including current and prior day reporting of ledger balance, available balance, and summary and details of credits/debits posted. Current day and prior day reporting of wire activity and ACH receipts is also required. UA Little Rock closely monitors and tracks the University's daily cash position.

A. Required services include:

1. Provide online balance reporting services.
2. Allow approximately 15 University employees to access the bank's online reporting system with different levels of authorization.
3. Provide online monthly activity statements and reports for all accounts for three years.
4. Provide full account reconciliation services for disbursements and deposits.
5. Provide a detailed monthly account analysis statement for each account and a consolidated statement.

Bank Balances: Over the last 12 months, the University's bank balances have fluctuated from \$10 million to \$12 million. Bank deposits must be collateralized in accordance with state statute. The University will allow for Federal Home Loan Bank Letters of Credit to be accepted as collateral for deposits. The University would prefer to have an interest-bearing account or an automated sweep into a money market mutual fund to eliminate the need to manually transfer funds into/out of an investment vehicle.

A. Overnight Investment Account: Banking activities will be conducted through a primary account in which all funds will be deposited. Funds are transferred by the banking institution from the primary account to the sub-accounts as required. At the close of each business day, all collected balances in the ALC's primary account will earn interest in a public funds investment account or a repurchase agreement sweep. At all times, the supplier will provide security for deposits of ALC funds, in accordance with Arkansas Code Annotated § 19-8-201 et seq. The interest rate on the primary account shall be based on the Federal Funds Rate, and the earnings credit shall be calculated gross of reserve requirements. Deposits above the amounts protected by the FDIC shall be collateralized by a third party.

B. Required services include:

1. Provide a competitive earnings credit rate for bank balances.

2.3. Service Group 2: Merchant Card Processing

The University accepts credit and debit cards as a form of payment. Annual merchant card processing volume is approximately \$16 million. The University processes approximately 28,178 transactions per year. The table below summarizes the annual dollar amount and annual transactions for each card type during the FY25 fiscal year (July 1, 2024 - June 30, 2025).

Card Type	Annual Sales	Annual Transactions
MasterCard	\$5.4 million	9,284

UNIVERSITY OF ARKANSAS AT LITTLE ROCK
REQUEST FOR PROPOSAL

BID NO: FB-27-003

Page 14 of 28

Visa	\$8.7 million	17,176
Discover	\$1.1 million	1,718
Total	\$15.2 million	28,178

There are currently 8 Merchant Identification Numbers (MIDs) that utilize either in-person POS or online payments. The University owns 6 merchant card terminals.

Merchant Account	Terminal	Software
UALR Cashier's Office	Ingenico Lane 3000	Transact
UALR Remote Pay	no terminal	Transact
Dept. Public Safety	no terminal	T2 Flex
Donghey Student Center	Poynt Smart Terminal v3.0 Model PST3	Go Daddy Point of Sale
Mid-South	no terminal	Authorize.net
ASBTDC	no terminal	Authorize.net
Health Services	Verifone VX520	Not currently accepting CC payments (goes through UALR Cashier's Office)
IELP	Verifone VX520	Not currently accepting CC payments (students pay through Transact storefront)

The University attempts to connect all software applications to Transact as the main web processing gateway, with the exception of the Athletic department. The University is currently processing merchant cards through the following software applications:

Department	Software Application
Cashier's Office	Transact
University Computer Store	Transact
Athletics	Shift4
Donaghey Student Center (Fitness Center)	Go Daddy Point of Sale
UALR Dept Public Safety Payment Portal	Transact
Dept Public Safety Meters & Parking Deck	T2 Flex

UNIVERSITY OF ARKANSAS AT LITTLE ROCK
REQUEST FOR PROPOSAL

BID NO: FB-27-003

Page 15 of 28

The University will require that its merchant card provider services be on a pass-through basis (versus bundled pricing) and that all fees paid to card-issuing banks, card associations, and the payment processors be disclosed. Monthly statements are needed for each merchant location as well as a consolidated statement showing charges for all accounts. Merchant processing fees will be invoiced to the University and paid monthly.

Required services include:

- A. Provide Payment Card Industry Data Security Standard (PCI DSS) compliant merchant card services or contract with a third-party processor to do so.
- B. Process credit card payments (MasterCard, Visa, American Express, and Discover).
- C. Process online payments.
- D. Process debit card transactions via swipe and PIN-based methods.
- E. Transfer funds to a designated University bank account on a next-day basis.
- F. Robust online reporting tools and the option of programmatic download of sanitized report data.
- G. Provide a detailed online monthly analysis statement for each individual merchant location, terminal, and a consolidated statement showing charges for all account services.
- H. Apply all fees to MIDs individually for their stated activity.
- I. Reliable technical support for dial-out terminal troubleshooting, supply reorder, and maintenance.
- J. Clearly split out interchange and assessment fees on monthly invoices through a pass-through pricing model.
- K. Provide reliable technical support for PCI DSS compliance efforts (ad hoc service, service provider relationship support) and provide detailed online compliance reporting tools.

2.4. Service Group 3: Lockbox Processing

The University is considering lockbox services to enhance the efficiency and security of physical check processing and correspondence management. UALR does not currently utilize a lockbox, but internal data indicates a clear opportunity for automation and improved compliance.

Student health services receive insurance claim checks and related correspondence, which may contain protected health information (PHI). Incorporating this activity into a lockbox structure would support HIPAA compliance by providing secure handling, imaging, and digital access to claim documentation and remittances.

Lockbox	
Purpose	Student payments, Institutional A/R invoices, Non-student checks, Health insurance payments
Lockbox Type	☒ Wholesale ☐ Retail ☐ Wholetail
Annual Collections (Dollars Processed)	\$39,910,190.98
Annual Volume Received (Transactions Received)	2,411
Standard Remittance Documents	☒ Yes ☐ No

UNIVERSITY OF ARKANSAS AT LITTLE ROCK
REQUEST FOR PROPOSAL

BID NO: FB-27-003

Page 16 of 28

Items Scanned	☐ Envelope ☒ Check ☒ Remittance Document ☒ Correspondence
Images Available Online	☒ Yes ☐ No
Length of Time Images are Accessible	7 years
Payment Data Transmitted?	☒ Yes ☐ No
Physical Copies Returned	☐ Yes ☒ No

Required services include:

- A. Process and image checks and remittance documents received.
- B. Provide online access to images of processed items and remittance documents.
- C. Provide online reporting and download of transaction details and summary, including account numbers and payment amounts.
- D. Provide exception item review and correction.

2.5. Service Group 4: Payroll Card Processing

The University is exploring the implementation of a payroll card program to supplement existing payment options for salaried, hourly, and student employees.

The University employs approximately 2,898 employees during an academic year. Of these 2,898 employees, approximately 1,953 are full-time and 945 are students. There will be approximately 2,227 W-2s generated for 2025.

Salaried employees and students are paid semi-monthly on the 15th and the last business day of the month. Of the 1,953 salaried employees, approximately 99% are paid by direct deposit. Approximately 8 salaried employees receive checks. These checks average approximately \$220.00 per check.

Hourly employees and students are paid semi-monthly on the 15th and the last business day of the month. Of the approximately 945 hourly employees, 98% are paid by direct deposit. Approximately 12 employees/students receive semi-monthly checks. The average amount of the semi-monthly check is \$922.

The University is looking for a partner that will assign specific individuals to the partnership who will become familiar with UA Little Rock's program for expedited resolution to potential issues.

Required services include:

- A. Accept any University employee or student who would like to participate in the program.
- B. Provide administrative card management.
- C. Allow 100% withdrawal of employees' pay.
- D. Support marketing to University employees and students.
- E. Provide written instructional materials when employees and students sign up.
- F. Offer a system linked to a wide range of ATM networks (e.g. STAR, Cirrus, Plus, Maestro).
- G. Provide 24/7 telephone customer service for lost or stolen cards,
- H. Provide dedicated support to the University's program administrators to resolve funding issues.

- I. Provide employees with a detailed monthly statement.
- J. Provide a method to load the cards out of cycle for on-demand payments, and
- K. Prohibit overdrawn accounts.

2.6. Service Group 5: Prepaid Loadable Cards

The university is seeking a prepaid, reloadable card solution to support operational needs across various departments and initiatives, particularly in contexts where traditional reimbursements or direct deposit methods are impractical or inefficient. Although the university does not currently operate such a program, anticipated use cases include, but are not limited to:

- Research incentives
- Athletic team per diem
- Study abroad and student group travel funds
- Faculty/staff travel advances
- Stipends

Because this is a new initiative, it is difficult to accurately estimate the number and total dollar value of payments that would be processed through the program. However, the university expects demand to vary by semester and department based on travel activity, program schedules, and participant volume.

Current Cash Advance Process

- A. Employee Travel: For current cash advance needs, the faculty, staff, and students receive cash via paper check or direct deposit.
- B. Student Group Travel: Currently, for student group travel, the sponsoring employee is responsible for withdrawing funds and converting them to the appropriate currency. The employee may withdraw and convert funds before departure, upon arrival in the country (one or more times), or both. The employee is responsible for dispersing the funds for group expenditures. This includes direct payment of group expenses and dispersing cash to participants for meals per diem. Participants receiving cash per diem are required to sign a form acknowledging receipt of funds, the amount, and the purpose.

Service requirements include:

- A. Provide blank loadable cards that can be securely stored and managed on campus.
- B. Allow efficient batch uploads of funds to individual cardholders.
- C. Support out-of-cycle or on-demand fund disbursements.
- D. Provide electronic deposit capabilities for reimbursements and travel advances.
- E. Offer a card solution that does not require prepayment by the University for disbursement.
- F. Permit international card usage, including easy access to cash in areas where cards may not be accepted.
- G. Prohibit or limit overdraft functionality to avoid unintended fees or misuse.
- H. Maintain a transparent and minimal fee structure for both the University and the cardholder.
- I. Provide an online, real-time administrative portal accessible 24/7/365 for card management and reporting.

- J. Offer detailed transaction reporting to support internal reconciliation, audit tracking, and visibility into card usage.
- K. Support conversion and reporting of foreign expenses into USD.
- L. Support a wide range of campus use cases, including research participation, athletics, study abroad, student travel, and employee recruitment.
- M. Ensure alignment with the needs of departments such as Study Abroad, Research and Sponsored Programs, Athletics, Travel, and Procurement.
- N. Provide customer service and technical support for both administrators and cardholders.

2.7. Service Group 6: Investment Services

The University's operating funds are generally categorized by liquidity need as follows: (a) daily operating cash and overnight investments, (b) short/intermediate-term investments (0-5 years), and (c) longer-term reserves. Describe the vehicles and strategies your institution recommends for each tier.

- A. Describe your proposed interest rate methodology for the primary operating account, including whether the rate is indexed to the Federal Funds Rate or another benchmark, and how frequently the rate resets.
- B. Describe your institution's earnings credit rate (ECR) methodology, if applicable, and how ECR is applied against monthly account analysis fees.
- C. Describe reporting capabilities for investment holdings, including online access to positions, maturities, and transaction confirmations.
- D. Confirm your institution's ability to comply with the collateralization and permissible-investment requirements of Arkansas Code Annotated §§ 19-8-201 to 19-8-203 and § 19-8-107 for any invested balances not covered by FDIC insurance.
- E. Please outline the types of investment vehicles offered to higher education institutions, including money market mutual funds, repurchase agreements, certificates of deposit, and U.S. government/agency securities.

2.8. Implementation Process

Respondents shall describe their proposed implementation process, including a project timeline, assigned implementation staff, training provided to University personnel, and anticipated conversion timeframe from contract execution to full operational cutover.

2.9. Optimized Account Structure

While not required, the University will consider proposals for additional optional services, including but not limited to automated accounts payable/ePayables solutions, purchasing card programs, and assistance with IRS Form 1099 processing.

Any optional services must be clearly delineated in the response, with associated costs itemized separately from required Service Group pricing.

2.10. Performance Standards

State law requires that qualifying contracts for services include Performance Standards to measure the overall quality of services provided. The university's Performance Standards are outlined in Table B.

- A. Performance Standards identify expected deliverables, performance measures, or outcomes and define the acceptable standards a supplier should meet to avoid assessment of damages.

UNIVERSITY OF ARKANSAS AT LITTLE ROCK
REQUEST FOR PROPOSAL

BID NO: FB-27-003

Page 19 of 28

- B. The university may be open to Performance Standards negotiations before the contract award, before the commencement of services, or throughout the contract duration.
- C. The university **shall** have the right to modify, add, or delete Performance Standards throughout the contract's term should the university determine it is in its best interest to do so.
- D. Any changes or additions to performance standards will be made in good faith following accepted industry standards and may include the input of the supplier to establish reasonably achievable standards.
- E. All changes made to the Performance Standards **shall** become an official part of the contract.
- F. Performance Standards **shall** continue throughout the term of the contract.
- G. Failure to meet the minimum Performance Standards as specified may result in the assessment of damages.
- H. If a Performance Standard is not met, the supplier will have the opportunity to defend or respond to the insufficiency.
- I. The university **shall** have the right to waive damages if it determines there were extenuating factors beyond the supplier's control that hindered performance. In these instances, the university shall determine the performance acceptability.
- J. Should any compensation be owed to the university due to the assessment of damages, the supplier should follow the direction of the university regarding the required compensation process.

SERVICE CRITERIA	ACCEPTABLE RANGE	DMG FOR INSUF. PERFORMANCE
Timeliness of Fund Availability	≥ 99% of deposits are posted same-day	1st offense: Written notice 2nd offense: 0.25% of affected deposit amount Repeated: Possible contract termination
ACH and Wire Processing Accuracy	≥ 99.5% error-free transactions	1st offense: Written notice 2nd offense: 0.1% of affected transaction value Repeated:
Positive Pay Exception Delivery	100% delivered by 9:00 AM CST daily	1st offense: Warning 2nd offense: \$25 per delayed delivery Repeated: Possible contract termination
System Uptime and Availability	≥ 99.9% system uptime (excl. scheduled maintenance)	≥ 2 unscheduled downtimes per month: 0.25% of monthly service fee per incident Prolonged outages: Possible contract termination
Customer Service Response Time	Response to urgent issues within 1 hour	1st delay: Written notice Subsequent: \$25 per additional hour of delay Pattern: Possible contract termination
Issue Resolution	90% of service issues resolved within 2 business days	Missed target for 2 consecutive months: \$25 per incident

UNIVERSITY OF ARKANSAS AT LITTLE ROCK
REQUEST FOR PROPOSAL

BID NO: FB-27-003

Page 20 of 28

		Continued: Possible contract termination
Reporting Accuracy and Delivery	100% accurate and timely monthly reports	1st offense: Warning 2nd: \$50 Repeated: \$100 per incident
Collateralization Compliance	100% of non-FDIC balances collateralized per AR Code §19-8-201	Immediate corrective action and prevention plan required Failure to comply: Immediate contract termination
Investment Policy Compliance	100% adherence to UA Little Rock's Investment Policy and AR statutes	Immediate corrective action and prevention plan required Intentional or repeated non-compliance: Contract termination
Portfolio Performance	Investment returns meet or exceed agreed benchmarks	Missed for 2 consecutive quarters: Meeting with provider to review strategy and a plan for improvement Missed for 3+: 0.05% of underperforming portfolio value
Data Security and Fraud Controls	No confirmed breach due to provider negligence	Any breach: Immediate incident response required Material breach: Contract termination and reporting to state authorities

Table B

- **Timeliness of Fund Availability**
 - 2nd offense: Monetary penalty (e.g., 0.5% of affected deposit amount)
- **ACH and Wire Processing Accuracy**
 - 2nd offense: Monetary penalty (e.g., 0.1% of affected transaction value)
 - Repeated: Escalating monetary penalties, potential temporary suspension of services
- **Positive Pay Exception Delivery**
 - 2nd offense: Monetary penalty (e.g., \$100 per delayed delivery)
- **System Uptime and Availability**
 - ≥ 2 unscheduled downtimes per month: Monetary penalty (e.g., 0.25% of monthly service fee per incident)
- **Customer Service Response Time**
 - Subsequent: Escalating monetary penalty (e.g., \$50 for each additional hour of delay)
 - Pattern: Temporary suspension of specific customer service personnel, monetary penalty
- **Issue Resolution**
 - Missed target for 2 consecutive months: Monetary penalty (e.g., 0.1% of monthly service fee)
 - Continued: Escalating monetary penalty, potential temporary suspension of services

- **Reporting Accuracy and Delivery**

- 2nd: Monetary penalty (e.g., \$50 per inaccurate/delayed report)
- Repeated: Escalating monetary penalties, potential temporary suspension of reporting services

- **Portfolio Performance**

- Missed for 2 consecutive quarters: Meeting with provider to review strategy and a plan for improvement
- Missed for 3+: Monetary penalty (e.g., 0.05% of underperforming portfolio value), potential for reallocation of funds to another provider

Section 3 - Selection

Do not provide responses to items in this section unless specifically and expressly required.

3.1 Selection Process

- A. UA Little Rock will review each Technical Proposal Packet to verify submission requirements have been met. Technical Proposal Packets that do not meet submission requirements may be disqualified and may not be evaluated.
- The university may conduct cost checks based on the cost submitted by each prospective supplier on the completed Pricing response.
 - Prospective suppliers submitting responsive proposals with a proposed cost that falls twenty-five percent (25%) or more from the average submitted cost may be asked to justify their submitted cost.
 - Should the university request clarification and/or additional cost information, prospective suppliers shall provide clarification and/or additional information as specified by the request.
- B. A university-appointed evaluation committee will evaluate and score the Information for Evaluation section of qualifying Technical Proposals. See Table C for the scoring scale.
- Members of the Evaluation Committee will individually review and evaluate proposals and complete an Individual Score Worksheet for each proposal.
 - After individual evaluations are complete, the Evaluation Committee will meet to discuss their ratings. At this consensus scoring meeting, each member will be allowed to discuss his or her rating for each evaluation criterion.
 - After the committee discusses their individual scores as a group, each member will have the opportunity to change their initial individual scores if they feel that is appropriate.
 - The final individual scores of the evaluators will be recorded on the Overall Score Sheets and averaged to determine the consensus score for each proposal.
 - Other agencies, consultants, and experts may also examine documents at the discretion of the university.

SCORE	DESCRIPTION
10	The response provides metrics clearly establishing that the prospective supplier is reliable and capable of fully performing the required scope of work.
5	The response provides metrics suggesting that the prospective supplier's level of performance may be acceptable, but it does not clearly establish that the prospective supplier is reliable and capable of fully performing the required scope of work.
0	The response provides metrics clearly establishing that the prospective supplier is unreliable and incapable of fully performing the required scope of work.

Table C

3.2 Technical Proposal Score

- A. The Information for Evaluation section has been divided into **four sections**. Each subsection has a maximum point value of ten (10) and is weighted according to its significance as determined by the university. See Table D for each subsection's total point value; listed as the Maximum Raw Score Possible.
- Experience
 - This section in the Technical Proposal allows respondents to differentiate based on experience, technical capability, and understanding of the university's needs. Respondents should make

UNIVERSITY OF ARKANSAS AT LITTLE ROCK
REQUEST FOR PROPOSAL

BID NO: FB-27-003

Page 23 of 28

claims of expertise, backed by verifiable metrics (e.g., number of accounts, size, years of experience, customer satisfaction ratings).

b. Solution

1. This section allows respondents to present their proposed solution or approach to address the university's needs. Solutions should be high-level, non-technical, and aligned with the solicitation requirements. Recommendations beyond the core proposal should be included in the Recommended Options Form.

c. Risk

1. Respondents should identify and prioritize major risks that could impair delivery or performance, detailing how each will be mitigated. Both internal and external risks should be described in simple, clear terms, with historical examples of mitigation included in the Documented Performance cell.

d. Interview

1. Top-scoring respondents will be contacted for interviews. Evaluators will score interviews individually, with final scores discussed in a consensus meeting. Final scores are averaged to determine the rank of each proposal.

INFORMATION FOR EVALUATION SUBSECTIONS	MAXIMUM RAW POINTS POSSIBLE	SUBSECTION'S WEIGHTED PERCENTAGE	MAXIMUM WEIGHTED SCORE POSSIBLE
Experience	10	20	140
Solution	10	30	210
Risk	10	20	140
Interview	10	30	210
Total Technical Score	40	100%	700

Table D

The supplier's weighted score for each subsection will be determined using the following formula:

$$(A/B)*C = D$$

A = Actual Raw Points received for subsection in evaluation

B = Maximum Raw Points possible for subsection

C = Maximum Weighted Score possible for subsection

D = Weighted Score received for subsection

- C. Supplier's weighted scores for subsections will be added to determine the Total Technical Score for the proposal.
- D. Responses that do not receive a minimum total weighted technical score of **300** may not move forward in the solicitation process.

3.3 Cost Score

When pricing is opened for scoring, the maximum cost points will be given to the proposal with the lowest price, as shown on the Official Solicitation Price Sheet. See Grand Total Score for the maximum points possible on the Financial Proposal.

UNIVERSITY OF ARKANSAS AT LITTLE ROCK
REQUEST FOR PROPOSAL

BID NO: FB-27-003

Page 24 of 28

The number of cost points given to the remaining proposals will be allocated by using the following formula:

$$(A/B)*C = D$$

A = Lowest Total Cost

B = Second (third, fourth, etc.) Lowest Total Cost

C = Maximum Points for Lowest Total Cost

D = Total Cost Points Received

3.4 Grand Total Score

The Technical Score and Presentation Score will be added together to determine the Grand Total Score for the supplier. The supplier with the highest Grand Total Score will be selected as the apparent successful supplier. Based on the ranking of the proposals, the university may move forward in discussions with those responsible prospective suppliers determined to be reasonably susceptible to being selected for award. See Award Process.

	MAXIMUM POINTS POSSIBLE
Technical Proposal - Information for Evaluation	700
Cost	300
Maximum Possible Grand Total Score	1,000

Table E

3.5 Discussions

- A. The university will move forward into discussions with the responsible prospective supplier(s) whose proposal(s) have been determined to be reasonably susceptible to being selected for award.
- B. Discussions may be conducted with the highest-ranking prospective suppliers based on the grand total score for each proposal or with multiple prospective suppliers reasonably susceptible to being awarded a contract.
- C. Should the university choose to engage in discussions with the highest-ranking prospective suppliers, the prospective suppliers invited to participate in discussions **shall** provide all documents required during discussions.
 - a. Should the university determine, through the discussion process, that the prospective supplier's solution, approach, timelines, deliverables, expectations of the university, or a combination thereof makes the prospective suppliers no longer reasonably susceptible to being awarded a contract, the university may abandon discussions with that prospective supplier and may proceed to additional rounds of discussions with the next highest-ranking prospective supplier.
- D. Should the university choose to engage in discussions with multiple prospective suppliers contemporaneously, each prospective supplier invited to participate in discussions **shall** provide all documents required during discussions.
 - a. Should a prospective supplier not provide the required documents within the timeframes requested by the university or choose not to engage in the discussion process, the prospective supplier's proposal will be considered withdrawn and will not be subject to further consideration in the solicitation process.
- E. If discussions necessitate material revisions of proposals, each responsible prospective supplier reasonably susceptible of being awarded a contract will be provided an opportunity to revise its proposal to submit a best and final offer.

UNIVERSITY OF ARKANSAS AT LITTLE ROCK
REQUEST FOR PROPOSAL

BID NO: FB-27-003

Page 25 of 28

- F. During the discussion kick-off meeting, the prospective supplier shall provide the following documents to the university:
 - a. A detailed scope of work clearly identifies the prospective supplier's understanding, implementation, and performance of services required in this solicitation, including all activities required by the supplier and all activities expected by the university.
 - b. A risk management plan intended to mitigate any risks, including but not necessarily limited to, the risks identified in the risk plan submitted in the prospective supplier's Technical Proposal Packet
 - c. A proposed financial summary, including
 - 1. The completed pricing response and recommended options form submitted in the prospective supplier's Technical Proposal Packet
 - 2. A proposed payment schedule.
 - d. Proposed project management and reporting templates.
- G. During the discussion's kick-off meeting, the prospective supplier shall address questions and/or concerns the university may have to the satisfaction of the university.
- H. During discussions, the prospective supplier shall revise the discussion documents until an agreement is made and the university has provided final approval.
 - a. The prospective supplier shall attend follow-up meetings as determined necessary by the university. Reasonable efforts will be made to accommodate scheduling conflicts.
- I. During discussions, the prospective supplier shall present a final draft of the discussion documents to the university, including, at minimum:
 - a. A summary of all plans and scope of work developed during the discussion process and mutually agreed upon by the university and the prospective supplier.
 - b. A detailed scope of work clearly identifies the prospective supplier's implementation and performance of services required in this solicitation, including all provisions negotiated and agreed upon by the university and the prospective supplier since the discussions kick-off meeting.
 - c. Description of deliverables in terms of simplified metrics.
 - d. The Risk Management Plan.
 - e. Project management and reporting templates.
 - f. Financial summary, including:
 - 1. The completed Pricing Response submitted with the prospective supplier's Technical Proposal Packet.
 - 2. A list of agreed upon and accepted recommended options (with impact to price).
 - 3. A payment schedule.
 - 4. Contact information for the prospective supplier's key personnel.
- J. During discussions, the prospective supplier shall present the final drafts of the items and shall summarize the coordination and planning completed during the discussion process.
- K. Once the university approves, the final drafted documents will become part of the resulting contract.
- L. The prospective supplier may determine which key personnel will attend the discussion meetings.

3.6 Anticipation to Award

- A. Once an anticipated supplier has been determined, the anticipated award will be posted to the university bid website.
- B. It is the responsibility of prospective suppliers to check the bid website for the posting of an anticipated award.
- C. Anticipated awards will generally be posted for fourteen (14) days prior to the issuance of a contract. These notices are anticipated awards only and are subject to protest.
- D. A contract resulting from this solicitation may be subject to review and approval processes prior to award, which may include Legislative review.

3.7 Prospective Supplier's Acceptance of Evaluation Technique

The submission of a Technical Proposal Packet signifies the prospective supplier's understanding and agreement that subjective judgments will be made during the evaluation and scoring of the responses.

Section 4 - General Terms and Conditions

Do not respond to items in this section unless specifically and expressly required.

4.1. Acceptance of Requirements

- A. A prospective respondent's past performance with the state, system, or university may be used to determine if the prospective respondent is responsible. (Arkansas Code Annotated Rule R8:19-61-505).
 - a. Proposals submitted by prospective respondents determined to be non-responsible will be rejected.
- B. A single prospective supplier must be identified as the prime contractor.
 - a. The prime contractor shall be responsible for the resulting contract and jointly and severally liable with any of its subcontractors, affiliates, or agents of the state for the performance thereof.
- C. By submission of a proposal, the prospective respondent represents and warrants:
 - a. The prices in the proposal have been arrived at independently, without any collusion with another competing prospective respondent.
 - 1. Collusion violates Arkansas Procurement Law and can lead to suspension, debarment, and can be referred to the Attorney General's officer for investigation and appropriate legal action (Arkansas Code Annotated §§ 19-61-403 and 19-61-702).
- D. That the prospective respondent has not retained a person to solicit or secure the resulting contract upon an agreement or understanding for a commission, percentage, brokerage, or contingent fee, except for retention of bona fide employees or bona fide established commercial selling agencies maintained by the prospective supplier to secure business.
- E. The prospective respondent should not discuss the solicitation or proposal response, issue statements, or comments, or provide interviews to public media during the solicitation and award process.
- F. Goods, qualifications, and services must meet or exceed the required specifications as outlined in the solicitation.
- G. The university will not pay costs incurred in the preparation of the proposal.

4.2. Delivery and Shipping of Goods [Delete this section if the solicitation is not for a good or commodity]

- A. The university requests delivery within the indicated time frame after the submission of an order. If this delivery schedule cannot be met, the supplier must state the number of days required to place the commodity in the proposal. Failure to communicate the delivery time obligates the bidder to complete the delivery by the requested date.
- B. The supplier shall give the university immediate notice of any anticipated delays or delays caused by force majeure. See our Standard Terms and Conditions for the force majeure clause. Extended delivery dates may be considered when in the university's best interest.
- C. All deliveries must be made during regular state work hours (8 AM - 4 PM), within the agreed-upon number of days unless otherwise arranged and coordinated with the university, and delivered to the FOB destination below:

FOB DESTINATION

University of Arkansas at Little Rock
ATTN:
2801 S. University Ave
Little Rock, AR 72204

- D. Loss or damage that occurs during shipping or at any point before the university receives the order is the supplier's responsibility. All orders should be properly packaged to prevent damage during shipping.

4.3. Payment and Invoice Provisions

- A. Invoices are accepted by mail or email. Supplier shall send invoices to one of the following:

UNIVERSITY OF ARKANSAS AT LITTLE ROCK
REQUEST FOR PROPOSAL

BID NO: FB-27-003

Page 28 of 28

PHYSICAL ADDRESS	EMAIL
University of Arkansas at Little Rock ATTN: Accounts Payable 2801 South University Ave Little Rock, Arkansas 72204	ACCOUNTSPAYABLE@UALR.EDU

- B. Payment shall be made in accordance with applicable State of Arkansas accounting procedures upon acceptance by the university.
- C. UA Little Rock may not be invoiced in advance of delivery and acceptance of any equipment, service, or commodity.
- D. Payment will be made only after the contractor has successfully satisfied the university as to the goods and/or services purchased.
- E. Suppliers shall provide an itemized invoice for all charges.
- F. The Purchase Order Number and/or UA Little Rock Supplier Contract Number (SPC) should be referenced on each invoice.

4.4. Internship Program

- A. UA Little Rock is expanding its student internship program. All proposers are encouraged to utilize UA Little Rock student(s) in an internship capacity under any resulting contract for the items required under this solicitation. The internship shall be intended to serve as a relevant and meaningful educational enrichment opportunity and may be paid or unpaid depending on the employment relationship. To identify students interested and qualified for internships, opportunities will be posted in Handshake, an online job search platform. For additional information regarding participating in the internship program, please contact the Director of Career Services at 501-916-3584 or email careers@ualr.edu.

4.5. University On-Site Regulations

- A. UA Little Rock is a tobacco-free campus. Smoking and the use of tobacco products (including cigarettes, cigars, pipes, smokeless tobacco, and other tobacco products), as well as the use of electronic cigarettes or vape pens, by students, faculty, staff, contractors, and visitors, are prohibited at all times on and within all property, including buildings, grounds, and athletic facilities, owned or operated by UA Little Rock and on and within all vehicles on the university property, and on and within all university vehicles at any location.
- B. The policies of UA Little Rock, along with sections of Federal and State Laws, prohibit sexual and verbal harassment of any UA Little Rock employees, students, faculty, or guests. Sexual harassment includes any unwelcome sexual advance, any request for sexual favor, or any other verbal or physical conduct of a sexual nature that is so pervasive as to create a hostile or offensive work environment or offensive academic environment. Verbal harassment includes but is not limited to, the use of profanity, loud or boisterous remarks, inappropriate speech, inappropriate suggestive conduct, or body movements or comments that the hearer could interpret as being derogatory in nature. This behavior and conduct is not tolerated or condoned on the campus of UA Little Rock. Vendors and contractors are required to exercise control over their employees, agents, and subcontractors to prohibit acts of sexual and verbal harassment and agree as a term and condition that such vendor, contractor, agents, employees, or subcontractors may be immediately removed from the project site and UA Little Rock premises.