

ARKANSAS TECH UNIVERSITY
Russellville, AR 72801-2222

Request for Proposal 14-015

Arkansas Tech University is requesting sealed proposals for **REFUNDS MANAGEMENT SERVICE** for students or authorized 3rd parties with account overpayments or financial aid in excess of charges. The contract term will be from date of award through June 30, 2015, with an option to renew on an annual basis (July 1 through June 30) for a maximum of six (6) additional terms. Responses are due not later than 4:00 p.m. March 21, 2014.

Background:

Arkansas Tech is a state university established in 1909 with a branch campus at Ozark, with programs at the associate, baccalaureate and graduate levels. The Fall 2013 combined enrollment was over 10,000 students with approximately 8,700 refunds issued. Our current computer environment is IBM hardware with Sun-Gard's Banner software.

Point of Contact:

The University's Procurement Director shall be the SOLE point of contact. Address any questions or requests for information to:

Jessica Holloway, APO
Purchasing Director
Arkansas Tech University
Young Building East End
203 West O Street
Russellville, AR 72801-2222

Tel: 479-968-0269
Fax: 479-968-0633
E-mail: jholloway@atu.edu

Notification:

All respondents will be notified in writing of the company selected. All materials and documentation submitted to the University in response to this RFP shall belong to the University exclusively. Proprietary information shall not be subject to public disclosure.

Grounds for Rejection of Proposals:

Proposals that are substantially incomplete or lack key information WILL be rejected. Any proprietary information must be clearly indicated. The classification of the entire document or line item prices as "proprietary" is not acceptable and WILL result in rejection of proposal.

ATU reserves the right to accept or reject any or all proposals.

Late proposals will not be accepted and will be returned to the sender.

Failure of selected contractor to complete the EEO Policy Letter will be rejected.

Failure of authorized representative to sign the proposal in ink will be rejected.

Award:

Award will be made in the best interest of the University; and the University's decision is final. The University reserves the right to negotiate with the firm selected for the best and final offer.

Evaluation Criteria:

The University will evaluate the proposals based on the following criteria:

- Company experience on similar projects
- References
- Services provided
- Cost to both the University and the student
- Available reports
- Compliance with Federal Student Aid regulations

If requested, respondent must be willing to provide a demonstration of system being offered. A demonstration via the Internet will be acceptable.

Successful Contractor's Requirements:

Agree that any agreements entered into as a result of this RFP will be governed by the laws of the State or Arkansas.

Resultant contracts/agreement shall not be construed to waive the Sovereign Immunity of the State of Arkansas or Arkansas Tech University.

All disputes regarding resultant contract/agreement shall be submitted to the Arkansas Claims Commission for adjudication in accordance with A.C.A. 19-10-201 et seq.

Agree to comply with all statutory and regulatory provisions governing the Federal Student Aid (FSA) programs and agree to be liable for any violation of these provisions.

Company shall not discriminate against any person based on race, religion, color, national origin, sex, age, disability, genetic information or veteran's status during the term of this contract.

Assignment:

Any resultant contract shall not be assigned without express written consent of the University. It is the intent of the University that the contractor and persons under their direct supervision perform all services.

Cancellation:

The University reserves the right to cancel any resultant contract, in part or in whole, without penalty upon 30 days written notice to the contractor. Reasons for cancellation shall include but not be limited to:

- Failure to perform to expectations (defined by ATU)
- Failure to respond to requests for service in a timely manner (defined by ATU)
- ATU's decision not to exercise renewal option

Funding Out Clause:

Following is the Arkansas Office of State Procurement's policy for multiple year contracts:

In the event that the anticipated term of this contract extends beyond the current biennial period (7-01-07 thru 6-30-09), the contract will be terminable on the part of the University without cause at the end of the current biennial period. However, the University may agree to continue the contract, but in no case will any renewal, automatic or otherwise, cause the contract to continue beyond a biennial period for which the contract is renewed. Any services or products on contract accepted by the University must be paid but does not obligate the University to continue the contract beyond the end of a biennial period."

Required Submittals:

Provide a brief history of the company, including experience and expertise

Provide resume' of all individuals who will have contact with the University listing their experience and areas of expertise

Provide a list of services provided

Provide samples of all forms, notices and reports offered in this proposal

Provide a list of services provided at "No Charge"

Sample Contract/Agreement

IN A SEPARATE SEALED ENVELOPE, provide a fee schedule including:

- Any start-up fees
- Monthly service fee
- Cost per deposit transaction
- Cost per refund check issued
- Fee for technology integration
- Any other charges to the University
- Any charges to the student

Provide a list of not less than three (3) references currently using vendor's service. The list is to include the name of the person most familiar with the service and a telephone number and the number of years service has been provided.

Provide a time-line for implementation of service. Indicate the number of working days per transaction.

Indicate if vendor's system interfaces with the BANNER software system

Complete and return the EEO Policy Letter. Failure to do so may result in rejection of proposal

An authorized representative of the vendor must sign the proposal in ink. Failure to do so will result in rejection of bid.

Proposal Submission:

Vendors interested in submitting proposals must submit all documentation by 4:00 p.m. CDT, Friday, March 14, 2014. Send one (1) original and four (4) copies to:

Jessica Holloway
Arkansas Tech University
Young Building East End
203 West O Street
Russellville, AR 72801-2222

Mark outside of envelope with "RFP 14-015"