NOTICE TO BIDDERS

REQUEST FOR PROPOSALS #P0008

COMMERCE MANAGEMENT SYSTEM

RFP Issued: March 25, 2011

Deadline for Submitting Questions: April 10, 2011

Proposals Due: April 15, 2011 at 2:00 P.M. CST (See Page 8)

Contact: Mr. Greg Marrow
Chief Information Officer
P: (256) 372-8350
F: (256) 372-8355
greg.marrow@aamu.edu

By: Delores Hudson
Delores Hudson, Director
PROPOSAL SUBMITTAL FORM

This form must be completed and returned with your proposal. Failure to submit this form may render your proposal as unresponsive.

1. Name of Firm
   ___________________________________________________________

2. Address:
   ___________________________________________________________
   ___________________________________________________________

3. Email Address: _____________________________________________

4. Telephone Number: (                                  )______________________________

5. Fax Number: (                                      )______________________________

6. Point of Contact: Printed Name: _________________________ Title ___________________

   Signature: ________________________________ Date: ____________________
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G. REFERENCES (PAST AND PRESENT EXPERIENCE)
H. TERMINATED CONTRACTS
1.0 SCOPE OF SERVICES

1.1 Purpose
The purpose of this Request for Proposals (RFP) is to provide interested Vendors information to enable them to prepare and submit Proposals to assist AAMU with the implementation of a comprehensive commerce management solution including an electronic payment gateway that will interface with the University SunGard Banner ERP system.

1.2 Scope
The Contractor shall perform work in accordance with the Scope of Services.

1.3 Background
Organized in 1875, Alabama Agricultural and Mechanical University is a public, historically black, land-grant university located in Normal, Madison County, Alabama. Its support comes from the State of Alabama and federal funds appropriated to assist in carrying on work stipulated by the Morrill Acts of 1862 and 1890. Alabama Agricultural and Mechanical University (AAMU) reflects the uniqueness of the traditional land-grant institution which combines professional, vocational and liberal arts pursuits. The University provides baccalaureate and graduate studies that are compatible with the times to all qualified, capable individuals who are interested in further developing their technical, professional, and scholastic skills and competencies. It operates in the three-fold function of teaching, research, and public service, including extension. A center of substance and excellence, Alabama A&M University provides a setting for the emergence of scholars, leaders, thinkers, and other contributors to society.

1.4 Scope of Services
Alabama A&M University has determined the need to implement a comprehensive commerce management system for automating, streamlining, and securing financial and business transactions. The commerce management solution should provide the ability to process online credit card and ACH tuition payments, electronically present student statements, accept student and third-party bill payments, automate tuition payment plan administration, distribute student refunds electronically, and integrate cashiering functions with our SunGard Banner Student System and payment devices. The commerce management system must incorporate a single payment gateway through which all payment transactions are processed. The solution must also include real-time integration with our SunGard Banner Student system.

1.5 Summary
Alabama A&M University is seeking proposals from qualified software providers for a turnkey software system that can be hosted, easy to implement, have a single point of support, and keep pace with future commerce opportunities. The solution vendor should offer an ASP licensing agreement as an option. This RFP will be used to acquire the software, implementation services, customer support, and any required hardware devices.

The primary function of this system is to provide an out-of-the-box solution that will allow AAMU to offer campus constituents secure electronic payment processing and the convenience of self-service, online access to campus payment systems. At the same time, it should reduce
costs and boost operational efficiencies through business system automation. Further, it should meet today’s guidelines and requirements for the safeguarding of sensitive campus information including full PCI DSS and PA-DSS compliance.

1.6 Requirements Overview
The system must provide campus constituents with a secure infrastructure for making online payments. It should automate business systems for electronic bill presentation and payments, tuition payment plan management, student refunds, distributing student deposits, as well as campus cashing. The system should facilitate the management and operations of campus-wide e-commerce. In addition, solutions should be integrated in real time with campus student information and finance systems.

The solution must:

- Be a turnkey installation with configuration and support originating from one source;
- Be easy and fast to install without placing a demand on AAMU’s IT resources;
- Integrate in real time with our SunGard Banner ERP System;
- Be PCI DSS and PA-DSS compliant;
- Be scalable to incorporate future system expansion;
- Be flexible enough to communicate with our bank’s recommended credit card processor and to change processors in the future;
- Provide a central payment gateway capable of processing campuswide payments, including transactions made by electronic checks, credit cards, and debit cards;
- Have a proven track record in institutions of Higher Education;
- Provide web-based usage, reporting, and setup.

1.7 Projected Environment
AAMU envisions an environment in which all campus payments are centralized through a single payment engine. The engine must be capable of integrating with user applications available online and to cashiers at the point of payment. The engine must be processor independent and allow AAMU to continue its existing banking relationships.

1.9 RFP Evaluation
An evaluation committee comprised of AAMU’s representatives will evaluate responses and determine the firm(s) best suited to fulfill our requirements. The responses to the RFP will be evaluated based on the vendor ability to meet the requirements as outlined in this document.
2.0 PROPOSAL PREPARATION AND SUBMISSION REQUIREMENTS

2.1 General
This section specifies the general requirements for the preparation and submittal of proposals in response to this Request for Proposals. Proposals shall be submitted under the specified guidelines herein.

2.2 Copies
Proposals shall be delivered in sealed envelopes and must be received no later than 2:00 p.m. CST on Friday, April 15, 2011. Each proposal submitted will be stamped with the time and date of receipt. Any proposals received after 2:00 P.M. will not be considered for an award of a contract and will be returned unopened. Packages must be addressed to:

ATTN: Delores Hudson
Purchasing Department / 305 Patton Hall
Alabama A&M University
4900 Meridian Street
Normal, Alabama 35762

The Submittal Form (see page 2) must be completed, signed, and incorporate into the Proposal. Envelopes or boxes should be clearly marked “Proposal for Commerce Management System-Alabama A&M.” Offerors are fully responsible for timely delivery of Proposals. If Proposals are sent by mail to the Purchasing Department, the Offeror shall be responsible for actual delivery of the Proposal to the Purchasing Department before the advertised date and hour for the opening. Electronic, facsimile or verbal proposals shall not be accepted. Proposals shall be kept unopened until after the closing date and time.

2.3 General Format for Proposals
To facilitate comparison and evaluation, Offerors must follow the format outlined in this section. Failure of an Offeror to follow the required format may at the sole discretion of the University, result in the rejection of the submittal. Proposal shall contain concise written material and illustrations that enable a clear understanding and evaluation of the capabilities of the Offeror. Legibility, clarity, and completeness are essential. The University, at its sole discretion, may reject any Proposal which is unclear in any way.

Proposals must be organized in the following manner:

Title Page
Proposal Submittal Form
Cover Letter
Table of Contents
TAB 1: Firm Qualifications
TAB 2: Qualifications and Experience of Team Members
TAB 3: Approach to the Scope of Services and Statement of Needs
TAB 4: Cost Proposal / Fee Schedule
TAB 5: Required Forms
2.4 **Contents of Proposals**

The Offeror must provide the required information both as to itself and any other person, including without limitation, any corporation, partnership, contractor, joint venture, consortium, or individual with the Offeror intends to assign to a key management role in the development of the Commerce Management Solution with the University or to which the Offeror intends to assign material responsibilities under any such agreement.

2.5 **Title Page**

The Title Page should contain the name and identification number of this Proposal, and identify the name, title, company, mailing address, phone number (voice and facsimile) of all persons authorized to commit the Offeror to contractual arrangements with the University. This person will be considered by the University as the Offeror’s contact point for all communication regarding procurement.

2.6 **Proposal Submittal Form**

The submittal form is included on Page 3. It must be completed, signed and incorporated into the submitted Proposal. Failure to do so may result in disqualification.

2.7 **Cover Letter**

The cover letter shall constitute a firm Offeror to the University and be utilized to introduce the Offerors. Cover letters should contain the following information:

- Designation of the business entity that will contract with the University;
- A brief identification of the roles of all Offeror team members;
- Identification of the principal contact person for the Offeror and an alternate contact person together with addresses, telephone and facsimile numbers, and e-Mail addresses;
- A clear statement indicating that the attached Proposal constitutes a firm and binding Bid by the Offeror to the University; and
- A clear statement indicating that all information in support of the Proposal is accurate, truthful, and factual.

2.8 **Table of Contents**

Proposals should contain a detailed table of contents listing major sections and subsections which correspond to the requirements of the Proposal. The table of contents should also list any tables, exhibits, figures, etc. contained in the Proposal.

2.8.1 **TAB 1: Firm Qualifications**

Tab one (1) should provide detailed information that clearly explains and demonstrates the Offerors ability to provide the services in a safe, efficient, timely and professional manner. The Offeror should state in their RFP qualifications as a Commerce Management Solutions firm, current service contracts being performed by the Offeror, and the length of time that this business has been performing this service.

Offerors shall provide a list of six (6) reference clients whom are being provided or have been provided the same or similar type services. (See RFP Section V – Exhibits for Reference form).
The reference list shall include current clients which services have been provided within the past three (3) years and shall provide a contact person and telephone number. The University reserves the right to contact clients for reference checks.

Offerors shall also provide summaries of project experience of similar projects for the last five (5) years.

2.8.2 TAB 2: Qualifications and Experience of Team Members
Include resume and qualifications of key team members who will be participating in the project.

2.8.3 TAB 3: Approach to the Scope of Services
A description of how the services will be provided or what tasks will be done in response to the Scope of Services. The Offeror’s proposal should address a plan as to how the Offeror will implement services to be performed. Offeror must also offer a training proposal to ensure AAMU employees know how to administer and manage the solution.

2.8.4 TAB 4: Cost Proposal/Fee Schedule
The Proposer must submit a comprehensive cost Proposal including labor overhead and material together with other cost expected. Proposer is to include any relevant services or products that will be provided to the University which are not priced in this Proposal, but which will enhance the value added.

2.8.5 TAB 5: Required Forms
The Proposer must submit all required forms that are included in the back of this document starting on Page 28. See Section 17.0 for more information.
3.0 Electronic Payment Processing

3.1 System Integration Requirements

- The system must post payment transactions to our SunGard Banner Student System in real time. Describe how payments collected through your solution are posted to our student system.
- The system must not require additional third party transaction processing and must not introduce delays into the transaction processing cycle.

3.2 Credit Card Processing Requirements

- Does your solution support credit card transaction processing?
- Describe your credit card authorization and settlement process. How long before funds are deposited into our bank account?
- The credit card processing software must be processor independent and work with our existing credit card processor. Please provide a current list of credit card processors with whom your solution is certified to work.
- Describe how your system can be used to refund, reverse, or void credit card transactions processed through your credit card payment engine.

3.3 Electronic Check Processing Requirements

- Does your solution support ACH transaction processing?
- Is your organization a member of NACHA?
- Does your organization employ Accredited ACH Professionals (AAP)?
- Describe your electronic check authorization and settlement process. How long before funds are deposited into our bank account?
- Solution must provide a system that does not require changes to our current banking relationship.
- Describe the process for managing returned ACH transactions.
- Does your solution support Secure Vault Payment?

3.4 PIN Debit

- Does your solution support PIN debit transactions for in-person payments?
- Does your solution support PINless debit for online payments?

3.5 Administrative Management and Payment Reporting

- Does your system limit the number of merchant accounts a campus can have? Describe the process for setting up multiple campus merchants.
- The system must provide real-time payment reporting for all payment transactions. Provide a list and samples of payment reports available to administrators.
- Are payment reports available in Excel/CSV format?
- Describe how administrators can search for specific payment transactions.
- The system must allow multiple administrative users to securely access logging and reporting data. Describe the process for setting up administrative users and access rights.

3.6 System Security and Fraud Controls

- System must support the use of a card verification number (CVV2, CVC2, CID). System must support address verification (AVS).

3.7 Fees

- Does your solution charge per-transaction fees? Please list all fees, including fees for processing payments, refunds, deposits, returns, statement generation, or file transfers.
4.0 Electronic Bill Presentment and Payment

4.1 User Authentication Requirements
- Describe how students are authenticated by your electronic billing system.
- Does your electronic billing system support single sign-on?
- Does your electronic billing system support LDAP?

4.2 Bill Loading Requirements
- Describe the process of transmitting and loading billing statements into your billing software.
- Is there a specific file format required for importing billing statements?

4.3 Bill Presentation Requirements
- What bill presentation formats are available? (e.g. text, PDF, HTML)
- Can your billing statement presentation be customized to match our mailed statements?
- How many bills can be stored in your electronic billing system for each student?

4.4 Authorized Users Requirements
- Describe how students are able to give third-party users (parents, guardians, employers, etc.) access to their account.
- Are students able to limit access rights for each authorized user? If so, explain.
- Authorized Users must have separate passwords without the need of the student ID or password to access billing and payment information. Please confirm this.
- Can authorized users maintain separate payment methods (credit cards, checking accounts, etc.) from their students?
- Can authorized users make payments for more than one student at the same time?
- Do students receive notification if an authorized user makes a payment on their behalf?
- Is your authorized user functionality compliant with FERPA?

4.5 Electronic Notification Requirements
- How are e-mail addresses loaded and maintained in your electronic billing system for e-mail notifications?
- Do you allow for alternate e-mail addresses to be managed by the student?
- What types of e-mail notifications are available? Provide a list of e-mail notifications delivered by your electronic billing system.
- Does AAMU have the ability to edit e-mail notifications to reflect our business policies?
- What is the turnaround time for notifying students of new billing statements?
- How are failed e-mail notifications handled?
- What type of Authorized User electronic notifications do you provide?
- What type of alternative electronic notifications (e.g. text messaging) do you offer?
- Can students receive automatic notifications on mobile devices?
- In addition to automatic messaging, does your system offer the ability to send one-time electronic messages in e-mail and/or text message format?

4.6 Real-Time Requirements
- The electronic billing system must update the student’s account in real time. Describe your system’s ability to post payment transactions in real time.
• Describe your system’s ability to present students and authorized users with the current account balance. Does the balance include estimated financial aid?
• Describe your system’s ability to pull current account activity, or activity posted on the student account since the billing date, in real time.
• Does your system have the ability to limit overpayments based on the current account balance?
• Does your system include all payment transactions, regardless of how the payment has been made, or is your electronic billing system limited to only payments made via your software?

4.7 Payment Requirements
• What payment options are available to students through your electronic billing system?
• Students and authorized users must be able to store payment profiles. These profiles must also be accessible to payment plans. Confirm your system has this capability.
• Is your system able to restrict payment if a student has a hold or has exceeded a specified number of NSF transactions?
• Does your electronic billing system provide users with a payment receipt? Is the receipt available via e-mail?
• Does your electronic billing system support automatic bill payments?
• Does your system allow for line item payments?
• Can students or parents purchase additional items, such as yearbooks, or make donations while making online payments on their accounts?
• Does the system allow students to make payments for multiple terms, or only for a single term?

4.8 1098-T Statements
• Can your system present 1098-T statements?
• Can students authorize parents to view their 1098-T statements?
• Can students opt out of receiving paper 1098-T statements and elect to receive only an electronic statement?

4.9 Mobile Capability
• Can students use mobile devices to make payments? View scheduled payments?
• Can students use mobile devices to access account balances and activity?
• Can students receive automatic messages on mobile devices? If Yes, what kind of notifications are available?

4.10 System Management Requirements
• Does your system allow for multiple administrative users with specific access rights?
• Describe the access administrators have to student billing information.
• Does your system provide reporting that shows which students have not logged in and viewed their billing statement? Does your system provide a report that shows a history of how many times a student has logged into your eBill system?
• Describe other reporting capabilities provided by your electronic billing system.

4.11 Expansion of eBill System
• Does your electronic billing system work with payment plan management software or electronic refunding solutions?
• Are electronic billing functions provided entirely by your company or through partnerships? If other companies are involved, please list and describe their roles.

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5.0 Payment Plan Management System

5.1 Student Authentication Requirements
- Is your payment plan management system integrated with an electronic billing system? Describe how students are authenticated by your payment plan management system.

5.2 Student Self-Service Requirements
- Describe the student enrollment process in a tuition payment plan.
- What payment methods are available to students and authorized users within your payment plan management system?
- Does your system give students the option to set up scheduled payments in order to automatically pay plan installments?
- Are payments made via the payment plan management system reflected on the student account in real time? Please explain how.
- Can students use mobile devices to make payments and/or view payment plan installments?

5.3 Plan Administration Requirements
- Describe the process for administrators to create and manage tuition payment plans. Include available options for setting up installments, due dates, and payment plan fees.
- How does your payment plan system account for charges and credits eligible for a payment plan?
- The system must allow for estimated and applied financial aid to be included in the payment plan. Describe how financial aid is used in the plan calculation.
- Payment plan management system must automatically recalculate installments based upon changes in enrollment status or new charges and credits on the student’s account. Describe this functionality.
- How often does recalculation run?
- How are charges associated with your plan, such as the registration fee or late fees, applied to the student account?
- Funds collected through payment plan management software, including the plan enrollment fee, must be processed through a central payment gateway and deposited directly into AAMU’s bank account. Please confirm this functionality is available.
- Does the system have the ability to only include a percent of charges after plan enrollment?
- Does your system allow for extended payment plans that cover the entire school year?
- Can students be automatically migrated from one plan to another? For example, if a student is enrolled in an Estimated Amounts plan, can they be automatically switched to a real-time plan?

5.4 Administrative Access to Student Payment Plan Requirements
- Administrators must have the ability to enroll students in a payment plan.
- Do administrators have access to signed payment plan enrollment agreements?

5.5 Reporting Requirements
- Describe and include examples of enrollment reports available to plan administrators.
- Describe and include examples of revenue reports available to plan administrators.
- Describe and include examples of delinquency and/or payment plan aging reports.

5.6 E-mail Notification Requirements
- How are e-mail addresses loaded and maintained in your payment plan management system?
- Does AAMU have the ability to edit e-mail to reflect current business policies?
6.0 Electronic Refunding System

6.1 Electronic Refunding Requirements
- Explain what your product considers a ‘refund’. For example, does your solution process credit card refunds for dropped classes, etc. as well as refunds of excess Financial Aid?
- Does the system allow for refunds to be direct deposited via a student-designated ACH account?
- Does the system allow for the option to do batch refunding back to credit cards?
- Does your system interact with our SunGard Banner ERP system or must the school send electronic files containing information on pending refunds? If the solution interacts with SunGard Banner ERP, does it do so in real time?
- Describe the general process flow for refunding students. Include the following:
  - How can AAMU create a refund run using the SunGard Banner ERP system to determine which students are eligible for an electronic refund?
  - What steps are required in order to generate the refunds?
  - How does your system update our SunGard Banner ERP System to reflect that fact that an electronic deposit has been made?
- Does the vendor store the students’ refund profiles or are refund profiles created and maintained by the students?
- If refund profiles are created and maintained by the students, how are students notified to create refund profiles?
- Does your system support ACH pre-notes? Are students notified if the account is not valid?
- Are students notified after a deposit is made to their account?
- Do students have access to their electronic refund history?
- Does the vendor store the students’ refund profiles or are refund profiles created and maintained by the students?
- If refund profiles are created and maintained by the students, how are students notified to create refund profiles?
- What advantages does your approach to refunding have over an outsourced approach?
- How does your solution comply with regulations such as PA-DSS, Red Flags, and Title IV?

6.2 Methodology and Compliance
- Is a student encouraged to create a new banking relationship, or can they use their existing banking relationship?
- What advantages does your approach to refunding have over an outsourced approach?
- How does your solution comply with regulations such as PA-DSS, Red Flags, and Title IV?

7.0 Third-Party Contract Payments
- Can your system accept third-party contract payments? If so, please give an overview of your solution.
- Which users will have access to view and pay the student’s account? How is this access granted?
- What information regarding the student’s account will the sponsor be able to view?
- Describe your solution’s bill presentment capability.
- What payment methods are accepted (e.g. credit card, ACH, etc.)?
- How can payments be applied (e.g. account, contract, student, etc.)?
- How does your system facilitate communication between the various parties (the student, the sponsor, and the school)?
- What reports are available for reconciliation purposes?
8.0 Cashiering System Requirements for Student A/R

8.1 Connectivity
- The system must be able to use parameters of AAMU’s host systems for payment application.

8.2 Physical System Requirements
- The system must include all software and hardware components necessary for payment functions at the cashier’s window. The system software must be integrated in real time with AAMU’s SunGard Banner Student system. Please provide a basic overview of your cashiering solution.
- Describe cashiering hardware options.

8.3 Student Authentication Requirements
- Describe the process for cashiers to access a student account. Include an explanation of how a student’s campus ID card can be used to initiate a cashiering transaction.
- Describe what student information is retrieved, including name, address, hold information, etc.

8.4 Credit Card Processing Requirements
- The cashiering system must have a customer-facing terminal that is capable of displaying pertinent student information such as account balance, name, student ID number, amount due, and other relevant information. This terminal must also allow a student to swipe their credit card or student ID card without handing it to the cashier. Does your system support this requirement?
- Describe the process for accepting a credit card payment in which the card is physically swiped.
- Describe the process for accepting a credit card payment without the credit card swipe functionality.

8.5 Check Conversion Requirements
- Describe the process for converting a paper check presented in person into an ACH transaction. Is the system NACHA compliant?
- Describe the process for converting a mailed-in check payment to an ACH transaction. Is the system NACHA compliant?
- Describe the process for converting a phoned-in payment to an ACH transaction. Is the system NACHA compliant?
- The system must have check scanning capability. In addition, the system must provide the ability to view scanned check images. This information will be used for audit control and dispute resolution procedures. Describe how your system supports this functionality.

8.6 Transaction Reporting Requirements
- Does your cashiering system include a transaction journal that shows all user activity? This journal must be archived for audit purposes.
- Describe your system’s ability to track financial transactions (monies collected and monies disbursed) for each individual cashier, creating an audit trail to be used by system administrators or supervisors.

8.7 Payment Processing Requirements
- The system must have the ability to accept multiple tender types for a single transaction. Each tender type must be listed individually on the receipt.
Cashiers must be able to accept payment for multiple target accounts in a single customer session. For example, a cashier should be able to take payment for a student’s fall tuition and parking fine in a single customer session. This transaction must be reflected in a single customer receipt.

8.8 Payment Receipt Requirements
- The system must have the capability to generate a receipt that includes: cashier number, date, student ID, payment type, account code, transaction number, and amount paid. Describe your cashiering system’s receipt generating functionality.
- How many receipts can be printed during a single transaction, i.e., can the user request multiple copies of receipt at printing? Please explain.
- Does your system allow for reprinting receipts? Please explain.

8.9 Other Cashiering Requirements
- The system must include check-cashing functionality with the option of requiring supervisor authorization. Describe how this is accomplished.
- The system must be capable of supporting drawer replenishment with the option of requiring supervisor authorization for this function. Describe how this is accomplished.
- The system must be capable of supporting deposits made by campus departments. Describe how this is accomplished.
- The system must allow for cashiers to post payments from third parties (for example, corporations paying tuition on behalf of their employees). Explain how this is accomplished.

8.10 Drawer Management Requirements
- The solution will optionally have integrated “physical” drawers available.
- “Electronic” cashier drawer must be portable (i.e., cashier should be able to take their “physical” drawer to a different cashier station and log into their “electronic drawer” at that station).
- Describe how the system maintains information about the cashier’s drawer, as well as its ability to close and balance the drawer when a cashier logs off.
- The cashiering system must save the values in the currency worksheet when a cashier closes and balances their drawer. This will assist supervisors in the audit control process.
- Supervisor must have drawer override capability. Please describe.

8.11 Business Day Requirement
- The cashiering system must be able to incorporate the campus’s existing business day rules and must post payments to the appropriate business day. Please describe how this is accomplished.

8.12 User Administration Requirement
- The cashiering system must allow for the ability to assign roles to different staff members, giving each user different roles, responsibilities, and rights to the system. Describe the user roles available in your cashiering system.
- User administration must be centralized at the campus level.

8.13 Power Outage/System Availability Requirement
- In the event of a power interruption or communication failure to campus information systems, the system must be capable of independent operation off-line from the server and/or host.
8.14 **Student Deposits**

- The system must be capable of applying student deposits such as tuition and housing deposits using the system settings in [SCHOOL]’s host system.

8.15 **Bad Check Flag Requirements**

- The system must be able to maintain a “bad check flag” for each student. This flag would determine if the cashier should accept checks from a student with a history of passing bad checks. Explain how this is accomplished.

9.0 **Campuswide Online eCommerce**

9.1 **Centralized Online Stores**

- The system must provide a centralized storefront application with consolidated payments into a secure and PCI/PA-DSS compliant enterprise payment gateway.
- The system must be designed to allow multiple merchants (i.e. Departments) to operate and run stores and accept payments. (Examples: Alumni, Athletics, Parking, Continuing Education, etc.)
- The e-Store capability must include a home page, product pages, a shopping cart, a checkout page, and order status information.
- Does your system have the ability to display stores and/or merchandise items by category?
- Describe the extent to which the solution can be made to be consistent with the AAMU’s existing branding, both on the home page and on a store-by-store basis.
- Describe the process for setting up campus stores. Can non-technical users set up storefronts without extensive vendor support?
- The online storefronts must allow for product definitions to be imported, as well as manually entered, by non-technical users.
- Can products be automatically enabled at a designated date/time?
- Does your solution allow customers to register and establish profiles with stored payment methods, addresses, and order history?
- The online storefronts should allow for external data to be collected with each product purchased (such as size, color, etc.).
- The online storefront should allow for tracking of inventory.
- Describe your solution’s order fulfillment process.
- Describe the process of shopping, including adding the desired products to the shopping cart, and subsequent authorization and payment. Is the authorization process transparent to the customer?
- Does your system provide confirmation or notification when a payment has been made? How is this confirmation sent? Via e-mail? Text message?

9.2 **Online Donations**

- Does your solution accept donations?
- Can the system be configured to accept donations as recurring payments, with specified beginning and ending dates?
- Does the system allow the AAMU to change default verbiage to language more appropriate to donations (e.g. “Additional Gifts” instead of “Continue Shopping”)?

9.3 **Online Event Registration**

- Does your system manage event registration?
- Can the system accept multiple registrations?
• Can the system accept additional information about the registrant (name, address, etc.?)
• Does the system provide e-mail confirmation to the customer after registration? Text message confirmation?

9.4 Integration Requirements

• The system must be capable of providing payment functionality to existing campus applications. Describe your solution’s ability to meet this campus requirement.
• Can the system integrate with other third-party applications that provide services for Higher Education? If so, with which systems do you offer integration?
• When integrating with campus and/or third-party applications, can your solution be configured to accept recurring payments?

9.5 Mobile Capabilities

• Can campus customers access online stores from their mobile devices?
• Can mobile shoppers purchase from more than one online store with a single checkout?
• Can shoppers access their stored payment profiles from their mobile devices?
• Can campus donors make donations from their mobile devices?
• Can campus customers use their mobile devices to register for events or enroll in Continuing Education classes?

10.0 In-Person Campus Commerce

10.1 Physical System Requirements

• The system must include all software and hardware components necessary for payment functions at the cashier’s window. Please provide a basic overview of your cashiering solution.
• Describe cashiering hardware options.
• Describe your system’s ability to support a multi-site campus environment.

10.2 Credit Card Processing Requirements

• Describe the process for accepting a credit card payment in which the card is physically swiped.
• Describe the process for accepting a credit card payment without the credit card swipe functionality.

10.3 Check Conversion Requirements

• Describe the process for converting a paper check presented in person into an ACH transaction. Is the system NACHA compliant?
• Describe the process for converting a mailed-in check payment to an ACH transaction. Is the system NACHA compliant?
• Describe the process for converting a phoned-in payment to an ACH transaction. Is the system NACHA compliant?
• The system must have check scanning capability. In addition, the system must provide the ability to view scanned check images. This information will be used for audit control and dispute resolution procedures. Describe how your system supports this functionality.

10.4 Transaction Reporting Requirements

• Does your cashiering system include a transaction journal that shows all user activity? This journal must be archived for audit purposes.
• Describe your system’s ability to track financial transactions (monies collected and monies disbursed) for each individual cashier, creating an audit trail to be used by system administrators or supervisors.

10.5 Payment Receipt Requirements
• The system must have the capability to generate a receipt that includes: cashier’s number and name, the station number and name, the receipt number, the transaction and posting date, the payment account, the items purchased, and the amount paid. Describe your cashiering system’s receipt generating functionality, including configurable options.
• How many receipts can be printed during a single transaction, i.e., can the user request multiple copies of receipt at printing? Please explain.
• Does your system allow for reprinting receipts? Please explain.

10.6 Drawer Management Requirements
• The solution will optionally have integrated “physical” drawers available.
• The system must be capable of supporting drawer replenishment with the option of requiring supervisor authorization for this function. Describe how this is accomplished.
• “Electronic” cashier drawer must be portable (i.e., cashier should be able to take their “physical” drawer to a different cashier station and log into their “electronic drawer” at that station).
• Describe how the system maintains information about the cashier’s drawer, as well as its ability to close and balance the drawer when a cashier logs off.
• The cashiering system must save the values in the currency worksheet when a cashier closes and balances their drawer. This will assist supervisors in the audit control process.
• Supervisor must have drawer override capability. Please describe.

10.7 Business Day Requirement
• The cashiering system must be able to incorporate the campus’s existing business day rules and must post payments to the appropriate business day. Please describe how this is accomplished.

10.8 User Administration Requirement
• The cashiering system must allow for the ability to assign roles to different staff members, giving each user different roles, responsibilities, and rights to the system. Describe the user roles available in your cashiering system.
• User administration must be centralized at the campus level.

10.9 Commerce Requirements
• The system must be designed to allow multiple merchants (i.e. Departments) to accept payments. (Examples: Alumni, Athletics, etc.)
• The solution must include a shopping cart, a checkout page, and order status information.
• The solution should allow for tracking of inventory.
• Describe the process of selling merchandise, including adding the desired products to the shopping cart, and subsequent authorization and payment. Is the authorization process transparent to the cashier?
11.0 Centralized Controls, Management and Security

11.1 Centralized Management System
- The system must provide a centralized view of system-wide transactions in order to facilitate management of commerce operations. Does your system provide this capability? If so, please describe.
- Can users access this information via mobile devices?
- The system must provide a central view of alerts to notify administrators of actions required throughout commerce applications. Can these alerts be received on mobile devices?

11.2 User Management
- The System must provide a single login for all administrative applications with a history of the user’s activity.
- Must have customizable password policy to enforce strong passwords and user role management.

11.3 Central Support
- Does the system provide central access to training and educational materials?
- Does the system provide a central resource center for product and industry information?
- Does the system provide a central forum to share questions, ideas, and best practices with other institutions?

11.4 PCI Compliance
- The system must be hosted in a PCI DSS compliant data center
- The hosting facility must strictly control physical and electronic access
- All payment applications provided in vendor’s solution must be certified PA-DSS compliant.
- Are the data center and data center operations audited for PCI DSS compliance annually by an independent security firm?
- Is each new release of the vendor’s software audited for PA-DSS compliance by an independent security firm?

11.5 Hosting Services Availability
- The system must have both a Production and a Test environment.
- Operations must be monitored 24 x 7.
- Vendor must guarantee 99% up time.
- The system must provide hardware configurations and redundancy to protect against equipment failures.

12.0 Customer Service
- Describe your customer support structure.
- Describe your training procedures.
- Is online Help included with your system?
- Does the system provide central access to training and educational materials?

12.1 Interaction with Other Customers
- Does a customer advisory council exist?
- How is product information shared with customers?
- Is there a User Group? User
13.0 Required Qualifications

13.1 Experience
The University will consider proposals from qualified Offerors who are capable of meeting the terms and conditions stated herein. The Offeror must be ordinarily engaged in the business of providing Commerce Management Systems. The Offeror shall also have a minimum of ten (10) years successful experience that demonstrates the organization’s capability to carry out the proposed services.

13.2 Proposal Submission
Include the nature of the services provided, scope of activities, and the organization for which services was provided. The Offeror shall submit with their proposal a summary of work completed with higher education institutions, government agencies or private industry, which addresses such factors as control of costs, quality of work and ability to meet schedules.

13.3 Project Management
A project manager must be designated and identified and a detail resume must be submitted and percentage of the project manager’s time dedicated to this project should be included with the background and experience of other key personnel.

13.4 References
The Contractor must submit with its proposal references of at least five successful Higher Education references.

14.0 GENERAL TERMS AND CONDITIONS

14.1 Contract Term
The Vendor will provide a timeline for work development from project initiation to completion and delivery. The Contract will cover the period of activity to undertake and complete the work as clearly outlined in the Vendor Proposal and when the University confirms that all services have been delivered.

14.2 Contract Award
The successful respondent will be required to enter into a contract with Alabama A&M University, which incorporates as part of the contract this RFP and the respondent’s response to the RFP.

14.3 Contract Changes
During the period of the contract, no changes will be permitted in any of the conditions and specifications unless the Offeror receives prior written approval from the University.
14.4 **Patents or Copyrights**
The Contractor agrees to protect AAMU from claims involving infringement of patent or copyrights.

14.5 **Contractor Assignments**
The Contractor shall not assign or subcontract the whole or any part of the contract without AAMU prior written consent. The Contractor may assign its right to receive payment to such third parties as the Contractor may desire without the prior written consent of the University, provided that Contractor gives written notice (including evidence of such assignment) to the University thirty (30) days in advance of any payment so assigned. The assignment shall cover all unpaid amounts under this Contract and shall not be made to more than one party.

14.6 **Contractor Responsibilities**
The Contractor shall comply with all federal, state and local laws, statutes, ordinances, rules and regulations, and the orders and decrees of any court or administrative bodies or tribunals in any matter affecting the performance of the purchase order including, if applicable, workers’ compensation laws, minimum and maximum salary and wage statutes and regulations, and licensing laws and regulations.

The Contractor shall provide all labor and equipment necessary to furnish the goods or perform the service.

14.7 **Contract Changes**
During the period of the contract, no changes will be permitted in any of the conditions and specifications unless the Contractor receives prior written approval from the University.

14.8 **Damage Claims**
The Contractor shall defend, indemnify, and hold harmless AAMU, all of its officers, agency and employees from and against all claims, actions, suits, demands, proceedings costs, damages, and liabilities, arising out of, connected with, or resulting from any acts or omission of Contractor or any agent, employee, Subcontractor, or supplier of Contractor in the execution or performance of this Contract.

14.9 **Indemnity**
The Contractor agrees to indemnify and hold harmless the University, its trustees, officers, agents, employees, successors, and/or assigns from all liability, losses, claims, demands, actions, debts, and expenses of every name and nature for personal or bodily injury (including any resulting in death), damage to property, and/or other injury or damage arising out of or as a consequence of the Contractor’s acts or omissions in performing under this Contract, its presence on the University’s premises, or the existence of this Contract or any matter related hereto. This indemnification agreement shall include all costs, including reasonable attorney’s fees and court costs, incurred by the University in connection with the defense against any such claim of liability.

14.10 **Abandonment or Default**
If the Contractor defaults on the Contract, AAMU reserves the right to cancel the Contract without notice and either re-solicit or re-award the Contract to the next best responsive and

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responsible Respondent. The defaulting Contractor will not be considered in the re-solicitation and may not be considered in future solicitations for the same type of work, unless the specification or scope of work is significantly changed.

14.11 Proprietary or Confidential Information
Responses may include proprietary or confidential information. AAMU will take reasonable precautions in protecting such information provided that it is clearly identified as proprietary or confidential on the page on which it appears.

14.12 Termination with Default
AAMU may terminate the Contract immediately for default by providing written notice to the Contractor of such termination if the Contractor fails to execute the work properly, performs work in an unsatisfactory manner, or fails to perform any provision of the Contract. In the event of termination for default, AAMU shall have all remedies against the Contractor as provided by law and equity.

14.13 Termination without Default
AAMU may at its option and discretion terminate the Contract at any time, for any reason whatsoever, by giving a written notice (the "Notice of Termination") to the Contractor at least thirty (30) days prior to the effective date of termination or reduction in the scope of work as set forth in the notice.

In the event of termination by AAMU, the Contractor shall be governed by the terms and conditions, and shall perform the acts as outlined in the following Section entitled "IMPLEMENTATION OF TERMINATION."

14.14 Implementation of Termination
The Contractor shall terminate all work under the Contract to the extent and on the date specified in the Notice of Termination and until such date shall, to the extent stated in the Notice of Termination, do such work (and be compensated only for such work) as may be necessary as determined by the University to preserve the work in progress and to protect materials, buildings, and equipment.

In the event of termination by AAMU, shall pay the Contractor for all work satisfactorily performed up to the effective date of termination or reduction in the scope of work, in accordance with the prices included in Contractor's bid less all partial payments made on account prior to the effective date of termination or reduction in the scope of work.

14.15 Substitutions
Substitutions are not permitted without the written approval of AAMU.
15.0 GENERAL INFORMATION ABOUT THE RFP

15.1 Evaluation Criteria
The University will receive RFPs from firms having specific experience, resources and qualifications in the proposed scope of work. RFPs for consideration for this project must contain evidence of the firm’s experience and abilities in the specified area and other disciplines directly related to the proposed services.

A selection committee will review and evaluate all replies and detailed RFPs, may conduct oral presentations or a combination of both, unless otherwise indicated in this solicitation. The selection committee will have only the response to this solicitation to review for selection of finalists and, therefore, it is important that Offerors emphasize specific information considered pertinent to the services to be provided. Evaluation of the responses will be based on the following criteria:

<table>
<thead>
<tr>
<th>Criteria</th>
<th>Maximum Point Value</th>
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<tbody>
<tr>
<td>1 Overall quality and completeness of response.</td>
<td>25 points</td>
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<tr>
<td>2 Experience in the processing of credit cards for higher education organizations</td>
<td>20 points</td>
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<td>3 The fees involved for performing the service and any related additional expenses that may be incurred.</td>
<td>20 points</td>
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<td>4 Favorable recommendations from referenced clients where similar services are being or have been performed.</td>
<td>10 points</td>
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<td>5 Methodology of the credit card process</td>
<td>10 points</td>
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<td>6 Propose hardware or software / hosting options</td>
<td>10 points</td>
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<td>7 Functions of principal and key staff</td>
<td>5 points</td>
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<tr>
<td><strong>Total</strong></td>
<td><strong>100 points</strong></td>
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15.2 Proposal Information

15.2.1 Proposal Preparation Costs
This RFP does not commit the University to an award, nor to pay any costs associated with the preparation and/or submission of any proposal. The University shall not reimburse any costs incurred by Offerors in responding to this RFP or in competing for Contract Award.

15.2.2 Modification of Proposal Closing Date
The University reserves the right to modify the proposal closing date and/or time. If Offerors have already submitted their proposals to the University when the proposal closing date and/or time are modified, the University will afford those Offerors the opportunity to revise or withdraw their proposals.
15.2.3 Cancellation/Withdrawal of RFP
The University reserves the right to cancel or withdraw in whole or in part this RFP at its sole discretion. Offerors will be notified in the event the RFP is cancelled via the University website.

15.2.4 Waiver of Informalities
The University reserves the right to waive informalities and minor irregularities in proposals.

15.2.5 Disposition of Proposals
Offerors’ proposals will not be returned. The University will retain the original proposal for the contract and destroy the remaining copies.

15.3 General Instructions for Offerors

15.3.1 Availability of Solicitation Documents
The electronic versions of our solicitation documents are intended to provide convenience to you. Be advised that it is the responsibility of the prospective Offerors to monitor the University website for any addenda, notices or postings. Failure to submit signed addenda may be grounds to declare your offer nonresponsive. The RFP can be downloaded from the website and submitted the same as if a hard copy of the solicitation had been requested from the University.

15.3.2 Written Communications
The University will assume no responsibility for any understanding or representations concerning conditions made by any of its officers or agents prior to the execution of the Contract, unless included in this RFP, the specifications, or related documents or addenda thereto. Oral explanations or instructions given before the award of the Contract will not be binding.

15.3.3 Clarification of Terms
If an Offeror has questions about the specifications or other solicitation documents, the Offeror should contact the University Contract Administration Manager whose name appears on the face of the solicitation. Any revisions to the solicitation will be made only by addendum issued by the University.

15.3.4 Trade Secrets or Proprietary Information
Proposals are subject to provisions of State law relating to inspection of public records. Proposals will be kept confidential until a list of recommended Offerors is approved by the University. Following that approval, all documents pertaining to this submittal will be open for public inspection, except material(s) previously designated by the Offeror as proprietary or confidential. The University will not disclose or make public any pages of a Proposal on which the Offeror has stamped or imprinted the words “proprietary” or “confidential.” Such materials must be readily separable from the submittal in order to facilitate eventual public inspection of the non-confidential portion. If a request is received for disclosure of data for which an Offeror has made a written request for confidentiality, the Purchasing Department shall examine the Offeror’s submittal and make a written determination specifying which portion of the Proposal should be disclosed in accordance with applicable Alabama law. Unless the Offeror takes action to prevent the disclosure, the Proposal may be so disclosed. The Proposal shall be open to public inspection

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subject to any continuing prohibition of the disclosure of confidential data.

15.3.5 Rejection of Proposals

The University reserves the right to reject any and all proposals and to waive technicalities and minor irregularities in proposals at its sole discretion.

Grounds for the rejection of a proposal include, but shall not be limited to:

- Failure of a proposal to conform to the essential requirements of the solicitation.
- A proposal imposing conditions which would modify the terms and conditions of the solicitation, or limit the Contractor’s liability to the University on the contract awarded on the basis of such solicitation.
- Failure of the Contractor to sign Proposal Form in the designated signature location.
- Any proposal determined by the University to be unreasonable as to financial return and/or guarantee.
- Proposals received that are determined to be from Contractors who are not responsible.

15.3.6 Technicalities or minor irregularities

Technicalities or minor irregularities in Contractor’s proposal which may be waived, when the University determines that it will be in the University’s best interest to do so, are mere matters of form not affecting the material substance of a proposal or some immaterial deviation from or variation in the precise requirements of this Request for Proposals and having nor or a trivial or negligible effect on price, quality, quantity or delivery of supplies or performance of the services being procured, the correction or waiver of which will not affect the relative standing of, or be otherwise prejudicial to other Contractors. The University may either give a Contractor an opportunity to cure any deficiency resulting from a technicality or minor irregularity in its proposal, or waive such deficiency where it is advantageous to the University to do so.

15.3.7 Award for All or Part

Unless otherwise specified, the University may, if it is in the best interest of the University to do so, award all or part of the proposal to any Contractor whose proposal is the most responsible and responsive and whose proposal best meets the requirements and criteria set forth in the solicitation.
16.0 ADMINISTRATIVE REQUIREMENTS

16.1 Non Collusion
Any agreement or collusion among contractors or prospective contractors in restraint of freedom of competition, by agreement to bid at a fixed price or to refrain from bidding, or otherwise, shall render the proposals of such contractors void. Each contractor certifies that he has not been a party to such an agreement by signing this request for proposal.

16.2 Proposals are Public Record
All proposals become a matter of public record at proposal award. The University accepts no responsibility for maintaining confidentiality of any information submitted with proposal whether labeled confidential or not.

16.3 Disclosure Statement
The successful contractor will be required to file with the Purchasing Department a disclosure statement of relationship between contractors/grantees and employees/officials of the University. This form must be completed prior to issuance of a Contract for Professional Services by Alabama A&M University.

17.0 Required Forms

A. Company Information Questionnaire
B. Firm’s Contact Information for this Project
C. Certification of Primary Participant’s
D. Certification of Restrictions on Lobbying
E. Non-Collusion Affidavit
F. Exceptions to Scope of Work
G. References (Past and Present Experience)
H. Terminated Contracts
A. COMPANY INFORMATION QUESTIONNAIRE

1. BUSINESS ENTITY IDENTIFICATION & OWNERSHIP DISCLOSURE

Company:

Contact Person:

Title:

Address:

Telephone No: Fax No.:  

Organized under the laws of the State of:

Federal Identification No.:  

Principal place of business located at:

☐ The Bidder / Offeror is not ☐ aware of any information bearing on existence of any potential conflicts of interest or violation of ethics in public contracting. If yes, explain below:

2. OTHER INFORMATION

A. General nature of the services performed and/or goods provided by your firm:
2. OTHER INFORMATION CONTINUED

B. Indicate the length of time you have been in business providing this type of service and/or product?  Years: __________  Months

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C. Has your firm ever failed to complete any work awarded to you?  If yes, explain.  

(Attached additional sheets of paper if necessary.)

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D. Has your firm ever defaulted on a contract?  If yes, explain.  

(Attach additional sheets of paper if necessary.)

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E. Indicate by checking the appropriate block, if your firm, subcontractor or any persons associated therewith in the capacity of owner, partner, director, officer or any other position involving the administration of federal funds:

1. Is ☐ or is not ☐ currently under suspension, debarment, voluntary exclusion, or determination of ineligibility of any federal agency;

2. Has ☐ or has not ☐ been suspended, debarred, voluntary excluded, or determined ineligible by any federal agency within the last three (3) years;

3. Has ☐ or has not ☐ a proposed debarment pending; or

4. Has ☐ or has not ☐ been indicted, convicted, or had a civil judgment rendered against it or them by a court competent jurisdiction in any matter involving fraud or official misconduct within the past three (3) years.

Any of the above conditions will not necessarily result in denial of award, but will be considered in determining Bidder/Offeror responsibility.  For any condition noted, indicate: 1) to whom it applies, 2) initiating agency, and 3) date of action.  (Attach additional sheets of paper if necessary.) Providing false information may result in federal criminal prosecution or administrative sanctions.
**B. FIRM’S CONTACT INFORMATION FOR THIS PROJECT**

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<th>Program / Project Manager:</th>
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<td>Telephone:</td>
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<th>Contract Administrator:</th>
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</tbody>
</table>

I certify that this bid/proposal is made without prior understanding, agreement, or connection with any corporation, firm or person submitting a bid/proposal for the same services, materials, supplies or equipment, and is in all respects fair and without collusion or fraud. I understand collusive bidding is a violation of the State and Federal law and can result in fines, prison, sentences, and civil damage awards.

I certify that this bid/proposal was not made in the interest of or on behalf of any undisclosed person, partnership, company, organization or corporation. In addition, I have not been a party to any agreement to propose a fixed amount or to refrain from bidding and have not directly or indirectly by agreement, communication or conference with anyone attempted to induce action prejudicial to the interest of Alabama A&M University or of any Bidder/Offeror or anyone else interested in the proposal contract.

I hereby certify that the responses to the above representations, certifications, and other statements are accurate and complete. I agree to abide by all conditions of this Invitation for Bids/Request for Proposals and certify that I am authorized to sign for the Bidder/Offeror.

<table>
<thead>
<tr>
<th>Signature</th>
<th>Date:</th>
</tr>
</thead>
</table>

| Name (Printed): | Title: |
C. CERTIFICATION OF PRIMARY PARTICIPANTS REGARDING DEBARMENT, SUSPENSION, AND OTHER INELIGIBILITY AND VOLUNTARY EXCLUSION

(The Contractor) or:

__________________________

(Prime Contractor)

(Subcontractor):

certifies, by submission of this bid/proposal, that neither it nor its principals are presently debarred, suspended, proposed for debarment, declared ineligible or voluntarily excluded from participation in this transaction by a federal department or agency.

(If the Prime Contractor or Subcontractor is unable to certify to any of the statements in this certification, such participants shall attach an explanation to this bid/offer).

(Prime Contractor) or

__________________________

(Subcontractor)

certifies or affirms the truthfulness and accuracy of the contents of the statements submitted on or with this certification and understands that the provisions of 31 U.S.C. Sections 3801 ET. SEQ. are applicable thereto.

Signature of Authorized Official:

__________________________

Name (Printed)

__________________________

Title of Authorized Official:

__________________________

Date:
D. CERTIFICATION OF RESTRICTIONS ON LOBBYING

I, hereby certify on behalf of (Name of Firm/Contractor Official):

that:

1) No federal appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an office or employee of Congress, or an employee of a Member of Congress in connection with the awarding of a federal contract, the making of any federal grant, the making of any federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment or modification of any federal contract, grant, loan or cooperative agreement. No federal assistance funds shall be used for activities designed to influence Congress or State Legislature on legislation or appropriations, except through proper, official channels.

2) If any funds other than federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an office or employee of Congress, or an employee of a Member of Congress in connection with this federal contract, grant, loan or cooperative agreement, the undersigned shall complete and submit Standard Form-LLL, “Disclosure Form to Report Lobbying”, in accordance with its instructions.

3) The undersigned shall require that the language of this certification be included in the award documents for all subawards at all tiers (including subcontracts, subgrants, and contract under grants, loans, and cooperative agreements) and that all sub recipients shall certify and disclose accordingly.

This certification is a material representation of fact upon which reliance is placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by Section 1352, Title 31, U.S. Code. Any person who fails to file the required certification shall be subject to a civil penalty of not less than $10,000 and not more than $100,000 for each such failure.

Executed this ____________ day of _______________ __________________________________
E. NON-COLLUSION AFFIDAVIT

State of _____________________________________________

County of____________________________________________

(Name):

being first duly sworn, disposes and say that he/she is:

Title:

Of (Name of Firm):

The Offeror/Bidder submitting this proposal/bid certifies that such proposal/bid was not made in the interest of or in behalf of any undisclosed person, partnership, company, organization or corporation; that such proposal/bid is genuine and not collusive or sham, and that said Offeror/Bidder has not been a party to any agreement to propose a fixed amount or to refrain from proposing and has not, directly or indirectly, by agreement, communication or conference with anyone attempted to induce action prejudicial to the interest of Alabama A&M University or of any Offeror/Bidder or anyone else interested in the proposed Contract.

By:

Title:

Signature:

Subscribed and sworn to before me this ______day of __________________________

Signed:________________________________________________________________

My commission expires: __________________________________________________
### F. EXCEPTIONS TO SCOPE OF WORK

The Offeror shall state whether it accepts the Scope of Work or if exceptions are taken.

**Company Name:**

<table>
<thead>
<tr>
<th></th>
<th>Accepts the Scope of Work as presented in this solicitation and takes no exceptions</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>OR</td>
</tr>
<tr>
<td></td>
<td>Takes exceptions to the Scope of Work. Exceptions are specifically identified on the attached pages</td>
</tr>
</tbody>
</table>
**G. REFERENCES (PAST AND PRESENT EXPERIENCE)**

The Offeror shall identify five (5) clients for whom comparable work has been done or is currently being done.

**NOTE:** *Make additional copies of this form and include with the proposal.*

List contracts that are most relevant in demonstrating ability to meet the requirements specified herein:

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Firm:</td>
<td></td>
</tr>
<tr>
<td>2. Address:</td>
<td></td>
</tr>
<tr>
<td>Point of Contact:</td>
<td></td>
</tr>
<tr>
<td>Title:</td>
<td></td>
</tr>
<tr>
<td>Telephone No: (   )</td>
<td></td>
</tr>
<tr>
<td>Fax No.: (   )</td>
<td></td>
</tr>
<tr>
<td>Email:</td>
<td></td>
</tr>
<tr>
<td>3. Contract No.:</td>
<td>Original Contract Value: $</td>
</tr>
<tr>
<td>4. Description of the Work:</td>
<td></td>
</tr>
</tbody>
</table>
H. TERMINATED CONTRACTS
REFERENCES (PAST AND PRESENT EXPERIENCE)

List below any contracts within the past four (4) years, if any, on which failure to complete the work within the specified time frame resulted either in the assessment of liquated damages, damages or contract termination.

NOTE: Make additional copies of this form and include with the proposal.

List contracts that are most relevant in demonstrating ability to meet the requirements specified herein:

1. Firm: 

2. Address: 

Point of Contact: 

Title: 

Telephone No: (     ) 

Fax No.: (     ) 

Email: 

3. Contract No.: Original Contract Value: $ 

4. Description of the Work:

__________________________________________________________________________________________

__________________________________________________________________________________________

__________________________________________________________________________________________

__________________________________________________________________________________________