

**REQUEST FOR PROPOSALS  
FOR  
THE TEXAS STATE UNIVERSITY SYSTEM  
AUSTIN, TEXAS**

**CAMPUS COMMERCE & PAYMENT SYSTEM  
RFP NO.: 758-17-00042**

**ALL PROPOSALS MUST BE RECEIVED BY:  
DECEMBER 2, 2016 @ 11:00 a.m. CT (Central Time)**

**Prepared By:**

Daniel Harper, Deputy Vice Chancellor for Finance  
The Texas State University System  
Thomas J. Rusk State Building, Suite 600  
208 East 10<sup>th</sup> Street  
Austin, Texas 78701-2407  
Phone: 512-463-1808  
Fax: 512-463-1816

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**REQUEST FOR PROPOSALS  
FOR  
CAMPUS COMMERCE & PAYMENT SYSTEM  
THE TEXAS STATE UNIVERSITY SYSTEM  
RFP NO.: 758-17-00042**

**SECTION 1 – GENERAL INFORMATION & REQUIREMENTS**

- 1.1 **GENERAL INFORMATION:** The Texas State University System (“TSUS”, “Owner”, “University, or “Institution(s)”) is soliciting Request for Proposals (“RFP”) for the selection of a qualified vendor(s) to provide a complete and comprehensive Campus Commerce & Payment System/Solution for TSUS component institutions. This solicitation sets forth, at minimum, the specifications, terms, conditions, and requirements to be considered for this System/Solution. TSUS will select the Proposal that offers the “best value” for the institutions based on the published selection criteria and on its ranking evaluation of submitted proposals. (Prospective entities submitting their proposals in response to this solicitation are called “Respondents”, “Vendor”, or “Proposers” herein).
- 1.2 **PUBLIC INFORMATION:** By submission of this agreement, [Vendor] acknowledges that the agreement, and the contents of any underlying proposals or other documents provided to [University] in response to a competitive bid process from which the Agreement resulted, are public information under the Texas Public Information Act (Texas Government Code Chapter 552). [Vendor] agrees that [University] may provide a copy of the Agreement and/or bid documents in response to a public information request, post the Agreement on its public website, or otherwise release the contents of the Agreement and/or bid documents at [University’s] discretion and without prior notice to [Vendor]. Vendor acknowledges that the University strictly adheres to all statutes, court decisions, and the opinions of the Texas Attorney General with respect to disclosure of public information.
- 1.3 **CLARIFICATIONS AND INTERPRETATIONS:** Any clarifications or interpretations of this RFP that materially affect or change its requirements will be issued formally by TSUS as a written addendum. Addenda, if required, will be issued by TSUS for this RFP via the Texas Electronic State Business Dailey at : <http://esbd.cpa.state.tx.us/> . It is the responsibility of all Respondents to check the status of formal addenda before the submission deadline and to obtain this information in a timely manner. All such addenda issued by TSUS before the submittals are due shall be acknowledged by Respondents and incorporated into its response to the RFP.
- 1.4 **EXECUTION OF OFFER:** Please complete, sign and return the attached Execution of Offer (Section 5) as part of the proposal. The Execution of Offer must be signed by a representative of Proposer duly authorized to bind the Proposer to its proposal. **Failure to sign and return the Execution of Offer will result in the rejection of the proposal.**
- 1.5 **PROPOSER QUESTIONS:** After the RFP is advertised, proposers will have until **Monday, November 14, 2016 at 11:00 a.m. CT**, to submit written questions for clarification of the proposal. Send questions to contact information listed under Section 1.5. All questions submitted and received will be reviewed, consolidated where possible, and answered in one addendum to the proposal. The addendum will be posted on the Texas Electronic State Business Daily at : <http://esbd.cpa.state.tx.us/> . Addenda are usually posted within 2 business days unless the

questions involve legal issues or complex subjects. It is the proposer's responsibility to continually check the website for Addenda.

- 1.6 **POINT-OF-CONTACT:** TSUS designates the following person as its representative and Point-of-Contact for this RFP. Respondents shall restrict all contact with TSUS and direct all questions regarding this RFP, including questions regarding terms and conditions, in writing to the Point-of-Contact person no later than **Monday, November 14, 2016 at 11:00 a.m. CT.**

Attn:

Daniel Harper, Deputy Vice Chancellor for Finance

Direct Phone: 512-463-6446

The Texas State University System

Thomas J. Rusk State Building, Suite 600

208 East 10<sup>th</sup> Street

Austin, Texas 78701-2407

Phone: 512-463-1816 Fax: 512-463-1816

[daniel.harper@tsus.edu](mailto:daniel.harper@tsus.edu)

- 1.7 **SUBMISSION OF PROPOSALS:** TSUS will receive Proposal, including HUB Plan, for RFP NO.: 758-17-00042 at the time and location described below. The **Proposer (not the carrier/mail service/other or TSUS)** is solely responsible for ensuring that the proposal is received prior to the specified opening date and time as specified on the RFP form.

### **DECEMBER 2, 2016 @ 11:00 a.m. CT (Central Time)**

Attn:

Daniel Harper, Deputy Vice Chancellor for Finance

Direct Phone: 512-463-6446

The Texas State University System

Thomas J. Rusk State Building, Suite 600

208 East 10<sup>th</sup> Street

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[daniel.harper@tsus.edu](mailto:daniel.harper@tsus.edu)

- 1.7.1 Proposer should submit a total of five (5) complete and identical copies (including HUB plan) of its entire proposal. An original signature by an authorized officer of Proposer must appear on the Execution of Offer of at least one (1) copy of the submitted proposal. The copy of the Proposer's proposal bearing an original signature should contain the mark "original" on the front cover of the proposal. Proposer shall include, with the copy marked "original", one (1) electronic copy of their complete Proposal in PDF format on either a CD or flash drive.
- 1.7.2 **Unacceptable Proposal Delivery Methods:** TSUS will not accept proposals submitted by telephone, facsimile (fax) transmission, or electronic submission (e-mail disk, CD-ROM, etc. excluding as instructed in Section 1.7.1) in response to this RFP. **Faxed proposals are not acceptable.**
- 1.7.3 **Proposal Envelope/Box/Container:** Each proposal should be placed in a separate envelope, box, or container that is completely and properly identified with RFP number, due date and

time. It is the proposer’s responsibility to have the proposal correctly marked and to TSUS’ point of contact by the specified date and time for receipt.

- 1.7.4 Format for Proposal: Proposer shall submit proposals using substantially the following format in terms of order of content. Proposer shall make every effort to present the required information in a detailed, orderly, and compact presentation. Proposer should provide visual examples of functionality to clarify and reinforce key product features and services. Long or elaborate proposals are not desired.

Cover page:

Execution of offer, including pricing page(s):

Table of Contents:

Executive Summary of Proposal:

Company Information and History: including, but not limited to the following:

Company name, Federal Tax Identification Number, company address, contact information (company and proposer’s representative).

All required information as requested in the Evaluation Criteria and in Requirements and Specifications as well as any additional information the Proposer feels is relevant to their proposal.

The Contractors HUB Plan and all required HUB documentation.

NOTE: The above listing of items to be included in the proposal submission is a summary provided to aid proposers in putting together their proposal package. Any items stated in other sections of the RFP, but not listed in this section, are still required to be provided as part of the proposal submission.

- 1.8 EVALUATION OF PROPOSALS: All properly submitted Proposals will be reviewed, evaluated, and ranked by TSUS. Proposals will be evaluated by a review panel on the basis of the criteria listed below. Relative weights of the criteria are listed below. Only criteria designated in the solicitation can be considered in the award determination.

- 1.8.1 EVALUATION CRITERIA WEIGHTED VALUES: Evaluation factors will be weighted as follows:

Cost of Comprehensive Campus Commerce & Payment System (**30 Points**)

- Complete cost of System over the life of the contract, including conversion of exiting system, installation, maintenance, and any and all related charges.
- Costs of extension periods.
- Cost of making payments for the campus community.

Functionality, Expandability of Proposer’s System (**60 Points**)

- System Capability to provide all functions required.
- Adaptability to changes in technology and payment methods. Explain support services.
- Security features and ability to meet all Government compliance requirements.

Proposer’s Business References, History, and Quality of Response (**10 Points**)

- Business references-current customers
- Proposers experience with similar services for Higher Education

- Quality of RFP response and how well did the Proposer follow the instructions of the RFP.

1.8.2 EVALUATION CRITERIA WEIGHTED VALUES DEFINED:

**Cost of Comprehensive Campus Commerce & Payment System (30 PTS)**

Complete Cost of System -- Proposer to provide an itemized cost of implementation including but not limited to; support, on-site support(training), travel, initial installation, and any other fees associated with implementation. This is to be a comprehensive list of all fees associated with implementation and must be broken down by module.

Provide a breakdown of costs per year (years one to five) to include itemized costs of each available module. This is to include a yearly breakdown of: one time fees (with a description of what these fees cover), annual fees (with a description of what these fees cover), subscription fees, license fees (how many licenses are allotted and if there are any cost for additional licenses), Convenience fees, Support fees, Hardware fees, Upgrade fees for hardware, software, or support services provided for these upgrades. TSUS will not be obligated to pay for any fees or charges not specified in the proposal.

If TSUS is unable to execute a System-wide processing contract and only certain institutions execute a contract with the Proposer, indicate any changes that will be made to the proposed terms, conditions and fees to the executing institutions. Likewise, if individual TSUS institutions are only able to implement a portion of the Proposer's System/Solution, indicate any changes that will be made to the proposed terms, conditions and fees to the executing institutions.

Cost of Extension Periods – Provide a complete itemized cost listing for the First Option Period (September 1, 2022 through August 31, 2025), and the Second Option Period (September 1, 2025 through August 31, 2028).

Cost of Making Payments – Proposer to provide a complete list of any and all fees incurred by the campus community for making payments via any means, including but not limited to, cash, credit card, debit card, and ACH.

**Functionality, Expandability of Proposer's System (60 PTS)**

System Capability -- Proposer to define all systems and modules. Provide demonstration of system and each module to illustrate the functionality and look and feel of the interface(s). To include where applicable: user interface, administrative interface, reporting, dashboards, customer interface, and hardware. Demonstrate the functionality of your various system modules and how each module integrates with Ellucian products.

Proposer to define support services to include:

- a. What support services are offered to include: telephone, web conference, on-site, annual conferences.
- b. Response time for support requests.
- c. Methods of requesting support services.
- d. Hours of availability for each type of service

Proposer to provide a list of vendors that Proposer has integrated with and show how those integrations could benefit the University or improve operations. Describe the process for integration with a new vendor to include:

- a. Any costs associated to become recognized vendor.
- b. Support services for vendor and University.
- c. Process for requesting the establishment of the relationship.

Adaptability—Proposer shall provide examples showing how the system has been updated to accommodate rapid changes in technology and payment methods. Specify recent updates or changes that have been made due to increased usage of mobile devices and payments. Indicate if mobile responsive design is a standard or optional feature across all applications.

Security – Confirm the security features utilized by your system and your ability to meet all government and industry compliance requirements.

**Proposer’s Business References, Experience, and Quality of Response (10 PTS)**

Business References—Proposer should provide a minimum of five active higher education references, including University name, contact person, and contact information.

Experience--Proposer shall provide detailed information on their experience with similar projects undertaken for Higher Education for the last five (5) years. Proposer shall provide, at minimum, the name of the institution or entity, contact information and a brief description of the project including dollar amount and duration of project to completion.

Quality of RFP Response – The quality of the RFP response and how well did the Proposer follow the instructions of the RFP.

- 1.9 **TSUS’ RESERVATION OF RIGHTS:** TSUS may evaluate the Proposals based on the anticipated completion of all or any portion of the Project. The TSUS reserves the right to divide the Project into multiple parts, to reject any and all Proposals and re-solicit for new Proposals, or to reject any and all Proposals and temporarily or permanently abandon the Project. TSUS makes no representations, written or oral, that it will enter into any form of agreement with any respondent to this RFP for any project and no such representation is intended or should be construed by the issuance of this RFP.
- 1.10 **ACCEPTANCE OF EVALUATION METHODOLOGY:** By submitting its Proposal in response to this RFP, Respondent accepts the evaluation process and acknowledges and accepts the determination of the “best value” firm(s) will require subjective judgments by TSUS.
- 1.11 **NON REIMBURSEMENT FOR COSTS:** Respondent acknowledges and accepts that any costs incurred from the Respondent’s participation in this RFP process shall be at the sole risk and responsibility of the Respondent. Respondents submit Proposals at their own risk and expense.
- 1.12 **HISTORICALLY UNDERUTILIZED BUSINESSES SUBMITTAL REQUIREMENTS:** It is the policy of The Texas State University System and each of its component institutions, to promote and encourage contracting and subcontracting opportunities for Historically Underutilized Businesses (HUB) in all contracts. Accordingly, TSUS has adopted the Policy on Utilization of Historically Underutilized Businesses. The Policy applies to all contracts with an expected value of \$100,000 or more. If TSUS determines that subcontracting opportunities are probable, then a



HUB Subcontracting Plan is a required element of the Proposal. Failure to submit a required HUB Subcontracting Plan will result in rejection of the Proposal.

1.12.1 TSUS has determined that subcontracting opportunities are probable.

1.12.2 Forms and Policy on Historically Underutilized Business can be found on the Texas State Comptrollers website at:

<https://www.comptroller.texas.gov/purchasing/vendor/hub/forms.php>

- 1.13 CERTAIN PROPOSALS AND CONTRACTS PROHIBITED: Under Section 2155.004, Texas Government Code, a state agency may not accept a proposal or award a contract that includes proposed financial participation by a person who received compensation from the agency to participate in preparing the specifications or request for proposals on which the proposal or contract is based. All vendors must certify their eligibility by acknowledging the following statement, "Under Section 2155.004, Government Code, the vendor certifies that the individual or business entity named in this bid or contract is not ineligible to receive the specified contract and acknowledges that this contract may be terminated and payment withheld if this certification is inaccurate." If a state agency determines an individual or business entity holding a state contract was ineligible to have the contract accepted or awarded as described above, the state agency may immediately terminate the contract without further obligation to the vendor. This section does not create a cause of action to contest a proposal or award of a state contract.
- 1.14 CERTIFICATION OF FRANCHISE TAX STATUS: Respondents are advised the successful Respondent will be required to submit certification of franchise tax status as required by State Law (H.B. 175, Acts 70th Leg. R.S., 1987, Ch. 283, p. 3242). The contractor agrees each subcontractor and supplier under contract will also provide a certification of franchise tax status.
- 1.15 DELINQUENCY IN PAYING CHILD SUPPORT: Under Section 231.006, Family Code, the vendor or applicant certifies the individual or business entity named in this contract, bid, or application is not ineligible to receive the specified grant, loan, or payment and acknowledges that this contract may be terminated and payment may be withheld if this certification is inaccurate.
- 1.16 CONFLICTS/CONTACT: Respondents shall not contact existing members of the Board of Regents, TSUS employees as well as those of System's component institutions during the open period.
- 1.17 OWNERSHIP and USE OF WORK MATERIAL: All work material, whether or not accepted or rejected by TSUS, is the sole property of TSUS and for its exclusive use and re-use at any time without further compensation and without any restriction.
- 1.18 VALIDITY PERIOD: Each proposal should state that it will remain valid for a minimum of one hundred and eighty (180) days after the submittal deadline to allow time for evaluation of proposals, award determination, and any unforeseen delays.
- 1.19 CONTRACT ADMINISTRATION: Contract administration will be by TSUS. Proposer shall provide, as part of their response, a copy of Proposer's Standard Contract Agreement.



- 1.20 **PRESENTATIONS:** TSUS may, at its sole discretion, invite selective responsive firm(s), at the firm(s) expense, to give an oral presentation and respond to questions. Presentations, at the TSUS' discretion, may be either on site at TSUS or by video conference.
- 1.21 **NEGOTIATIONS:** If possible, an award will be made without holding negotiations. If negotiations are necessary, they will be scheduled after all proposals are evaluated. Negotiations will only be held with proposer(s) who have a reasonable chance of receiving contract award. Therefore, do not anticipate negotiations being held. Best and Final Offers will only be requested if negotiations are held. Therefore, you are strongly encouraged to submit your best offer at the time proposals are due.

## **SECTION 2 – OVERVIEW**

- 2.1 **DESCRIPTION OF TSUS:** The Texas State University System, founded in 1911, is the first higher education system established in Texas. Beginning as an administrative means to consolidate the support and management of state teacher colleges, the System has evolved into a network of higher education institutions stretching from the Texas–Louisiana border to the Big Bend region of West Texas.

Today, eight component institutions offer a broad range of academic and career opportunities. Throughout the System, faculty and staff are preparing students to work in and contribute to our global society. The Texas State University System member institutions include:

- Lamar University
- Sam Houston State University
- Sul Ross State University
- Texas State University
- Lamar Institute of Technology
- Lamar State College - Orange
- Lamar State College - Port Arthur
- Sul Ross State University Rio Grande College

The Texas State University System is governed by a nine-member Board of Regents appointed by the governor. In addition, a nonvoting student regent is appointed annually to the board. The administration, which is headed by a board-appointed chancellor, is based in Austin, where it provides support to the System components and state government.

- 2.2 **PROJECT DESCRIPTION:** The Texas State University System, on behalf of its component institutions, is soliciting Request for Proposals for the selection of a qualified vendor(s) to provide a complete and comprehensive Campus Commerce & Payment System/Solution. This solicitation sets forth, at minimum, the specifications, terms, conditions, and requirements to be considered for this System/Solution.
- 2.3 **PERFORMANCE PERIOD/OPTION TO EXTEND THE TERM:** After the initial five (5) year performance period, TSUS may extend the term of the contract in three year increments by written notice to the vendor at least 30 days prior to the end of the performance period. The total duration of the order, including the exercise of options, shall not exceed eleven (11) consecutive years.

Initial Period: beginning on or before September 1, 2017, through August 31, 2022.

First Option: September 1, 2022, through August 31, 2025.

Second Option: September 1, 2025, through August 31, 2028.

2.4 **REQUIRED TIMELINE:**

- a. Issue RFP on or about: October 31, 2016
- b. Last Day for questions: November 14, 2016
- c. Proposal due: December 2, 2016

2.5 Class and Item (NIGP Code): 946, 946-35, 946-70

**SECTION 3 -- SYSTEM/SOLUTION REQUIREMENTS AND SPECIFICATIONS**

3.1 TSUS through this Request for Proposal is seeking a qualified vendor(s) to provide a complete and comprehensive Campus Commerce & Payment System for the University. The proposed System/Solution, at a minimum, must:

1. Proposed System/Solution shall be a turnkey installation with configuration and support originating from one source.
2. Proposed System/Solution shall be easy and fast to install without placing an undue burden on TSUS resources.
3. Proposed System/Solution shall integrate in real time with the BANNER system by Ellucian.
4. Proposed System/Solution shall have the ability to validated for both PCI DSS and PA-DSS compliance.
5. Proposed System/Solution shall be scalable to incorporate future system expansions.
6. Proposed System/Solution shall be flexible enough to communicate with a bank(s) recommended credit card processor and have the ability/capability to change processors in the future.
7. Proposed System/Solution shall provide a central payment gateway capable of processing campus wide payments, including transactions made by electronic checks, credit cards, and debit cards.
8. Proposed System/Solution must have a proven track record with institutions of Higher Education.
9. The proposed System/Solution shall demonstrate a modern web based user experience and interface design portal that provides staff, students and authorized users with the ability to intuitively perform the features and functions outlined in the requirements within this RFP.

**As part of their response Proposer shall provide detailed descriptions of how their System/Solution will meet each of the required and optional services listed below.**

3.2 Requirements: proposed System/Solution, at a minimum, must have:

1. Ellucian Partnership: Is the vendor an Ellucian Partner? Describe your organization's professional association with Ellucian.

**NOTE: ELLUCIAN IS TSUS' ERP SYSTEM. PROPOSER SHALL PROVIDE A COMPLETE LISTING OF ANY AND ALL ERP SYSTEMS WITH WHICH THEIR**

**PROPOSED SYSTEM/SOLUTION HAS CURRENT INTEGRATIONS. DESCRIBE ANY LIMITATIONS OF THE PROPOSERS FUNCTIONALITY IF THE INSTITUTION(S) DOES NOT UTILIZE BANNER FINANCE COMPONENTS.**

2. Electronic Billing
  3. Electronic Payment
  4. Payment Plans (student and administrative enrollment)
  5. Cashiering
  6. Third-Party integration support for TSUS (may have other product requirements)
    - a. Ellucian Banner Accounts Receivable including:
      1. Tuition/Fee Payments
      2. Admissions Application
      3. Application for Graduation
    - b. Ellucian Banner Flexible Registration
    - c. Ellucian Recruiter
    - d. Other Ellucian products
  7. Payment Gateway that allows for:
    - a. ACH payments: ACH files can be batched and exported to University selected bank for processing.
    - b. Credit card payments: University chosen processor.
    - c. Debit card payments
      1. Signature debit
      2. Pin-less debit
    - d. Reporting of sales by tender type and by merchant
    - e. Refunding of sales or adjustment of sales
- 3.3 Other Required Services:
1. Third-party Integration for:
    - a. Innosoft Fusion
    - b. StarRez
    - c. University Tickets
    - d. T2 Parking
    - e. Adirondack Housing
    - f. CBord
    - g. NeuLion
    - h. VisualZen
    - i. Ruffalo Noel Levitz
    - j. Symplicity
  2. Marketplace: Proposer shall describe System/Solutions ability to provide the following features, at a minimum, that:
    - a. Shopper interface that:
      1. Provides a simple, modern shopping experience with photos, descriptions, and fast and easy payment checkout options.
      2. Allows for payments to be fed to specified and multiple detail codes in BANNER.
      3. Offers a variety of tender types, including foreign currency, custom tenders, pay later, and invoicing.

- b. Administrative interface that:
  - 1. Allow users to create, manage, and operate a storefront with its own URL to sell only the items they choose.
  - 2. Order tracking and fulfillment.
  - 3. Shipping options based on item count, item weight, shipping address, and/or other criteria.
  - 4. Reporting for sales and inventory management.
  - 5. Integration for third party vendors to accept payment through the application.
- 3. International Payments
- 4. Third-party payments
- 5. Tax Documents: Describe proposed System/Solutions ability to provide tax documents including 1098-T and 1098-E using self-service interfaces as well as IRS reporting.
- 6. Electronic Refunds: Describe proposed System/Solutions ability to provide the following features:
  - a. Secure electronic processing for financial aid refunds to student designated accounts via direct deposit.
  - b. Self-service interface for selecting refund options and managing direct deposit settings.
  - c. Administrative reporting to track students who opt-in to receive electronic refund disbursements.
  - d. Administrative reporting to track refund status.
  - e. Automatic disbursement notifications via email and/or SMS text message.
- 7. 529 Integration: Describe proposed System/Solutions ability to enable payers to make payments directly from a 529 account.

#### REQUIREMENTS IN MORE DETAIL

- 3.4 Ellucian Partnership: Is Proposer an Ellucian Partner? If so describe professional association with Ellucian.
- 3.5 Electronic Payment Processing, at a minimum, must meet the following:
  - 1. System Integration Requirements:
    - a. Describe System/Solution's integration with Banner by Ellucian. Does System/Solution have a real-time interface with Banner by Ellucian that is currently available in a production environment?
    - b. Can proposed System/Solution provide integration with Banner Self-Service? If so, with what payment points (admission applications, transcripts, etc.)?
    - c. Describe how proposed Systems/Solution post transaction various tables including postings to general ledger. Not non-Banner Finance limitations.
    - d. Describe how voids are handled for various tender types for student vs non-student payments.
  - 2. Available Payment Methods:
    - a. Credit Card Processing Requirements:
      - 1. Does your System/Solution support credit card transaction processing?
      - 2. Describe System/Solutions credit card authorization and settlement process. Are credit cards authorized in real time? How long before funds are deposited into the University's bank account?

3. System/Solutions credit card processing software must be processor independent and work with University's existing credit card processor. Please provide a current list of credit card processors with whom proposed System/Solution is certified to work.
4. Does System/Solution provide detailed reasons to students/customers when credit/debit cards are rejected. Provide details.
- b. Electronic Check Processing Requirements:
  1. Does proposed System/Solution support ACH transaction processing?
  2. Is Proposers organization a member of NACHA?
  3. Does Proposer utilize Accredited ACH Professionals (AAP)?
  4. Proposer shall describe their electronic check authorization and settlement process. Are routing numbers validated in real time? How long before funds are deposited into the University's bank account?
  5. Proposers System/Solution must provide a system that does not require changes to the University's current banking relationship.
  6. Proposers System/Solution should allow for changes in banking relationships and for change of credit card processors.
- c. PIN/PIN less Debit Processing Requirements:
  1. Does System/Solution support debit card transactions? If so, what type (PIN, PIN less, etc.)?
  2. Does proposed System/Solution differentiate between credit card and debit cards, to allow TSUS to save money on the interchange fees associated with debit cards?
- d. Other Payment Methods: Does proposed System/Solution offer campus card processing? If so, what type of campus cards do you support?
3. Payment Reporting:
  - a. System/Solution must provide real-time payment reporting for all payment transactions. Proposer shall provide a list and samples of payment reports available to administrators.
  - b. Are payment reports available in Excel/CSV format?
4. System Security and Fraud Controls: Proposed System/Solution must support the use of a card verification number (CVV2, CVC2, CID). Proposed System/Solution must also support address verification (AVS).
5. Merchant Services:
  - a. Does proposed System/Solution offer merchant services as a part of your solution? If so, please give a brief overview.
  - b. Does proposed System/Solution provide real-time access to payment transaction information?
  - c. Does proposed System/Solution provide integration between the campus ERP system, card processing services, and proposed System/Solutions e-Commerce platform?
  - d. Does proposed System/Solution provide the ability to view trends in payment transactions?
  - e. Does proposed System/Solution provide the ability to drill down into individual transactions?
  - f. Does proposed System/Solution have one place to view each transaction from gross payment received to net dollars to be deposited?

- g. Is proposed System/Solution's Point of Sale equipment EMV capable, encrypted, and tokenized?
- h. Is proposed System/Solutions cost of processing clear and transparent?
- i. Is proposed System/Solutions cost structure a Cost Plus Pricing Structure?
- j. Can ALL campus payments be managed in one place under same processor even if they do not utilize your Payment Gateway?
- k. Are ACH services offered? If so, is reporting for ACH centralized in the same reporting environment as card processing?
- l. Are other payment types supported such as ApplePay, Google Wallet, PayPal, etc.?
- m. Can varying payment types (student vs non-student) be processed by either the System/Solution processor or the University's chosen processor independently?

### 3.6 Online Student Payments:

1. User Authentication Requirements:
  - a. Describe how students are authenticated by proposed System/Solution.
  - b. Does proposed System/Solutions support single sign-on? If so, does proposed System/Solution support CAS, InCommon, or Shibboleth?
2. Authorized Users Requirements:
  - a. Describe how students are able to give third-party users (parents, guardians, etc.) access to their account. Is your authorized user functionality compliant with FERPA? Can students limit access rights for each authorized user? If so, explain.
  - b. Are authorized users given separate passwords or must they use their student's ID and password to access billing and account information?
  - c. Can authorized users maintain separate payment methods (credit cards, checking accounts, etc.) from their students?
  - d. Can authorized users make payments for more than one student at the same time?
  - e. Are students notified if an authorized user makes a payment on their account?
3. Third-Party Billing and Payments:
  - a. Can University staff create third-party payment accounts?
  - b. Describe in detail your third-party electronic billing capabilities.
  - c. Describe third-party access and payment applications for multiple students.
4. Electronic Notification Requirements:
  - a. Does proposed System/Solution load email addresses from Banner? If so, does proposed System/Solution also allow for additional email addresses to be managed by the student?
  - b. Does proposed System/Solution offer text messaging capabilities? Please describe.
  - c. What types of automated notifications are provided by proposed System/Solution and to whom?
  - d. Can TSUS edit automatic notifications to reflect our business policies?
  - e. Can students receive automatic notifications on mobile devices?
  - f. In addition to automatic messaging, does proposed System/Solution offer the ability to send one-time electronic messages in email and/or text message format?
  - g. Does proposed System/Solution offer Social Networking communication?
5. Real-Time Requirements:
  - a. The electronic payment system must update the student's account in real time. Describe proposed System/Solutions ability to post payment transactions in real time.

- b. Describe a proposed System/Solution ability to present students and authorized users with the current account balance. Does the balance include estimated or authorized financial aid?
  - c. Describe proposed System/Solutions ability to pull current account activity, or activity posted on the student account since the billing date, in real time.
6. Payment Requirements:
- a. Students and authorized users must be able to store payment profiles. These profiles must also be accessible to payment plans. Confirm proposed System/Solution has this capability.
  - b. Can proposed System/Solution restrict payment if a student has a hold or has exceeded a specified number of NSF transactions?
  - c. Does proposed System/Solution provide users with a payment receipt? Is the receipt available via email?
  - d. Does proposed System/Solution allow for line item payments?
  - e. Can students or authorized users purchase additional items, such as yearbooks, or make donations while making online payments on their accounts?
  - f. Does proposed System/Solution allow students to make payments for multiple terms, or only for a single term?
  - g. Can students use mobile devices to make payments? View scheduled payments? Access account balances and activity?
  - h. Describe the access administrators have to student account information.
  - i. Can payments be restricted based on holds, attributes or other criteria? Indicate all.
7. Convenience Fees:
- a. Does proposed System/Solution apply convenience fees? If so, please describe.
  - b. Describe the ability to assess flat rate and/or percentage based fees for credit cards and e-checks.
  - c. Describe how specific fees, payment types, or transactions can be either included in or excluded from the convenience fee process.
  - d. Please describe the process flow for the payer.
  - e. Can convenience fees and other related surcharges be viewed in reporting?
- 3.7 Electronic Statements
- 1. Bill Loading and Presentation Requirements:
    - a. Describe the process of transmitting and loading billing statements into proposed System/Solutions billing software. What bill presentation formats are available (e.g. text, PDF, HTML)?
    - b. Can proposed System/Solutions billing statement presentation be customized to match the University's mailed statements?
    - c. Describe proposed System/Solutions ability to replace paper billing and the advantages to TSUS in doing so.
    - d. Can a student still print their bill, if a paper copy is desired? Does proposed System/Solutions electronic billing system support automatic bill payments?
  - 2. System Management Requirements: Does proposed System/Solution provide reporting that shows which students have not logged in and viewed their billing statement? Does proposed System/Solution provide a report that shows a history of how many times a



student has logged into your eBill system? When a student or authorized user accesses the system.

3. Other: Does proposed System/Solutions electronic billing system work with fully integrated payment plan management software and/or electronic refunding solutions?
4. 1098-T Statements:
  - a. Can proposed System/Solution present 1098-T statements?
  - b. Can students opt out of receiving paper 1098-T statements and elect to receive only an electronic statement?
  - c. Can students authorize parents or other users to view their 1098-T statements? If they do so, will the student's Social Security number be viewable by the student but not the authorized user(s)?
  - d. Describe how 1098-T data is transmitted to the IRS including corrections.

### 3.8 Payment Plan Management System:

1. Student Self-Service Requirements:
  - a. Describe the student enrollment process in a tuition payment plan.
  - b. Does proposed System/Solution give students the option to set up scheduled payments in order to automatically pay plan installments?
  - c. Can students use mobile devices to make payments and/or view payment plan installments?
2. Plan Administration Requirements:
  - a. 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 (including late fees).
  - b. Will proposed System/Solution allow TSUS to set up different types of plans to meet the needs of different students? Please describe.
  - c. How does proposed System/Solutions payment plan system account for charges and credits eligible for a payment plan?
  - d. Proposed System/Solution 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.
  - e. 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?
  - f. Does proposed System/Solution allow for extended payment plans that cover the entire school year?
  - g. 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?
  - h. Please describe the flow of payment plan funds. Will the vendor transmit payment plan funds to the institution via remittance files or will payments be made directly to the institution and posted directly to the institution's accounts?
3. Administrative Access to Student Payment Plan Requirements:
  - a. Administrators must have the ability to enroll students in a payment plan via batch or single entry.
  - b. Do administrators have access to signed payment plan enrollment agreements?

4. Reporting Requirements: Describe and include examples of payment plan reports available to plan administrators. Include descriptions and examples of enrollment reports, revenue reports, delinquency and/or payment plan aging reports, etc.
- 3.9 Cashiering System Requirements:
1. Overview:
    - a. Please provide a basic overview of proposed System/Solutions cashiering solution for student A/R payments. Does proposed System/Solution include all software and hardware components necessary for payment functions at the cashier's window?
    - b. Describe cashiering hardware options.
    - c. Are the hardware options P2PE point to point encrypted?
    - d. Do hardware options accept chip/pin credit and debit cards? Does hardware come chip/pin ready or is this a special request or cost to the University.
    - e. Describe proposed System/Solution ability to support a multi-site campus environment.
    - f. The system software must be integrated in real time with TSUS' Banner system.
    - g. Can proposed System/Solution accept non-student payments, such as corporate, faculty, etc.?
    - h. Can proposed System/Solution cashiering module integrate with SAP Financial?
  2. Tender Type Requirements:
    - a. What forms of payment can Proposer's proposed System/Solution accept (e.g. cash, checks, credit cards, etc.)?
    - b. Can proposed System/Solution accept checks presented in person? Through the mail? Over the phone? Can proposed System/Solution convert these checks into ACH transactions, and if so, what types (e.g. BOC, POP, ARC, etc.)? Is the proposed System/Solution NACHA compliant?
    - c. The proposed System/Solution must provide the ability to view scanned check images for audit control and dispute resolution purposes. Describe how proposed System/Solution supports this functionality.
    - d. Does proposed System/Solution capture credit card signatures to be used for audit control and dispute resolution procedures? Can administrative users access those signatures at a later time?
  3. Transaction Reporting Requirements:
    - a. Does proposed System/Solutions cashiering system include a transaction journal that shows all user activity? This journal must be archived for audit purposes.
    - b. How long are journals archived and available for access?
    - c. Describe proposed System/Solutions 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.
  4. Payment Receipt Requirements:
    - a. Describe proposed System/Solutions cashiering system's receipt generating functionality. What information can be included on the receipt? Does the student's account balance print?
    - b. How many receipts can be printed during a single transaction, i.e., can the user request multiple copies of the receipt at printing?
    - c. Can receipts be printed to network printers?
    - d. Can receipts be emailed to customers?

- e. Does proposed System/Solution allow for reprinting receipts? Please explain.
5. Other Cashiering Requirements:
  - a. Does proposed System/Solution include check-cashing and/or drawer replenishment functionality with the option of requiring supervisor authorization? If so, please describe.
  - b. Can cashiers access online Help instructions for cashiering functions such as voiding, check cashing, etc. directly from the cashier interface?
  - c. Can cashiers look up a group of students, as well as individual students?
  - d. Does proposed System/Solution include a privacy mode to prevent student account information from displaying on the card swipe device?
6. Drawer Management Requirements:
  - a. Does proposed System/Solution optionally have integrated “physical” drawers available.
  - b. “Electronic” cashier drawer must be portable (i.e., cashier should be able to take their “physical” drawer to a different station and log into their “electronic drawer” at that station).
  - c. Describe how proposed System/Solution maintains information about the cashier’s drawer, as well as its ability to close and balance the drawer when a cashier logs off.
  - d. Supervisor must have drawer override capability. Please describe.
7. Business Day Requirement:
  - a. 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.
  - b. Does proposed System/Solution support posting payments to the next business day? For example, if the “Business Day” ends at 4 p.m. but the office remains open until 7 p.m., would payments entered after 4 p.m. post to the next business day?
8. User Administration Requirement:
  - a. 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 proposed System/Solutions cashiering system.
  - b. Can these roles be tied to Banner users?
9. Payment Processing Requirements:
  - a. The proposed System/Solution must have the ability to accept multiple tender types for a single transaction. Each tender type must be listed individually on the receipt.
  - b. 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.
  - c. The proposed System/Solution 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.
10. Departmental Deposit Requirements:
  - a. Can proposed System/Solution support deposits made by campus departments?
  - b. Can proposed System/Solution deposit status be monitored in a portal?
  - c. Can proposed System/Solution deposits be reviewed, adjusted, deleted through an administrative portal?

- d. Can proposed System/Solution be processed through the cashiering system?
  - e. Can TSUS set up deposit templates?
  - f. What tender types can be used for departmental deposits?
  - g. Can departmental deposits be imported from a batch file?
  - h. Can an administrative user enter departmental deposits for multiple campuses/offices with a single user ID? In other words, is the user required to have a separate ID for each campus or office?
  - i. Does the proposed System/Solution have a web departmental deposit component with templates for non-Banner Finance GL postings?
11. Student Deposit Requirements: The proposed System/Solution must be capable of applying student deposits such as tuition and housing deposits using the system settings in TSUS host system.
12. Campus Commerce Point of Sale Cashiering: Describe the System/Solutions ability to provide the following features:
- a. Does proposed System/Solution cashiering system include a module for non A/R transactions such as in-person merchandise sales (e.g. ticket sales, concessions, etc.)? If so, please give an overview of your solution.
  - b. Does proposed System/Solution provide secure payment processing for face to face sales (PCI/PA-DSS compliant with P2PE and EMV on all integrated hardware).
  - c. The proposed System/Solution 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.)
  - d. Can non-technical users build and maintain system.
  - e. Does proposed System/Solutions provide reporting for sales and inventory management.
  - f. Describe any mobile capabilities for ease in accepting payment off campus or in an alternate location other than primary business front.
  - g. Does proposed System/Solution enable you to purchase multiple items on a single transaction? Are these reflected in a single receipt?
  - h. Does proposed System/Solution allow for tracking of inventory? Are cashiers notified when the inventory reaches a zero? Are administrators notified when an item reaches a low inventory threshold?
  - i. Does proposed System/Solution apply sales tax to specified items while not applying to other items?
  - j. Does the POS solution integrate with an online e-commerce system for reporting and inventory tracking?
  - k. Does the proposed System/Solution have a mobile POS option?
- 3.10 Centralized Controls and Management:
- 1. Centralized Management System:
    - a. The proposed System/Solution must provide a centralized view of system-wide transactions in order to facilitate management of commerce operations. Does proposed System/Solution provide dashboard capability? If so, please describe.
    - b. Can users access this information via mobile devices?

- c. The proposed System/Solution must provide a central view of alerts to notify administrators of actions required throughout commerce applications. Can these alerts be received on mobile devices?
  - d. If merchant services are included in the proposal, does the proposed System/Solutions Dashboard capability include reporting and trends for merchant services? If so, please describe.
  - e. Describe dashboard integration with other related systems and data such as financial aid, registration, admissions, housing, finance, etc. Can the dashboard be customized via user defined channels?
2. User Management:
    - a. The proposed System/Solution must provide a single login for all administrative applications with a history of the user's activity.
    - b. The proposed System/Solution must have a customizable password policy to enforce strong passwords and user role management.
  3. Central Support: Does the proposed System/Solution provide a central resource center for product and industry information? Does this include a central forum to share questions, ideas, and best practices with other institutions? Does it also include training and educational materials?
- 3.11 Security:
1. PCI Compliance:
    - a. The proposed System/Solution must be hosted in a PCI DSS certified data center by a PCI DSS certified Service Provider, and all payment applications provided in vendor's solution must be certified PA-DSS compliant.
    - b. The hosting facility must strictly control physical and electronic access.
    - c. Proposer shall provide their most recent PCI DSS Attestation of Compliance (AOC) and data flow diagrams.
  2. Hosting Services:
    - a. The proposed System/Solution must have both a Production and a Test environment.
    - b. Operations must be monitored 24 x 7.
    - c. Proposer must guarantee a minimum of a 99% up time. Notification of down time must be provided in a timely manner to University resources.
    - d. The proposed System/Solution must provide hardware configurations and redundancy to protect against equipment failures.
  3. Breach Notifications protocols must include:
    - a. Official notification should be made to appropriate University officials in a timely manner.
    - b. Notification will include scope of loss.
    - c. Plans to mitigate further loss of data.
    - d. Official findings regarding loss (cause).
    - e. Any other requested information regarding the loss.
- 3.12 Customer Service:
1. Proposer shall describe their proposed System/Solution customer support structure.
  2. Proposer shall describe their proposed System/Solution training procedures.
  3. Proposer shall describe their problem resolution process.
  4. Is online Help included with Proposer's proposed System/Solution?

5. Are custom modifications implemented and supported by the System/Solution?
  6. How are enhancements and product upgrades evaluated and prioritized with the user community?
- 3.13 Company Information: Proposer shall provide the following:
1. Does a customer advisory council exist?
  2. Is there a User Group? User conference?
  3. Proposer shall provide a short history of their company to demonstrate experience in providing software solutions to Higher Education.
  4. Describe Proposer's company position and participation in the industry as a whole. For example, of what organizations are you a member? How do you help to educate your customers on regulations and other issues within the industry and share product information with customers?
  5. Is Proposer's or Proposer's parent company currently involved in any class action lawsuits from students? In the last two years, has Proposer's company or Proposer's parent company been under investigation by any federal or regulatory agencies? If so, please explain in detail.
  6. Have any of Proposer's customers been sued by students or parents in connection with the use of proposed System/Solution or any other of Proposer's products on campus?
  7. Please describe the level of interaction Proposer's company will have with our students (fees charged to students for any transactions or services, marketing to students, etc.).
  8. What changes, if any, has the Proposer made in light of the October 30, 2015 DOE rules on Program Integrity and Improvement 34 CFR Part 668?
- 3.14 Fees and Costs:
1. Please list all costs and fees to TSUS, including: transaction fees, fees for processing payments, refunds, deposits, returns, statement generation, file transfers, etc. necessary for the complete implementation of Proposer's System/Solution. Include cost, if any, of yearly escalation, by year, over the initial term and extensions. Explain whether each fee is an annual fee, a transaction fee, or a one-time charge. Proposer shall include any and all cost and pricing as described in this section.
  2. What, if any, fees do Proposer's proposed System/Solution charge to an individual making a payment? Please provide examples and highlight any differences based on payment type (credit, debit, cash, ACH, etc.).
  3. Please include proposed System/Solutions fee schedule for student refunds if applicable.
  4. All modules should be priced individually so that each institution can decide whether or not they want a specific item (e.g. online market place). The Proposer is required to provide a solution but it is optional for the institutions to select.
- 3.15 Equipment:
1. Specify the hardware platform(s) you support. Indicate the recommended hardware configuration to support a university with up to 40,000 students. Include disk requirements, etc.
  2. Describe workstation configuration requirements.
  3. Describe deployment options (e.g. client/server, other)
  4. List supported versions of components (e.g., OS, browsers, etc.).



5. Describe the technical architecture of your system and any related third party systems. Indicate all systems and interface requirements. What are the various hardware, software and network support required for your system? Describe the import/export utilities available. Indicate which interfaces are real-time and which are batch.
6. Describe in detail any 3rd party hardware or software that is required or recommended. University reserves the right to obtain hardware, software and networking components from 3rd party non-proprietary sources.
7. Describe all installation services that will be required (include all networking requirements and connectivity requirements to Banner and related systems)

### 3.16 Implementation and Updates:

1. Describe the project management to be provided by the vendor and quantify how staff and time are to be allocated to the project (Include roles of vendor staff and experience level for each).
2. Indicate what project resources will be needed from the University. Quantify how staff and time are to be allocated to the project.
3. Specify your implementation process and timeline for critical functional updates and vulnerability updates? How do third-party integration relationships impact this timeline? How are critical issues evaluated for resolution?
4. What will future versions of your software provide that the current release does not yet? When are these expected to be released?
5. Describe the process for customers to request new system functionality. What is the average turn-around time from request to production functionality?
6. Describe the process for fixing flaws/errors discovered in your system. How are critical issues evaluated for resolution?
7. Describe your test and training environments and your process for migrating patches/updates from test to production.
8. Describe the system access required by your support personnel.
9. Describe how service and maintenance will be accomplished on your equipment. Describe the diagnostic systems available for monitoring and troubleshooting.
10. Describe system hardware and software updates, software patching, new release installation, and all other maintenance required to maintain a secure and up to date system.
11. Describe in detail your backup and disaster recovery process and indicate which backup software you recommend/support, include: frequency, redundancy, increment options, disruption, failover, rollback, point of recovery, and documentation.

### OTHER REQUIRED SERVICES IN DETAIL

#### 3.17 Electronic Refunding System:

1. Explain what proposed System/Solution considers a 'refund'. For example, does proposed System/Solution process credit card refunds for dropped classes, etc. as well as refunds of excess Financial Aid?
2. Does proposed System/Solution allow for refunds to be direct deposited into an ACH account designated by the student?
3. Is a student encouraged to create a new banking relationship, or can they use their existing banking relationship?



4. Does proposed System/Solution allow for the option to do batch refunding back to credit cards?
5. Does proposed System/Solution interact real-time with Banner or must TSUS send electronic files containing information on pending refunds?
6. Does proposed System/Solution store the students' refund profiles or are refund profiles created and maintained by the students?
7. If refund profiles are created and maintained by the students, how are students notified to create refund profiles?
8. Describe the general process flow for refunding students. Include the following: How does the system determine which students are eligible for an electronic refund? What steps are required in order to generate the refunds? How does proposed System/Solution update Banner to reflect the fact that an electronic deposit has been made?
9. Is TSUS required to wire funds from a bank account controlled by TSUS to an account controlled by the vendor?
10. Are students notified after a deposit is made to their account?
11. Do students have access to their electronic refund history?
12. Does proposed System/Solution support ACH pre-notes? Are students notified if the account is not valid?
13. Describe reports available to campus staff.
14. How does proposed System/Solution comply with regulations such as PA-DSS, Red Flags, and Title IV?
15. What tools does proposed System/Solution offer to help increase direct deposit refund adoption? For example, can students scan QR codes to access refund account setup on their mobile phones?

### 3.18 Campus wide Online e-Commerce: (Marketplace)

1. Centralized Online Stores:
  - a. The proposed System/Solution must provide a centralized storefront application with consolidated payments into a secure and PCI/PA-DSS certified enterprise payment gateway.
  - b. The proposed System/Solution 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.)
  - c. Does proposed System/Solution allow you to consolidate stores into an online mall, as well as set up free-standing stores that are not part of the mall?
  - d. The e-Store capability must include a home page, product pages, a shopping cart, a checkout page, and order status information.
  - e. Can proposed System/Solution accommodate different tender types and shipping methods on a merchant-by-merchant and/or product-by-product basis?
  - f. Does proposed System/Solution have the ability to display stores and/or merchandise items by category?
  - g. Can store managers limit access to online stores to selected users?
  - h. Describe the extent to which the proposed System/Solution can be made to be consistent with TSUS' existing branding, both on the home page and on a store-by-store basis. This includes not only logos, but also colors, fonts, etc.
  - i. Can non-technical users set up storefronts without extensive vendor support?

- j. The online storefronts must allow for product definitions to be imported, as well as manually entered, by non-technical users.
- k. Can products be automatically enabled at a designated date/time?
- l. Does proposed System/Solution allow customers to register and establish profiles with stored payment methods, addresses, and order history?
- m. Does the proposed System/Solution allow customers with a profile to make partial payments and retain balances due?
- n. The online storefronts should allow for external data to be collected with each product purchased (such as size, color, etc.).
- o. The online storefront should allow for tracking of inventory.
- p. Describe the process of shopping, including adding the desired products to the shopping cart. Can the shopper pay for all purchases in a single checkout even if they purchase from multiple online storefronts?
- q. Is the credit card authorization process and/or ACH validation process transparent to the customer? Is the customer notified if the payment is declined?
- r. Does proposed System/Solution provide confirmation or notification to both the customer and store manager when a payment has been made? How is this confirmation sent? Via email? Text message?
- s. Does the proposed System/Solution allow for confirmation and notification text to be customized?
- t. Does proposed System/Solution include QR Code capability?
- u. Does proposed System/Solution include a Preview mode to allow you to create stores on your production system?
- v. Does proposed System/Solution allow TSUS to embed links to PDFs, social media sites, etc.?
- w. Does proposed System/Solution allow for the sale of digital downloads (e.g. downloadable video clips, jpegs, etc.)?
- x. How does proposed System/Solution calculate sales tax?
- y. Does the proposed System/Solution have a sales tax reporting option?
- z. Does proposed System/Solution generate packing slips?
- aa. Does proposed System/Solution enable you to give customers a discounted shipping rate if multiple items are shipped?
- bb. For digital content/products, describe the standard space allocated and how much additional space will cost.
- cc. Does proposed System/Solution integrate with Banner Advancement.
- 2. Online Donations:
  - a. Does proposed System/Solution accept donations?
  - b. Can proposed System/Solution be configured to accept donations as recurring payments, with specified beginning and ending dates?
  - c. Does proposed System/Solution allow TSUS to change default verbiage to language more appropriate to donations (e.g. "Additional Gifts" instead of "Continue Shopping")?
  - d. Can proposed System/Solution be configured to request donations from shoppers during checkout?
- 3. Online Event Registration:
  - a. Does proposed System/Solution manage event registration?

- b. Does proposed System/Solution accept multiple registrations?
  - c. Does proposed System/Solution accept additional information about the registrant (name, address, etc.)?
  - d. Does proposed System/Solution generate a list of event attendees?
  - e. Does proposed System/Solution have an “invoice me” option that would allow the user to pay later?
  - f. Can the System/Solution re-authenticate users that have already established an account? If so what collateral is tracked (i.e. prior donations, orders, installment balances, etc.)?
4. Integration Requirements:
- a. The proposed System/Solution must be capable of providing payment functionality to existing campus applications. Describe your solution’s ability to meet this campus requirement.
  - b. Can ancillary data be appended and “tag along” through the payment process to then be posted to the URL of TSUS’ choosing?
  - c. Can the proposed System/Solution integrate with other third-party applications that provide services for Higher Education? If so, with which systems do you offer integration?
  - d. When integrating with campus and/or third-party applications, can the proposed System/Solution be configured to accept recurring payments?
5. Mobile Capabilities:
- a. Can campus customers access online stores from their mobile devices? If so, can mobile shoppers purchase from more than one online store with a single checkout?
  - b. Can shoppers access their stored payment profiles from their mobile devices?
  - c. Can campus donors make donations, register for events, and/or enroll in Continuing Education classes from their mobile devices?
6. POS Capabilities:
- a. Does proposed System/Solution allow our staff to use POS devices to take in-person payments? Please describe.
  - b. How does proposed System/Solutions POS solution integrate with online storefronts?
  - c. What is the difference between proposed System/Solution and similar solutions in the market?
  - d. Which devices are supported?
  - e. Can the University control which administrative users have access to the POS solution?
  - f. Which payment methods are supported?
  - g. Does the proposed POS System/Solution support Point to Point Encryption (P2PE) devices? If yes list which gateways and/or merchant processors support P2PE devices.
  - h. Does the proposed POS System/Solution support recurring payments and/or tokenization for payment storage and future on-demand payments?
- 3.19 Printing Services:
- 1. Can proposed System/Solution generate paper checks? If so, explain the implementation process for setting up the check printing process.
  - 2. What types of checks can the proposed System/Solution generate?

3. Describe reporting options for students and administrators for tracking paper checks printed.

3.20 Student Experience and Design Integration:

1. Illustrate how the student portal integrates the various required functionality outlined in the RFP. Demonstrate ease of navigation in and between functional modules and features.
2. How are user design and experience decisions made for the System/Solution proposed?
3. Does the student portal integrate with systems/data from other areas such as financial aid, registration, admissions, housing, finance, etc.? If so describe.

**SECTION 4 – INSURANCE**

4.1 Insurance

- 4.1.1 Contractor, consistent with its status as an independent contractor will carry and will cause its subcontractors to carry, at least the following insurance in the form, with companies admitted to do business in the State of Texas and having an A.M. Best Rating of A-VII or better, and in amounts (unless otherwise specified), as TSUS may require:

- 4.1.1.1 Workers' Compensation Insurance with statutory limits, and Employer's Liability Insurance with limits of not less than

Employers Liability - Each Accident \$1,000,000  
Employers Liability - Each Employee \$1,000,000  
Employers Liability - Policy Limit \$1,000,000

Policies must include (a) Other States Endorsement to include TEXAS if business is domiciled outside the State of Texas, and (b) a waiver of all rights of subrogation and other rights in favor of TSUS;

- 4.1.1.2 Commercial General Liability Insurance with limits of not less than:

Each Occurrence Limit \$1,000,000  
Damage to Rented Premises \$ 100,000  
Medical Expenses (any one person) \$ 10,000  
Personal & Advertising Injury \$1,000,000  
General Aggregate \$2,000,000  
Products - Completed Operations Aggregate \$2,000,000

Policy will include independent contractor's liability, covering, but not limited to, the liability assumed under the indemnification provision of this contract, fully insuring Contractor's (or Subcontractor's) liability for bodily injury (including death) and property damage.

- 4.1.1.3 Business Auto Liability Insurance covering all owned, non-owned or hired automobiles, with limits of not less than \$1,000,000 Combined Single Limit Bodily Injury and Property Damage;

- 4.1.1.4 Errors and Omissions Insurance with limits of not less than \$1,000,000 per claim.

- 4.1.2 Contractor will deliver to TSUS:

- 4.1.2.1 Evidence satisfactory to TSUS in its sole discretion, evidencing the existence of all insurance after the execution and delivery of this Contract and prior to the performance or continued performance of any services to be performed by Contractor under this Contract.

- 4.1.2.2 Additional evidence, satisfactory to TSUS in its sole discretion, of the continued existence of all insurance not less than five (5) days prior to the expiration of any insurance. Insurance policies, with the exception of Workers' Compensation and

Employer's Liability, shall be endorsed and name TSUS as an Additional Insured. All policies will be endorsed to provide a waiver of subrogation in favor of TSUS. All policies with the exception of Workers' Compensation and Employer's Liability will be endorsed to provide primary and non-contributory coverage. No policy shall be canceled until after thirty (30) days' unconditional written notice to TSUS. All policies shall be endorsed requiring the insurance carrier providing coverage to send notice to TSUS 30 days prior to any cancellation, material change, or non-renewal (60 days for non-renewal) relating to any insurance policy required herein.

- 4.1.3 The insurance policies required in this Agreement will be kept in force for the periods specified below:
  - 4.1.3.1 Commercial General Liability Insurance, Business Automobile Liability Insurance; will be kept in force until receipt of Final Payment by TSUS to Contractor; and
  - 4.1.3.2 Workers' Compensation Insurance and Employer's Liability Insurance will be kept in force until the Work has been fully performed and accepted by TSUS in writing.
  - 4.1.3.3 Errors and Omissions Insurance will be kept in force an additional two years after the Work has been fully performed and accepted by TSUS in writing.

Section 5

**EXECUTION OF OFFER**

1. In compliance with this RFP, and subject to all the conditions herein, the undersigned offers and agrees to furnish any and all commodities or services at the prices quoted.
2. By signature hereon, the offeror hereby certifies that he/she is not currently delinquent in payment of any franchise taxes owed the State of Texas under Chapter 11, Tax Code.
3. By executing this offer, offeror affirms that he/she has not given, offered, or intends to give at any time hereafter, any economic opportunity, future employment, gift loan, gratuity, special discount, trip, favor, or service to public servant in connection with the submitted offer. Failure to sign the offer, or signing it with a false statement, shall void the submitted offer or any resulting contracts, and the offeror shall be removed from all proposals lists.
4. By the signature hereon affixed, the offeror hereby certifies that neither the offeror or the firm, corporation, partnership, or institution represented by the offeror or anyone acting for such firm, corporation, or institution has violated the antitrust laws of this State, codified in Section 15.01, et. seq., Texas Business and Commerce Code, or the Federal anti-trust laws, nor communicated directly or indirectly the offer made to any competitor or any other person engaged in such line of business. By signing this offer, offeror certifies that if a Texas address is shown as the address of the offeror, offeror qualified as a Texas Resident Proposer as defined in Rule 1 TAC 113.8.

**This offer consists of RFP# 758-17-00042**

**Federal Employer Identification Number (FEIN):** \_\_\_\_\_

**Proposer/Company:** \_\_\_\_\_

**Signature (ink):** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Name (typed/printed):** \_\_\_\_\_

**Title:** \_\_\_\_\_

**Address:** \_\_\_\_\_  

Street or PO Box
City
State
Zip Code

**Telephone Number:** \_\_\_\_\_ **E-mail:** \_\_\_\_\_

**COST OF PROPOSAL:** Complete the information below. Pricing to include any and all costs, fees, charges, etc...

**Proposer shall include in their Proposal any and all cost associated with their System/Solution as requested in Section 3.14 or any other part of this solicitation.**

Proposer shall complete, sign, and submit the **Execution of Offer** with their response. The **Execution of Offer** must be signed by a representative of Proposer duly authorized to bind the Proposer to its proposal. **Failure to sign the Execution of Offer will result in the rejection of proposal.**

**SECTION 6 TERMS & CONDITIONS:** Items below apply to and become a part of proposal. any exceptions thereto must be in writing.

**1. PROPOSAL REQUIREMENTS:**

- 1.1 **Rules, Regulations & Statutes:** Proposers must comply with all rules, regulations and statutes relating to purchasing in the State of Texas in addition to the requirements of this form.
- 1.2 **Unit Price:** Proposers must price per unit shown. Unit prices shall govern in the event of extension errors.
- 1.3 **Submittance:** Proposals must be submitted on or before the specified opening date and time.
- 1.4 **Late or Unsigned Proposals:** Late proposals will not be considered under any circumstances. Person submitting the proposal must have the authority to bind the firm in a contract. Should additional information or documentation be required as part of the proposer's response that may not be submitted electronically, it is the proposer (not the carrier/mail service/other or the University) who is solely responsible for ensuring that the documentation is received in Procurement and Business Services prior to the specified opening date and time.
- 1.5 **FOB Point:** Quote FOB destination, freight prepaid and allowed unless otherwise stated within the specifications.
- 1.6 **Pricing Firm:** Proposal prices are requested to be firm for TSUS acceptance for 180 days from proposal opening date (**unless otherwise stated in specifications**). "Discount from list" proposals are not acceptable unless requested. Cash discounts are not considered in determining an award. Cash discounts will be taken if earned.
- 1.7 **Tax Exempt:** Purchases made for State use are exempt from the State Sales tax and Federal Excise tax, per Texas Tax Code, Section 151.309(4). Do not include tax in the proposal.
- 1.8 **Right to accept or reject:** The State reserves the right to accept or reject all or any part of any proposal, waive minor technicalities and award the proposal to best serve the interests of the State.
- 1.9 **Withdrawal:** Any proposal may be withdrawn prior to the date and time set for receipt of proposals. Any proposal not so withdrawn shall constitute an irrevocable offer, for a period of 180 days, to provide the commodity or service set forth in the specifications, or until a selection has been made by TSUS.
- 1.10 **Proposal Costs:** Proposers electing to respond to this RFP are responsible for any and all costs of proposal preparation. The University is not liable for any costs incurred by a proposer in response to this RFP.
- 1.11 **Exceptions:** If a proposer takes exception to any specifications within this Request for Proposal, they must notify Procurement and Business Services in writing prior to the scheduled proposal opening date and time.
- 1.12 **Cost/Pricing:** All cost/pricing must be in United States dollars.
- 1.13 **Texas Public Information Act:** By submission of this Agreement, [Proposer] acknowledges that the Agreement, and the contents of any underlying proposals or other documents provided to [University] in response to a competitive bid process from which the Agreement resulted, are



public information under the Texas Public Information Act (Texas Government Code Chapter 552). [Proposer] agrees that [University] may provide a copy of the Agreement and/or bid documents in response to a public information request, post the Agreement on its public website, or otherwise release the contents of the Agreement and/or bid documents at [University's] discretion and without prior notice to [Proposer]. Proposer acknowledges that the University strictly adheres to all statutes, court decisions, and the opinions of the Texas Attorney General with respect to disclosure of public information.

## 2. SPECIFICATIONS

- 2.1 **Brand Name Descriptive:** Catalogs, brand names or manufacturer's references are descriptive only, and indicate type and quality desired. Proposals on brands of like nature and quality will be considered unless otherwise stated in the Request for Proposal (RFP). If proposing other than brand referenced, proposal should show manufacturer, brand or trade name, and other description of product offered. If other than brand(s) specified is offered, illustrations and complete description of product offered are requested to be made part of the proposal. Failure to take exception to specifications or reference data will require proposer to furnish specified brand names, numbers, etc.
- 2.2 **New Items:** Unless otherwise specified, items shall be new and unused and of current production.
- 2.3 **Electrical Standards:** All electrical items must meet all applicable OSHA standards and regulations, and bear the appropriate listing from UL, FMRC or NEMA.
- 2.4 **Samples:** Samples, when requested, must be furnished free of expense to the State. Each sample should be marked with the proposer's name, address, and RFP number. Do not enclose in or attach proposal to sample. All samples become the property of the University.
- 2.5 **Oral Statements:** TSUS will not be bound by any oral statement or representation contrary to the written specifications of the Request for Proposal (RFP).
- 2.6 **Manufacturer's Warranty:** Manufacturer's standard warranty shall apply unless otherwise stated in the RFP.

## 3. DELIVERY

- 3.1 **Delivery Days:** Show number of days required to place material in receiving agency's designated location under normal conditions. Delivery days' mean calendar days, unless otherwise specified. Failure to state delivery time obligates proposer to deliver in 14 calendar days. Unrealistic delivery promises may cause proposal to be disregarded.
- 3.2 **Foreseen Delays:** If delay is foreseen, vendor shall give written notice to TSUS. Proposer must keep TSUS advised at all times of status of order. Default promised delivery (without accepted reasons) or failure to meet specifications authorizes TSUS to purchase supplies elsewhere and charge full increase, if any, in cost and handling to defaulting proposer.
- 3.3 **Substitutions:** No substitutions permitted without written approval of TSUS.
- 3.4 **Delivery Hours:** Delivery shall be made during normal working hours (8:00 a.m. to 4:00 p.m.) only, unless prior approval has been obtained from ordering agency.

4. **INSPECTION AND TESTS** – All goods will be subject to inspection and test by TSUS. Authorized TSUS personnel shall have access to supplier's place of business for the purpose of inspection

merchandise. Tests shall be performed on samples submitted with the proposal or on samples taken from regular shipment. All costs shall be borne by the proposer in the event products tested fail to meet or exceed all conditions and requirements of the specification. Goods delivered and rejected in whole or in part may, at TSUS' option, be returned to the vendor or held for disposition at proposer's expense. Latent defects may result in revocation of acceptance.

**5. AWARD OF CONTRACT**

5.1 A response to this RFP is an offer to contract based upon the best price, terms, conditions and specifications contained herein. **Proposals do not become contracts until they are accepted through a purchase order.** The contract shall be governed, construed and interpreted under the laws of the State of Texas, and TSUS policy as the same may be amended from time to time. Any legal actions must be filed in Travis County, Austin, Texas.

5.2 **Tie Proposals:** Awards will be made in accordance with Rule 1 TAC Section 113.6 (b) and 113.8 (preferences).

5.3 **No Guarantee of Award:** University makes no warranty or guarantee that an award will be made as a result of this RFP. University reserves the right to accept or reject any or all proposals, waive any formalities or minor technical inconsistencies and delete any requirement or specification from this RFP or the Agreement when deemed to be in University's best interest. University reserves the right to seek clarification of any item contained in Proposer's proposal prior to final selection. Such clarification may be provided by telephone or personal meeting with or in writing to University, at University's discretion. Representations made by Proposer within its proposal will be binding on Proposer. University will not be bound to act by any previous communication or response submitted by Proposer, other than this RFP.

**6. CANCELLATION OF CONTRACT** – If contract is cancelled, for any reason, any prepaid fees shall be refunded on a pro-rated basis.

**7. PAYMENT** – Proposer shall submit an itemized invoice showing TSUS purchase order number. TSUS will incur no penalty for late payment, if payment is made in 30 or fewer days from receipt of goods or services on an uncontested invoice. Regardless of the invoice date, the payment process will begin when TSUS Disbursements receives the authorized authorization/acceptance from the awarding department. TSUS may pay proposer for any goods or services provided utilizing any one of the following methods of payment:

- a) Paper check
- b) ACH
- c) Wire
- d) WEX Inc. Financial Services' AP Direct
- e) Procurement Card

**8. NON-DISCLOSURE:** No public disclosures or news releases pertaining to this RFP shall be made without prior written approval of TSUS.

**9. CONFLICTS:** In event of a conflict between standard proposal requirements and conditions and the attached detail specification, the detail specification shall govern.

- 10. PATENTS OR COPYRIGHTS** – The vendor agrees to protect TSUS from claims involving infringement of patents or copyrights.
- 11. PROPOSER ASSIGNMENTS** – Proposer hereby assigns to ordering agency any and all claims for overcharges associated with this contract arising under the antitrust laws of the United States 15 U.S.C.A. Section 1, et seq. (1973), and the antitrust laws of the State of Texas, TEX. Bus. & Comm. Code Ann. Sec. 15.01, et seq. (1967).
- 12. FUNDING OUT CLAUSE** – TSUS reserves the right to cancel, without penalty, if funds are not appropriated or otherwise made available at any time during the contract period.
- 13. PROPOSER AFFIRMATION** – Submitting this proposal with a false statement is material breach of contract and shall void the submitted proposal or any resulting contracts, and the proposer shall be removed from all proposal lists. By submitting this proposal, the proposer herein affirms:
- 13.1 The proposer has not given, offered to give, nor intends to give at any time hereafter any economic opportunity, future employment, gift, loan, gratuity, special discount, trip, favor, or service to a public servant in connection with the submitted proposal.
- 13.2 The proposer is not currently delinquent in the payment of any franchise tax owed with the Texas Comptroller of Public Accounts. For more information see the website for the Texas Comptroller of Public Accounts: <https://mycpa.cpa.state.tx.us/coa/>
- 13.3 Neither the proposer nor the firm, corporation, partnership, or institution represented by the proposer, or anyone acting for such firm, corporation or institution has violated the antitrust laws of this State or the Federal Antitrust Laws (See Section 11, above) nor communicated directly or indirectly the proposal made to any competitor or any other person engaged in such line of business.
- 13.4 The proposer has not received compensation for participation in the preparation of the specifications for this RFP.
- 13.5 If applicable, pursuant to Texas Family Code, Title 5, Subtitle D, Section 231.006(d), regarding child support, the proposer certifies that the individual or business entity named in this proposal is not ineligible to receive the specified payment and acknowledges that this contract may be terminated and payment may be withheld if this certification is inaccurate. Furthermore, any proposer subject to Section 231.006 must include the names and Social Security numbers of each person with at least 25% ownership of the business entity submitting the proposal. This information must be provided prior to contract award.
- 13.6 Pursuant to Section 2155.004 Government code re: collection of state and local sales and use taxes, the proposer certifies that the individual or business entity named in this proposal is not ineligible to receive the specified contract and acknowledges that this contract may be terminated and/or payment withheld if this certification is inaccurate.
- 13.7 The Proposer shall defend, indemnify, and hold harmless the State of Texas, TSUS, all of its officers, agents 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 omissions of proposer or any agent, employee, subcontractor, or supplier of contractor in the execution or performance of this contract.

13.8 Proposer agrees that any payments due under this contract will be applied towards any debt, including but not limited to delinquent taxes and child support that is owed to the State of Texas.

13.9 Pursuant to Texas Government Code 2252.908 and Texas Ethic Commission Rule 46, for contracts that are either have a value of at least \$1 million or require approval of the TSUS Board of Regents, a business entity (vendor) must submit a copy of Disclosure of Interested Parties filed with the Texas Ethics Commission when the business entity submits the signed contract. No such contract may be presented to the TSUS Board of Regents for approval without the disclosure. Information on the Disclosure of Interested Parties can be found at <http://www.ethics.state.tx.us>.

13.9 Proposer certifies that they are in compliance with Texas Government Code, Title 6, Subtitle B, Section 669.003 of the Government Code, relating to contracting with the executive head of a State agency. If Section 669.003 applies, proposer will submit the following information with their response as an attachment in order for the proposal to be evaluated:

Name of Former Executive: \_\_\_\_\_  
 Name of State Agency: \_\_\_\_\_  
 Date of separation from State Agency: \_\_\_\_\_  
 Position with proposer: \_\_\_\_\_  
 Date of Employment with proposer: \_\_\_\_\_

**14. TECHNOLOGY ACCESS CLAUSE-**The Proposer expressly acknowledges that state funds may not be expended in connection with the purchase of an automated information system unless that system meets certain statutory requirements relating to accessibility by persons with visual impairments. Accordingly, the Proposer represents and warrants to TSUS that the technology provided to TSUS for purchase is capable, either by virtue of features included within the technology or because it is readily adaptable by use with other technology, of:

- providing equivalent access for effective use by both visual and non-visual means;
- presenting information, including prompts used for interactive communications, in format intended for non-visual use; and
- being integrated into networks for obtaining, retrieving, and disseminating information used by individuals who are not blind or visually impaired.

For purposes of this paragraph, the phrase “equivalent access” means a substantially similar ability to communicate with or make use of the technology, either directly by features incorporated within the technology or by other reasonable means such as assistive devices or services which would constitute reasonable accommodations under the Federal Americans with Disabilities Act or similar state or federal laws. Examples of methods by which equivalent access may be provided include, but are not limited to, keyboard alternatives

Access by Individuals with Disabilities. Proposer represents and warrants (the Electronic and Information Resources (EIR) Accessibility Warranty”) that the electronic and information resources and all associated information, documentation and support that it provides to the University under the Agreement (collectively, the “EIRs”) comply with the applicable requirements set forth in Title 1, Chapter 213 of the Texas Administrative Code and Title 1, Chapter 206, Rule §206.70 of the Texas Administrative code (as authorized by Chapter 2054, Subchapter M of the Texas Government Code). To the extent Proposer becomes aware that the EIRs, or any portion thereof, do not comply with the EIR Accessibility Warranty, then Proposer represents and warrants that it will, at no cost to

the University, either (1) perform all necessary remediation to make EIRs satisfy the EIR Accessibility Warranty or (2) replace the EIRs with new EIRs that satisfy the EIR Accessibility Warranty. In the event the Proposer fails or is unable to do so, then the University may terminate the Agreement and Proposer will refund to the University all amounts the University has paid under the Agreement within thirty (30) days after the termination date.

All submissions must include all Voluntary Product Accessibility Templates (VPAT), Information Technology Industry Council (ITIC) and General Services Administration (GSA), that describes compliance with Section 508.

The Proposer agrees to protect, defend, and save the University, its elected and appointed officials, agent, and employees, while acting within the scope of their duties as such, harmless from and against all claims, demands, causes of action of any kind or character, including the cost of defense thereof, arising in favor of the Proposer's employees or third parties on account of bodily and personal injuries, death, damage to property arising out of services performed or omissions of services or in any way resulting from the acts or omissions of the Proposer and/or its agents, employees, representatives, assigns, subcontractors, except the sole negligence of the University under this Agreement with regard to Title 1, Chapter 213 of the *Texas Administrative Code* and Title 1, Chapter 206, Rule §206.70 of the *Texas Administrative Code* (as authorized by Chapter 2054, Subchapter M of the *Texas Government Code*.) United States Rehabilitation Act of 1973 and its amendments, Section 508; and World Wide Web Consortium (W3C), Web Accessibility Initiative (WAI), Web Content Accessibility Guidelines (WCAG) 1.0 and 2.0AA.

**15. NOTICE TO PROPOSER:**

- 15.1 Any terms and conditions attached by the proposer to their proposal will not be considered unless specifically referred to in their response and may result in the disqualification of their proposal.
- 15.2 Equal opportunity – This contractor and subcontractor shall abide by the requirements of 41 CFR § 60-1.4(a), 60-300.5(a) and 60-741.5(a). These regulations prohibit discrimination against qualified individuals based on their status as protected veterans or individuals with disabilities, and prohibit discrimination against all individuals based on their race, religion, color, national origin, sex, age, sexual orientation, gender identity. Moreover, these regulations require that covered prime contractors and subcontractors take affirmative action to employ and advance in employment individuals without regard to race, religion, color, national origin, sex, age, sexual orientation, gender identity, protected veteran status or disability.
- 15.3 In the event that TSUS is closed due to inclement weather and/or emergency situations at the time set aside for the published bid opening, the published due date will default to the next open business day at the same time.

04/7/2016