



## REQUEST FOR PROPOSAL

PAYROLL MANAGEMENT SERVICES

### SUMMARY

The System is seeking proposals to establish a contract with qualified companies that can provide payroll management services for the System, in accordance with the specifications and requirements contained in this Request for Proposal.



# ARKANSAS STATE UNIVERSITY SYSTEM

## REQUEST FOR PROPOSAL

### Payroll Management Services RFP #25-17

Notice is hereby given that proposals will be accepted by Arkansas State University System until 11:00a.m., Central Time, on **February 10, 2025** for **Payroll Management Services**.

**Submit proposals to:**  
ASU System Office Attn:  
Julie Bates  
501 Woodlane Street, Suite 600 Little  
Rock, AR 72201

#### Projected Timetable

The following should be used as a working guide for planning purposes. Arkansas State University reserves the right to adjust this timetable as required during the course of the process.

ACTIVITY	DATE
RFP Issued:	January 28, 2025
Deadline for Questions on Proposal	February 3, 2025
Responses to Questions posted on website	February 5, 2025
Public opening of proposals	February 10, 2025 11:00 a.m. CST
Completion of proposal review and contract selection	February 2025
Intent to award letters emailed	February 28, 2025
Arkansas Legislative Review	March 2025
Contractor Commences Performance	July 1, 2025

*Arkansas State University reserves the right to reject late proposals, any and all proposals, or waive any irregularities or informalities during the Request for Proposal process. No proposal may be withdrawn for a period of thirty (30) days after the closing date for submission.*

*Terms and Conditions for RFPs can be found [here](#). Please review these terms before signing the proposal page.*

RFP #25-17  
DATE: February 10, 2025

**ACKNOWLEDGMENT OF RECEIPT**

**Signature Required for Response**

Respondent complies with all articles of the Standard Terms and Conditions documents as counterpart to this RFP document, and with all articles within the RFP document. If Respondent receives the University's acceptance, Respondent agrees to furnish the items and/or services listed herein at the prices and/or under the conditions as indicated in the RFP.

<b>Vendor Name:</b>	
<b>Mailing Address:</b>	
<b>City, State, Zip:</b>	
<b>Telephone:</b>	
<b>Email:</b>	

**Authorized Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Typed/Printed Name of Signor:** \_\_\_\_\_ **Title:** \_\_\_\_\_

\_\_\_\_\_ **YES, Our Company does have an interest in responding.**

\_\_\_\_\_ **NO, our company does not have an interest in responding.**



## ADMINISTRATIVE OVERVIEW

### **Background**

The Arkansas State University System (the “ASU System” or the “system”), based in Little Rock, serves almost 35,000 students annually on campuses in Arkansas and Queretaro, Mexico, and globally online.

The ASU System includes Arkansas State University, a four-year Carnegie R2 research institution in Jonesboro with degree centers at ASU-Beebe, ASU-Mountain Home and ASU Mid-South in West Memphis. Arkansas State University Campus Queretaro opened in September 2017. The system's two-year college institutions include ASU-Beebe, with additional campuses in Heber Springs and Searcy and an instructional site at Little Rock Air Force Base; ASU-Newport, with additional campuses in Jonesboro and Marked Tree; ASU-Mountain Home; ASU Mid-South in West Memphis; and ASU Three Rivers (formerly College of the Ouachitas) in Malvern. Henderson State University in Arkadelphia became the system's second four-year institution member on Feb. 1 under Act 18 of 2021.

Dr. Brendan Kelly serves as president of the ASU System at its administrative offices in Little Rock. The chancellors are Dr. Todd Shields at Arkansas State, Dr. Jennifer Methvin at ASU-Beebe, Dr. Johnny Moore at ASU-Newport; Dr. Bentley Wallace at ASU-Mountain Home, Dr. Debra West at ASU Mid-South; Dr. Steve Rook at ASU Three Rivers; and Dr. Trey Berry at Henderson State. A seven-member Board of Trustees appointed by the governor governs the system.

The ASU System provides a wide range of degree and certificate programs, serves as a leading voice on state higher education issues, and supports significant programs for the state and region, including economic development initiatives, the Arkansas Biosciences Institute, and Arkansas heritage sites.

The mission of the ASU System is to contribute to the educational, cultural, and economic advancement of Arkansas by providing quality general undergraduate education and specialized programs leading to certificate, associate, baccalaureate, masters, professional, and doctoral degrees; by encouraging the pursuit of research, scholarly inquiry, and creative activity; and by bringing these intellectual resources together to develop the economy of the state and the education of its citizens throughout their lives.

### **1.00 Introduction**

Arkansas State University (the “University”) is issuing this Request for Proposal (“RFP”) for the purpose of soliciting written proposals from a qualified vendor to provide payroll management services solutions. In order to simplify the University’s task of evaluating all of the proposals we have developed a format in which all proposals must be prepared. Failure to adhere to this format or to omit any of the information that is required will result in your firm’s proposal being disqualified.

The contract will be awarded to the vendor, firm, contractor, offer, bidder or proposer (“vendor”) who best satisfies all of the University’s needs at optimum cost and service performance. Cost will not be the sole criteria for determining the contract award.

**INTERGOVERNMENTAL/COOPERATIVE USE OF PROPOSAL AND CONTRACT:** In accordance with Arkansas Code §19-11-249, this proposal and resulting contract is available to any college or university in Arkansas that wishes to utilize the services of the selected proposer, and if the proposer agrees, they may enter into an agreement as provided in this RFP.

**2.00 Issuing Officer and Contract Administrator**

Lisa Glasco, CPCP, CPPB, CPPO, NIGP-CPP, APO - Director of Procurement Services  
 Phone: (870) 972-2028  
 Email: lglasco@astate.edu

Project Officer: Julie Bates  
 Phone: 501-660-1002  
 Email: jbates@asusystem.edu

**3.00 Anticipated Procurement Timetable**

ACTIVITY	DATE
RFP Issued:	January 28, 2025
Deadline for Questions on Proposal	February 3, 2025
Responses to Questions posted on website	February 5, 2025
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**4.00 Submission of Proposals**

No later than 11:00 a.m., provide one signed original (marked “original”) in the response. The vendor must also provide the bid response in electronic form on a flash-drive (preferred).

**Under no circumstance will late bids be accepted. Failure to deliver by overnight carriers or other such methods shall not be taken into consideration.** RFPs must arrive and be time stamped by our office, located at 501 Woodlane Street, prior to the time and date specified on the Request for Proposal sheet.

ASU System Office  
 Attn: Julie Bates  
 501 Woodlane Street, Suite 600  
 Little Rock, AR 72201

### **5.00 Proposal Format**

Each proposer must utilize the *Proposal Packet* to submit their proposal. The following items are Proposal Submission Requirements and must be submitted as a hardcopy and electronic copy in the original *Proposal Packet*.

A. Original signed *Proposal Signature Page*. (See *Proposal Packet*.)

1. One (1) original hardcopy and (1) electronic copy of the proposal response which includes:
  - a. Proposal response to the *Information for Evaluation* section included in the *Proposal Packet*. Proposal response **must** be in the English language.
  - b. *Official Solicitation Price Sheet*.

### **6.00 Award and Term**

The University reserves the right to reject any or all proposals, or any portion thereof, and re-advertise if deemed necessary. Awards will be made to the proposer whose proposal conforms to the RFP and in the sole judgement of the University, will be the most advantageous to the University. The proposal may be awarded to one or multiple vendors depending on the committee recommendation.

The required services are to commence **July 1, 2025**, and unless terminated sooner, shall continue in force for an initial period of three (3) years with the option to extend for four (4) one-year extensions, in accordance with the original terms of the contract upon mutual agreement in writing.

### **7.00 Rejection of Proposals**

In order to simplify the University's task of evaluating all of the proposals we have developed a format in which all proposals must be prepared. Failure to adhere to this format or omitting any of the information that is required may result in your firm's proposal being disqualified.

### **8.00 Public Opening of Proposals**

A public opening of all Technical/Business proposals will be held **February 10, 2025 at 11:00 A.M. CST** at

ASU System Office Attn:  
Julie Bates  
501 Woodlane Street, Suite 600 Little  
Rock, AR 72201

NOTE: When circumstances warrant and at the sole discretion of the University, the University may elect to conduct the proposal opening entirely via video conference. If the University makes this election, the University shall post a link to the video conference on its website. If the bid opening will be conducted entirely via video conference, individuals will not be permitted to attend in-person.

**9.00 Contract Governance and Indemnification**

The contract will incorporate the contents of the RFP as well as any negotiated terms and conditions. Vendors should note the following regarding the University's contracting authority and amend their documents accordingly. Failure to conform to these standards will result in rejection of the proposal.

This contract shall be governed by and constructed in accordance with the laws of the state of Arkansas. Arkansas State University is an agency of the state of Arkansas and the state and its agencies are protected from suit by sovereign immunity. Nothing in this contract is intended to nor shall it waive this sovereign immunity. Any provision of this contract in conflict with the laws of the state of Arkansas is null and void.

The Vendor shall indemnify and hold harmless the University, its officers, and its employees from all claims, suits, actions, damages, and costs of every nature and description arising out of or resulting from the contract or the provision of services thereunder.

The University will cooperate with the Vendor in the defense of any action or claim brought against Vendor seeking damages or relief for any loss, expense, damage, liability, claim, or demand either at law or in equity for actual or alleged injuries to persons or property arising from any negligent act or omission by the University or its employees or agents in performance of this contract. The University also will cooperate in good faith with the Vendor should the Vendor present any claims of the aforementioned nature against the University to the Arkansas State Claims Commission and will make reasonable effort to expedite any hearing or other action before the Commission. However, the University reserves the right to assert in good faith any and all claims and defenses available to it in any such proceedings before the Commission or other appropriate forum.

Additionally:

1. The State of Arkansas may not contract with another party to:
  - A. Indemnify and defend that party for any liability and damages. However, the University may agree to hold other party harmless from any loss or claim resulting directly from and attributable to the University's use or possession of equipment or software and reimburse the party for the loss caused solely by the University's use or possession.
  - B. Upon default, to pay all sums to become due under the contract.
  - C. Pay damages, legal expenses or other costs and expenses of any party.
  
2. A party wishing to contract with Arkansas State University must:
  - A. Remove any language from its contract that grants remedies other than:
    1. The right to possession.
    2. The right to accrued payment.
  - B. Include in its contract language specifying that the laws of the State of Arkansas govern the contract.
  - C. Acknowledge in writing that contracts with the University become effective when awarded.

**10.00 Cost for Proposal Preparation**

The University will not reimburse any proposer's costs incurred in the preparation and submission of proposals.

**11.00 Further Information**

Proposers are cautioned that the University is not obligated to ask for or accept after the opening date, clarifications which are essential for a complete and thorough evaluation of the proposal. However, should the University request additional information, either written or oral, the vendor must provide. Refusal to honor such requests may result in rejection of the proposal. The University may award a contract based on initial submissions without any further discussion of such proposals. Accordingly, each proposal should be submitted in the most favorable and complete terms possible.

If the University so chooses, it shall also have the right to enter into discussions or negotiations with the qualifying vendor(s) to further define contractual details. All such discussions shall be conducted at the sole discretion of the University, and may be conducted at any lawful time of the University's choosing. The University shall solely determine the items to be discussed or negotiated.

If discussions or negotiations fail to result in a contract, the negotiation process may be repeated until an anticipated successful vendor(s) has been determined or an award made, or until such time the University decides not to move forward with an award. The University may elect to request best and final offers. Any best and final offer request made by the University will be conducted with the responsible vendors that fall within the competitive range. The competitive range shall be defined as the five highest ranked vendors pursuant to Section 17.00.

**12.00 Proprietary Information**

Proposals and documents pertaining to this RFP become the property of the University and shall be open to public inspection following the proposal opening, excluding proprietary information as exempted by law. Proprietary information submitted in response to this RFP must be separately packaged, sealed, and clearly labeled "PROPRIETARY". Financial data, trade secrets, test data, and similar proprietary information will, to the extent permitted by law, remain confidential provided such material is clearly so marked by the proposer prior to submission.

"Proprietary information or information which, if disclosed, would give advantage to competitors or bidders ("Proprietary Information") submitted in response to this RFP will be processed in accordance with applicable State of Arkansas procurement procedures. Documents pertaining to the RFP become the property of the State and shall be open to public inspection subsequent to proposal opening. It is the responsibility of the respondent to identify all proprietary information. **The bidder should submit one complete electronic copy of the proposal from which any Proprietary Information has been removed.**



The redacted copy should reflect the same pagination as the original, show the empty space from which information was redacted, and should be submitted on a **flash drive**, preferably in a PDF format. Except for the redacted information, the redacted copy must be identical to the original hard copy. The respondent is responsible for ensuring the redacted copy on CD/flash drive is protected against restoration of redacted data. The redacted copy will be open to public inspection under the Freedom of Information Act (FOIA) without further notice to the respondent. If a redacted copy is not received the entire proposal will be open to public inspection. If the State of Arkansas deems redacted information to be subject to the FOIA, the bidder will be contacted prior to sending out the information.”

All proposals must be executed by an authorized officer of the bidder and must be held firm for acceptance for a minimum period of 150 days after the opening date.

**13.00 Examination of Records**

The Vendor agrees that the University or its duly authorized representatives shall at any time during the term of this contract have access to, and the right to audit and examine any pertinent records of the Vendor related to this contract. The Vendor shall retain such records for a period of no less than five (5) years from the date the records are made, unless the University authorizes earlier disposition. The Vendor agrees to refund to the University any underpayments or overcharges disclosed by audit or to take other acceptable corrective action.

**14.00 Permits and Licenses** The Vendor will obtain and maintain at its expense, and in its name, all necessary licenses and permits required to perform the services described herein.

**15.00 Performance Standards**

- A. State law requires that certain contracts for services include Performance Standards for measuring the overall quality of services provided. Performance Standards identify expected deliverables, performance measures, or outcomes; and defines the acceptable standards the Vendor must meet in order to avoid assessment of damages.
- B. The University and Vendor will negotiate Performance Standards prior to contract award, prior to the commencement of services, or at times throughout the contract duration.
- C. The University shall have the right to modify, add, or delete Performance Standards throughout the term of the contract, should the University determine it is in its best interest to do so. Any changes or additions to performance standards will be made in good faith following acceptable industry standards and may include the input of the Vendors as to establish standards that are reasonably achievable.
- D. All changes made to the Performance Standards shall become a binding part of the contract.
- E. Performance Standards shall continue throughout the term of the contract.
- F. Failure to meet the minimum Performance Standards as specified may result in the assessment of damages, as defined and agreed upon in the Performance Standards.
- G. In the event a Performance Standard is not met, the Vendor will have the opportunity to defend or respond to the insufficiency. The University may waive damages if it determines there were extenuating factors beyond the control of the Vendor that hindered the

performance of services or if it is in the best interest of the State to do so. In these instances, the University shall have final determination of the performance acceptability.

- H. Should any compensation be owed to the University due to the assessment of damages, Vendor shall follow the direction of the agency regarding the required compensation process.

### **16.00 Scope of Services**

The ASU System is seeking a payroll solutions partner to process payroll in the most efficient and effective way possible while maintaining an integration to its Ellucian Banner General Ledger system. The project will be implemented in phases, at the sole discretion of the ASU System:

- Phase 1: Review of current status and development of implementation plan and projected costs for pilot program and system-wide implementation;  
Phase 2 (Optional): Implementation of pilot program at a selected campus; and  
Phase 3 (Optional): Implementation system-wide.

For the removal of all doubt, Phase 2 and Phase 3 will be initiated at the sole discretion of the ASU System.

The successful vendor must have experience processing, distributing, year-end payroll processing, and filing required taxes for the System's payroll in multi-states. One of the major challenges that the System is currently experiencing is multi-state tax reporting. Due to the various regulations that exist in many states, the System requires a partner that will assist in navigating payroll tax withholding for a multi-state workforce with a wide range of jurisdictions with different reporting requirements.

The successful vendor must at a minimum be able to provide the following services:

1. Full-Service Payroll Processing
2. Full-Service Managerial Reporting
3. HR/Payroll Software
  - a. Software must be tested to verify integration to our Banner System Accounting ERP
  - b. Time and Labor Management
  - c. Direct deposit statements and upload to Ellucian Banner Payroll System must be completed 3 days prior to the pay date.
  - d. Electronic automated pay statements are provided to employees through secured email and online systems.
  - e. Allow employees to make electronic changes to payroll tax withholdings and bank pay disbursements. The system must have the ability for employees to deposit pay in multiple bank accounts.
  - f. Payroll tax filings – including documentation upload and payment submittal.
  - g. Federal Tax Form 941 filing and deposits
  - h. Multi-state Tax Withholding deposits
  - i. 403(b) retirement upload and payment to our third-party administrator and their system
4. Software ability to pay per class designation and to properly accrue wages (expenses and liabilities) as of our fiscal year 6/30 and provide required reports.

5. Monthly reporting (with payments)
6. Quarterly Payroll Tax Filings
  - a. Employer Quarterly Federal Tax Return (Federal Tax Form 941)
  - b. Reconciliation of Social Security and Medicare Tax Contributions
7. Full bi-directional integration with our Ellucian Banner platform
8. Annual Payroll Tax Filings
  - a. Annual employee W-2
  - b. Affordable Care Act
  - c. Federal Unemployment Tax Deposit (Form 940)
  - d. Social Security Administration (Form W-3)
9. Software Reporting Features:
  - a. Allow Supervisory Administration access to all areas, if applicable
  - b. Management and Supervisory Robust Reporting
  - c. Allow employee access to submit personal information changes access
10. Software Self Service Features
  - a. Employee access to online personnel files
  - b. Electronic access to W-4's, I-9's and any other required forms
  - c. Employee absence request with proper approval chain
  - d. Employee timecard punch options: mobile, online, key fob, time clock.
  - e. Employee can view past direct deposit receipts and W-2's
11. Compliance and Additional Services:
  - a. Provide required HR/Employee Government notices to staff timely
  - b. Provide banking services that include automatic withdrawal of funds to cover payroll costs and tax submissions.
  - c. 24/7 technical support, as needed.
  - d. Prompt customer support
  - e. Payroll Staff training
  - f. User training
  - g. Provides software updates, as needed
  - h. Assist in moving all employee payroll in arrears where the pay period for all employees is the same.

**17.00 Required Information**

Please provide a general overview of your organization, including the following: the nature of your ownership (i.e. privately or publicly held), the number of employees, and the year the organization was founded.

1. Describe the full scope of services and support offered by your organization. Please utilize Appendix A to help guide your response.
2. Provide a summary of any related experience in utilizing a pilot program prior to full integration.
3. Explain your organization's experience working with institutions of higher education and experience integrating with Ellucian Banner.
4. Each vendor must submit the names, addresses, and telephone numbers of three (3) references.

### **18.00 Minimum Qualifications**

The University requests proposals from qualified vendors encompassing the following:

1. The vendor shall provide an overview of the company's experience in Ellucian Banner integration.
2. The vendor shall provide a historical and contemporary overview of the company, particularly as it relates to the work to be done.
3. Each vendor must submit the names, addresses, emails and telephone numbers of three (3) references.
4. The company must have been in good financial standing and been in business for five (5) years or more.

## **SELECTION**

### **19.00 Selection Process**

The following is a high-level overview of the overall selection process.

- Procurement Services will review each *Proposal Packet* to verify Proposal Submission Requirements have been met. *Proposal Packets* that do not meet Proposal Submission Requirements will be rejected and will not be evaluated.
- An Evaluation Committee (hereinafter referred to as "Evaluators") will evaluate and score qualifying proposals. Evaluation will be based upon Vendor's response to the *Information for Evaluation* section included in the *Proposal Packet*.
  - a. Evaluators will individually review and evaluate proposals and complete an Individual Score Worksheet for each proposal. Individual scoring for each Evaluation Criteria will be based on the following Scoring Description.
- After initial individual evaluations are complete, Evaluators will meet to discuss their individual ratings. At this consensus meeting, each Evaluator will be afforded an opportunity to discuss his or her rating for each evaluation criteria.
- After Evaluators have had an opportunity to discuss their individual scores with the committee, the individual Evaluators will be given the opportunity to change their initial individual scores if they feel that is appropriate.
- The final individual scores of the Evaluators will be recorded on the Consensus Score Sheet and averaged to determine the group or consensus score for each proposal.
- Other agencies, consultants, and experts may also examine documents at the discretion of the Agency.
- The University will conduct cost checks based on the cost submitted by each Vendor on the *Official Solicitation Price Sheet*.

**Performance Based Standards:**

Arkansas Code 19-11-267 requires the use of performance-based standards on any resultant contract by the University.

Milestone Payment Contracts	
Standards	Remedies
Milestone deadlines are met	Vendor must provide an acceptable remediation plan
Work products are professional & comprehensive	Payment may be withheld in part or in whole until milestones are met or acceptable work products are produced
	Replacement resources acceptable to Arkansas State University may be required
	Contract may be cancelled

Time & Materials Contracts	
Standards	Remedies
Services are provided in a timely and professional manner	Vendor must provide an acceptable remediation plan
Work products are professional, comprehensive and consistent with the contracted skill level	Payment may be withheld in part or in whole until acceptable work products are produced
	Replacement resources acceptable to Arkansas State University may be required
	Contract may be cancelled

- State law requires that qualifying contracts for services include Performance Standards for measuring the overall quality of services that a Contractor shall provide.
- The University may be open to negotiations of Performance Standards prior to contract award, prior to the commencement of services, or at times throughout the contract duration
- Performance Standards shall not be amended unless they are agreed to in writing and signed by the parties.
- Failure to meet the minimum Performance Standards as specified will result in the assessment of damages.
- In the event a Performance Standard is not met, the Contractor will have the opportunity to defend or respond to the insufficiency. The State has the right to waive damages if it determines there were extenuating factors beyond the control of the Contractor that hindered the performance of services. In these instances, the State has final determination of the performance acceptability.

**20.00 Evaluation Process**

The following approach will be used in evaluating the proposals:

- I. Review the proposals
- II. Individual evaluator scores proposal
- III. Group committee discusses scores
- III. Select finalist(s)
- IV. Schedule interview if needed
- V. Select the vendor

The proposals will be evaluated and awarded based on a comparative formula of relative weighting as detailed below.

INFORMATION FOR EVALUATION SUBSECTIONS	MAXIMUM POINTS
Vendor’s overall proposal content - Understanding of requirements and scope of services	20%
Vendor’s experience - Narrative of current organizational structure and history - Years in business - Experience in higher education	20%
Vendor’s experience with Ellucian Banner	20%
Recommendations and/or references from third parties	10%
Cost of Services	30%
<b>Total Score</b>	<b>100%</b>



**PROPOSAL SIGNATURE PAGE**

Type or Print the following information.

<b>RFP</b>	<b>25-17</b>	<b>Issue Date:</b> January 28, 2025	
<b>Commodity Description:</b>	<b>Payroll Management Services</b>	<b>Opening Date</b>	<b>February 10, 2025 11:00 A.M. CST</b>
<b>PROCUREMENT CONTACT INFORMATION</b>			
<b>Name:</b>	Lisa Glasco, CPCP, CPPB, CPPO, NIGP-CPP, APO	<b>Phone:</b>	(870) 972-2028 – 870-972-3449
<b>Title:</b>	Director of Procurement Services	<b>Email:</b>	lglasco@astate.edu

**Instructions:**

- RFP should be submitted by the time and date specified above.
- The Prospective Contractor should provide the information below.
- *RFPs must be returned in a sealed envelope. RFPs are not accepted via fax or email.*
- Terms and Conditions governing this request for bid can be found at [here](#). Please review before signing.

<b>PROSPECTIVE CONTRACTOR INFORMATION</b>			
<b>Company Name:</b>	_____		
<b>Name (type or print):</b>	_____	<b>Title:</b>	_____
<b>Address:</b>	_____		
<b>City:</b>	_____	<b>State:</b>	_____ <b>ZIP Code:</b> _____
<b>Telephone Number:</b>	_____	<b>Fax Number:</b>	_____
<b>E-Mail Address:</b>	_____		
<b>Signature:</b>	_____		
<i>Use ink only.</i>			

Arkansas State University is an Equal Opportunity Employer

**Printed/Typed Name:** \_\_\_\_\_ **Date:** \_\_\_\_\_

## **SUBMISSION REQUIREMENTS CHECKLIST**

Per the solicitation, the following items **must** be submitted with the Prospective Contractor's proposal:

- Proposal Signature Page*
- Information for Evaluation*
  - Experience and performance*
  - Vendor's performance of Similar Engagements*
  - Recommendations and/or references from third parties*
- Official Solicitation Price Sheet Details*
- EO 98-04: Contract and Grant Disclosure Form*
- Minority Business Policy, Illegal Immigrant Confirmation, Israel Boycott Restriction*
- Copy of Prospective Contractor's Equal Opportunity Policy*
- Signed addenda, if applicable*



**#25-17**  
**Payroll Management Services**  
Official Price Sheet

Vendor Name: \_\_\_\_\_

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

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_ Phone: \_\_\_\_\_

Fax: \_\_\_\_\_ Email: \_\_\_\_\_

Signature of Authorized Official: \_\_\_\_\_

The Cost Proposal must provide a detailed fee schedule including itemized services for Phase 1, which is the review of review of current status and development of implementation plan and projected costs for pilot program and system-wide implementation. The fee schedule should include the following:

1. Labor costs, administrative costs, equipment and materials, and sub-consultant or consultant team costs.
2. Include any general comments on pricing, or different levels of service.
3. It is expected that all proposers responding to this RFP will offer higher education or comparable most favorable rates. All discount offers must be clearly delineated.

NOTE: Arkansas State University will not be obligated to pay any cost not identified on the Official Bid Price Sheet. All services to be performed and materials to be produced under the contract will be accomplished in consultation with and under the direction of the University. All procedures developed and products provided under the contract will be subject to final approval by the University. All records and data pertaining to the contract will remain the property of the University.

## **APPENDIX A: INFORMATION GUIDELINE**

Proposer should utilize the following items to assist in the organization and compilation of the proposal.

### **General Information**

1. Estimated completion period for this project
2. What is your average client size?

### **Solution Overview**

1. Product Type Cloud Base (ASP) or In-House Hosted
2. What services do you offer?
3. Describe how you are investing in your current and future product lines

### **Payroll**

1. For pre-processing activities, does the system provide pre-edit reports based on user-defined parameters for gross-to-net pay calculations?
2. Describe the audit process for each payroll.
3. What processes are in place to make corrections to payroll errors?
4. Does your system allow for more than one payroll at a time?

### **Payroll General**

1. What tax updates, if any, are provided and how are these updates received?
2. Does the application allow for the allocation of costs to any level of detail?
3. How does the payroll application handle multiple general ledger account numbers for the same employee?
4. Are there start- and stop-dates for deductions?
5. Does the system set up deductions with an appropriate future effective date?
6. Can batch input screens for hours and earnings be customized, or user defined?
7. Can mass increases be generated?

### **Time & Attendance**

1. Does the system allow direct entry of employee time over the internet using a standard web browser?
2. Does the system allow for input of atypical schedules?
3. Does the system allow for accruals of atypical PTO?
4. Please be prepared to show in detail the management hierarchy / levels permitted to review / edit / sign off on time and attendance.
5. How do you keep current with ACA requirements and does the system help us monitor ACA guidelines regarding who is or is not eligible?

### **Year End**

1. Describe the vendor / client responsibilities for the year end and/or year begin process.
2. Does the system maintain all federal and state regulations for garnishment processing?

3. How does your system handle manual checks?
4. Can the user sort reports by name, classification, position, etc.?

**Tax**

1. How are adjustments handled?
2. What type of tax reports are generated each pay period?
3. What are three frequent reasons payroll customers select your company over your competition?
4. What is your process for quality control?
5. Can a year be held "open" while continuing to process the New Year's taxes?
6. Do you provide tax updates to load into the system or do they have to be keyed in?

**Human Resources**

1. What major enhancements to your system have you planned for the next three years?
2. Does the system track safety and worker's compensation information?
3. Can the solution prohibit setting up an employee if a position does not appear as "vacant" in position control?
4. Does the system support employees with multiple positions and departments?
5. Does the system have an employee evaluation system (performance management)? If so, please describe.
6. Describe the system's process for vacancies, applications, etc.

**Benefits**

1. Does the payroll system integrate with benefits?
2. Can benefit plans be set up so only a specific group of employees are eligible for them?
3. Can benefit cost changes be future dated for a future year within the current year?
4. Are premiums automatically updated for age and salary benefit calculations?
5. Are insurance amounts automatically adjusted when a salary increases?
6. Can you automatically enroll a certain group of people in a benefit plan?
7. Do Employee Benefit Statements include the company's cost of benefits?
8. Do you offer online benefit enrollment?
9. Does the system have the ability to handle calendar / fiscal benefit plans?
10. Does the system calculate arrears on their benefits while on disability?
11. Does the system include benefit premium reports?
12. What are the benefits of the enrollment process?
13. Will benefit election changes update payroll deductions?
14. Is there a computation for vacation accrual in hours and cost?
15. Can the vacation accrual be automatic based on the specific number of years worked?

**Compensation**

1. Are new hourly rates automatically calculated when salary increases are made?
2. Can employee earnings be split between multiple departments on an ongoing basis?
3. Describe multiple compensation programs by employee type, geography, and other factors.
4. What compensation management functions does the system support?
5. Can the mass increase be given to a specified subset of employees by location?
6. Does the system provide an online view of the employee's total compensation package?
7. Can your system process supplemental payrolls at any time?

8. Can your system allow for multiple direct deposit destinations per employee?

**Customization**

1. Who has responsibility for maintaining customization changes?
2. Will our customizations be overwritten in an upgrade?

**History / Record Keeping**

1. Will the system maintain unlimited history for each employee?
2. Are on-line help screens available for all screens and processes?
3. Can corrections be made to historical, current, and future records?
4. Can search definitions be stored?
5. Can the system accommodate effective dating for future or past dates?
6. Can the system process multiple transactions for an employee with the same effective date?
7. Can the system store scanned documents or picture images?
8. Can your system set up non-employees or those who are not paid?
9. Define the type of data available on your system for inactive employees.
10. Describe how your solution supports workflow and electronic approvals.
11. Describe HR / PR product's simulation / what-if capabilities provided with the package.
12. Does the system have data archiving capabilities for inactive employees?
13. Does the system provide flexibility in establishing organizational and payroll hierarchies?
14. Does your system have the ability to roll back to a specific date in time?
15. How long does the system maintain pay history for current and former customers?
16. How many years of pay history can the employee readily access?

**Application Security**

1. Describe the overall security scheme.
2. How can you prevent users from viewing and / or editing data at the field level?
3. Describe what happens when the system is accessed by someone without rights.
4. What password authentication controls are utilized?

**Reporting**

1. Does the system provide an integrated ad hoc report writing tool?
2. Does the system allow generation of reports on all fields that exist in the data dictionary?
3. Does the system provide flexibility for defining selection criteria, data ranges, sorting and grouping options, and report output, enabling users to tailor information to their specific needs?
4. Does the system provide both historical and point-in-time reporting capabilities?
5. Discuss how a non-technical user can obtain reports from the system without assistance. Does the system have the ability to handle consolidated reporting across companies/organizations?
6. Does the system have the ability to handle consolidated reporting across payroll and HR data?
7. Does the system have the ability to produce headcount reports using a user-defined FTE formula?
8. Does the system provide standard report capabilities?
9. Does the system provide the ability to schedule standard reports?
10. Does the system provide the ability to set up and run batch reports?
11. Does your system create dynamic organizational charts?

### **Technical Overview**

Describe the integration between your HR / Payroll solutions and other systems and applications, such as GL, recruiting or time and attendance. What types of interfaces are involved?

### **Hosted Services, if applicable**

1. Who provides your Internet access? At what level is the service?
2. Is site hosting internally or externally managed?
3. Where is your data center or hosting facility located?
4. Describe your software development lifecycle for ASP.
5. Describe the data security / accessibility of your hosted services center. Do you utilize SSL technology?
6. What is the migration process in upgrading to new versions and how does the upgrade process affect customization?
7. What is the standard rule base for incoming / outgoing traffic enforced by the Firewall?
8. What password authentication controls are utilized?
9. What Virus detection / scanning mechanisms are in place?
10. Do you have an off-site backup facility? If so, where is it located?

### **Service & Support**

1. What is your customer service model?
2. How many payroll clients and individuals do you serve?
3. What is your payroll customer retention rate?
4. What is the average tenure of your payroll customers?
5. Do you use your Web site as a mechanism to provide support to your clients?
6. Describe your procedure for escalating support issues.
7. Will we be assigned a single, dedicated Service Representative, or is it a Call Center with different representative answering our questions?

### **Implementation**

1. Does the system allow for the importing of initial payroll data? Explain the process to get our current system uploaded to your software
2. Explain the process to get our bi-weekly payroll information into our Banner accounting software
3. Please explain your project management implementation process.
4. Please provide a sample payroll implementation project plan.

### **Training**

1. What types of payroll training do you offer customers?
2. What training materials do you provide?
3. What training options are available above and beyond basic payroll training?

## CONTRACT AND GRANT DISCLOSURE AND CERTIFICATION FORM

Failure to complete all of the following information may result in a delay in obtaining a contract, lease, purchase agreement, or grant award with any Arkansas State Agency.

SUBCONTRACTOR: \_\_\_\_\_ SUBCONTRACTOR NAME: \_\_\_\_\_

Yes  No

IS THIS FOR:

TAXPAYER ID NAME:  Goods?  Services?  Both?

YOUR LAST NAME: \_\_\_\_\_ FIRST NAME: \_\_\_\_\_ M.I.: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

CITY: \_\_\_\_\_ STATE: \_\_\_\_\_ ZIP CODE: \_\_\_\_\_ COUNTRY: \_\_\_\_\_

**AS A CONDITION OF OBTAINING, EXTENDING, AMENDING, OR RENEWING A CONTRACT, LEASE, PURCHASE AGREEMENT, OR GRANT AWARD WITH ANY ARKANSAS STATE AGENCY, THE FOLLOWING INFORMATION MUST BE DISCLOSED:**

### FOR INDIVIDUALS \*

Indicate below if: you, your spouse or the brother, sister, parent, or child of you or your spouse *is* a current or former: member of the General Assembly, Constitutional Officer, State Board or Commission Member, or State Employee:

Position Held	Mark (√)		Name of Position of Job Held <small>[senator, representative, name of board/ commission, data entry, etc.]</small>	For How Long?		What is the person(s) name and how are they related to you? <small>[i.e., Jane Q. Public, spouse, John Q. Public, Jr., child, etc.]</small>	
	Current	Former		From MM/YY	To MM/YY	Person's Name(s)	Relation
General Assembly							
Constitutional Officer							
State Board or Commission Member							
State Employee							

None of the above applies

### FOR AN ENTITY (BUSINESS) \*

Indicate below if any of the following persons, current or former, hold any position of control or hold any ownership interest of 10% or greater in the entity: member of the General Assembly, Constitutional Officer, State Board or Commission Member, State Employee, or the spouse, brother, sister, parent, or child of a member of the General Assembly, Constitutional Officer, State Board or Commission Member, or State Employee. Position of control means the power to direct the purchasing policies or influence the management of the entity.

Position Held	Mark (√)		Name of Position of Job Held <small>[senator, representative, name of board/commission, data entry, etc.]</small>	For How Long?		What is the person(s) name and what is his/her % of ownership interest and/or what is his/her position of control?		
	Current	Former		From MM/YY	To MM/YY	Person's Name(s)	Ownership Interest (%)	Position of Control
General Assembly								
Constitutional Officer								
State Board or Commission Member								
State Employee								

None of the above applies

## Contract and Grant Disclosure and Certification Form

**Failure to make any disclosure required by Governor's Executive Order 98-04, or any violation of any rule, regulation, or policy adopted pursuant to that Order, shall be a material breach of the terms of this contract. Any contractor, whether an individual or entity, who fails to make the required disclosure or who violates any rule, regulation, or policy shall be subject to all legal remedies available to the agency.**

**As an additional condition of obtaining, extending, amending, or renewing a contract with a state agency I agree as follows:**

1. Prior to entering into any agreement with any subcontractor, prior or subsequent to the contract date, I will require the subcontractor to complete a **CONTRACT AND GRANT DISCLOSURE AND CERTIFICATION FORM**. Subcontractor shall mean any person or entity with whom I enter an agreement whereby I assign or otherwise delegate to the person or entity, for consideration, all, or any part, of the performance required of me under the terms of my contract with the state agency.
  
2. I will include the following language as a part of any agreement with a subcontractor:

*Failure to make any disclosure required by Governor's Executive Order 98-04, or any violation of any rule, regulation, or policy adopted pursuant to that Order, shall be a material breach of the terms of this subcontract. The party who fails to make the required disclosure or who violates any rule, regulation, or policy shall be subject to all legal remedies available to the contractor.*
  
3. No later than ten (10) days after entering into any agreement with a subcontractor, whether prior or subsequent to the contract date, I will mail a copy of the **CONTRACT AND GRANT DISCLOSURE AND CERTIFICATION FORM** completed by the subcontractor and a statement containing the dollar amount of the subcontract to the state agency.

**I certify under penalty of perjury, to the best of my knowledge and belief, all of the above information is true and correct and that I agree to the subcontractor disclosure conditions stated herein.**

Signature \_\_\_\_\_ Title \_\_\_\_\_ Date \_\_\_\_\_

Vendor Contact Person \_\_\_\_\_ Title \_\_\_\_\_ Phone No. \_\_\_\_\_

*Agency use only*

Agency \_\_\_\_\_ Agency \_\_\_\_\_ Agency \_\_\_\_\_ Contact \_\_\_\_\_ Contract  
Number \_\_\_\_\_ Name \_\_\_\_\_ Contact Person \_\_\_\_\_ Phone No. \_\_\_\_\_ or Grant No. \_\_\_\_\_

Vendor Name: \_\_\_\_\_

## COMBINED CERTIFICATIONS FOR CONTRACTING WITH THE STATE OF ARKANSAS

Pursuant to Arkansas law, a vendor must certify as specified below and as designated by the applicable laws.

- 1. Minority Business Policy:** It is the policy of the State of Arkansas and this University that Minority Business enterprises shall have the maximum opportunity to participate in the State Procurement process. Therefore, the University encourages all minority businesses to compete for, win, and receive contracts for goods, services, and construction. Also, the State encourages all companies to subcontract portions of any state contract to Minority Business Enterprises. If contractors are unable to include minority owned businesses as subcontractors, they may explain the circumstances preventing minority exclusion. **MINORITY PURCHASING REPORTING:** The Minority Business Economic Development Act defines a "Minority" as a lawful permanent resident of this state who is: (A) African American; (B) Hispanic American; (C) American Indian; (D) Asian American; or (E) Pacific Islander American; (F) A service-disabled veteran as designated by the United States Department of Veterans For Veterans Affairs; (G) "Women-owned business enterprise" means a business that is at least fifty-one percent (51%) permanent residents of this state. For purchasing records and informational purposes only, pursuant to 15-4-312 (State Agency Reports) please designate below if you, as an individual, or as a company 51% (minority owned) qualify as being a minority business.
- 2. Israel Boycott Restriction:** For contracts valued at \$1,000 or greater. A public entity shall not contract with a person or company (the "Contractor") unless the Contractor certifies in writing that the Contractor is not currently engaged in a boycott of Israel. If at any time after signing this certification the Contractor decides to boycott Israel, the Contractor must notify the contracting public entity in writing. See Arkansas Code Annotated § 25-1-503.
- 3. Illegal Immigrant Restriction:** For contracts valued at \$25,000 or greater. No state agency may contract for services with a Contractor who employs or contracts with an illegal immigrant. The Contractor shall certify that it does not employ, or contract with, illegal immigrants. See Arkansas Code Annotated § 19-11-105. Click this link to certify: <https://www.ark.org/tss/immigrant/index.php/user/search>
- 4. Energy, Fossil Fuel, Firearms, and Ammunition Industries Boycott Restriction:** For contracts valued at \$75,000 or greater. A public entity shall not contract unless the contract includes a written certification that the Contractor is not currently engaged in and agrees not to engage in, a boycott of an Energy, Fossil Fuel, Firearms, or Ammunition Industry for the duration of the contract. See Arkansas Code Annotated § 25-1-1102.
- 5. Scrutinized Company Restriction:** Required with bid or proposal submission. A state agency shall not contract with a Scrutinized Company or a company that employs a Scrutinized Company as a subcontractor. A Scrutinized Company is a company owned in whole or with a majority ownership by the government of the People's Republic of China. A state agency shall require a company that submits a bid or proposal for a contract to certify that it is not a Scrutinized Company and does not employ a Scrutinized Company as a subcontractor. See Arkansas Code Annotated § 25-1-1203.

By signing this form, the Contractor agrees and certifies they are not a Scrutinized Company and they do not currently and shall not for the aggregate term a resultant contract:

### Check boxes below:

Minority Business  Yes  No If yes, describe minority status \_\_\_\_\_

### Check all boxes certifying your company does not participate in these restrictions:

- Boycott Israel.
- Knowingly employ or contract with illegal immigrants.
- Boycott Energy, Fossil Fuel, Firearms, or Ammunition Industries.
- Knowingly employ a Scrutinized Company as a contractor.

\_\_\_\_\_  
Vendor Signature

\_\_\_\_\_  
Date



# Request for Taxpayer Identification Number and Certification

Go to [www.irs.gov/FormW9](http://www.irs.gov/FormW9) for instructions and the latest information.

Give form to the requester. Do not send to the IRS.

**Before you begin.** For guidance related to the purpose of Form W-9, see *Purpose of Form*, below.

Print or type. See Specific Instructions on page 3.	1 Name of entity/individual. An entry is required. (For a sole proprietor or disregarded entity, enter the owner's name on line 1, and enter the business/disregarded entity's name on line 2.)		
	2 Business name/disregarded entity name, if different from above.		
	3a Check the appropriate box for federal tax classification of the entity/individual whose name is entered on line 1. Check only <b>one</b> of the following seven boxes. <input type="checkbox"/> Individual/sole proprietor <input type="checkbox"/> C corporation <input type="checkbox"/> S corporation <input type="checkbox"/> Partnership <input type="checkbox"/> Trust/estate <input type="checkbox"/> LLC. Enter the tax classification (C = C corporation, S = S corporation, P = Partnership) . . . . . <b>Note:</b> Check the "LLC" box above and, in the entry space, enter the appropriate code (C, S, or P) for the tax classification of the LLC, unless it is a disregarded entity. A disregarded entity should instead check the appropriate box for the tax classification of its owner. <input type="checkbox"/> Other (see instructions)	4 Exemptions (codes apply only to certain entities, not individuals; see instructions on page 3):  Exempt payee code (if any) _____  Exemption from Foreign Account Tax Compliance Act (FATCA) reporting code (if any) _____	
	3b If on line 3a you checked "Partnership" or "Trust/estate," or checked "LLC" and entered "P" as its tax classification, and you are providing this form to a partnership, trust, or estate in which you have an ownership interest, check this box if you have any foreign partners, owners, or beneficiaries. See instructions . . . . . <input type="checkbox"/>		(Applies to accounts maintained outside the United States.)
	5 Address (number, street, and apt. or suite no.). See instructions.	Requester's name and address (optional)	
	6 City, state, and ZIP code		
	7 List account number(s) here (optional)		

### Part I Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. The TIN provided must match the name given on line 1 to avoid backup withholding. For individuals, this is generally your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the instructions for Part I, later. For other entities, it is your employer identification number (EIN). If you do not have a number, see *How to get a TIN*, later.

<b>Social security number</b>									
					-				
<b>or</b>									
<b>Employer identification number</b>									
					-				

**Note:** If the account is in more than one name, see the instructions for line 1. See also *What Name and Number To Give the Requester* for guidelines on whose number to enter.

### Part II Certification

Under penalties of perjury, I certify that:

- The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me); and
- I am not subject to backup withholding because (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding; and
- I am a U.S. citizen or other U.S. person (defined below); and
- The FATCA code(s) entered on this form (if any) indicating that I am exempt from FATCA reporting is correct.

**Certification instructions.** You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and, generally, payments other than interest and dividends, you are not required to sign the certification, but you must provide your correct TIN. See the instructions for Part II, later.

<b>Sign Here</b>	Signature of U.S. person	Date
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### General Instructions

Section references are to the Internal Revenue Code unless otherwise noted.

**Future developments.** For the latest information about developments related to Form W-9 and its instructions, such as legislation enacted after they were published, go to [www.irs.gov/FormW9](http://www.irs.gov/FormW9).

### What's New

Line 3a has been modified to clarify how a disregarded entity completes this line. An LLC that is a disregarded entity should check the appropriate box for the tax classification of its owner. Otherwise, it should check the "LLC" box and enter its appropriate tax classification.

New line 3b has been added to this form. A flow-through entity is required to complete this line to indicate that it has direct or indirect foreign partners, owners, or beneficiaries when it provides the Form W-9 to another flow-through entity in which it has an ownership interest. This change is intended to provide a flow-through entity with information regarding the status of its indirect foreign partners, owners, or beneficiaries, so that it can satisfy any applicable reporting requirements. For example, a partnership that has any indirect foreign partners may be required to complete Schedules K-2 and K-3. See the Partnership Instructions for Schedules K-2 and K-3 (Form 1065).

### Purpose of Form

An individual or entity (Form W-9 requester) who is required to file an information return with the IRS is giving you this form because they

# Arkansas State University Vendor Information Request Form

Arkansas State University would like to request information to establish your business as a vendor. The information requested is necessary not only to maintain an accurate vendor file, but also to comply with the Internal Revenue Service Regulations. Federal law stipulates that each payee furnish an accurate Federal Tax Identification Number to the payer.

Please complete the appropriate fields below:

**Business/Individual Name:** \_\_\_\_\_

**Contact Name: First:** \_\_\_\_\_ **Middle:** \_\_\_\_\_ **Last:** \_\_\_\_\_

**Phone Number:** \_\_\_\_\_ **Fax Number:** \_\_\_\_\_

**Email Address:** \_\_\_\_\_ **Web site:** \_\_\_\_\_

**Business Owner(s) Name:** \_\_\_\_\_

**Select the appropriate ownership of business type(s):**

- African American
- American Indian
- Asian American
- Caucasian
- Disabled Veteran
- Hispanic American
- Pacific Islander
- Veteran
- Woman

**Select the appropriate category for tax purposes:**

- US Citizen
- Legal Permanent Resident (Green Card)
- Nonresident Alien
- US Entity
- Foreign Entity

Does your company qualify as a minority business enterprise according to the State of Arkansas definition?  
"Minority business enterprise" means a business that is at least 51% owned by one or more minority persons.

Yes  No

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**Order Address:**

Address: \_\_\_\_\_ County: \_\_\_\_\_  
City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_  
Nation: \_\_\_\_\_

**Payment Address:**

Address: \_\_\_\_\_ County: \_\_\_\_\_  
City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_  
Nation: \_\_\_\_\_

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**Important:** In order to expedite any current or future order, please email required forms to [procurement@astate.edu](mailto:procurement@astate.edu).  
W-9 (US Citizen, LPR)  
W-8BEN (Foreign Individuals)  
W-8BENE (Foreign Entities)

**Procurement Services**  
**PO Box 1860**  
**State University, AR 72467**  
**(870) 972-2028**  
**[procurement@astate.edu](mailto:procurement@astate.edu)**