Procurement and Contracting Services

Request for Proposals for
Medical Resident FICA Refund
Perfecting Claim Services

Please mark all proposal submission envelopes with the following information

Sealed RFP # L021103
Due on August 6th, 2010 at 2:00 PM, MST
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For

REQUEST FOR PROPOSALS NO. L021103

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1.0 SUMMARY STATEMENT OF WORK

The Arizona Board of Regents (ABOR), on behalf of The University of Arizona (University), is soliciting proposals from interested vendors to furnish the University with Medical Resident FICA Refund Claims Services. See section 5 for the requirements.

2.0 GENERAL INFORMATION AND INSTRUCTIONS TO PROPOSERS

2.1 ORIGINAL RFP DOCUMENT. The Office of Procurement and Contracting Services shall retain the RFP, and all related terms and conditions, exhibits and other attachments, in original form in an archival copy. Any modification of these, in the vendor's submission, is grounds for immediate disqualification.

2.2 SCHEDULE OF EVENTS. The following is the schedule that will apply to this RFP, but may change in accordance with the University's needs.

- **07-09-10** Issuance of RFP
- **07-23-10** Technical Questions/Inquiries due by 2:00 PM, MST
- **08-06-10** Proposals are Due by 2:00 PM, MST
- **09-01-10** Commence Service

2.3 ACCOMMODATIONS FOR PEOPLE WITH DISABILITIES. If the vendor or any of the vendor's employees participating in this RFP need, or have questions about the University's accommodations for people with disabilities, please make arrangements with Rob McMullen at telephone # 520-621-3067, facsimile # 520-621-5179, e-mail address rmcmull@email.arizona.edu. Such requests should be made as early as possible to allow time to arrange the accommodation(s).

2.4 PROPOSAL PREPARATION INSTRUCTIONS

2.4.1 Vendor's Understanding of the RFP. In responding to this RFP, the vendor accepts the responsibility fully to understand the RFP in its entirety, and in detail, including making any inquiries to the University as necessary to gain such understanding. The University reserves the right to disqualify any vendor who demonstrates less than such understanding. Further, the University reserves the right to determine, at its sole discretion, whether the vendor has demonstrated such understanding. Related to this, the University's right extends to cancellation of award if award has been made. Such disqualification and/or cancellation shall be at no fault, cost, or liability whatsoever to the University.

2.4.2 University Provides Information in Good Faith without Liability. All information provided by the University in this RFP is offered in good faith. Individual items are subject to change at any time. The University makes no certification that any item is without error. The University is not responsible or liable for any use of the information, or for any claims attempted to be asserted therefrom.

2.4.3 Verbal versus Written Communication. Verbal communication shall not be effective unless formally confirmed in writing by the specified University
procurement official in charge of managing this RFP's process. In no case shall verbal communication override written communication.

2.4.4 Questions, Communications and Inquiries between the University and Vendors. All Vendor inquiries, questions and requests for clarification related to this RFP are to be directed, in writing (e-mail and facsimile are also acceptable), **ONLY** to Rob McMullen. Once this RFP has been sent out, Vendors are not to contact any University Department, other than Procurement and Contracting Services, concerning this RFP, or risk disqualification (see 2.4.1 above):

For FedEx, UPS and other methods of next day delivery except U.S.P.S (including Express Mail):

The University of Arizona  
Procurement and Contracting Services  
University Services Annex, Bldg. 300A  
220 W. 6th Street, 5th Floor  
Tucson, Arizona 85701  
Attn: Rob McMullen

For U.S. Mail: (please note that all U.S. mail, including Express Mail, is delivered to the University’s Postal Services office and is then distributed to Procurement and Contracting Services which may delay it by several days)

The University of Arizona  
Procurement and Contracting Services  
P.O. Box 210300A  
Tucson, Arizona 85721  
Attn: Rob McMullen

Telephone No. 520-621-3067  
Facsimile No. 520-621-5179  
E-Mail Address: rmcmulle@email.arizona.edu

Applicable terms and conditions herein shall govern communications and inquiries between the University and vendors, as they relate to this RFP.

**Informal communications** shall include but are not limited to requests from/to vendors or vendors' representatives of any kind or capacity, to/from any University employee or representative of any kind or capacity, **with the exception of the Purchasing Department**, for information, comments, speculation, etc. Inquiries for clarifications and information that will not require addenda may be submitted verbally to Rob McMullen, at any time.

**Formal communications** shall include but are not limited to the following.

- Questions concerning this RFP must be submitted in writing (e-mail and facsimile are also acceptable), and be received **no later than July 23rd, 2010 at 2:00 PM, MST**.
- Errors and omissions in this RFP and enhancements. Vendors shall bring to the University’s attention any discrepancies, errors, or omissions that may exist within this RFP. Vendors shall recommend to the University any enhancements in respect to this RFP, which might be in the University’s best interests. These must be submitted in writing (e-mail and facsimile are also acceptable), and be received no later than July 23rd, 2010 at 2:00 PM, MST.
- Inquiries about technical interpretations must be submitted in writing (e-mail and facsimile are also acceptable), and be received no later than July 23rd, 2010 at 2:00 PM, MST.
- Inquiries for clarifications / information that will not require addenda may be submitted verbally to the Buyer named above at any time during this process.
- Verbal and/or written presentations and pre-award negotiations under this RFP.
- Addenda to this RFP.

Informal communications shall cease on the date of distribution of this RFP and formal communications shall commence. On the date that the University notifies responding vendors of this RFP’s results and executes the resulting contract with the successful Vendor, informal communications may resume and formal communications must cease.

2.4.5 Addenda and the University’s Response to Communications from Vendor. The University will make a good-faith effort to provide a written response to each question or request for clarification that requires addenda within three (3) University business days. In addition, the University may revise any part of this RFP for any reason by issuing addenda.

All addenda will be posted to our web site:

http://www.pacs.arizona.edu/RFP-BID_Opportunities

Vendors who want the addenda supplied to them in another form must notify Rob McMullen of that requirement. Otherwise, it will be the vendor’s responsibility to check the web site for any additional information and addenda concerning this RFP.

Vendors are responsible for the information contained in such addenda, whether or not they acknowledge receipt. The University is under no obligation to communicate such addenda to vendors who notify the University that they will not be responding to this RFP. The University may determine whether an addendum will be considered as part of this RFP and/or as part of any contract resulting therefrom. The University shall reject vendors’ responses to addenda if such responses are received after the RFP due date and time.

The University will not respond to any questions / requests for clarification that require addenda, if received by the University after July 23rd, 2010 at 2:00 PM, MST.
2.4.6 **Attention to Terms and Conditions.** Vendors are cautioned to thoroughly understand and comply with all matters covered under the Terms and Conditions section of this RFP. The successful Vendor is expected to enter into a form of agreement approved by ABOR. The University agreement terms and conditions included in this RFP are intended to be incorporated into this agreement. **Proposals that are contingent upon any changes to these terms and conditions may be deemed to be non-responsive and may be rejected.**

2.4.7 **Required Signatures.** The University may reject any vendor’s response if it is not signed as indicated and/or required by the areas, spaces, or forms provided within this RFP.

2.4.8 **Proposal Organization.** Vendors shall present proposals in a format that can be readily incorporated into a contract. **Vendors may present narrative proposals provided that such proposals follow the same outline and numbering scheme of this RFP, including full descriptive cross-references to all requirements listed in Section 5.** Vendors shall ensure that their proposals include page numbers and are organized in a manner that will facilitate the University’s evaluation of them. **The University reserves the right to reject without prior notice and without liability of any kind or amount any proposal that it deems overly complex, disorganized, or difficult to evaluate.** The University reserves the right to make such a decision without any input or communication from any other party. Vendors shall ensure that, at a minimum, their proposals contain the components set forth in the following list.

- Original required sections from this RFP
- Any additional responses in corresponding sequence order
- Any additional supporting data

2.4.9 **Collusion Prohibited.** In connection with this RFP, vendor collusion with other vendors or employees thereof, or with any employee of the University, is prohibited and may result in vendor disqualification and/or cancellation of award. Any attempt by the vendor, whether successful or not, to subvert or skirt the principles of open and fair competition may result in vendor disqualification and/or cancellation of award. Such disqualification and/or cancellation shall be at no fault or liability whatsoever to the University.

2.4.10 **Improper Business Relationships/Conflict of Interest Prohibited.** In connection with this RFP, each vendor shall ensure that no improper, unethical, or illegal relationships or conflict of interest exists between or among the vendor, the University, and any other party to this RFP. The University reserves the right to determine the materiality of such relationships, when discovered or disclosed, whether intended or not; and to decide whether or not vendor disqualification and/or cancellation of award shall result. Such disqualification and/or cancellation shall be at no fault or liability whatsoever to the University.

2.4.11 **Corrections, Changes, and Providing Information on Forms within the RFP.** Vendors shall ensure that an authorized individual initials each
correction using pen and ink. Vendors shall use pen and ink, word processor or typewriter in providing information directly on pages, or copies thereof, contained within this RFP.

2.4.12 **Anti-Kickback.** In compliance with FAR 52.203-7, the University has in place and follows procedures designed to prevent and detect violations of the Anti-Kickback Act of 1986 in its operations and direct business relationships.

2.5 **PROPOSAL DUE DATE AND SUBMISSION**

Proposals must be: delivered sealed; be received and be date/time stamped at the University’s Procurement and Contracting Services office reception desk, which is located on the 5th floor of the University Services Annex building, 220 W. 6th Street, Tucson, Arizona 85701, **no later than Friday, August 6th, 2010 at 2:00 PM, MST.**

Vendors, please be advised that it is your responsibility to ensure that your proposal is received as described in the paragraph above. The University shall not be responsible for any delays that may occur.

**For FedEx and UPS and other methods of next day delivery except U.S.P.S (including Express Mail):**

The University of Arizona  
Procurement and Contracting Services  
University Services Annex, Bldg. 300A  
220 W. 6th Street, 5th Floor  
Tucson, Arizona 85701  
Attn: Rob McMullen

**For U.S. Mail:** (please note that all U.S. mail, including next day Express Mail, is delivered to the University’s Postal Services office and is then distributed to Procurement and Contracting Services which may delay it by several days)

The University of Arizona  
Procurement and Contracting Services  
P.O. Box 210300A  
Tucson, Arizona 85721  
Attn: Rob McMullen

The University shall, at the specified due date and time, accept all proposals that are otherwise in order. The University will allow interested parties to be present for purposes of identifying which vendors have responded. The University will make no immediate decision at such time, and there will be no disclosure of any information contained in any proposal until after formal notice of award and execution of any contract resulting from this RFP.

The University will hold unopened any proposals received after the due date and time, and will not consider such proposals. The University reserves the right to retain or dispose of such proposals at its discretion; however, the University may return
such proposals to their related vendors, but only at such vendor’s request and at no cost or expense whatsoever to the University.

The University reserves the right to delay the opening if an insufficient number of proposals have been received to ensure competition.

2.5.1 **Proposal Costs.** The University is not liable in any manner or to any extent for any cost or expense incurred by any vendor in the preparation, submission, presentation, or any other action connected with proposing or otherwise responding to this RFP. Such exemption from liability applies whether such costs are incurred directly by the vendor or indirectly through the vendor’s agents, employees, assigns or others, whether related or not to the vendor.

2.5.2 **Faxes and E-Mails Not Accepted.** The University shall not accept proposals received by fax or e-mail.

2.5.3 **Number of Proposal Copies to be Furnished.** Vendors are to submit one (1) original and six (6) copies, in hardcopy form, **along with a copy in electronic form, on a CD, in either Microsoft Word or as an Adobe PDF file.**

2.5.4 **Binding and Marking.** Vendors shall ensure that the original and each copy are individually bound. When submitting more than one (1) proposal, vendors shall ensure that units are clearly marked; for example, as “Original of Proposal One,” “Copy One of Proposal One,” “Original of Proposal Two,” “Copy One of Proposal Two;” and so on.

2.5.5 **Marking of Envelopes.** Vendors shall ensure that the submittal envelope(s) clearly and conspicuously display the following identifying information in addition to any other information otherwise required for transmittal, and are sealed.

Sealed RFP # L021103
Due on Friday, August 6th, 2010 at 2:00 PM, MST
Attention: Rob McMullen

2.5.6 **Withdrawal of RFP.** Vendors may withdraw their proposals any time prior to the RFP due date. Vendors may request to withdraw their proposals after the RFP due date and any time prior to selection and notice of award. The University shall have sole authority to grant or deny such a request. In the event the University grants such a request, it may withhold issuing future RFP’s to such vendors.

2.5.7 **University's Right to Use Vendor's Ideas / Proprietary Information.** If the vendor needs to submit proprietary information with the proposal, the vendor shall ensure that it is enclosed in a separate envelope from the proposal and that it is clearly designated and conspicuously labeled as such. The envelope must also contain the reason(s) why the enclosed material is to be considered proprietary. At no time will the entire proposal be considered proprietary and be kept confidential.
The University shall have the right to use any ideas that are contained in any proposal received in response to this RFP, along with any adaptation of such ideas. Selection or rejection of the proposal shall not affect the University’s right of use. Provided, however, that the University will, in good faith, honor any vendor information that is clearly designated and conspicuously labeled as proprietary, and the University concurs that the information is proprietary, that trade secrets or other proprietary data contained in the proposal documents shall be maintained as confidential in accordance with procedures promulgated by the Procurement Officer and subject to limitations in Arizona or Federal law (see section 2.9.14 below). Pricing information cannot be considered proprietary. The University shall not be liable in any manner or in any amount for disclosing proprietary information if such information is not clearly so designated and conspicuously so labeled. The University shall likewise not be liable if it did not know or could not have reasonably known that such information was proprietary.

2.9 EVALUATION PROCESS AND AWARD

2.9.1 Contractual Intent/Right to Terminate and Recomence RFP Process. The University intends to contract with one or more vendors whose proposal(s) are considered to be in the best interests of the University. However, the University may terminate this RFP process at any time up to notice of award, without prior notice, and without liability of any kind or amount. Further, the University reserves the right to commence one or more subsequent RFP processes seeking the same or similar products or services covered hereunder.

2.9.2 Effective Period of Proposals. Under this RFP, the University shall hold that vendors' responses to this RFP shall remain in effect for a period of ninety (90) days following the opening date, in order to allow time for evaluation, approval, and award of the contract. Any vendor who does not agree to this condition shall specifically communicate in its proposal such disagreement to the University, along with any proposed alternatives. The University may accept or reject such proposed alternatives without further notification or explanation.

2.9.3 Proposal Acceptance/Rejection. The University reserves the right to reject any or all proposals. Such rejection may be without prior notice and shall be without any liability of any kind or amount to the University. The University shall not accept any proposal that the University deems not to be in its best interests. The University shall reject proposals submitted after the due date and time.

2.9.4 Errors and Omissions in Vendors Proposals. The University may accept or reject any vendor's proposal, in part or in its entirety, if such proposal contains errors, omissions, or other problematic information. The University may decide upon the materiality of such errors, omissions, or other problematic information.

2.9.5 Determination of and Information Concerning Vendor's Qualifications. The University reserves the right to determine whether a vendor has the ability, capacity, and resources necessary to perform in full any contract
resulting from this RFP. The University may request from vendors information it deems necessary to evaluate such vendors' qualifications and capacities to deliver the products and/or services sought hereunder. The University may reject any vendor's proposal for which such information has been requested but which the vendor has not provided. Such information may include but is not limited to:

- Financial resources
- Personnel resources
- Physical resources
- Internal financial, operating, quality assurance, and other similar controls and policies
- Resumes of key executives, officers, and other personnel pertinent to the requirements of the RFP
- Customer references
- Disclosures of complaints or pending actions, legal or otherwise, against the vendor

2.9.6 Apparently Conflicting Information Obtained by Vendor. The University is under no obligation whatsoever to honor or observe any information that may apparently conflict with any provision herein, regardless of whether such information was obtained from any office, agent, or employee of the University. Such information shall not affect the vendor's risks or obligations under a contract resulting from this RFP.

2.9.7 Rejection of Vendor Counter-offers, Stipulations and Other Exceptions. Any vendor exception, stipulation, counter-offer, requirement, and/or other alternative term or condition shall be considered rejected unless specifically accepted in writing by the University and thereafter incorporated into any contract resulting from this RFP.

2.9.8 Method of Award. The evaluation of each response to this RFP will be based on its overall competence, compliance, format, and organization. The award shall be made to the responsible vendor whose proposal is determined to be the most advantageous to the University, taking into consideration the following evaluation criteria listed in the relative descending order of importance. In some cases, two or more of the criteria may have the same importance, but in all cases a criteria in lower order as presented below will not be more important than the criteria listed above it. The University is under no obligation whatsoever to select the proposal that has the lowest pricing unless it is also the one receiving the highest overall score considering all of the following criteria.

**Evaluation Criteria**

- Ability to meet requirements (see section 5.2)
- Fees (See section 5.6.)
- Reporting, Accounting (see section 5.3)
- Organization (see sections 5.5, 5.7)
- Demonstration / Other Services (see sections 5.8 & 5.9)
Vendors whose proposals are not accepted will be notified after a contractual agreement exists between the University and the selected proposer or when the University rejects all proposals.

2.9.9 Selection, Negotiation, Additional Information. Although the University reserves the right to negotiate with any vendor or vendors to arrive at its final decision and/or to request additional information or clarification on any matter included in the proposal, it also reserves the right to select the most responsive vendor or vendors without further discussion, negotiation, or prior notice. The University may presume that any proposal is a best-and-final offer.

2.9.10 Pre-Award Presentations. The University reserves the right to require presentations from the highest ranked vendors, in which they may be asked to provide information in addition to that provided in their proposals.

2.9.11 Pre-Award Negotiations. The University reserves the right to negotiate prior to award with the highest ranked vendors for purposes of addressing the matters set forth in the following list, which may not be exhaustive.

- Resolving minor differences and scrivener's errors
- Clarifying necessary details and responsibilities
- Emphasizing important issues and points
- Receiving assurances from vendors
- Obtaining the lowest and best pricing and/or revenue agreement

2.9.12 Notification of Non-selection. The University reserves the right not to notify vendors whose RFP responses are not selected for further consideration or notice of award. If the University decides to notify such vendors in writing, it will send the notifications to the address indicated in each such vendor's proposal. Once the award has been finalized, a notice of award may be posted on the following website: http://www.pacs.arizona.edu/RFP-BID_Results.

2.9.13 Vendor's Need to Use Proprietary Rights of the University. All information proprietary to the University and disclosed by the University to any vendor shall be held in confidence by the vendor and shall be used only for purposes of the vendor's performance under any contract resulting from this RFP.

2.9.14 Public Record. After the award and execution of a contract resulting from this RFP, vendors' proposals become public record and are available for review during the University's regular office hours. The University will, in good faith and to the extent allowed by law, honor any vendor information that is clearly designated and conspicuously labeled as proprietary, and the University agrees that the information is proprietary. If the vendor needs to submit proprietary information with the proposal, the vendor shall ensure that it is enclosed in a separate envelope from the proposal and that it is clearly designated and conspicuously labeled as such. The envelope must also contain the reason(s) why the enclosed material is to be considered proprietary. At no time will the entire proposal be considered proprietary and be kept confidential. The University shall not
be liable in any manner or in any amount for disclosing proprietary information if such information is not clearly so designated and conspicuously so labeled. The University shall likewise not be liable if it did not know or could not have reasonably known that such information was proprietary. **Pricing information cannot be considered proprietary.**

### 3.0 DEFINITIONS

3.1 **Agreement / Contract.** All types of agreements entered into by the Arizona Board of Regents, regardless of what they may be called, for the procurement of materials, services or construction, or the disposal of materials. Meaning is interchangeable.

3.2 **Customer.** Unless otherwise implied by the context of the specific provision within this RFP, “Customer” means a customer of the vendor, other than the University.

3.3 **Due Date and Time.** This is the point in time that all proposals must be received and be date/time stamped by at the University’s Procurement and Contracting Services office reception desk which is located on the 5th floor of the University Services Annex building; 220 W. 6th Street; Tucson, Arizona 85701. Proposals received after this date and time will not be opened or considered for award. Please note that proposals that are sent via U.S. Mail (including Express Mail) are first delivered to the University’s Post Office and may take several days before they do reach the address above.

3.4 **May, Should.** Indicates that something is not mandatory but permissible, recommended or desirable.

3.5 **MST.** Mountain Standard Time. We do not observe Daylight Savings Time.

3.6 **Must, Shall, Will.** Indicates a mandatory requirement. Failure to meet these mandatory requirements may result in rejection of your proposal as non-responsive.

3.7 **Opening or Closing Date and Time.** Same as Due Date and Time.

3.8 **Proposal.** The entirety of the vendor’s responses to each point of this RFP, including any and all supplemental offers or information not explicitly requested within this RFP.

3.9 **Proprietary Information.** Information held by the owner that, if released to the public or anyone outside the owner’s organization, would be detrimental to its interests. It is an issue of fact rather than opinion. The vendor shall ensure that all proprietary information is enclosed in a separate envelope from the proposal and that it is clearly designated and conspicuously labeled as such. The envelope must also contain the reason(s) why the enclosed material is to be considered proprietary. At no time will the entire proposal be considered proprietary and be kept confidential. Pricing and/or revenues cannot be considered proprietary.

3.10 **Provider.** Same as Vendor.

3.11 **Request for Proposal (RFP).** A competitive negotiation process. It is not to be confused with a Request for Bid (RFB), in which goods or services are precisely specified and price is substantially the only competitive factor. This RFP provides the University the flexibility to negotiate to arrive at a mutually agreeable relationship. Price will be considered, but will not be the only factor of evaluation.

3.12 **Respondent.** Same as Vendor.

3.13 **Response.** Same as Proposal.
3.14 **Successful Vendor.** Any vendor selected by the University to receive a notice of award as a result of this RFP and to enter into a contract to provide the University with the products or services sought by this RFP.

3.15 **Supplemental Agreement.** Any supplemental terms and conditions agreed to by the parties in writing taking precedence over all other documents governing the transaction.

3.16 **Supplier.** Same as Vendor.

3.17 **University.** Arizona Board of Regents (ABOR), a body corporate, for and on behalf of the University of Arizona, and the other institutions named in Section 1.2 of this RFP document.

3.18 **Vendor.** For purposes of this RFP, "Vendor" means any entity responding to this RFP with the intention of winning the resulting award of contract, performing the work, and/or delivering the goods specified herein.

3.19 **Vendor's Proposal.** Same as Proposal.

3.20 **Vendor's Response.** Same as Proposal.

4.0 **AGREEMENT TERMS AND CONDITIONS**

The following are the Terms and Conditions that will become part of any Agreement consummated between the University and the Successful Vendor. **In the event of a conflict between any provision contained in any of the documents governing this transaction, the following shall be the order of precedence: Agreement; Request for Proposal; Proposal.**

4.1 **Actions of Successful Vendor.** The University is under no obligation whatsoever to be bound by the actions of any Successful Vendor with respect to third parties. The Successful Vendor is not a division or agent of the University.

4.2 **Advertising.** The Successful Vendor shall not advertise or publish information concerning the Agreement without prior written consent of the University. The University shall not unreasonably withhold permission.

4.3 **Americans With Disabilities Act.** The Successful Vendor shall comply with all applicable provisions of the Americans With Disabilities Act and applicable federal regulations under the act.

4.4 **Certification.** By signature on the “Proposal Certification” form included herein, the Vendor certifies that the submission of the proposal did not involve collusion or other anti-competitive practices. The Vendor 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. In addition, Vendor certifies whether or not an employee of the University has, or whose relative has, a substantial interest in any Agreement subsequent to this RFP. Vendor also certifies their status with regard to debarment, or suspension by any federal entity.

Failure to provide a valid signature affirming the stipulations required by this clause shall result in the rejection of the submitted proposal and, if applicable, any resulting Agreement. Signing the certification with a false statement shall void the proposal and, if applicable, any resulting Agreement. Any resulting Agreement may be subject to legal remedies provided by law. Vendor agrees to promote and offer to the University only those services and/or materials as stated in and allowed for under resulting Agreement(s).
4.5 **Conflict of Interest.** The Arizona Board of Regents may, within three years after its execution, cancel the Agreement without penalty or further obligation if any person significantly involved in negotiating, drafting, securing or obtaining the Agreement for or on behalf of the Arizona Board of Regents becomes an employee in any capacity of any other party or a consultant to any other party with reference to the subject matter of the Agreement while the Agreement or any extension thereof is in effect.

4.6 **Drug Free Workplace.** The Successful Vendor agrees that in the performance of the Agreement, neither the Successful Vendor nor any employee of the Successful Vendor shall engage in the unlawful manufacture, distribution, dispensing, possession, or use of a controlled substance in conducting any activity covered by the Agreement. The University reserves the right to request a copy of the Successful Vendor’s Drug Fee Workplace Policy. The Successful Vendor further agrees to insert a provision similar to this statement in all subcontracts for services required.

4.7 **Equal Opportunity.** The provisions of Section 202 of Executive Order 11246.41 C.F.R. Sec. 60-1.4.41 C.F.R. Sec. 60-250.4 and 41 C.F.R. Sec. 60-741.4 are incorporated herein by reference and shall be applicable to the Agreement unless the Agreement is exempted under the rules, regulations or orders of the U.S. Secretary of Labor.

4.8 **Federal, State, and Local Taxes, Licenses and Permits.** Successful Vendor is solely responsible for complying with all laws, ordinances, and regulations on taxes, licenses and permits, as they may apply to any matter under this RFP. The Successful Vendor must demonstrate that they are duly licensed by whatever regulatory body may so require during the performance of the Agreement. Prior to the commencement of Agreement, the Successful Vendor shall be prepared to provide evidence of such licensing as may be requested by the University. Successful Vendor shall, at no expense to the University, procure and keep in force during the entire period of the Agreement all such permits and licenses.

4.9 **Inspection and Audit.** All books, accounts, reports, files and other records relating to the Agreement shall be subject at all reasonable times to inspection and audit by the Arizona Board of Regents, The University of Arizona or the Auditor General of the State of Arizona, or their agents for five (5) years after completion or termination of the Agreement.

4.10 **Liens.** Each Successful Vendor shall keep the University free and clear from all liens asserted by any person or entity for any reason arising out of the furnishing of services or materials by or to the Successful Vendor.

4.11 **Modifications.** The Agreement can be modified or rescinded only by a writing signed by both parties or their duly authorized agents.

4.12 **Non-Discrimination.** The parties shall comply with all applicable state and federal statutes and regulations governing Equal Employment Opportunity, Non-Discrimination, and Immigration.

4.13 **Sales and Use Tax.** The Successful Vendor agrees to comply with and to require all of his subcontractors to comply with all the provisions of applicable law. The Successful Vendor further agrees to indemnify and hold harmless the University from any and all claims and demands made against it by virtue of the failure of the Successful Vendor or any subcontractors to comply with the provisions of any and all said laws. The University is not exempt from state sales and use tax, except for equipment purchased for research or development. Any equipment ordered as tax exempt shall be invoiced separately from taxable systems, even if purchased on the same purchase order as issued by the University.
4.14 **Sexual Harassment.** Federal law and the policies of the University prohibit sexual harassment of University employees or students. Sexual harassment includes any unwelcome sexual advance toward a University employee or student, any request for a sexual favor from a University employee or student, or any other verbal or physical conduct of a sexual nature that is so pervasive as to create a hostile or offensive working environment for University employees, or a hostile or offensive academic environment for University students. University vendors, subcontractors and suppliers for this project are required to exercise control over their employees so as to prohibit acts of sexual harassment of University employees and students. The employer of any person who the University, in its reasonable judgment, determines has committed an act of sexual harassment agrees as a term and condition of the Agreement to cause such person to be removed from the project site and from University premises and to take such other action as may be reasonably necessary to cause the sexual harassment to cease.

4.15 **Small Business Program.** The University is committed to its Small Business Program and to the development of Small Business, Women Owned Business and Small Disadvantaged Business (SB, WO & SDB) suppliers. If subcontracting is necessary, the Successful Vendor will make every effort to use SB, WO & SDB in the performance of the Agreement.

4.16 **Confidentiality.** The parties shall comply with 20 USC Section 1232(g), the Buckley Amendment to the Family Educational Rights and Privacy Act of 1974. Therefore, Vendor shall not be entitled to receive Employee or Student information directly from University, other than public information available in University directories which is not protected by federal or state privacy or confidentiality statutes or regulations. Vendor may solicit Employee and Student information directly from Employees and Students subject to prior disclosures by Vendor of all intended uses of such information. Regardless of the Employee or Student personal information, even if such information is publicly available via directories, Vendor shall under no circumstances sell, duplicate, market, or give to any person or persons, entities or other companies a list or other personal information of any or all Employees or Students. All identities and personal information Employees and Students shall remain confidential. And disclosure by Vendor occurring without the express prior written consent of the Employee or Student shall result in the immediate termination of this agreement.

4.17 **Scrutinized Business.** Pursuant to A.R.S. §§ 35-391.06(A) and 35-393.06(B), Vendor certifies that it does not have a “scrutinized” business operation in either Sudan or Iran, as that term is defined in ARS §§ 35-391(15) and 35-393(12), respectively.

4.18 **Administrative Remedies.** The Arizona Board of Regents has promulgated Administrative Remedies for alleged breaches or disputes arising from the Agreement. These remedies are exclusive and must be exhausted before the filing of any legal action.

4.19 **Assignment-Delegation.** No right or interest in the Agreement shall be assigned or delegation of any obligation made by Successful Vendor without the written permission of the University. Any attempted assignment or delegation by Successful Vendor shall be wholly void and totally ineffective for all purposes unless made in conformity with this paragraph.

4.20 **Assignment of Anti-Trust Overcharge Claims.** The parties recognize that in actual economic practice overcharges resulting from anti-trust violations are in fact borne by the ultimate purchaser; therefore, Successful Vendor hereby assigns to the University any and all claims for such overcharges.

4.21 **Date for Reckoning Prompt-Payment Discount.** For purposes of determining whether a prompt-payment discount, if applicable, may be taken by the University, the starting date of such reckoning period shall be the later of the date of a properly executed invoice or the date of completion of service and/or delivery of product.
4.22 **Force Majeure.** Neither party shall be held responsible for any losses resulting if the fulfillment of any terms or provisions of the Agreement are delayed or prevented by any cause not within the control of the party whose performance is interfered with, and which by the exercise of reasonable diligence, said party is unable to prevent.

4.23 **Indemnification / Hold Harmless.** The Successful Vendor shall indemnify, defend, and hold harmless the State of Arizona, the Arizona Board of Regents and the University, its officers, agents, and employees from any and all claims, demands, suits, actions, proceedings, loss, cost, and damages of every kind and description, including attorneys’ fees and/or litigation expenses, which may be brought or made against or incurred on account of loss of or damage to any property or for injuries to or death of any person, caused by, arising out of, or contributed to, in whole or in part, by reasons of any act, omission, professional error, fault, mistake, or negligence of Successful Vendor, its employees, agents, representatives, or subcontractors, their employees, agents, or representatives in connection with or incident to the performance of the Agreement, or arising out of Workers Compensation claims, Unemployment Compensation claims, or Unemployment Disability Compensation claims of employees of Successful Vendor and/or its subcontractors of claims under similar such laws and obligations. Successful Vendor’s obligation under this provision shall not extend to any liability caused by the sole negligence of the State of Arizona, Arizona Board of Regents, University or its officers, agents, and employees. Such indemnification shall specifically include infringement claims made against any and all intellectual property supplied by Successful Vendor and third party infringement under the Agreement.

4.24 **Insurance Requirements.** Without limiting any liabilities or any other obligations of Successful Vendor, the Successful Vendor shall provide and maintain the minimum insurance coverage listed below unless otherwise agreed to in writing. Coverage shall be provided with forms and insurers acceptable to the University until all obligations under the Agreement are satisfied.

- Commercial General Liability insurance with a minimum combined single limit of TWO MILLION DOLLARS ($2,000,000) each occurrence.

The insurance policies required in the statement above shall be endorsed to name the State of Arizona, Arizona Board of Regents on behalf of the University of Arizona as additional insured and shall stipulate that the insurance afforded the Successful Vendor shall be primary insurance and that any insurance carried by the State of Arizona, the Arizona Board of Regents and the University of Arizona, their agents, officials or employees shall be excess and not contributory insurance to that provided by Successful Vendor.

- Workmen’s Compensation insurance to cover requirements imposed by Federal and State statutes having jurisdiction of its employees engaged in the performance of Agreement, and Employer’s Liability insurance with a minimum limit of ONE HUNDRED THOUSAND DOLLARS ($100,000).

- Professional Liability/Errors and Omissions insurance with a minimum combined single limit of ONE MILLION DOLLARS ($1,000,000) each occurrence.

A certificate of insurance acceptable to the University shall be furnished to the University prior to the commencement of Agreement as evidence that policies providing the required coverage, conditions and limits are in full force and effect.

4.25 **Intellectual Property Rights.** It is understood and agreed that ownership of intellectual property developed as a result of fulfilling the requirements of this Request for Proposal belongs solely and exclusively to the Arizona Board of Regents on behalf of the University of Arizona. Documents/drawings used in this proposal belong to the Arizona Board of Regents.
on behalf of the University of Arizona and/or are being used with permission. Intellectual property, as used herein, means all forms of legally protectible intellectual property, including copyrights, trademarks, inventions, patent applications, patents and mask works, drawings and/or blueprints. It is also understood and agreed that anything created as a result of an award of this proposal is considered a work for hire under the U.S. copyright laws and as such, the Arizona Board of Regents on behalf of the University of Arizona will own the copyright.

4.26 Labor Disputes. Successful Vendor shall give prompt notice to the University of any actual or potential labor dispute which delays or may delay performance of the Agreement.

4.27 Laws and Regulations. Successful Vendors are solely responsible for keeping themselves fully informed of and faithfully observing all laws, ordinances, and regulations affecting the rights of their employees, and shall protect and indemnify the University, its officers and agents against any claims of liability arising from or based on any violation thereof.

4.28 No Waiver of Right by the University. No waiver by University of any breach of the provisions of the Agreement by the Successful Vendor shall in any way be construed to be a waiver of any future breach or bar the University’s right to insist on strict performance of the provisions of the Agreement.

4.29 Payment Terms. Payments by the University shall be subject to the provision of Title 35 of Arizona Revised Statutes relating to time and manner of submission of claims. The University’s obligation is payable only and solely from funds appropriated for the purpose of the Agreement. Unless otherwise stated herein, the payment terms for the Agreement are Net 30 days.

4.30 Prior Course of Dealings. No trade usage, prior course of dealing, or course of performance under other agreements shall be a part of any agreement resulting from this RFP; nor shall such trade usage, prior course of dealing, or course of performance be used in the interpretation or construction of such resulting agreement.

4.31 Remedies and Applicable Law. The Agreement shall be governed by and construed in accordance with the laws of the State of Arizona. University and Successful Vendor shall have all remedies afforded each by said law. The venue in any action or litigation commenced to enforce the Agreement shall be instituted in the appropriate courts in Arizona.

4.32 Right of Assurance. Whenever one party to the Agreement in good faith has reason to question the other party’s intent to perform, he may demand that the other party give a written assurance of their intent to perform. In the event that a demand is made and no written assurance is given within ten calendar (10) days, the demanding party may treat this failure as an anticipatory repudiation of the Agreement.

4.33 Right of Offset. The University shall be entitled to offset against any sums due the Successful Vendor, any expenses or costs incurred by the University, or damages assessed by the University concerning the Successful Vendor’s non-conforming performance or failure to perform the Agreement, or any other debt owing the University, including expenses, costs and damages described in the termination provisions contained herein.

4.34 Termination

4.34.1 Convenience. The University reserves the right to terminate the Agreement in whole or in part at anytime when in the best interests of the University without penalty or recourse. Upon receipt of the written notice, the Successful Vendor shall immediately stop all work as directed in the notice, notify all subcontractors of the effective date of the termination and minimize all further costs to the University. In the event of termination under this provision, all documents, data
and reports prepared by the Successful Vendor under the Agreement shall become the property of and delivered to the University. The Successful Vendor shall be entitled to receive just and equitable compensation for work in progress, work completed and materials accepted before the effective date of termination. Such compensation shall be the Successful Vendor’s sole remedy against the University in the event of termination under this provision.

4.34.2 Default. The University reserves the right to terminate the Agreement in whole or in part due to the failure of the Successful Vendor to comply with any term or condition of the Agreement, to acquire and maintain all required insurance policies, bonds, licenses and permits, or to make satisfactory progress in performing the Agreement. The University shall provide written notice of the termination and the reasons for it to the Successful Vendor. Upon termination under this provision, all goods, materials, documents, data and reports prepared by the Successful Vendor under the Agreement shall become the property of and be delivered to the University on demand. The University may, upon termination of the Agreement, procure, on terms and in the manner that it deems appropriate, materials or services to replace those under the Agreement. The Successful Vendor shall be liable to the University for any excess costs incurred by the University in re-procuring the materials or services.

4.34.3 Gratuities. The University may, by written notice to the Successful Vendor, cancel the Agreement if it is discovered by the University that gratuities, in the form of entertainment, gifts or other, were offered or given by the Successful Vendor, or any agent or representative of the Successful Vendor, to any officer or employee of the University with a view toward securing an Agreement or securing favorable treatment with respect to the awarding or amending, or the making of any determinations with respect to the performing of such Agreement. In the event the Agreement is canceled by the University pursuant to this provision, University shall be entitled, in addition to any other rights and remedies, to recover or withhold the amount of the cost incurred by Successful Vendor in providing such gratuities.

4.34.4 Insolvency. The University shall have the right to terminate the Agreement at any time in the event Successful Vendor files a petition in bankruptcy; or is adjudicated bankrupt; or if a petition in bankruptcy is filed against Successful Vendor and not discharged within thirty (30) days; or if Successful Vendor becomes insolvent or makes an assignment for the benefit of its creditors or an arrangement pursuant to any bankruptcy law; or if a receiver is appointed for Successful Vendor or its business.

4.34.5 Lack of Funding. The Agreement may be canceled without further obligation on the part of the Arizona Board of Regents and the University of Arizona in the event that sufficient appropriated funding is unavailable to assure full performance of the terms. The Successful Vendor shall be notified in writing of such non-appropriation as soon as reasonably possible. No penalty shall accrue to the Board or the University in the event this cancellation provision is exercised. This cancellation provision shall not be construed so as to permit the University to terminate the Agreement in order to acquire similar equipment, material, supplies or services from another party.

4.34.6 Stop Work Order. The University may at any time, by written order to the Successful Vendor, require the Successful Vendor to stop all or any part of the work called for by the Agreement for a period of ninety (90) days after the order is delivered to the Successful Vendor, and for any further period to which the parties may agree. The order shall be specifically identified as a Stop Work Order issued...
under this provision. Upon receipt of the order, the Successful Vendor shall immediately comply with its terms and take all reasonable steps to minimize the incidence of costs allocable to the work covered by the order during the period of work stoppage. If a Stop Work Order issued under this provision is canceled or the period of the order or any extension expires, the Successful Vendor shall resume work. The University shall make an equitable adjustment in the delivery schedule or Agreement price, or both, and the Agreement shall be amended in writing accordingly.

4.34.7 Suspension or Debarment. The University may by written notice to the Successful Vendor immediately terminate the Agreement if the University determines that the Successful Vendor has been debarred, suspended or otherwise lawfully prohibited from participating in any public procurement activity, including but not limited to, being disapproved as a subcontractor Vendor of any public procurement unit or other governmental body.

4.35 Continuation of Performance Through Termination. The Successful Vendor shall continue to perform, in accordance with the requirements of Agreement, up to the date of termination, as directed in the termination notice.

5.0 SCOPE OF WORK

5.1 OVERVIEW OF MEDICAL RESIDENT FICA REFUND. The Internal Revenue Service announced March 2, 2010 that it will accept that medical residents are exempt from FICA taxes based on the student exemption criteria prior to new IRS regulation on April 1, 2005. The University in preparation for IRS ruling has been filing protective claims on medical resident FICA taxes since January 1995. In light of the IRS notification of FICA Refund eligibility (including interest) for years prior to April 1, 2005, the University is requesting vendor services to complete documentation to perfect filed protection claims. Vendor will not be acting as agent nor representing the University with the IRS. Vendor will be the communication contact point for all medical residents during the service process.

The University has protection filings from January 1995-March 2005 with the approximate count of 4,000 medical residents.

5.2 OUR REQUIREMENTS. In order to be considered for the award of this RFP, Vendors must provide the following services to obtain employee statements and consents contained in IRS Publication 4843-A (Instructions for Medical Resident FICA Refund Claims). Please describe your processes and ability to meet each of these requirements.

5.2.1 Locate employees (medical residents). The University will provide the last known address on University records. ________________________________.

5.2.2 Obtain a written statement from each employee stating that he or she has not claimed and will not claim a refund or credit for the amount of the over collected FICA, and gives the university consent to file the Medical Resident FICA Refund Claim on his/her behalf. Vendor may utilize the Sample Letter for Soliciting Employee Consent and Sample Employee Consent Form provided by IRS that includes the above information and information to contact Social Security Administration, or a letter that meets
all the applicable IRS requirements. Please submit letter samples.

5.2.3 Advise employees of affected social security benefits because of refund and give them an opportunity to retract earlier consents if any.

5.2.4 Maintain a due diligence first-class mail and contact log to document all reasonable efforts to obtain employee required statements and consents.

5.2.5 Maintain all written employee consents and statements in a format that is readily available for IRS or University review.

5.2.6 Perform reasonableness analysis/quality control on the quarterly wage/tax withholding data that will be submitted to the IRS.

5.2.7 Complete Claim Support Spreadsheets (Form 14130) based on the source data provided by the University.

5.2.8 Provide and complete all applicable IRS forms and attachments such as 843, 941C, 8305E, and 14153 and cover letter if applicable.

5.2.9 Following the IRS guideline/procedures to prepare W-2c and provide the University with an electronic copy for each employee/yr for printing and distribution.

5.2.10 Prepare electronic file in required format for transmission of the W-2C data to IRS (FIRE System).

5.2.11 If needed, allocate interest to each consenting medical resident in amounts and by methods as directed by the University, and provide the University with an electronic copy of the interest allocation in a ready format for the University to prepare the refund check and 1099-INT.

5.2.12 Provide customer service and communication to manage all incoming calls, questions from the employees regarding statements, consents, refunds, etc.

5.2.13 Provide single point of contact for the University staff during administration of the service.

5.2.14 Describe in detail the process and timing required to complete service.

5.3 REPORTING AND ACCOUNTING. Proposals are to provide detailed responses to the following.

5.3.1 Reporting.

5.3.1.1 List and describe in detail the routine reports that will be made available to the University. What reports are required for review
prior to submission of reporting? Please provide samples.

5.3.1.2 Describe your capability to provide customized reports. Please provide sample of reports that have been customized for specific client.

5.3.1.3 What steps are taken to ensure the accuracy of your reports? What reconciliations are performed? Are the reports audited before they are made available on line?

5.3.1.4 Describe your procedures for correcting errors that are discovered after reports are filed.

5.3.2 Accounting. Provide in detail (including any system limitations), a system flow chart of your processes, including reconciliation and all other accounting and administrative control procedures. Include the roles and responsibilities of the University to the Vendor to provide these services.

5.3.3 On-Line system.

5.3.3.1 What information, current and historical, is provided and available on-line? How often is the on-line access updated (e.g. daily only as previous business day)? What is the cost of accessing the data? What are the hardware requirements?

5.3.3.2 Please describe in detail your on-line system, including how it is accessed, whether it is a “windows-based system,” what type of security it has, whether clients are able to write reports and whether clients can modify or customize report formats online.

5.3.3.3 Do you provide on-line access to monthly, quarterly, and annual reports?

5.3.3.4 Can on-line data be downloaded in different formats such as Excel and Access?

5.4 FILE / DATA SUBMISSION. Please describe the format and file transmission requirements including schedules and security protocols.

5.5 ORGANIZATION. Please describe the following.

5.5.1 Business Continuity Plan.

5.5.2 Information and Technical Security Compliance.

5.5.3 Customer Service.
5.6 FEES. Proposals are to provide detailed responses to the following in a matrix (Excel spreadsheet) format.

5.6.1 Please provide a breakdown of standard and optional services and include an itemization of all fees. Which should include set ups, mail, contact set up, employee contact and any fees that would be required to provide the services requested. _________________________________________.

5.6.2 The University requires detailed billing statements/invoices. Please describe your billing process and options. ____________________________.

5.6.3 Do you accept payment by credit card? ____________________________.

5.7 CLIENTS. Please provide three (3) client references that we may contact (include company name, contact name, title, address and phone number). If possible, provide references with clients of similar size and complexity of the University that your company has performed like services. _________________________________.

5.8 DEMONSTRATIONS. Please describe any product demonstration options. _____________________________________________________.

5.9 OTHER SERVICES. Please describe any other services including fees structure that may be available to the University. _________________________________.

5.10 TERM OF AWARD. The Award will commence upon execution of the Agreement and will be valid through December 31, 2012 or upon completion of the FICA Refund recovery process.
6.0 CERTIFICATION OF PROPOSAL (vendor to complete and return with proposal)

Explanation. This certification attests to the vendor’s awareness and agreement to the content of this RFP and all accompanying provisions contained herein.

Action. Vendor is to ensure that the following certificate is duly completed and correctly executed by an authorized officer of your company.

This proposal is submitted in response to Request for Proposals # L021103, issued by the University of Arizona. The undersigned, as a duly authorized officer, hereby certifies that ____________________________________________ (Vendor’s Name), located at ____________________________________________ (address, including city, state & zip code), agrees to be bound by the content of this proposal and agrees to comply with the terms, conditions and provisions of the referenced RFP and any addenda thereto in the event of an award. Exceptions are to be noted as stated in the RFP. The proposal shall remain in effect for a period of ninety- (90) calendar days as of the Due Date for responses to the RFP.

The undersigned certifies that to the best of his/her knowledge: (please check one)

( ) There is no officer or employee of the University who has, or whose relative has, a substantial interest in any Contract award subsequent to this proposal.

( ) The names of any and all public officers or employees of the University who have, or whose relative has, a substantial interest in any Contract award subsequent to this proposal are identified by name as part of this submittal.

The undersigned further certifies that their firm (please check one) ( ) IS or ( ) IS NOT currently debarred, suspended, or proposed for debarment by any federal entity. The undersigned agrees to notify the University of any change in this status, should one occur, until such time as an award has been made under this procurement action.

The undersigned further certifies that your business (please check the appropriate areas) ( ) does or ( ) does not meet the Federal (S.B.A.) Small Business definition (FAR 19.001) and size standards (FAR 19.102)? If it does, please “CHECK” one of the following:

[   ] Small Business
[   ] Small Disadvantaged Business
[   ] Small Women-Owned Business
[   ] Small Disadvantaged Woman-Owned Business
[   ] Small Veteran-Owned Business
[   ] Small Disadvantaged Veteran-Owned Business

The undersigned further certifies that as a duly authorized officer, is authorized to negotiate in good faith on behalf of this firm for purposes of this Request for Proposals.

Name: ________________________________ Title: ________________________________

Signature: _____________________________ Date: ________ E-Mail: ________________

Telephone #: ______________ Facsimile #: ______________ F.E.I.N: _______________

RFP #L021103 Due on August 6th, 2010 at 2:00 PM, MST
7.0 LEGAL WORKER CERTIFICATION

_____________________
(Date)

Procurement and Contracting Services
The University of Arizona
PO Box 210300A
Tucson, AZ 85721-0300

Solicitation # L021103

As required by Arizona Revised Statutes §41-4401 the University is prohibited after September 30, 2008 from awarding a contract to any contractor who fails, or whose subcontractors fail, to comply with Arizona Revised Statutes § 23-214-A. The undersigned entity warrants that it complies fully with all federal immigration laws and regulations that relate to its employees, that it shall verify, through the employment verification pilot program as jointly administered by the U.S. Department of Homeland Security and the Social Security Administration or any of its successor programs, the employment eligibility of each employee hired after December 31, 2007, and that it shall require its subcontractors to provide the same warranties to the below entity.

The undersigned acknowledges that a breach of this warranty by the below entity or by any subcontractor(s) under any Contract resulting from this solicitation shall be deemed a material breach of the Contract, and is grounds for penalties, including termination of the Contract, by the University. The University retains the right to inspect the records of the below entity, subcontractor(s) and employee(s) who perform work under the Contract, and to conduct random verification of the employment records of the below entity and any subcontractor(s) who perform under the Contract, to ensure that the below entity and each subcontractor is complying with the warranties set forth above. Contractor shall be responsible for all costs associated with compliance with such programs.

_____________________
(Firm)

_____________________
(Address)

_____________________
(Signature Required)       (Phone)

_____________________
(Print Name)       (Fax)

_____________________
(Print Title)       (Federal Taxpayer ID Number)