

**Mississippi State University
Request for Proposals (RFP) 19-95
Web Based Recreation Management System
for Mississippi State University**

ISSUE DATE: November 22, 2019

ISSUING AGENCY: Office of Procurement and Contracts

Mississippi State University
610 McArthur Hall
245 Barr Avenue
Mississippi State, MS 39762

Sealed Proposals, subject to the conditions made a part hereof, will be received **December 18, 2019 at 2:00 PM in the MSU Office of Procurement and Contracts, same address above**, for furnishing services and potentially, optional services as described herein.

IMPORTANT NOTE: Indicate firm name, and RFP number on the front of each sealed proposal envelope or package.

All inquiries concerning this RFP should be directed to:

Jennifer Mayfield
Office of Procurement and Contracts, (Same address above)
jmayfield@procurement.msstate.edu
662-325-2550

Any addendum associated with this RFP will be posted at <http://www.procurement.msstate.edu/procurement/bids/index.php> located under RFP 19-95. It is the respondent's responsibility to assure that all addenda have been reviewed and if applicable, signed and returned.

1. UNIVERSITY OVERVIEW

Mississippi State University (MSU) is a comprehensive land grant university of 21,500+ students and approximately 5,000 faculty and staff. The main campus is located adjacent to the community of Starkville in northeast Mississippi, with a remote campus located in Meridian with an enrollment of around 700 students. Additionally, the university operates several remote agricultural experiment stations and has an Extension office located in each of the eighty-two Mississippi counties.

Additional information about MSU can be found at our website www.msstate.edu.

2. INVITATION TO SUBMIT PROPOSAL ON RFP

University Recreation (URec) at Mississippi State University seeks a web-based recreation management application system that will enable URec to manage the following functions:

- Memberships (Facility and program)
- Member communication
- Accounting
- Registrations (Programs, Services, and Courses respectively)
- Facility Reservations
- Locker Rentals
- Towel Services
- Point-of-Sale
- Equipment Check-out / Rental
- Program marketing and registration via smartphone app

The system should facilitate and improve the efficiency and communication capabilities of University Recreation's Member Services office by eliminating paper files and folders and provide the staff with the capability to email members, and subsets of members. The system should also increase the efficiency and improve the quality of the services provided to members at the various customer service desks within the Sanderson Recreation Center. Additionally, the system should improve member satisfaction by allowing members the option of using their smartphone as their form of membership ID/verification for entry into the facility. The system should also allow administrators to run a wide array of reports, including, but not limited to, the following report themes: Accounting, equipment checkouts, facility access and usage (by individuals, and membership groups), facility scheduling, locker rentals, memberships, products sold, programs, sales reports, security, and statistics.

Once implemented, the system will serve the following functions: the management, accounting, and record-keeping for all membership sales, locker rentals, towel rental services, equipment rentals and check-outs, program and course registrations, and facility scheduling/reservations.

The system will also provide point-of-sale capability, turnstile access control for individual members and groups of members - as determined by their membership status - through either Schlage HKII Biometric Handscanners – or – through a member’s smartphone application. The system should also allow registered members to perform the following functions through an online member web-portal: Renew and pay for memberships, view, register and pay for programs, courses, and services, and view facility availability and request facility reservations. The system should provide URec the ability to market programs and services, and display program schedules, facility hours of operation, and push messages to members via an Android and iOS compatible smartphone app. Members should be able to use this app to register for classes.

Due to URec’s 7-day/100 hours per week operations, 24/7 technical support is of paramount importance.

3. SCOPE OF SERVICES REQUIRED

A. Technical Requirements

Platform/System – should support a minimum of:

- Application will be hosted on remote/off-site servers
- Application will need to be able to import data from Ellucian Banner on a scheduled basis
- Application will need to be capable of interfacing with the IMLeagues intramural registration website.
- Web-based access compliant with Section 508 accessibility guidelines.
- End user application capability to be installed and operated on Microsoft Windows PC’s
- Provide applicable certifications such as SOC2 documentation.
- System must be secure and meet all local, state and federal data security standards.
- The vendor solution must provide PCI compliant credit card processing.
- Integrates with MSU Nelnet Business Solutions for credit card payment of fees as appropriate.
- Provide a statement that your company is PCI-DSS compliant.
- Provide a statement stating whether your company is compliant with FERPA, GLBA, NACH and Red Flag Regulation requirements.
- Provide a completed Higher Education Cloud Vendor Assessment Tool (HECVAT) (lite version available at: <https://www.ren-isac.net/public-resources/hecvat.html>).
- Your system must support single sign-on (CAS, Shibboleth, or SAML)?
- Provide product interfaces that are compliant with WCAG 2.0 AA.

B. Users

There should be no restrictions on the number of users.

User permissions and accesses to various system functions should be role-based with users allowed in multiple roles. Role-based permissions govern each user's rights to add, edit, and view information within the system. There should be capability to accommodate tiered access based on roles.

C. Reporting

The System should be capable of generating a wide range of reports with user-defined parameters for data based on the following report themes: accounting, equipment checkouts, facility access and usage (by individuals, and membership groups), facility scheduling, locker rentals, memberships, products sold, programs, sales reports, security and statistics.

Reports should be provided in multiple formats. All reports should be viewable on screen with options to download in the following file formats:

- Excel XLS
- Excel XLSX
- HTML
- PDF
- CSV
- MHT
- RTF
- XPS
- IMG Image file
- TXT Text File

The bidder should explain in detail the reporting function of the system.

D. Functions

The system should use a tiered structure that allows authorized users to access data and reports for analysis, make changes to system settings, customize and configure application menus, add/delete users, create/delete user groups, create, edit, and delete membership records.

The system should provide the following capabilities for each of the functions listed below:

Memberships, Registrations, Reservations, Locker Rentals

- Intuitive, Windows-based touch-screen-enabled user interface.
- Customizable membership offerings, short- and long-term locker rentals
- Member record-keeping and management
 - Must be capable of creating and managing family memberships with parent/child hierarchical relationships and age/activity restrictions
 - Must be capable of importing and integrating all Innosoft Fusion database information
 - Must be compatible with IM-Leagues intramural registration website.
 - Turnstile access control interfaced through Schlage Biometric Hand-scanners and member smartphone app
 - Must be capable of regularly importing data fields from MSU's Ellucian Banner system.
- Ability for administrative users to create, schedule, manage programs, courses, and classes
- Web-based member portal allowing registered members to renew memberships, extend locker rental periods, register for programs and services, request facility reservations, and pay for these products and services via a PCI compliant, Nelnet-based credit card processing system.

Point of Sale

- Intuitive, Windows-based touch-screen-enabled user interface.
- Customizable image-based product and service menus with the ability for administrators to populate the menus with custom photos.
- Must be PCI compliant
- Must be Nelnet compatible

Equipment Check-out / Rental

- Intuitive, Windows-based touch-screen-enabled, customizable image/icon-based user equipment menus
- Member data populated via MSU-ID card swipe

Facility Reservations

- Intuitive interface
- Customizable facility definitions

- Capability for registered members to view non-descript facility availability and request reservations through a web-based member-portal

E. System Maintenance and Support

University Recreation requests the bidder to provide installation, setup, and configuration training. URec requests a train-the-trainer approach where the bidder will be asked to train URec staff who will then train partners.

Due to University Recreation's 7-day/100 hours per week operations, 24/7 technical support is required.

University Recreation award will cover a 72-month period of time. Bidders shall provide details on licensing requirements and all ongoing expenses for maintenance and support, and application updates.

4. INQUIRIES ABOUT RFP

Prospective respondents may make written inquiries concerning this request for proposal to obtain clarification of requirements. **Questions should be submitted either via a Word document or plainly typed in the email itself.** Responses to these inquiries may be made by addendum to the Request for Proposal (RFP). Please send your inquiries to Jennifer Mayfield via electronic mail at jmayfield@procurement.msstate.edu.

All inquiries should be marked "URGENT INQUIRY. MSU RFP 19-95"

5. ADDENDUM OR SUPPLEMENT TO RFP

In the event it becomes necessary to revise any part of this RFP, an addendum to this RFP will be provided to each respondent who received the original RFP. Respondents shall not rely on any other interpretations, changes or corrections.

6. ADMINISTRATIVE INFORMATION

a) Issuing Office

This RFP is issued by the following office:

Office of Procurement and Contracts
Mississippi State University
245 Barr Avenue, 610 McArthur Hall
Mississippi State, MS 39762

b) Schedule of Critical Dates

The following dates are for planning purposes only unless otherwise stated in this RFP progress towards their completion is at the sole discretion of the university.

RFP Posted	November 22, 2019
Questions from Vendors Due	December 2, 2019
MSU Q&A Response Due	December 9, 2019
Proposal Submission Deadline – 2:00 p.m.	December 18, 2019
Award Date (Estimated)	January 15, 2020
Contract Effective Date (Estimated)	February 1, 2020

7. PROPOSAL CONTENTS

This is a two-step RFP process. The technical proposals and the cost proposals are to be submitted in separate sealed envelopes. Indicate firm name, RFP# and word “Technical Proposal” on the front of the sealed technical proposal envelope or package. Indicate the firm name, RFP# and the word “Cost Proposal” on the front of the sealed proposal envelope or package.

At a minimum, the following items should be included in the contents of the Technical Proposal:

- Cover letter, indicating the scope of the proposal. The letter should include an overview of the services being offered. The letter should include a statement of exceptions to any of the terms and conditions outlined in this RFP. (Cover letter should be no more than 3 pages in length.)
- Corporate Structure and Credentials
 - Number of years of experience
 - Staffing levels and support proposed
 - Examples of similar previous work.
- Operations and Ability To Perform
 - Provide operation plan. This should include, but not be limited to, acknowledgement and agreement with all requirements as well as explanations, where applicable, of the intended plan to achieve the requirements.
 - Describe how services will be provided to MSU.

At a minimum, the following items should be included in the contents of the Cost Proposal:

- Fees for initial purchase of system (including all preparation, installation, rollout, training and first year maintenance and support)
- Annual Maintenance Costs after initial purchase.

8. DISCUSSIONS/EVALUATION CRITERIA/AWARD PROCESS

MSU reserves the right to conduct discussions with any or all respondents, or to make an award of a contract without such discussions based only on evaluation of the written proposals. MSU reserves the right to contact and interview anyone connected with any past or present projects with which the respondent has been associated. MSU likewise reserves the right to designate a review committee to evaluate the proposals according to the criteria set forth under this section. MSU may make a written determination showing the basis upon which the award was made and such determination shall be included in the procurement file.

MSU reserves the right to award this contract in whole or in part depending on what is in the best interest of MSU with MSU being the sole judge thereof.

The evaluation factors set forth in this section are described as follows:

- The Vendor's ability to deliver an application meeting the overall objective and functions described in the RFP
- Competitive fees
- Availability and access technical support
- Vendor's experience with similar systems
- Compliance with applicable State and Federal laws and regulations
- The committee may invite finalists for interviews and/or presentations

Failure to attend a requested interview presentation before the committee may result in a proposal not being considered.

Upon award of contract(s), successful respondent(s) will be asked to provide a transition plan and timeline and obtain MSU's input and concurrence before moving forward.

Proposals will be scored based on the following weights (100 points total):

- Corporate Structure/Years of Experience/References – 20 pts
- Operation Plan/Ease of Use/Services Offered –50pts
- Fees – 30 pts.

9. PROPOSAL SUBMISSION

Proposals shall be submitted in two packages (envelopes or boxes) as set forth in Section 7. Please make sure that the RFP number is clearly visible on the outside of the package.

Technical Proposal – One (1) original and one (1) electronic copy (of the complete technical proposal in one pdf file on a flash drive) of parts 7(b)(i) (Cover Letter), 7(b)(ii) (Corporate Structure and Credentials), and 7(b)(iii) (Operations and Ability to Perform) should be sealed in a package with “Technical Proposal” in the lower left hand corner. Each submitted package should be a complete copy. The original shall be marked on the first page “Original”.

Cost Proposal – One (1) original and one (1) electronic copy (of the complete cost proposal in one pdf file on a flash drive). Should be sealed in a package with “Cost Proposal” in the lower left-hand corner. Each submitted package should be a complete copy. The original shall be marked on the first page “Original”.

The proposal package must be received on or before **2:00 p.m. on December 18, 2019**. It is the responsibility of the respondent to ensure that the proposal package arrives in the Procurement and Contracts office on-time. The proposal package should be delivered or sent by mail to:

**Office of Procurement and Contracts
Mississippi State University
610 McArthur Hall
245 Barr Avenue
Mississippi State, MS 39762**

Your response must include the signature page included in this RFP (See Appendix A) and contain the signature of an authorized representative of the respondent’s organization. The signature on the “Original” signature page should be in blue ink

MSU reserves the right to reject any and all proposals and to waive informalities and minor irregularities in proposals received and to accept any portion of a proposal or all items bid if deemed in the best interest of the University to do so.

Proposals received after the stated due date and time will be returned unopened. Submission via facsimile or other electronic means will not be accepted.

10. PCI COMPLIANCE ISSUES (IF APPLICABLE)

The vendor must provide a PCI compliant processing environment using one of the approved options below. If the vendor is unable to fully adhere to one of these options, the proposal will be removed from consideration.

- Option 1 – Integrate with MSU’s existing third party, PCI validated payment solution (Nelnet Business Solutions – Commerce Manager).
- Option 2 – Use vendor’s payment processing functionality with a different MSU Merchant ID but same bank account. Additional requirements include:
 - Vendor must provide PCI compliance certification information, e.g. Attestation of Compliance (AOC) to ensure all hardware, software and back end processing are compliant.
 - Vendor must provide a specific interface data file that supports Banner integration and automatic posting of credit/debit card payments to our ERP. The layout accepted by MSU, which MSU expects from the vendor can be provided upon request.
 - Card transactions processed by university personnel must be performed using hardware that is PCI-approved and point to point encrypted (P2PE).
- Option 3 – Use vendor’s payment processing functionality with vendor’s Merchant ID. Additional requirements include:
 - Vendor must provide PCI compliance certification information, e.g. Attestation of Compliance (AOC) to ensure all hardware, software and back end processing are compliant.
 - Payments due MSU will be remitted on a predetermined basis, net of all applicable fees and merchant discounts. Banner integration not required.
 - Card transactions processed by university personnel must be performed using hardware that is PCI-approved and point to point encrypted (P2PE).

11. TWO-PHASE, BEST AND FINAL OFFER

If the initial proposals do not provide MSU with a clear and convincing solution, or if MSU feels it is appropriate to offer the potential providers an opportunity to submit revised proposals, MSU reserves the right to use a two-phase approach and/or invite Best and Final Offers (BAFO). Based on the information obtained through the proposal submittals (Phase-One), MSU may choose a specific business model, and potential providers may be asked to submit revised proposals based upon that specific model.

The evaluation committee may develop, for distribution to the top-ranked firms, refined written terms with specific information on what is being requested as a result of information obtained through initial RFP submittal process. Proposers may be asked to reduce cost or provide additional clarification to specific sections of the RFP. Selected proposers are not required to submit a BAFO and may submit a written response notifying the solicitation evaluation committee that their response remains as originally submitted.

12. TERM OF CONTRACT

It is MSU's intention to enter into a six (6) year contract, estimated to begin February 1, 2020.

MSU reserves the right to terminate this agreement with thirty (30) days-notice, by the Director of Procurement and Contracts via certified mail to the address listed on the signature page of this RFP (See Appendix A) if any of the terms of the proposal and/or contract are violated.

In the event the contractor fails to carry out and comply with any of the conditions and agreements to be performed under the specifications, MSU will notify the contractor, in writing, of such failure or default. In the event the necessary corrective action has not been completed within a ten (10) day period, the contractor must submit, in writing, why such corrective action has not been performed. The University reserves the right to determine whether or not such noncompliance may be construed as a failure of performance of the contractor.

Termination of contract by contractor without cause can only occur with at least one-hundred and twenty (120) days-notice prior to the proposed termination of the contract.

In the event MSU employs attorneys or incurs other expenses it considers necessary to protect or enforce its rights under this contract, the contractor agrees to pay the attorney's fees and expenses so incurred by MSU.

13. ACCEPTANCE TIME

Proposal shall be valid for one-hundred and eighty (180) days following the proposal due date.

14. RFP CANCELLATION

This RFP in no manner obligates MSU to the eventual purchase of any services described, implied or which may be proposed until confirmed by a written contract. Progress towards this end is solely at the discretion of MSU and may be terminated without penalty or obligations at any time prior to the signing of a contract. MSU reserves the right to cancel this RFP at any time, for any reason, and to reject any or all proposals or any parts thereof.

15. INDEPENDENT CONTRACTOR CLAUSE

The contractor shall acknowledge that an independent contractor relationship is established and that the employees of the contractor are not, nor shall they be deemed employees of MSU and that employees of MSU are not, nor shall they be deemed employees of the contractor.

16. OTHER CONTRACT REQUIREMENTS

Award Terms: This contract shall be awarded at the discretion of the University based on the capabilities and overall reputation of the Supplier, as well as the cost. Acceptance shall be confirmed by the issuance of a contract from the University.

Standard Contract: The awarded contractor(s) will be expected to enter into a contract that is in substantial compliance with MSU's standard contract http://www.procurement.msstate.edu/pdf/standard_rfp_contract.pdf. Proposal should include any desired changes to the standard contract. It should be noted that there are many clauses which the MSU cannot change (see Standard Addendum <http://www.procurement.msstate.edu/contracts/standardaddendum.pdf>) Significant changes to the standard contract may be cause for rejection of a proposal.

The Procurement Process: The following is a general description of the process by which a firm will be selected to fulfill this Request for Proposal.

- Request for Proposals (RFP) is issued to prospective suppliers.
- A deadline for written questions is set.
- Proposals will be received as set forth in Section 9.
- Unsigned proposals will not be considered.
- All proposals must be received by MSU no later than the date and time specified on the cover sheet of this RFP.
- At that date and time, the package containing the proposals from each responding firm will be opened publicly and the name of each respondent will be announced.
- Proposal evaluation: The University will review each proposal.
- At their option, the evaluators may request oral presentations or discussions for the purpose of clarification or to amplify the materials presented in the proposal
- Respondents are cautioned that this is a request for proposals, not a request to contract, and the MSU reserves the unqualified right to reject any and all proposals when such rejection is deemed to be in the best interest of the University.
- The proposals will be evaluated according to the criteria set forth in Section 8.

APPENDIX A: SIGNATURE PAGE

Provide information requested, affix signature and return this page with your proposal:

NAME OF FIRM: _____

COMPLETE ADDRESS: _____

TELEPHONE NUMBER: _____

AREA CODE/NUMBER

FACSIMILE NUMBER: _____

AREA CODE/NUMBER

E-MAIL ADDRESS: _____

AUTHORIZED
SIGNATURE: _____

PRINTED NAME: _____

TITLE: _____