Mississippi State University
Request for Proposals (RFP) 20-52
Group Communication, Resource, and Scheduling Application
for Mississippi State University

ISSUE DATE: April 21, 2020

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 **May 19, 2020 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](http://www.procurement.msstate.edu/procurement/bids/index.php) located under RFP 20-52. 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

The Mississippi State University Department of Athletics seeks a mobile device application system that will enable all of its constituents (student-athletes, full-time athletics staff, academic advisors, athletic trainers, managers, graduate assistants, etc.) to effectively communicate. At any point in time, these constituents are in varied locations and have access to different mediums of communication. The Department of Athletics seeks a mobile application that can ensure that student-athletes are attending all required appointments and obligations, such as class, study hall, rehab, strength training, practice, community service events, etc. The Department of Athletics requires the ability to analyze, in situations where advance notice is not possible (e.g. inclement weather or travel delays), student-athletes’ schedules and dynamically reschedule group events. This application must also serve as a centralized repository for all student-athlete information, including necessary forms and resources that must be readily available at all times. The Department of Athletics needs to eliminate the inefficiencies of communicating without such an application in order to best serve the academic and athletic performance of student-athletes.

The application must grant the Department of Athletics the ability to categorize groups of constituents and establish tiers of access and communication channels. The application shall help the Department of Athletics with individual and group messaging (within the application and via text message), calendar access, profile management, file/form management, TMP and CARA logs (per NCAA requirements), a travel module, and travel logistics.

The Department of Athletics requires that the application is accompanied with direct training, support, and service for the duration of the agreement at no additional cost.

3. SCOPE OF SERVICES REQUIRED

a) Technical Requirements

The platform shall be an application that can be installed (without cost) on mobile devices on the market, such as iPhones and/or Androids. It is the expectation that if there is another
operating system that hits the mass market in similar fashion to iPhones and Androids that reasonable efforts will be made to get the application online with the new operating system to accommodate constituents appropriately.

b) Users

There should be no restrictions on additional licenses as the number of profiles using the application increases.

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) Functions

The system should use a tiered structure that allows authorized users to access data and reports for analysis or approval, while allowing any user to be able to submit documents. Documents and files submitted through the application should be easily downloadable by any user with required authorization. The system will allow for users to track reports and requests, monitor progress, and stay up-to-date on compliance and reporting requirements.

The application should also have the following capabilities:

- Ability to send mass email, text (via long code), and voice communications, including the ability to schedule messages for delivery at future dates.
- Ability to provide granular access to all support and coaching staff.
- Ability to audit individual user usage and track delivery of text messages and voice communications, and track open/read status of emails.
- Ability to securely house and share documents, scouting reports, play books, forms and other team-related information.
- Ability to construct/maintain centralized team calendars (eg. practice, meal, travel, meetings, etc.) and calendars for all major support groups.
- Ability to sync with MS Exchange and Google Calendar, and provide access to mobile calendar platform.
- Ability to generate automatic communications for appointments and generate custom reporting for communications.
- Centralized location for student-athlete data.
- Ability to add custom notes and strong reporting capabilities.
- Ability to restrict access to data to maintain FERPA, etc. compliance.
- Ability to plan and execute Team Travel.
- Ability to add an academic component at a later date
• Ability to include donors, university officials, and any other outsiders who might need to receive correspondence from MSU Athletics
• Ability to send electronic forms for signature (ex. DocuSign type of process)
• Provide applicable certifications such as SOC2 documentation.
• System must be secure and meet all local, state and federal data security standards.
• 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).
• Does your system support single sign-on (CAS, Shibboleth, or SAML)?
• Does the system support two-factor authentication? If so, describe solution options.
• Provide product interfaces that are compliant with WCAG 2.0 AA.

d) System Maintenance and Support
The Department of Athletics requests the bidder provide training, support, and service throughout the duration of the contract. This can include but is not limited to on-site training as well as remote troubleshooting and assistance.

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 20-52”

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
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: April 21, 2020
- Questions from Vendors Due: April 30, 2020
- MSU Q&A Response Due: May 8, 2020
- Proposal Submission Deadline – 2:00 p.m.: May 19, 2020
- Award Date (Estimated): June 1, 2020
- Contract Effective Date (Estimated): July 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
  o 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.
  o 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 software/items/service (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, Federal, NCAA and SEC 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 – 30 pts
• Fees – 50 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 May 18, 2020**. 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 three (3) year contract, estimated to begin July 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: __________________________________________________________