Mississippi State University
Request for Proposals (RFP) 20-81
Talent Management Solution

ISSUE DATE: August 13, 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 received **September 10, 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 located under RFP 20-81. 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

Mississippi State University is seeking sealed proposals for a Talent Management Software System that will satisfy recruitment, onboarding, development/learning, performance management, and data reporting needs. The ideal system will have a professional appearance, is user friendly, and should maintain the user friendliness when updating/expanding the operations of the system. The system should be capable of putting pertinent data at the users' fingertips via an interactive dashboard, which will help users determine their next steps in the system. The system should offer social media and other types of integration with ease. The selected vendor shall provide exceptional customer service and assistance with any problems or changes that need to be made in the new system. The proposal should include a complete description of the solution as per the general and technical specifications included in this Request for Proposal document.

Pricing should include a vendor hosted option. The successful bidder must have a proven track record in producing interfaces between talent management software solutions; HRIS System, the University's ERP System; and potentially other necessary university software systems.

Mississippi State University's intent is to implement a comprehensive talent management and tracking suite. The university is seeking one solution and will only consider those systems that include recruitment, onboarding, development/learning, and performance management modules. Proposals must include the option of beginning with one module and adding additional modules over time. Separate pricing, including one-time implementation and annual fees for each module must be included. The general and technical specifications together with related information and any addenda comprise the requirements for the project. The solution must exist today, although specific functionality in future releases can be mentioned. The Vendor must begin providing the products and/or services on the date stated in the contract.

3. SCOPE OF SERVICES REQUIRED

a) <u>Technical Requirements</u>

- 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 the system support two-factor authentication? If so, describe solution options.
- System must support single sign-on (CAS, Shibboleth, or SAML).
- Provide product interfaces that are compliant with WCAG 2.0 AA.
- System must be secure and meet all local, state and federal data security standards.
- Provide applicable certifications such as SOC2 documentation

b) <u>Users</u>

- There should be no restrictions on the number of users.
- User permissions and accesses to various system functions should be role based.
- Users should be allowed to be assigned multiple roles.
- Role-based permissions should 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) <u>Recruitment</u>

- There should be multiple requisition forms/templates that can be configured in the University's database to accommodate different types of recruiting.
- Each requisition form/template should be able to have a unique workflow.
- Ability to categorize and/or filter requisitions and candidates by hire type and/or department
- Ability to send communications to Hiring Coordinators and Applicants based on statuses.
- Flexibility to select unique approvers and routing for each requisition/offer with possible tiered approval workflow.
- Lists of approvers can be created, saved and/or assigned to a user or requisition, or defined by the organizational structure.
- Approval templates can be created to assign by a user to a requisition.

- The system should use a tiered structure that allows authorized users to access documents and files submitted through the application that should be easily downloadable by any user with required authorization.
- The status of the approval process is tracked and displayed in real-time on the requisition in the application as well as in the subsequent emails that go to the 2nd and 3rd approver, etc.
- Changes made during the process should be tracked by user to document who made each change.
- Should have the ability to develop, define and deliver questions to candidates and weight the responses to filter for top candidates.
- Should have the ability to establish disqualifying questions that end the process if answered incorrectly.
- The end product should be visually pleasing to the candidate.
- Incomplete and withdrawn applications should not be included in the applicant total displayed to internal users.
- Should be able to upload and maintain a list of prior employees that are not eligible for rehire. If anyone on this list applies for a position, the application should be rejected automatically, and a notification issued.
- Should be able to schedule the start and end date for each posting.
- Ability to edit and format position descriptions and marketing messages with MS Word-like functions such as bold, underline, and spell check.
- Page views should be sortable by each column (including last name) for both Talent Management and Learning and Development modules.
- Ability to create and edit position descriptions with approval workflow.
- Ability to create requisitions from existing position templates already approved by Human Resources.
- System should allow scraping of requisitions and the ability to identify and post job opportunities to an unlimited number of electronic job boards including MDES and HERC.
- System should allow the ability to post to social media sites such as LinkedIn.

d) <u>Candidate Experience</u>

- Candidate can filter by job type.
- Application can be completed on a mobile device, phone or tablet.
- Candidate can select multiple job locations.

- Data collection form(s) can be customized and pushed to a candidate to gather needed information for inviting applications.
- Candidates are only required to set up a profile once. Applications for subsequent positions should require minimal effort.
- Candidate can browse their hard drive or other local media for their formatted resume and upload it to the application.
- Flexibility in setting the number of documents an applicant can upload.
- Ability to automatically populate data fields from uploaded resume.
- Ability to prefill profile from professional social media sites such as LinkedIn.
- Candidate can establish job search parameters and be notified by email when similar jobs are posted.
- Candidates can login to check the status of applications.
- Ability to upload large files of data and/or multimedia as part of the application process.
- Ability to save a draft prior to finalizing application.
- Ability for candidates to withdraw an application.
- Candidates can use "free form" language to search for jobs.

e) **Sourcing/CRM**

- Ability to create talent pools for internal talent mobility and potential external candidates and flag runners-up for future positions.
- System allows key word searches and provides relevant results.
- Ability to use metatags to list jobs based on search words.
- Applicants for a requisition can be displayed with customizable column headers that can be configured with different data elements from the candidate record (i.e., Education, Work History, Phone Number)
- A keyword search will return results from resumes submitted as file attachments as well as text fields.
- Ability to use the requisition's job description or a large text phrase to find matching resumes.
- Ability to select a resume and conduct a search for similar resumes.
- Ability for the University to create a library of correspondence templates that can be edited and sent to candidates at the user's discretion.
- System notifications allow the ability to communicate to hiring coordinators based on the status of a job.

- Functionality designed for the management of third-party staffing agencies. Include the ability to push and/or scrape requisitions to one or more suppliers including CareerBuilder, Mississippi Department of Employment Security and temporary staffing agencies with a referral to apply directly on the MSU jobs website.
- Applications for candidate pools may require less information than specific job posting allowing the University to develop target candidate pools for key skills.
- Ability to email users regarding advertising campaigns, special event invitations and post-offer events.

f) <u>Assessment and Interview Management</u>

- The system should track candidates through the recruiting process based on status of application received, interviewed etc.
- Ability to create multiple applicant workflows such as support staff, professional and faculty to be selected when the requisition is created.
- Workflow alerts can be set up in the system to drive the next step in the process or to function as reminders.
- The ability to create a "tree-structure" workflow (i.e., Step A can be followed by Step B, C, D, or E)
- The ability to change the status for a group of candidates in a single step (e.g. mass hiring or mass movement to exclude selected applications in one step).
- Ability to store and/or integrate assessments into the recruiting workflow for certain jobs.
- Ability for the assessment to automatically be presented to a candidate based on their responses to pre-screening questions or other data in their profile.
- Ability to push an online assessment to a candidate on demand via email link.
- Ability to select and record a list of search committee/interviewing team members for a requisition.
- Ability to send an email notification to the search committee members when scheduling the interview within the system that includes interview packets, resumes, etc.
- Ability to invite any person (internal or external to MSU) to participate on a search committee.
- Internal and external search committee members should be able to view applicant documents, schedule interviews, and provide feedback.
- Ability to establish key competencies for evaluating applicants.
- Ability to configure an online interview feedback form to capture the comments from each interviewer or groups of interviewers from presentations.

g) Offer Management and Onboarding

- Lists of approvers can be created, saved, and/or assigned to a user or requisition.
- Select a list of approvers and route for approval.
- Track and display the status of the approval process in real-time on the offer in the application and in the subsequent emails that go to the 2nd and 3rd approver, etc.
- Ability to select unique approvers and routing for each requisition/offer with a tiered approval workflow. Example: tier one has three approvers that can approve in any order but all three must approve the requisition/offer before it moves to the tier two approvers.
- Lists of approvers can be created, saved and/or assigned to a user or requisition, or defined by the organizational structure automatically.
- Data can be merged from the candidate record, the requisition, and the offer terms into offer letter templates.
- Ability to upload multiple offer letter templates.
- Video conferences and/or interviews can be recorded and saved within the applicant record.
- Must be able to have rules for applicant statuses. For example, should not be able to change an applicant's status to make an online offer until all the approvals have been obtained.
- Users can make edits to the offer letter at the time of generation and distribution. All edits are tracked and listed.

h) Onboarding Module

- Includes a specific Onboarding module, allowing the university to define required notifications at hire and send notifications through the system (e.g. provisioning, ITS for user account setup, new hire, manager checklist, etc.).
- Electronically provides new hire paperwork and tracks completion of key documents (i.e., I-9, Non-Disclosures, attestations, policy training acknowledgements, and Benefits Paperwork).
- Ability for employees to electronically submit new hire paperwork.
- Provides the ability to create an unlimited amount of personalized content for new starters to digest as part of their induction.
- Supports custom tasks to be allocated to the new starters and their managers.

i) Global Capabilities and Compliance

- Configurable notification and collection of EEO compliance information at variable points in the process, including pre-hire and post-hire.

- Functionality consistent with the new OFCCP definition of Internet Applicant (record keeping for searches, candidate submissions, etc.).
- Configurable notification and collection of OFCCP compliance information at variable points in the process, including pre-hire and post-hire.
- Your solution must be in compliance with Section 508 of the Rehabilitation Act of 1973, as amended.
- Job application screens must be accessible by people with disabilities.
- Ability to require that candidates agree with the privacy policy before they submit.
- Ability for the university to remove a candidate's data at that candidate's request.

j) **Employee Performance Evaluation**

- Ability to automate the workflow of the evaluation cycle originating with the employee's self-evaluation, route to the supervisor for their evaluation followed by an established review process.
- Ability to integrate email reminders into the workflow process to ensure all evaluations are completed in a timely manner.
- Ability to allow employee evaluations to be tied to job descriptions and allow customization of evaluations to align with job descriptions.
- Allow multiple evaluation schedules which may include: new employee probationary reviews, partial year reviews, calendar year based review cycle, hire date based review cycle, specific review cycles other than calendar and fiscal year review cycles.
- Ability to tie employee goals to organizational goals and/or department goals.

k) **Ongoing/Adhoc Employee Performance Management**

- Ability to capture manager/employee feedback throughout the year. Ideally available outside of the employee performance evaluation solution.
- Goal setting and planning tool for performance improvement. Ideally, the solution would provide options for developing an improvement plan, follow up schedule and documenting the entire process.

l) **Employee Career Development Plan Management**

- System provides the ability for multiple system administrators to track formal and informal training.
- System has the ability to import training content and/or results and/or participation from other systems, including SCORM compliant materials.

- System provides ability for employees to track formal and informal learning in a development plan.
- Development plan has ability to link learning content to other learning systems.
- Employee may add learning content to their development plan, including actions and desired outcomes.
- Manager/Learning Administrator may suggest learning or training courses for their team to complete.
- System has the capability to provide learning content approvals.
- System has the ability to host communities (discussion forums, posting specific courses/learning content for specific groups, etc.) around job functional groups or specific interests (i.e., leadership development).
- System has capability for gamification (i.e. leaderboards).
- System has ability to easily run customized learning reports.
- System has the ability for non-employees to access learning content (students, graduate students, and non-employees).

m) **Self-Service Career Exploration**

- System provides ability for employee to explore potential career paths across the organization from their current role
- Employee may see required skills, competencies, certifications, experience etc. for each role
- Ability to compare requirements of each role side by side
- Ability to allow employees / managers to find a career / role by searching by specific skills, competencies or qualifications.
- Employees may find mentors relevant to their chosen career path, either internally or via social media networks (or both)
- Employees may view current job openings in their selected career path, and apply for that role within the organization.

n) **Reporting, Integration and General**

- Provide a list, description and samples of all standard administrative reports included with the license.
- Ability to generate customized administrative reports that can be exported from the software system tables in delimited data form purposes of creating customized reports. Describe how users can creates customized reports and provide samples including the

ability to write queries from the solution databases. Provide a list and samples of customized administrative reports created for other customers.

- Search results, end user reports and administrative user reports should be printer friendly and exportable as delimited data or pdf. Provide samples of printable reports.
- Single sign on login and password authentication for MSU employees via CAS and Shibboleth for accessing profile and career management activities.
- Describe your information security plan to protect data from leak, compromise, hack, and other information technology hacks, as well as your disaster recovery/business continuity plan to ensure that services to MSU are maximally available.
- System is delivered with an ad-hoc report writing tool so that a user can create their own reports.
- Ability to add custom graphics and branding to reports.
- Ability to enable field level security and access to report creation, output and distribution.
- Ability to generate scheduled reports and distribute through email
- Ability to report on data in the application in real time (not based on a refresh of data in a reporting environment)
- Solution should integrate directly with Ellucian's Banner student information systems. The integration process should require no level of development from MSU staff.
- Describe the steps involved in the integration process. The data import process should not require university user or IT intervention. Once set up, import processes should be automated.
- Provide details of delivered web services or API's that can be used by the customer to develop integrations with other systems.

o) **Administration**

- Please describe the capability for Mississippi State University to configure and change various components of the system setup independently. Does the administrator have the ability to manage:
    - o User Permissions
    - o Workflows
    - o Lookup information
    - o Communication templates
    - o Locations
    - o Statuses
    - o Terminology
    - o Application forms and fields

p) <u>Training and Support</u>

- Bidder to provide installation, setup, and configuration training.
- HRM requests a train-the-trainer approach where the bidder will be asked to train HRM staff who will then train other MSU employees.
- HRM anticipates the award will cover five years. Bidders shall provide details on licensing requirements and all ongoing expenses for maintenance and support. After the fifth year, ongoing annual support or maintenance costs shall become a year-to-year contractual agreement. This includes product updates and hotfixes.
- Describe the proposed approach to training, the type of personnel to be trained, and the location.
- Do you provide this training directly or through a third-party?
- Can training for end users be delivered remotely via web conference?
- Can the training be conducted at Mississippi State University?
- Describe your user support model for post-implementation issues.
- What is the standard service level response for support requests?
- How are solution enhancement requests from clients handled?
- What is the procedure for notice of defects and correction of them?
- Please describe ongoing support costs for help desk, configuration changes, etc.
- Do you have a "live chat" function for online support?
- Is there a 24/7 helpdesk to call for assistance?

q) <u>Implementation</u>

- Provide a high-level project timeline that describes how you see Mississippi State University's implementation of your solution proceeding. Include major milestones and key deliverables that will be generated during the project.
- Please describe the implementation approach. Will it be onsite or offsite? Are there additional charges for onsite implementation?
- Describe the type of resources that would be assigned to this project.
- Describe the type of Mississippi State University's resources you would expect to be assigned to the implementation project.
- MSU currently uses the PageUp applicant system. Please provide details on how existing recruiting data in PageUp can be migrated to your product.

r) Additional Considerations

- Is your solution developed internally, leased, or purchased from another provider?
- How often is the solution upgraded?
- Describe the system enhancements you have planned over the next year.
- Describe your documented disaster recovery plan.
- Describe your maintenance and backup procedures including daily backups, retention timetable, and offsite backup storage approach. Where are your offsite backup facilities located?
- Describe your hardware/software requirements, including operating systems, databases, and browsers.
- Does your solution use role-based access? If yes, please describe the roles and permissions.
- Does your solution have a password complexity policy for applicants?
- Does your solution provide an audit trail that includes date, time, and user?
- Does your solution support mobile/tablet usage? If so, how much of the experience can be used on a mobile/tablet device?

s) Pricing and Terms

- Please Submit pricing separately per RFP instructions.
- Please provide your cost structure for the first five years of use and detail of all costs Mississippi State University would likely incur. These costs may include:
  - Software license fees
  - Hosting fees
  - Transaction fees
  - Implementation fees
  - Training fees
  - Documentation fees
  - Hardware costs
  - Support fees
  - Additional third-party software costs
  - Maintenance costs
  - Customization costs

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 20-81"

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	**August 13, 2020**
Questions from Vendors Due	**August 24, 2020**
MSU Q&A Response Due	**August 31, 2020**
Proposal Submission Deadline – 2:00 p.m.	**September 10, 2020**
Award Date (Estimated)	**October 1, 2020**
Contract Effective Date (Estimated)	**January 1, 2021**

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.
    - Previous experience integrating with Banner
    - Previous experience transitioning integration from PageUp
- 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 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 to 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 – 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 September 10, 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 <u>blue</u> 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 (NOT APPLICABLE to RFP 20-81)

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.

- **<u>Option 1</u>** – Integrate with MSU's existing third-party solution (NelNet Business Solutions – Commerce Manager), because all hardware, software and back end processing have been vetted and credit/debit card payments are automatically posted to Banner.

- **Option 2** – Use alternative third-party solution. Use a different MSU Merchant ID but same bank account.
  - o Work with members of MSU's PCI Council and third-party PCI Compliance consultant to review business needs and proposed solution.
  - o Ensure card transactions processed by university personnel are performed using a PCI-validated point to point encrypted (P2PE) solution. The solution must be listed on the PCI council's website (https://www.pcisecuritystandards.org), must not be expired, and devices to be used with the solution must have a PIN transaction security (PTS) expiration date at least 3 years past the date of installation.
  - o Obtain the following solution information
  - o Attestation of compliance (AoC) from all parties involved in handling or that affect the security of cardholder data.
  - o Verify that all devices have a current PTS certification and have an expiration date at least 3 years past the installation date of the solution.
  - o Obtain a data flow diagram showing where payment card data will be introduced to the proposed solution and all steps/hops it will take until payment information is delivered to the merchant processing bank. This will determine all of the service providers that must provide an AoC.
  - o Require specific reporting requirements and interfaces to support Banner integration and automatic posting of credit/debit card payments to the ERP. The exact file layout will be provided upon request.

- **Option 3** – Use alternative third-party solution. Use vendor's Merchant ID.
  - o Work with members of MSU's PCI Council and third-party PCI Compliance consultant to review the solution.
  - o Ensure card transactions processed by university personnel are performed using a PCI-validated point to point encrypted (P2PE) solution. The solution must be listed on the PCI council's website (https://www.pcisecuritystandards.org), must not be expired, and devices to be used with the solution must have a PIN transaction security (PTS) expiration date at least 3 years past the date of installation.
  - o Obtain the following solution information
  - o Attestation of compliance (AoC) from all parties involved in handling or that affect the security of cardholder data.
  - o Verify that all devices have a current PTS certification and have an expiration date at least 3 years past the installation date of the solution.
  - o Obtain a data flow diagram showing where payment card data will be introduced to the proposed solution and all steps/hops it will take until payment information

is delivered to the merchant processing bank. This will determine all of the service providers that must provide an AoC.

- o Payments due MSU will be remitted on a predetermined basis, net of all applicable fees and merchant discounts. Banner integration not required.

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 five (5) year contract, estimated to begin December 5, 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: _____