# Mississippi State University
# Request for Proposals (RFP) 2025037
# Web-Based Recreation Management System

## Questions and Answers

### December 17, 2025

See below the questions asked and answered for RFP 2025037 and use this information to respond accordingly.

1. What are the biggest challenges or pain points experienced by staff and/or users with the current software?

   a. **Access into the facility (cards often must be swiped multiple times before working)**
   b. **Many users are typed in manually into our system**
   c. **New student cards on the OneCard system often don't work. We look up the user by net ID**
   d. **Monthly reporting is not automatic (does not send monthly reports)**
   e. **Too many categories for pulling statistics. Lacks precision.**
   f. **Reports must be converted to Excel, and difficult to clean the data (too many report options)**
   g. **Online program offerings often glitch when users try to register online. They often call membership services and register by phone**
   h. **Customer support can be slow**

2. Please provide a breakdown of annual transaction volume by transaction type (e.g., credit card, cash/check, ACH, internal transfers) for the most recent full year.
   a. **December 2024-December 2025 Membership Sales**
       i. **Credit Card (926 total memberships = $91, 119.50)**
       ii. **Cash ((83 total memberships =$4,010)**
       iii. **Check (27 total memberships = $4, 923)**
       iv. **Internal Transfers *Account Billing (427 total memberships = $67,371.23)**

3. What percentage of payments are completed online versus in person for memberships, programs, and other services?
   a. **Most payments are completed in person with the option to renew a membership online.**
   b. **Online options for event registrations, day passes, and membership renewal**

> > i. **The majority who do this call membership services and process payments by phone**

4. What is the average transaction order value for key categories (memberships, programs, rentals, day passes, etc.)?
   a. **Memberships (purchased memberships) 100,725.5/1,044 = $96.48**
   b. **Rentals (OA) 450/71 = $6.33**
   c. **Day Passes 62,304/5,436 = $11.46**

5. What is the total annual departmental revenue generated from sales transactions (rentals, reservations, registrations, etc.) in the most recent full fiscal year?
   a. **$422k**

6. Please provide a breakdown of revenue by offering type (e.g., memberships, programs, facility reservations, rentals, POS sales, etc.).
   a. **Memberships *See Q2**
   b. **Programs**
      i. **Certifications $12,575, OA $3,200, Swim Lessons $28,000, Camp $10,500**
   c. **POS Sales = (guest passes, other) $93K**

7. What is the total annual contract value of the current recreation software system?
   a. **$34K**

8. When does the current software system contract expire?
   a. **The current 6-year contract was signed by both MSU and Innosoft on February 7, 2020.**

9. Please provide an approximate breakdown by payment type of sales transactions (e.g., credit card, cash, check, ACH, internal accounts).
   a. **See Q2**

10. What is URec's current credit card processing rate structure (percent per transaction, per transaction fee, and any monthly/annual fees)?
    a. **2.8% merchant fee per transaction**

11. What are the payment processing rates established by the existing payment processor used by URec (including any card brand or gateway fees specific to URec)?
    a. **University Recreation uses the QuikPay credit card transaction system from NelNet Business Solutions that is used by several departments on campus with the same processing rates as other MSU entities.**

12. Please provide a sample recent merchant processing statement from your current processor/bank (with fees, card types, and rate components visible).
    a. **See Q11**

13. Does URec pay payment processing fees for each transaction, or are these fees passed to the end user in full or in part (e.g., convenience fees, surcharges)?
    a. **UREC pays 2.8% merchant fee per transaction**
    b. **Because the items we sell are not directly related to education, it is recommended not to directly charge the customer those fees. It would create double the transaction volume because every transaction would be one transaction, and each Service Fee would be a separate transaction. Also, a disclaimer must be read and acknowledged by the customer for every service fee.**

14. Is URec interested in passing any platform transaction fees to end users?
    a. **Yes**

15. Is URec open to using any other PCI-compliant payment processors besides Nelnet?
    a. **No, Nelnet is our current system.**

16. Approximately how many devices supporting in-person transactions (e.g., staffed POS stations, kiosks, mobile card readers, front desk terminals) does URec anticipate needing for this project?
    a. **We currently have 4 staffed POS stations (Membership, CSD, OA, and Comp Sports)**

17. What is URec's budget for this project?
    a. **We do not provide budget information**

18. Does URec prefer pricing to be structured as an annual subscription cost or a transaction-based pricing model?
    a. **Annual subscription**

19. What is URec's desired go-live date for the new system relative to the anticipated February 6, 2026 contract start, and are there any blackout periods (e.g., peak academic or recreation seasons) when major changes cannot occur?
    a. **We would expect the system to start as soon as possible and we will work with the winning contractor about possible blackout periods.**

20. Would URec consider extending the proposal submission deadline by 1–2 weeks?
    a. **No, responses are due as stated in the RFP**

21. To support sustainability goals and prevent delivery issues, would the University consider accepting proposals by email and waiving the need for mailed hard copies/USBs?
    a. **You can submit electronically through our eProcurement system.  If you have not received an invite to that system, email Jennifer Mayfield at the address in the RFP.**

22. Does the project have an anticipated Go-Live target date(s)?
    a. **See project dates in the RFP**

23. How many active card-holding members do you currently have?
    a. **N/A**

24. How many bookable spaces (including segmented spaces) do you have?
    a. **1 Conference Room**
    b. **1 Classroom**
    c. **3 Fitness Studios**
    d. **2 Gym spaces (4 courts & 2 Courts)**
    e. **3 Racquetball Courts**
    f. **Swimming Pool**
    g. **8 Pickleball Courts**
    h. **1 Sand Volleyball Court**
    i. **4 Softball fields**
    j. **8 Tennis Courts**
    k. **Intramural Field**
    l. **Low ropes course**

25. How many courses do you offer annually?  Include if offered several times annually.
    a. **CPR/AED**
    b. **Lifeguarding**
    c. **Spin Instructor Training**
    d. **Group X Training**
    e. **Personal Training**

26. How many cash registers are required for POS?
    a. **4 total (membership services, competitive sports, outdoor adventures, front desk)**

27. Has a budget range been identified for the current project - Implementation cost, Annual cost, and number of years?  If so, is it possible to share?
    a. **See Question 17**

28. Has the University seen any product demonstrations in the last 12 months leading up to the release of this RFP? If so, which products have you seen?
    a. **N/A**