Mississippi State University
Request for Proposals (RFP) 25-48
Integrated Library Services Platform

ISSUE DATE: May 9, 2025

ISSUING AGENCY: Office of Procurement Services

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 **June 18, 2025, at 2:00 PM in the MSU Office of Procurement Services, 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)
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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 25-48. 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.

Mississippi Library Partnership: Mississippi State University serves as the headquarters for the Mississippi Library Partnership (MLP) consortium and handles the management of the library automation system for the consortium member libraries.

The Mississippi Library Partnership is made up of the following libraries:

4-year IHL Academic Universities (3 Institutions)

- Mississippi State University (MSU) Main Library
    - MSU Architecture Branch Library
    - MSU Veterinary Medicine Library
    - MSU Jackson Center Library
    - MSU Meridian Campus Library
    - MSU Kress Campus
- Mississippi University for Women (MUW) Library
- Delta State University (DSU) Main Library
    - DSU Instructional Resources Center (IRC)
    - DSU Charles W. Capps, Jr Archives and Museum

Community Colleges (3 Institutions)

- East Mississippi Community College (2 campuses)
- Hinds Community College (6 campuses)
- Mississippi Delta Community College (3 campuses)

Public Library Systems (6 Library Systems)

- Columbus-Lowndes Public Library System (4 branches)
- First Regional Library System (15 branches)
- Lee-Itawamba Library System (3 branches)
- Mid-Mississippi Regional Library System (13 branches)
- Starkville-Oktibbeha County Public Library System (3 branches)
- Tombigbee Regional Library System (9 branches)

Additional information about the MLP can be found at our website https://www.library.msstate.edu/mlp.

The current statistics that may be required for the system are as follows:

	Current Counts	
Bibliographic Records	1,855,354	titles
Items (copies, volumes)	2,605,902	volumes
Authority Records	1,307,820	records
User Records - patrons	174,306	records
User Records - staff	599	records
Annual Circulation - 2022	829,402	Loans

Additional possible Members:

In addition to the Mississippi Library Partnership, the following libraries may join the MLP based on the outcome of the RFP. For the purpose of this RFP, these libraries will need to be considered as members but will be migrating from different ILS/LSP systems.

- University of Southern Mississippi - Current contract through 2027 with Alma

Num of Titles (Active)	2,887,214
Num of Physical Items (Active)	1,402,143
No. of Authorities Records (In Repository)	23,274
Users (Active Employees)	3,688
Users (Active Patron)	13,590
Loans for 2023 (In House + Not In House)	27,433

- University of Mississippi – 2 branches - Current contract through June 2028 with Innovative

Grisham Law Library

Number of bibliographic records	393,067
Number of items (copies, volumes)	383,045
Number of authority records	N/A*
Number of user records	
Staff	67
Student	510
Annual circulation for 2023	588

Williams Library

Number of bibliographic records	2,769,537
Number of items	2,355,619
Number of authority records	939,586
Patrons	113,199
Circ July2023-June2024	10,489

- University of Mississippi Medical Center - Current contract through 2025 with OCLC WSM

Number of bibliographic records	72,781
Number of items (copies, volumes)	253,499
Number of authority records	N/A
Number of user records (staff and patron)	42,054
Annual circulation for 2023	1,970

2. INVITATION TO SUBMIT PROPOSAL ON RFP

Mississippi State University and the Mississippi Library Partnership seek a qualified vendor to bid for the opportunity to provide a cloud-based integrated library system or integrated library platform (ILS/ISP) to manage the lifecycle of all library materials, electronic and physical, including the circulation and discovery of the material. This proposal must include a test instance that is always available to Mississippi State University and the Mississippi Library Partnership.

The vendor will migrate all databases in the current system to the proposed system so that it is fully operational on the go live date with both public and staff related operations. The Vendor will also perform multiple test migrations (at least 2 -3 test migrations), allowing staff to review and approve data transformation before performing the final migration.

3. SCOPE OF SERVICES REQUIRED

A. Company Background

1) What is the legal name of your company?

2) Are you a subsidiary, affiliate, or franchise? If yes, what is the name of your parent company?

3) Please provide how many years your company has been in business.

4) General background information on your company.

5) How many full-time employees work for your company? Worldwide? North America? Locally?

6) What is the company ownership structure?

7) If your company has been involved in a reorganization, acquisition, or merger in the last five (5) years, please explain.

8) Is your company currently for sale or involved in any transactions to expand or be acquired by another organization? Please explain.

9) Please provide any details of all past or pending litigation or claims filed against your company that would affect your company's performance under a contract with the University and the MLP.

10) Is your company currently in default on any loan agreement or financing agreement with any bank, financial institution, or other entity? If yes, specify date(s), details, circumstances, and prospects for resolution.

11) What differentiates your company/organization from your competition?

12) Does any relationship exist whether by relative, business associate, capital funding agreement or any other such kinship exist between your company and a university employee? If yes, please explain.

13) Please provide at least two references from similar size academic and consortium library customers that can speak about the quality of the company and the services being proposed. Reference list must include institution name, contact person, telephone number, e-mail address, project description, length of business relationship and background of project (year of project, summary of work performed, etc.).

14) Please provide a breakdown of your customer base as to how many are academic, public, or special/other libraries. How many consortia are there and what type of consortia are they (academic, public, mixed)?

B. Product Overview

1) Provide a detailed description of your product(s). Please include the programming language used, architecture, and library industry standards used in your solution and how they are administered.

2) What are the unique or defining features of your product(s) compared to similar products available?

3) Describe any related advanced technologies/best practices/certifications your company has.

C. Security

1) Vendor must provide a SOC2 or other third-party security attestation. Please include all that are available. Provide relevant information on standards compliance including specific ISO standards and any complete organizational information technology audits.

2) Vendor must provide VPAT for all modules in the system.

3) What security methods/protocols (i.e. SFTP, HTTPS, SSH, etc) are utilized to protect the overall solution. Describe how the system supports data transit security. What encryption options are in place? Describe the different levels of encryption?

4) Does your solution utilize SSL for patron and staff functions? If no, please describe the protocols available.

5) The Cloud environment must ensure complete data protection and have high security capabilities in place. Describe your overall cloud security data protection and how the system complies with data privacy regulations such as FERPA and other applicable data security and privacy regulations. Please provide proof of compliance.

6) The environment must ensure complete data protection and have high security capabilities in place. Describe your overall cloud security data protection and procedures in place for cases of unauthorized access or disclosure of confidential data.

7) Does your product support multi-factor authentication (MFA) for customer logins? Staff Logins? Which products?

8) Describe what data is stored on library patrons, how this data is kept secure, and what measures are in place to allow patrons to manage their information.

9) Detail your established process for network, system, and web application vulnerability management.

10) Is the solution able to prevent, detect, and respond to intrusions? Please detail existing controls.

11) Describe the steps taken in the case of security breach. When and how will the institution be notified?

12) Does the vendor store or share any information about a customer's user activity? If so, please detail what and how – and with what entities.

13) Describe the solution's use of and support for secure protocols to safeguard data in transit (e.g., secure FTP loading).

14) Describe how your solution allows for the privatization of the logs for patron confidentiality.

D. Service

1) Describe the parameters of your "typical" Service Level Agreement (SLA) with a partner such as Mississippi State University and the Mississippi Library Partnership. How well does the solution meet established intended service targets?

2) Provide an overview of such practices for regular data and system backup, storage, and disaster management. Please describe your backup methodology (Frequency, scope, storage, etc.)

3) How do you protect and backup systems and customer data?

4) The system must provide data recovery processes for data recovery in the event of data loss or corruption. As a hosted solution it is assumed that any data recovery will be performed by the vendor at no additional cost. Is there any scenario where the cost would be covered by the customer?

5) Do you have a plan to restore service to customers in the event of an outage or cybersecurity incident? How often do you test his plan?

6) Does your data center utilize multiple geographical locations for redundancy?

7) What is your uptime percentage?

8) Describe any scheduled downtime for which we must plan. What processes or updates require this scheduled downtime?

9) Describe your procedure for handling unscheduled service outages.

10) Describe the setup and access for a sandbox or test environment.

    a. Describe how often the data is refreshed and how a site goes about requesting data refresh

    b. Is this refreshing a billable event, or will this be included in the maintenance fee?

    c. What security protocols are extended to the test environment?

    d. What security protocols are different from the production environment?

E. Support

1) Describe the level(s) of support available from your company, including support hours.

2) Identify the number of support personnel, and their location, that will be accessible to MSU and the MLP. Have there been any layoffs in the last two years? Have there been turnover in the last two years?

3) Describe methods used to communicate service outages.

4) How do clients report issues and what is your responding procedure and timeline guarantees?

5) Describe all the reporting interfaces available (e.g., web, phone, email), periods of coverage, and expected response times.

6) Describe how your company determines if a staff member from the MLP is allowed to open a case with support. How is this updated when staff changes?

7) Describe the criteria used to determine the need or high-priority support and emergencies, including your escalation procedure.

8) Describe the process of escalating support requests. What are the levels of severity / importance for support calls?

9) Describe the 24/7 support response for critical problems (e.g, system outages).

10) Describe the procedure or restoring the current day's transactions and historical transaction data if needed. Is this a billable service?

11) Describe the schedule and procedure for upgrading and patching the system and knowledgebase, including when and how customers are alerted to such events.

12) Describe how software bugs are identified, reported, communicated to the user community, and fixed.

13) Describe the resources and materials available for customers to troubleshoot and/or solve their own problems with the service (e.g. training resources, product documentation, FAQ, release notes, Patch information, user group lists, etc.).

14) Describe how customers can help steer the direction of product development, i.e. enhancement forums, focus groups, etc. List any customer community activities you sponsor or support, such as online or in-person venues to allow customers to share ideas and solutions. Include information about annual conferences, regional and national user groups.

F. Administration

1) Describe authentication for central staff who support the solution. Is the access monitored and logged? How long are the logs retained?

2) Describe the process for accessing or downloading our data in the event of a disaster or cessation of service agreement. Are there any costs associated with this service?

3) Does the vendor allow the library to maintain ownership of all metadata and information stored in the system?

4) Describe the administrative training available to the central staff.

5) Describe the process for importing, exporting, updating, and deleting records in batch transactions.

6) How will these processes be implemented, and will they require any downtime?

7) Can these processes be automated?

8) Is a review mechanism included so that the records to be affected can be reviewed before performing the process? i.e. review a list of items to be removed, or review the update before committing it, etc.

9) Describe how the administrative interface allows designated staff to create, edit, and export all policies standardized codes (e.g., patron, item, bills, etc.) and settings available in the system, including the circulation policies which control loans, holds, notice schedule, fines and fees, etc.

10) Describe access restrictions for functions in all modules, which can be configured by administrative staff. Do these access restrictions apply to the system level? library level? or the staff level?

11) Describe the permission levels to the system and modules. How those are managed by the system administrator.
12) Describe which administrative tasks or permissions can be set for local control and which are controlled at the system level by central staff.
13) Describe the process and permission required to create and update the content and format of all text and email notifications.
14) Describe the process for batch edits and deletions. Does your solution allow these changes to be archived or noted? Can these processes be run in test mode?
15) Describe the process your solution uses to log of each transaction which alters the databases. Are the logs date and time stamped as to allow the system to reconstruct activity for a specified date range?
16) Describe how your solution allows for the automation of notice reports (bill, hold, overdue, pre-overdue, etc.) hold or reserve pull lists, auto-renewal of materials, and item/patron updates, (e.g. long overdue to lost, change of patron profile at 18, etc.)
17) Describe the routine tasks and operations that can be performed by the admin staff without assistance from the vendor. (such as add, modify, and remove policies, data integrity tasks, etc.)
18) Describe how your solution verifies user's privileges at login, and automatically disables or enables client functions (in real time) based on the users' account permissions.
19) Describe how your solution specifies closed days for individual library locations. Can these be maintained by authorized staff at the local level? System level? Central level?
20) List and detail any system functions and/or updates that require an overnight process to complete.
21) Describe the ability to create hold group policies allowing patrons to place holds or reserve items in their associated group or to block holds on the items. How is the policy or map created to maintain these holds or reserves?
22) Describe the policy structure of how your system allows materials to be renewed. Are renewals based on the due date, holds on the title, and/or total number of renewals allowed. Are any other data points considered when allowing renewals to occur?

23) Describe the extensibility of your system to interact with external systems such as campus management systems or other vendor systems such as OCLC or LCMARC catalog records. Provide a list of external systems to which you can interact.

24) Describe how your system integrates the ability to connect to automated storage and retrieval systems (ASRS) and integrate requests for materials into discovery interface. Which systems do you support?

25) Describe your systems' ability to interact with API's from other systems such as GOBI and other ordering vendors.

26) Describe any additional API or Web Services integration between your solution and other vendor or campus units. Do these integrations allow for bi-direction exchange of data?

27) Does your system allow for multiple call number indexes and reporting based on the index assigned to the item.

28) Please describe how your system allows for batch processes to be customized depending on the data type being imported.

29) Describe the overall process for updating and indexing the data. Include the performance impact it will have on the system and patron searching.

30) Please describe the process to integrate with discovery layers if a system chooses to use a product other than the one offered by your company. Which discovery layers can you integrate with? i.e. EDS, WMS, Primo, BiblioCommons, etc.

G. Consortia Settings

1) Describe any patron record privacy protections that are native to the proposed solution. How is this implemented between institutions?

2) Describe how users can be shared between libraries if so desired to reduce multiple cards by one patron at different institutions.

3) Describe if the proposed solution can protect records from being viewed or edited by non-authorized staff users. This will include patron, bibliographic, and other types of data in the shared system.

4) Describe how non-institutional financial data is protected from being viewed and edited by non-authorized users and users from other libraries/library systems.

5) Describe the configuration options large consortia need to consider to successfully run the proposed solution.

6) Describe the functionality to protect local level collection restrictions on the rest of the consortia members. (i.e. holds can only be placed by certain library patrons, only certain materials can be checked out by certain library patrons, etc.)
7) Describe how the circulation rules (loan period, number of renewals, etc.) are created. (i.e., based on item library/library group, patron library, and material type). Are these rules created at the system, library group, or library level?
8) Describe how the proposed system handles all system policies in a multi-type consortium environment.
9) Describe any staff proficiency or certifications that might be required to successfully operate the proposed solution.
10) Describe the routine responsibilities and tasks that will be required of Library staff to successfully operate the proposed solution.
11) Describe the functionality to protect local bibliographic fields from being edited by the rest of the consortia members.
12) Describe the functionality to protect items from being edited or removed by the rest of the consortia members.

H. Cataloging – Record and Item Maintenance

1) Describe how your system will allow staff to add, create, update, and remove bibliographic records in your system. Including the process for batch loads and individual records maintenance.
    a) What record sources are available to import records for copy cataloging?
    b) Describe how original catalog records are generated or imported into the system.
2) Describe how your system maintains the roles/permissions for who can maintain the bibliographic and item records.
    a) How do these permissions restrict staff from editing an item or bibliographic record that does not belong to their library?
3) How does your system match records when bringing in new or updated bibliographic records to avoid duplicate records?
    a) If duplicates are found, how can the records be merged? Will the system maintain the items, order records, and other important statistics attached to each record and item?

4) Describe how your system allows items to be transferred from one bibliographic record to another bibliographic record to avoid duplicate records.

5) Describe how your system displays material information for the following:

   a) Specific libraries?

   b) Specific Location?

   c) Status?

   d) Item type description?

   e) Added notes at the item level?

   f) Any other available breakdowns or descriptions that can be used for policy or statistical purposes?

6) Describe how your system handles the following item maintenance:

   a) Adding new items to existing call numbers

   b) Adding new call numbers to existing records

   c) Removing items from the system

   d) Updating items in the system

   e) Shadowing or hiding items, call numbers, and bibliographic records from patrons which are used for staff only purposes and not to be displayed in discovery interfaces.

   f) How does your system handle multi-piece items such as DVD sets to track usage and contents of set.

7) Describe how your system manages Bound-With materials.

8) Describe your process to discard and withdraw materials from the system.

   a) How are they marked in the system?

   b) How are they removed from the system?

9) Describe how your system allows for global modifications of items and call numbers.

   a) How or when are the changes indexed in the system?

10) Describe how your system allows for global modification of a subset of bibliographic records to update a MARC field such as a proxy statement in the 856 field or add a donated by statement to a set of records.

11) Describe how your system handles MARCholding statements. Can these be modified by a batch process? If yes, how does the batch process work?

12) Describe how your system allows staff to easily create spine and book labels in batch and on an individual basis.

    a) How does the label printing interact with the windows or MAC interface for ease of printing?

    b) How does the label printing interact with the browser interface for ease of printing?

13) What cataloging rules are supported and/or enforced such as RDA?

    a) Does your system allow hybrid records which contain both AACR2 and RDA elements?

14) Describe your support and development for the MARC replacement, BIBFRAME?

15) How does your system track, and display, when the record and item was created, cataloged, last modified, and by whom the record was created and modified by?

16) How does your system allow for the creation and modification of bibliographic record formats?

17) How does your system allow the library to modify and maintain the indexing of MARC tags for keyword and browsing indexes?

18) Describe any other cataloging or record maintenance functions or features that your system allows that were not covered above.

I. Authority Records

1) Describe how your system performs authority control.

2) Does authority control require records to be obtained from other sources/vendors or is there an option for authority records to be maintained through your services.

3) Describe how your system updates and maintains authority records.

4) Describe how authority records can be added or updated manually.

5) How are the fields validated against the authority record?

6) Describe how the bibliographic records are updated when authority records are modified or created.

7) Describe how your system handles orphan authority records.

J. Circulation

1) Describe the workflow for staff to check out materials to a patron.
    a) How does your system allow staff to modify due dates before performing the checkout?
    b) How does your system allow staff to modify due dates after performing the checkout?
    c) Describe the alerts or notifications displayed to staff during the checkout process and how they can be configured.
    d) How can a list of items checked to the patron be generated?
2) Describe the external equipment necessary to scan student ID or patron library cards and barcodes in materials. Which barcode formats are supported?
    a) Does your system support RFID equipment? Which brands are supported?
3) Describe what receipt options are available for staff to offer patrons, print, email, text, etc.
    a) Which circulation functions allow receipts to be provided to the patron?
4) Describe the workflow for staff to renew materials for patrons.
    a) How does your system allow for renewal on an item-by-item basis?
    b) How does your system allow for renewal of all, or some, materials checked out to a specific patron?
    c) Does your system allow for material to be automatically renewed based on circulation rules? If so, how is the patron notified of a successful renewal? How is the patron notified of an unsuccessful renewal?
5) Describe the workflow for staff to check materials back into the system.
    a) How does the system allow staff to backdate a check-in to account for library closures, such as a book drop return function?
    b) How does your system allow for fine-free discharges?
    c) How does your system notify staff when the item being returned is on hold or reserved for someone else?
    d) How does your system process materials that are returned after being marked as lost or missing?
    e) How does your system handle that have been Claimed Returned?

6) Describe the options available to track in-house use of materials that are either barcoded or generic items without barcodes.

7) Describe how your system maintains patron records.

    a) How is the patron record located in the system? i.e. lookup by name, alternate ID, patron id, etc. Which fields are indexed?

    b) Does your system allow for temporary ID numbers?

    c) What fields are included in the patron record? Can custom fields be added? Please explain.

    d) How does your system allow staff to create patron records on an individual basis?

    e) How does your system allow for batch creation of patron records by integrating with a school system, such as Banner, WorkDay, or PeopleSoft to maintain student patron records? What other systems can you integrate with for patron creation?

    f) What format(s) do the patron loads files need to be constructed?

    g) How does your system allow staff to remove patron records from the system on an individual basis? as a batch process?

        1. Does your system protect any accounts that are integral for the operation of your system? How?

    h) How does your system allow staff to copy basic patron information for easier creation of records for family members?

    i) How are duplicate patrons identified.

    j) How does your system allow records to be grouped together to allow privileges to be shared among the group, such as professor and graduate assistants or family members? Permissions can be granted to check out on behalf of others in the group, pay fines and fees for members of the group, or can restrict privileges based on delinquency of a member in the group.

    k) How are patron account expiration dates calculated?

    l) How are expired patrons removed from the system?

    m) What is the process to renew a patron account privilege?

    n) At what point is the staff notified that a patron account has expired or is about to expire?

o) What process is available to notify patrons that their account is about to expire and what they need to do to renew their privileges?

p) What is the process for replacing a lost card?

q) Will your system alert staff if the account also needs to be renewed?

r) How can staff verify patron information and update it in the system?

s) How does your system update user status?

    1. How is this performed automatically?
    2. How is this done by staff manually?

8) Describe how your system bill users.

    a) How does your system assess overdue bills?

    b) How does your system support staff to manually create bills for other services performed by the library?

    c) How does your system allow for manually billing patrons for damaged materials, so the bill is linked to the item?

    d) How does your system assess bills for lost materials?

        1. How does your system mark materials as missing?
        2. How does your system mark materials as lost?

    e) How does your system allow staff to pay bills?

        1. Can the payment methods be defined by the library, i.e. credit card, bursar, cash, etc.?
        2. What credit card vendors do you integrate with?
        3. Will the staff be allowed to cancel or forgive bills? Can this be restricted to approved staff?

    f) How does your system block certain staff from paying bills?

9) Describe how your system integrates with billing student/staff accounts in school systems such as Banner, PeopleSoft, or WorkDay.

10) Describe how your system allows for delinquency status to be assigned to patrons with bills, overdue materials, or other status that may be updated manually by staff.

11) What accountability features are available for bills paid and unpaid?

K. Course Reserves

1) How are course reserves discoverable by the patron?
2) Describe the usage statistics available for both physical and electronic reserves.
3) Physical Reserves
   a) What are the steps to place an item on reserve
   b) How are materials noted as being at the reserve desk?
   c) How is the material linked to a professor and/or class?
   d) How can the length of checkout for reserves by designated? Can this be customized by item type or professor?
4) Electronic Reserves
   a) How is the item linked to the class/professor?
   b) How is the item restricted to just that class or professor?
   c) How is the reserve title expired for copyright permissions?
   d) Do you allow for DRM rights and copyright tracking?
5) How is the usage tracked and reported for both physical and electronic materials?

L. Holds or patron requests

1) Describe how your system allows patrons to request, or place a hold, on materials from the stacks or other libraries in the system.
   a) How granular is your system in creating policies to prevent or allow the request to be made when requesting material?
2) Describe the process for a patron to place a hold.
3) Describe the process for a staff to place a hold.
   a) What overrides are available to the staff when placing a hold?
   b) How are staff informed of what materials need to be pulled to fulfill requests i.e. reports, functions in ISL/LSP, etc.?
   c) How does staff update the system when the requested item is being sent to the requesting library or is ready to be picked up by the patron?
   d) How can staff update the system the request/hold cannot be filled so it can be filled by another library?

4) Describe the options available to recall a title that has been requested by another patron.

5) What functions are available to suspend, modify, or remove the hold for patrons?

    a) Will the patron be able to modify, suspend, or remove the hold from the OPAC/Discovery layer from their account?

    b) At what point will the hold no longer be able to be modified, suspended or removed from the patron's record? Can this setting be changed by the library?

6) How are patrons notified when the hold is available for pickup?

7) Describe how the time the hold is available for the patron calculated?

8) How does the system inform the staff that the hold has expired?

M. Patron Purchase Requests

1) Describe how your system allows a patron to request an item be purchased and added to the collection?

2) Can this be configured by each library or is this a system level configuration? Please elaborate.

3) Describe the workflow required to turn a purchase request into an order in the acquisition module?

    a) How is this configured? By library? Or by system?

N. Staff searching for materials.

1) Does your system allow staff to search for materials from any point in the interface?

2) What search indexes are available to staff, i.e. author, title, Barcode, call number, etc.? Please specify.

O. Repairs

1) How does your system route items for repair manually when returned by a patron?

2) How does your system route items for repair when requested by staff?

P. Weeding

1) Describe the process used by staff to weed the collection.

Q. Inventory

1) Describe the process used by staff to carry out an inventory of the collection.

R. Acquisitions

1) Describe the lifecycle of the acquisition process
2) Describe the manual ordering process for your system.
   a) Describe the process to manually create a Firm Order
   b) Describe the process to manually create a Standing Order
   c) Describe the process to manually create a Recurring Order
   d) Describe the process in manually creating other types of orders not covered above.
3) Describe the automated process for ordering materials in your system. Include all protocols, such as 9xx ordering, in your reply.
   a) Describe how the automated process includes local holdings fields for ordering with vendors
   b) List the vendors who support automated ordering process with your system.
4) Describe how your system allows for centralized ordering and receiving.
5) Describe the process of how purchase orders can be modified after creation
6) Describe how staff will receive materials in your system for each order type described above (firm, standing, recurring, etc).
7) Describe how materials or issues are claimed in your system when not received.
8) Describe how your system reminds staff of upcoming tasks.
   a) How does your system remind staff of missed steps in the acquisitions process.
9) Describe how your system identifies duplicate orders.
10) Describe how your system identifies different order types for physical vs. electronic materials.
11) Describe any other acquisitions features not included above.

S. Invoicing

1) Describe the EDI or Edifact process used by your system during invoicing.
2) List which vendors support the EDI or Edifact invoicing process with your system.
3) Describe the process of manually create an invoice in your system.
4) Describe the process used to mark an invoice paid and completed in your system.
5) Describe how an invoice can be modified after creation.
6) Describe how an invoice can be modified after being paid, or unpaying an invoice.
7) Describe how your system will integrate with a school or library payment system such as Banner, WorkDay, QuickBooks, etc. to easily pay and process invoices. List the systems you integrate with.

T. Ordering Fund

1) Describe the structure available to create and maintain funds for each library and each library system.
2) Describe how each fund displays and manages over/under expenditures of each fund
3) Describe how your system allows for joint fund sharing
4) Describe how funds are kept secure from other members sharing the system.
5) Describe how your system allows for cost sharing between departments.
6) Describe how your system manages budgets by fund, vendor, and library
7) Describe the reporting functionality available, including the capability to calculate the encumbered, invoiced (but not paid), and amounts paid by fund code.
8) Describe any strategic partnerships or available special features or capabilities with specific book vendors
9) Describe how your system limits staff viewing and maintain only those funds, orders, vendor records, and budgets for the library(ies) for which they are authorized.
10) Describe how your system will allow libraries to maintain separate budgets for each system

U. Vendor Records

1) Describe how staff will create and maintain vendor records

   a) Does your system allow the vendor records to be shared among members? Please describe how your system maintains the shared vendor records.

V. Rollover

1) Describe the rollover process for your system.

   a) Does it allow for different fiscal cycle rollovers? For example, some libraries roll over in July and others roll over in October? Please explain.

2) Describe access to archived data after rollover. How long is this information retained?

3) Describe the ability of the system to predict next year's cost through percentage budget increase at rollover.

W. Serials Control/Continuing Resources

1) Describe the process to receive serial issues.

2) Describe how your system inventories and tracks periodical subscriptions and claiming process.

3) Describe how the tracking is displayed on the Online Catalog for patron information.

4) Describe how your system handles MARCholding data.

5) Describe how staff can edit or manually enter periodical patterns. Such as special issues, irregular patterns, correct previous entries, or donated volumes.

6) Describe how binding is tracked in your solution.

7) Describe how your solution handles prediction of issues.

   a) Is this able to be manually adjusted?

8) Describe how does your system reminds staff of missed steps in the process?

9) Describe any other Serial and continuing resources features that are not included above.

X. Electronic Resource Management

1) Describe the process of managing electronic resources.
2) Describe how your product manages licenses for each subscription.
3) Describe how your product maintains proxy information for each subscription such as OpenAthens or EZProxy. Please list the proxy companies you work with.
4) Describe how this product integrates with Acquisitions, Catalog, and Discovery solutions.
5) Describe the security to keep each institution separate.
6) Describe how statistics are gathered and reported.
   a) Which protocols are used?
   b) Are the statistics SUSHI and COUNTER compliant?
   c) Are the statistics at the local level, consortia level, or both?
7) Describe the checklist or workflow management tools available in your solution.
8) Describe how URL's are verified in your solution.
9) Describe how bibliographic information for the electronic resources are made available for staff and patron viewing.
10) Describe how staff can manually enter bibliographic information for material not found in vendor-created collections.
11) Describe how your solution works with vendors to ensure accurate and updated holdings for the library.
12) Describe the workflow to add or remove a resource/title to your holdings.
13) How/when do staff receive a notification of activation?
14) How does your system remind your staff of missed steps in the process?
15) How does your solution perform overlap analysis between both electronic subscriptions and between electronic and physical collection?
16) Describe any additional Electronic Resource Management feature not included above.

Y. Learning Management Interface

1) Describe the solution of integrating library resources into the Learning Management Systems such as Blackboard, Canvas, Moodle, etc.

2) Describe the security and restrictions available based on locations that participate in the product.

Z. Discovery Service/Public Interface

1) Describe how your solution allows the library to control display options for material types in the OPAC such as combining the same title with different versions available in the collection and item types (FRBR).

   a) Will it allow individual copies to display the edition for the item from the original bibliographic record?

2) Describe how your solution will allow for a single search box for patron searching. What sorting or filtering options are available from the search box?

3) Describe how your solution integrates physical resources and electronic resources in the search results.

   a) How does your solution allow libraries to specify a subset of records, such as electronic subscriptions, to be available to their patrons and not the consortia members?

   b) How does your solution allow libraries to bring in records from vendors such as Hoopla, OverDrive, Axis360, etc.?

   c) For electronic resources, describe how your solution will allow libraries to specify next steps to gain access to the full text resource such as ILL or document delivery, download the resource, search publisher site.

4) Describe how your solution establishes a connection to external sources which allows them to harvest and integrate the content into the discovery process. Include all supported protocols such as OAI-PMH. Can this be set up per profile or instance?

5) Describe how your solution allows for customized search interface per library system or institution.

6) Describe how your solution displays book jackets and other information to the patron. Does this require an additional subscription?

7) Describe how your solution allows patrons to maintain a list of resources for later retrieval.

a) Describe how this list can be exported in various formats such as Excel, RIS, or other citation managers.

b) Describe any other export methods for lists or individual items such as email, text messages, etc.

8) Describe how your solution will allow a search box to be embedded on an external web page.

9) Describe the search capabilities. Does it allow for Boolean searching and advanced searches?

   a) Describe how you can add additional Boolean search terms/boxes.

10) Describe how your solution allows the patron to modify, filter, or limit the search for better results. Is this allowed before and/or after the initial search? Which filters are available and can they be modified by profile/interface.

11) Describe the sorting functionality available after a search has been performed. Please list all the sorting options available to the patron.

12) Describe how your solution allows patrons to maintain their account to manage and view holds/requests, view and renew checkouts, and pay bills.

   a) Which vendors does your solution integrate with to pay bill through the discovery interface?

   b) How does your solution allow patrons to update their pin/password and other information such as address and email address.

      1. Does your solution allow for this to be customized by profile/interface?

13) Describe how your solution is responsive for phone, tablet, etc. interfaces.

14) Describe the accessibility features and standards maintained in your solution.

15) Describe how your solution interacts with screen readers and scaling to screen size.

16) Describe the overall architecture of your Discovery product including all indexing and metadata schemas available.

17) Discovery Administration

   a) Describe how your solution is administered, updated, and maintained at the system level.

   b) Describe how your solution can be administered at the local level and not at the administrative/consortia level.

c) Describe the security and features in place to restrict staff from modifying a profile/interface that does not belong to their institution.

d) Describe the analytics on the discovery interface to evaluate the entry point for their visit and other activities during the visit including search terms analysis.

e) Describe the ability to adjust the algorithm and/or relevancy ranking.

18) Mobile App

a) Describe the mobile app available with your solution.

b) Do you support both android and iOS?

c) Describe the ability to customize by library/institution/library system.

d) How does your solution allow for local information to be maintained and displayed by the individual library/institution?

e) Describe the ability to create custom search limits in the mobile app.

f) Describe the collections that will be available to the patron through the mobile app.

g) Describe how access to these collections can be maintained by the library.

h) Describe the process for updating and maintaining the application in the respective stores.

i) Describe the security and management for multiple institutions sharing a single instance of the mobile app. Or would each location need their own application?

j) Describe the accessibility feature and standards maintained in the mobile app.

k) Describe how your solution interacts with screen readers and scaling to screen size.

AA.Reports

1) Analytics

a) Describe the analytic product that is being offered which will allow for detailed analytics on the collection at the consortia, library system, and library.

    1. Please list reports that are delivered with this product.

b) Describe the training needed to make this product functional.

c) Describe the security and account structure of the analytics product.

d) Describe the support available for this product. Please include support through other customer avenues as well as vendor support.

e) Describe how a custom report can be requested for this product.

2) Custom reporting

a) Describe the interface and language used in your custom reports interface.

b) Describe the training needed to fully utilize custom reports.

c) Describe how your custom reports will allow for working with all record types such as bibliographic, item, serial, and acquisitions data for batch updates including edits, additions, and deletions.

d) Describe any additional functionality that can be obtained through the custom report functionality.

e) Describe the security and account access requirements to allow or restrict staff using custom reporting features.

f) Describe the support available to trouble shoot custom reports such as support or customer email lists.

3) Delivered reports

a) Provide a list of delivered, canned, reports in the system.

b) Describe the output format(s) available for the reports delivered.

4) Report maintenance

a) Please describe how staff members create and run delivered reports

b) Describe the end-of-day reconciliation and accountability reports

c) Please describe how staff view and interact with finished reports

1. Can finished reports be available to multiple accounts or just to the account that ran the report?

5) Please describe how reports can be delivered to one or more staff members outside of viewing in the report interface.

BB. Training

1) Describe the training options available to the libraries.

2) Provide a list of all the training that is required to effectively use your solution.

3) Provide a list of any additional training options that are recommended to make the best use of your solution.

4) Describe any additional costs for onsite training or will remote learning be the only options available.

5) Will this training be closed to just our consortia, or will it be shared with other libraries that are also implementing your system?

CC. InterLibrary Loan (ILL)

1) Describe the integration of your solution with ILL products such as Tipasa and Illiad.

   a) Does this integration allow NCIP type of connection between the ILL interface and the ILS/LSP?

   b) Which ILL products does your solution integrate with?

DD. Migration and Implementation

1) Provide a typical implementation and migration timeline and project plan. Include an outline of the steps with the timeline for launching your product(s) to achieve a successful transition.

2) Describe the communication channels that the library and vendor will use during the project.

3) Describe how the vendor will work with central staff, and other stakeholders, to map existing policies to the new system.

4) Describe strategies for implementation and migration to help libraries work with large collections with limited staff.

5) Describe in detail the various roles and responsibilities for the Vendor and the libraries as part of the implementation process.

6) Describe and detail all implementation settings that cannot be easily changed once they have been made.

7) Describe the training program content for the implementation, method of delivery, and materials. Please describe the level of contact with vendor personnel.

8) Describe the library staff resources required to support the migration and implementation work for the proposed solution, including roles required, and level and length of involvement.

9) Please list any specific charges for training, data migration, etc. involved in the implementation of services.

10) Describe, in detail, what is included in your data migration packages

11) Describe in detail what data will not be migrated to the new system such as history logs, acquisition data, circulation data, etc.?

12) Describe, including what metadata formats are supported and any exceptions on loading or indexing of fields or other metadata. Will the vendor load and index all bibliographic and associated records provided by the library?

13) Which MARC fields will NOT be migrated to the new system. Please be specific as to why the fields will be excluded.

14) What customization options are available? Are there additional costs associated with them? Please describe.

15) Describe the methodology for migrating data from the library's current ILS/LSP, including the steps involved in migrating bibliographic (including local fields such as 9xx), authority, item (including note fields), patron (including note fields), circulation data (including, bills, notes, checkouts, etc), acquisition open order, serial control, Serial order records, MARCHoldings, Reserve, Request, circulation data etc.

16) There is currently 20+ years of data in our system. How many years of data is included in a standard migration?

17) Describe any opportunities for record cleanup and enhancement during the migration process.

18) Describe the level of granularity that is available for each member to customize their own settings.

EE. Additions to the system

1) Describe how the pricing is calculated when adding a new library or branch to the system.

2) Describe the process implemented to add libraries or branches to the proposed solution.

3) Describe vendor involvement when adding a new library to the consortium and what fee(s) if any would be accrued? Please explain.

4) Describe vendor involvement when removing a library from the consortium and what fee(s) if any would be accrued? Please explain.

FF. Miscellaneous products

1) The following items are desired products that we would like to see integrated into the ILS/LSP system. Please describe the solutions available to Mississippi State University and the Mississippi Library Partnership through your system.
   - Calendar integration
   - Statistics for door counts, programming planning and attendance tracking, volunteer hours, etc.
   - Marketing tools
   - Room reservations
   - Equipment reservation
   - Cataloging and tracking Library of Things resources
   - SMS Texting
   - Automated phone calls
   - Email notices in HTML format
   - Point of sales integration
     - Cash register integration
     - Credit card payment using current technology– i.e. square, apple pay, google pay, etc.
     - Integrate with university payment systems

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 25-48"

5. 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	**May 9, 2025**
Questions from Vendors Due	**May 21, 2025**
MSU Q&A Response Due	**May 29, 2025**
Proposal Submission Deadline – 2:00 p.m.	**June 18, 2025**
Award Date (Estimated)	**October 31, 2025**
Contract Effective Date (Estimated)	**July 1, 2026**

6. 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.

- 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.
    - Provide the development roadmap of planned enhancements between now and the go-live date that will be completed by the go-live date.

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)
- Line-item cost for each module included in the proposal.
- Annual Maintenance Costs after initial purchase.
- Cost to add additional members to the system after the initial go live.

7. 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):

- Compliance with Critical Requirements: Vendor/product best able to deliver the requirements and specifications outlined in the RFP – 35 pts
- Cybersecurity and system feature to ensure patron privacy and system reliability and responsiveness. – 15 pts
- Feedback from references and other consortium partners. – 10 pts
- Migration/Implementation/Training & Timeline. – 10 pts
- Corporate Structure/Years of Experience. – 5 pts
- Fees – 25 pts.

8. 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 June 18, 2025**. 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.

9. 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 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.
    - Work with members of MSU's PCI Council and third-party PCI Compliance consultant to review business needs and proposed solution.
    - 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.
    - Obtain the following solution information

- Attestation of compliance (AoC) from all parties involved in handling or that affect the security of cardholder data.
    - 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.
    - 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.
    - 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.
    - Work with members of MSU's PCI Council and third-party PCI Compliance consultant to review the solution.
    - 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.
    - Obtain the following solution information
    - Attestation of compliance (AoC) from all parties involved in handling or that affect the security of cardholder data.
    - 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.
    - 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.
    - Payments due MSU will be remitted on a predetermined basis, net of all applicable fees and merchant discounts. Banner integration not required.

10. 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.

11. TERM OF CONTRACT

It is MSU's intention to enter into a four (4) year contract, estimated to begin July 1, 2026.

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.

12. ACCEPTANCE TIME

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

13. 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.

14. 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.

15. DISCLOSURE OF PROPOSAL CONTENTS

Proposals will be kept confidential until evaluations and award are completed by MSU. At that time, all proposals and documents pertaining to the proposals will be open to the public, except for material that is clearly marked proprietary or confidential.

IMPORTANT! The offeror/proposer should mark any and all pages of the proposal considered to be proprietary information which may remain confidential in accordance with Mississippi Code Annotated 25-61-9 and 79-23 1 (1972, as amended). Each page of the proposal that the proposer considers trade secrets or confidential commercial or financial information should be on a different color paper than non-confidential pages and be marked in the upper right-hand corner with the word “CONFIDENTIAL.”

Failure to clearly identify trade secrets or confidential commercial or financial information will result in that information being released subject to a public records request.

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 8.
- 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 7.

APPENDIX A: SIGNATURE PAGE

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

Name of Firm: ____

Complete Address: ____

____

Telephone Number: ____

E-mail Address: ____

Authorized Signature: ____

Printed Name: ____

Title: ____