Mississippi State University
Request for Proposals (RFP) MSU2025037
Web-Based Recreation Management System
for Mississippi State University

ISSUE DATE: December 1, 2025

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 part hereof, will be received **January 8, 2026, 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 at:

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 MSU2025037. 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 on our website www.msstate.edu.

2. INVITATION TO SUBMIT PROPOSAL ON RFP

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

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

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

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

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

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

3. SCOPE OF SERVICES REQUIRED

a) Technical Requirements

Platform/System – should support a minimum of:

- SaaS (Software as a Service)
- Integration with Ellucian Banner (Ethos integration preferred)
- Application will need to be capable of interfacing with the IMLeagues intramural registration website.
- Single sign-on via SAML 2.0
- Web-based interface supporting modern browsers and mobile devices
- Vendor shall submit a completed HECVAT questionnaire detailing the product's compliance with security standards
- Vendor shall submit a completed VPAT report detailing the product's conformance to accessibility requirements

b) Users

c) There should be no restrictions on the number of users.

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

e) Reporting/Forms, Custom Fields, Files

- The System should be capable of generating a wide range of reports with user-defined parameters for data based on the following report themes: accounting, equipment checkouts, facility access and usage (by individuals and membership groups), facility scheduling, locker rentals, memberships, products sold, programs, sales reports, security, and statistics.
- Reports should be provided in multiple formats. Most reports, if not all, should be viewable on screen with options to download in Excel XLS, Excel XLSX, HTML, PDF, CSV, MHT, RTF, XPS, IMG Image File, TXT Text File,
- The system should have the ability to create custom fields by select users and system administrators
- The bidder should explain in detail the reporting function of the system.
- Capability to isolate monitoring/reporting by multiple factors for individualized monitoring as well as aggregating and summarizing monitoring activities.
- Flexibility for partners to upload and monitor multiple reports regarding data or compliance.

f) Functions

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

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

Memberships, Registrations, Reservations, Locker Rentals

- Intuitive, Windows-based touch-screen-enabled user interface.
- Customizable membership offerings, short- and long-term locker rentals
- Member record-keeping and management
- Must be capable of creating and managing family memberships with parent/child hierarchical relationships and age/activity restrictions
- Must be capable of importing and integrating all Innosoft Fusion database information
- Must be compatible with IM-Leagues intramural registration website.
- Turnstile access control interfaced through Schlage Biometric Hand-scanners and member smartphone app
- Must be capable of regularly importing data fields from MSU’s Ellucian Banner system.
- Ability for administrative users to create, schedule, manage programs, courses, and classes

- Web-based member portal allowing registered members to renew memberships, extend locker rental periods, register for programs and services, request facility reservations, and pay for these products and services via a PCI compliant, Nelnet-based credit card processing system.

Point of Sale

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

Equipment Check-out / Rental

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

Facility Reservations

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

Documents and files submitted through the application should be easily downloadable by any user with the required authorization. The system should allow users to track reports and requests, monitor progress, and stay up to date on compliance and reporting requirements.

g) System Maintenance and Support

- University Recreation requests the bidder to provide installation, setup, and configuration training. URec requests a train-the-trainer approach where the bidder will be asked to train URec staff who will then train partners.
- Due to University Recreation's 7-day/100 hours per week operations, 24/7 technical support is required.
- University Recreation award will cover 60 months. Bidders shall provide details on licensing requirements and all ongoing expenses for maintenance and support, and application updates.

4. INQUIRIES ABOUT RFP

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

All inquiries should be marked "URGENT INQUIRY. RFP MSU2025037"

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	**December 1, 20525**
Questions from Vendors Due	**December 10, 2025**
MSU Q&A Response Due	**December 17, 2025**
Proposal Submission Deadline – 2:00 p.m.	**January 8, 2026**
Award Date (Estimated)	**February 1, 2026**

Contract Effective Date (Estimated) February 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. (Cover letter should be no more than 3 pages in length.)

- Corporate Structure and Credentials
  - Number of years of experience
  - Staffing levels and support proposed
  - Examples of similar previous work.

- Operations and Ability to Perform
  - Provide an 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.

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 outlined 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 andj/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 – 50 pts
- Fees – 30 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.

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 proposal package must be received on or before **2:00 p.m. on January 8, 2026**. 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 can be electronic.

MSU reserves the right to reject any or 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. Currently RFP submissions via facsimile or other electronic means are not acceptable.

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 affects 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 affects 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 is 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 five (5) year contract, estimated to begin February 6, 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 https://www.contracts.msstate.edu/sites/www.contracts.msstate.edu/files/2025-03/Standard_Services_Contract2023Oct18.docx. Proposal should include any desired changes to the standard contract. It should also be noted that there are many clauses which the MSU cannot change. (see Standard Addendum https://www.contracts.msstate.edu/sites/www.contracts.msstate.edu/files/2025-03/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 has been 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: ____