

**Mississippi State University
Request for Proposals (RFP) MSU2026065
Group Communication, Resource, and Scheduling Application**

ISSUE DATE: April 6, 2026

ISSUING AGENCY: Office of Procurement Services

Mississippi State University
405 Garrard Road East
Starkville, MS 39759

Sealed Proposals, subject to the conditions made a part hereof, will be received April 29, **2026** 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:

Caleb Alford
Office of Procurement Services, (Same address above)
calford@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 MSU2026065. 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 23,000+ students and approximately 5,000 faculty and staff. The main campus is located adjacent to the community of Starkville in northeast Mississippi, with a remote campus located in Meridian with an enrollment of around 700 students. Additionally, the university operates several remote agricultural experiment stations and has an Extension office located in each of the eighty-two Mississippi counties.

Additional information about MSU can be found at our website www.msstate.edu.

2. INVITATION TO SUBMIT PROPOSAL ON RFP

The Mississippi State University Department of Athletics (the “Department”) is requesting proposals from a single vendor to provide the services in this RFP through one integrated software solution (a single platform or a primary platform with integrated modules). The solution must enable effective communication and coordination among authorized users, including student-athletes, full-time athletics staff, academic advisors, athletic trainers, managers, graduate assistants, and others approved by the Department. Because users may be dispersed across locations and use different communication methods, the Department seeks a centralized hub that supports day-to-day operations of an intercollegiate athletics program.

- Quickly create, update, and communicate group events and itinerary changes when advance notice is limited (e.g., weather or travel-day changes).
- Support NIL and revenue-sharing workflows, including roster maintenance, student-athlete payments, and a secure, encrypted contract repository.
- Support athletics camps, including attendee management, payments, staffing, and scheduling.
- Track student-athlete health metrics (physical, mental, and nutrition), as applicable.
- Maintain a centralized repository for student-athlete information, required forms, and resources to reduce administrative effort and better support academic and athletic performance.

The solution must also support anonymous reporting and surveys for authorized individuals and groups (internal and external to the University), as needed, while complying with applicable NCAA requirements and, where applicable, HIPAA. The Department also seeks the ability to add or remove features over time, provided changes remain compliant with State of Mississippi and Mississippi Institutions of Higher Learning (IHL) requirements.

The application must include training, support, and ongoing service for the term of the agreement at no additional cost.

3. SCOPE OF SERVICES REQUIRED

a) Technical Requirements

The platform must include a mobile app available at no cost to users on widely used devices, including iOS (iPhone) and Android. If another mobile operating system achieves broad market adoption, the vendor must use reasonable efforts to support it to ensure continued access for constituents.

b) Users & Access Management

The solution must scale as the number of user profiles grows. The vendor must describe the licensing model and any practical or contractual limits on adding users.

Access must be role-based. Users may have multiple roles, and permissions must control each user's ability to view, add, or edit information and features, including tiered access levels by role.

c) Reporting/Forms, Custom Fields, Files

The system must provide robust reporting capabilities, customizable fields, and comprehensive file management to support MSU's data analysis and compliance needs. Vendors must describe in detail how their system meets the following requirements:

- **Multi-Format Reporting** – Reports must be available in multiple formats. Most reports should be viewable on-screen with options to download in Excel, PDF, CSV, DOC/RTF, or access via API.
- **Custom Field Creation** – The system must allow select users and system administrators to create custom fields. If this functionality is restricted, the vendor must provide technical support personnel to implement custom fields as needed.
- **Detailed Reporting Functionality** – The bidder must provide a comprehensive explanation of the system's reporting capabilities, including customization options, filtering, and data visualization tools.
- **Advanced Monitoring & Aggregation** – The system must allow for monitoring and reporting based on multiple factors, enabling individualized tracking as well as aggregated and summarized reporting.
- **File & Document Uploads** – Users must be able to upload documents and images in multiple formats, including but not limited to .png, .jpg, .jpeg, .pdf, .tif, and .tiff.
- **Vendor-Supported Report Development and Assistance**– The vendor must provide a dedicated consultant for custom report writing and custom dashboard creation. This

dedicated reporting consultant would schedule and burst reports to various university populations on a recurring basis, as needed.

- **AI/ML Anomaly Detection** – The system must incorporate artificial intelligence (AI) and machine learning (ML) capabilities to detect irregularities in expense reporting.
- **Role-Based Report Access** – Report access must be clearly defined based on user roles, such as Business Author, Consumer, and Manager, ensuring appropriate data visibility.
- **Annual System Configuration Review** – The system must include an annual review of its configuration to ensure optimal performance and alignment with institutional needs.

d) Functions

The system must support tiered workflows so authorized users can submit documents and requests, and designated reviewers can access data and reports for review, analysis, and approval. Submitted files must be easy for authorized users to download. The system should allow users to track submissions, monitor status, and stay current with compliance and reporting requirements.

At a minimum, the application should provide the following capabilities:

- Ability to send mass email, text (via long code), and voice communications, including the ability to schedule messages for future delivery.
- Ability to provide granular access to all support and coaching staff.
- Ability to audit individual user usage and track delivery of text messages and voice communications and track open/read status of emails.
- Ability to securely store and share documents, scouting reports, playbooks, forms, and other team-related information.
- Ability to construct/maintain centralized team calendars (i.e., practice, meals, travel, meetings, etc.) and calendars for all major support groups.
- Ability to sync with MS Exchange, Google Calendar, Office 365, and iCloud to a user calendar within the platform.
- Ability to generate automatic communications for appointments and generate custom reporting for communications.
- Centralized location for student-athlete data.
- Ability to add custom notes and strong reporting capabilities.
- Ability to restrict access to data to maintain FERPA, etc. compliance.
- Ability to execute travel planning (e.g., itineraries, task lists, rooming lists, travel rosters, etc.) in one centralized location.
- Ability to gather information through digital forms with DocuSign integration or through a form builder.

- Ability to build custom forms through a form builder and have certain responses flagged and alerted to designated staff.
- Ability to send, receive, approve/deny Complimentary Admissions.
- Ability to build and submit NCAA CARA Logs and NCAA Time Management Plans with the appropriate compliance rules settings necessary.
- Ability for staff and student-athletes to sign up competition guest list approvals through a workflow process.
- Ability for users to choose a pre-selected time slot which automates appointment creation with preset reminders and alerts.
- Ability to export calendars to an external display monitor through a live-updated URL.
- Ability to integrate with Retain Academics
 - Single sign-on capabilities
 - User management across both platforms
- Ability to manage rosters for the department's teams, ranging from current, prospective, and previous student-athletes.
- Ability to track and assist with NIL and Revenue Share rosters, payments to student-athletes – insured by the Federal Deposit Insurance Corporation (FDIC) – and provide a secure and encrypted contract repository. In addition, the software must have:
 - Ability to report all payments made to student-athletes from the software.
 - Ability to report on market value of positions for current and prospective student-athletes.
 - Ability to track all athlete agreements and multi-part transaction plans for Brands, Compliance, NCAA & SEC.
- Ability to track all inventory the department procures/acquires and ability to track within one system. Including but not limited to all athletic apparel, computers, office furniture, etc.
- Ability to track student-athlete nutrition and share information on a shared cloud with the necessary support staff, all while maintaining privacy of sensitive information.
- Ability to track class schedules of current and prospective student-athletes, current GPAs to ensure compliance with the National Collegiate Athletics Association (NCAA) and Southeastern Conference (SEC).
- Ability to streamline camp operations with integrated registrations, payments and compliance, while being able to link to the central software/system.
- Ability to track student-athlete mental and physical health with a software/system that maintains compliance and HIPAA.
- Ability to integrate departmental workflows through automation.

e) System Maintenance and Support

Department of Athletics requests flexibility for ongoing training, support, updates and upgrades throughout the duration of the contract. This can include but is not limited to on-site training as well as remote troubleshooting and assistance.

f) Security and Compliance

- System must be secure and meet all local, state and federal data security standards.
- Provide single sign-on capabilities that include support for two-factor authentication. MSU provides CAS, Shibboleth, or SAML.
- Provide product interfaces that are compliant with WCAG 2.0 AA.
- Provide applicable certifications such as SOC2 documentation.
- Provide a completed Higher Education Cloud Vendor Assessment Tool (HECVAT) (lite version available at: <https://www.ren-isac.net/public-resources/hecvat.html>).

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 Caleb Alford via electronic mail at calford@procurement.msstate.edu.

All inquiries should be marked “URGENT INQUIRY. MSU RFP MSU2026065”

5. ADMINISTRATIVE INFORMATION

a) Issuing Office

This RFP is issued by the following office:

Office of Procurement Services
Mississippi State University
405 Garrard Road East
Starkville, MS 39759

b) Schedule of Critical Dates

The following dates are for planning purposes only unless otherwise stated in this RFP progress towards their completion is at the sole discretion of the university.

RFP Posted **April 6, 2026**

Questions from Vendors Due **April 15, 2026**

MSU Q&A Response Due	April 22, 2026
Proposal Submission Deadline – 2:00 p.m.	April 29, 2026
Award Date (Estimated)	June 1, 2026
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. (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 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 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 of technical support
- Vendor's experience with similar systems
- Compliance with applicable State and Federal laws and regulations
- The committee may invite finalists for interviews and/or presentations

Failure to attend a requested interview presentation before the committee may result in a proposal not being considered.

Upon award of contract(s), successful respondent(s) will be asked to provide a transition plan and timeline and obtain MSU's input and concurrence before moving forward.

Proposals will be scored based on the following weights (100 points total):

- Corporate Structure/Years of Experience/References – 30 pts
- Operation Plan/Ease of Use/Services Offered – 40 pts
- Fees – 30 pts.

8. PROPOSAL SUBMISSION

Responses Submitted Electronically in Bully Buy:

Technical Proposal: Proposal must be submitted in PDF format and state “**Technical Proposal**” in the title of the document. This document must be separate from the cost proposal or the response may be considered non-responsive.

Cost Proposal: Cost proposal must be submitted in PDF format and state “**Cost Proposal**” in the title of the document. This document must be separate from the technical proposal or the response may be considered non-responsive.

Responses Submitted Physically:

Proposals shall be submitted in two packages (envelopes or boxes) as set forth in Section 8. 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 March 4, 2026**. It is the responsibility of the respondent to ensure that the proposal package arrives in the Procurement Services office on-time. The proposal package should be delivered or sent by mail to:

**Office of Procurement Services
Mississippi State University
405 Garrard Road East
Starkville, MS 39759**

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 two (2) year contract with the option to renew for an additional one (1) year period, estimated to begin July 1, 2026. MSU will consider a firm three (3) year agreement. The total life of this agreement shall not exceed 3 years.

MSU reserves the right to terminate this agreement with thirty (30) days-notice, by the Director of Procurement Services 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 may 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: _____