

**Mississippi State University**  
**Request for Proposals (RFP) MSU2026088**  
**Solution for Automating the Extraction, Validation, and Ingestion**  
**of Document Data**

ISSUE DATE: June 29, 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 **July 23, 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:** If you are physically mailing your response, indicate firm name, and RFP number on the front of each and every sealed proposal envelope or package.

All inquiries concerning this RFP should be sent via the instructions in Section 4.

Any addendum associated with this RFP will be posted at <http://www.procurement.msstate.edu/procurement/bids/index.php> located under the RFP number. 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. The main campus is located adjacent to the community of Starkville in northeast Mississippi, with a remote campus located in Meridian. 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](http://www.msstate.edu).

## **2. INVITATION TO SUBMIT PROPOSAL ON RFP**

Mississippi State University (MSU) seeks a qualified and experienced partner to provide an enterprise-level intelligent document processing and data integration platform that uses machine learning and advanced OCR to automatically capture, classify, and extract data from unstructured documents that will improve operational efficiency and help meet enrollment goals.

The selected vendor will collaborate with MSU stakeholders to provide guidance and implementation support to ensure a successful migration within defined scope, timeline, and budget. The purpose of this RFP is to establish a long-term relationship with a proven, higher education–focused partner capable of delivering, implementing, and supporting a solution that aligns with MSU’s commitment for expanding lifelong learning opportunities.

MSU’s strategic objectives include optimizing current business processes of the admissions and records offices and developing new processes for earlier student engagement through enhanced recruitment tools including a public pre-enrollment degree audit tool.

MSU reserves the right to award either a single contract, or multiple contracts based on this RFP.

## **3. SCOPE OF SERVICES REQUIRED**

### **a) Technical Requirements**

1. Security and Compliance
  - System must be secure and meet all local, state, and federal data security standards.
  - Provide applicable certifications such as SOC2 documentation.
  - Provide a statement stating whether your company is compliant with FERPA, GDPR, GLBA, NACH and Red Flag Regulation requirements.
  - All data in transit and at rest shall be encrypted using industry-standard encryption protocols.

- Role-based access controls and configurable user permissions maintain a complete audit trail for all user and data interactions.
  - Multi-factor authentication (MFA) support for administrative users
  - The solution shall support redaction and secure deletion capabilities for sensitive information.
2. Performance and Reliability
- Average system response time under three seconds for standard user transactions
  - Load balancing and performance optimization for peak registration periods
  - Proactive monitoring with notification of outages or degradation.
  - Vendor-managed maintenance and upgrades with advance notification and rollback procedures.
  - The solution shall be capable of processing a minimum volume of five thousand (5,000) pages per day (2,500 documents).
  - The solution shall include system monitoring and reporting tools for performance, error rate tracking, and extraction accuracy metrics.
3. Implementation and Support
- The vendor shall provide comprehensive implementation support, including configuration assistance, user training, and technical documentation.
  - The vendor shall commit to defined Service Level Agreements (SLAs) specifying system uptime, response times, and issue resolution expectations.
  - The vendor should provide a product roadmap outlining planned feature enhancements and parser improvements.
  - The solution shall support version upgrades and maintenance activities with minimal operational disruption.
  - Clearly defined implementation methodology, including configuration, testing, and training
  - Dedicated project manager and implementation support team
  - Access to sandbox or test environment for validation and training
  - Ongoing product support through help desk, knowledge base, and online ticketing system
  - Defined service level agreements (SLAs) for response and resolution times
  - Regular software updates and enhancements with minimal downtime
  - Must provide a minimum response time of 48 hours for general support inquiries
4. Integration and Interoperability
- The solution shall integrate (directly/indirectly) with existing enterprise legacy systems (Slate, Ellucian Banner)
  - Standards-based APIs (REST, JSON, XML, or equivalent) for bi-directional data exchange

- The solution should support both batch processing and real-time/on-demand parsing through API.
- The solution shall be compatible with both on-premises and cloud deployment environments.
- The solution shall enable secure data export to standard formats, including CSV, Excel, or database outputs.
- The vendor shall provide comprehensive implementation support, including configuration assistance, user training, and technical documentation.
- Support for Single Sign-On (SSO) via SAML
- Support for Multi-Factor Authentication

#### 5. Accessibility and Usability

- Supply Voluntary Product Accessibility Template (VPAT) that covers all software user interfaces.
- WCAG 2.1 AA compliance across all user interfaces

#### 6. Technical Documentation and Training

- Comprehensive system and API documentation
- User manuals and online knowledge base available to institutional administrators
- Training materials and resources for staff
- Availability of vendor-led training during implementation and post-launch

#### **b) Users**

- No restriction on the number of users
- User permissions and access to the system functions must be role-based allowing individuals to be assigned multiple roles as needed and role-based permissions will govern each user's ability to add, edit, and view information within the system.

#### **c) Reporting/Forms, Custom Fields, Files**

- The solution should include built-in dashboards or analytics to visualize data extraction trends and insights.
- The solution shall enable reporting of parsing metrics, including accuracy rates, error frequency, and processed document counts.
- The solution should support configurable reports aligned to key procurement, legal, and contract performance indicators.
- Reports should be provided in multiple formats. Most reports, if not all, should be viewable on screen with options to download in Excel, PDF, CSV, Word (.doc/.rtf), or API access

## d) Functions

### 1. Core Functional Requirements

- The solution shall extract key transcript/credential data fields, including but not limited to first/last name, school name, enrollment dates, school term, grades, credit, course name, course description. Course data extract should fetch corresponding grades, year course was taken, credits, term and other related information.
- The solution shall support document parsing across multiple file formats, including PDF (text-based and scanned), scanned docs, Microsoft Word (.docx), Excel (.xlsx), and plain text (.txt), images (JPEG/PNG/TIFF), pictures, handwritten documents. Multiple page documents should be supported.
- The solution shall incorporate advanced Optical Character Recognition (OCR) capabilities to convert image-based or scanned documents into machine-readable text.
- The solution shall accurately extract data from structured, semi-structured, and unstructured documents.
- The solution shall provide rules that may be created or modified by authorized users without requiring vendor intervention. The preference is to extract relevant data without creating templates.
- The solution shall employ entity recognition techniques to identify designation, special references.
- The solution shall achieve a minimum data extraction accuracy rate of 85-90% for key fields, with configurable confidence thresholds.
- The solution must be able to export data directly to the Student Information System (currently Ellucian Banner) without manual intervention.
- The solution should be able to recognize and handle duplicate course entries with different grades.

### 2. Administration and Configuration

- The solution shall provide an intuitive user interface for document upload, parsing, and data review.
- The solution shall include a validation and correction interface allowing users to review and approve extracted data prior to export.
- The solution shall enable role-based access controls and user permission management.
- The solution shall centralize the management of extraction rules and configuration settings.
- The solution shall maintain detailed audit logs of all parsing activities and configuration changes.
- The solution shall allow flexible branding and customization options without custom code

**e) System Maintenance and Support**

- The vendor shall provide comprehensive implementation support, including configuration assistance, user training, and technical documentation.
- The vendor shall commit to defined Service Level Agreements (SLAs) specifying system uptime, response times, and issue resolution expectations.
- The vendor should provide a product roadmap outlining planned feature enhancements and parser improvements.
- The solution shall support version upgrades and maintenance activities with minimal operational disruption.
- Clearly defined implementation methodology, including configuration, testing, and training
- Dedicated project manager and implementation support team
- Access to sandbox or test environment for validation and training
- Ongoing product support through help desk, knowledge base, and online ticketing system
- Defined service level agreements (SLAs) for response and resolution times
- Regular software updates and enhancements with minimal downtime
- Must provide a minimum response time of 48 hours for general support inquiries

**f) Additional Desired**

1. Ownership rights to all data, inputs and outputs are retained by MSU
2. Dedicated consultant for ongoing support and feedback including dedicated Teams channel for communication with consultant.
3. Opportunities for future collaboration between MSU ITS personnel and vendor developers to enhance or alter product to better serve MSU business practices and needs.
4. Future development/deployment of public degree audit tool directly feeding from MSU's curriculum tables in Ellucian Banner and Degree Works
5. Future development/deployment of automation solution to convert handwritten student recruitment cards into clean, actionable data for Slate CRM.

**When applicable for Software/IT requests only:**

**Cloud-Based Infrastructure & Security** – The system must be cloud-based, with a strong data security and backup plan. Vendors should provide applicable security certifications, such as SOC2 and HECVAT Lite, to ensure compliance with industry standards.

**Accessibility Standards** – Vendors should provide a completed Voluntary Product Accessibility Template (VPAT) that covers all software user interfaces. Web interfaces must meet WCAG 2.1 AA requirements.

#### 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 email at calford@procurement.msstate.edu. **All inquiries must be in writing no matter how minor they seem.**

All inquiries should be marked “URGENT INQUIRY. MSU RFP MSU2026088”

#### 5. ADMINISTRATIVE INFORMATION

##### a) Issuing Office

This RFP is issued by the following office:

Office of Procurement Services  
Mississippi State University  
Mississippi State, MS 39762

##### 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.

<b>RFP Posted</b>	<b>June 29, 2026</b>
<b>Questions from Vendors Due</b>	<b>July 9, 2026</b>
<b>MSU Q&amp;A Response Due</b>	<b>July 16, 2026</b>
<b>Proposal Submission Deadline – 2:00 p.m.</b>	<b>July 23, 2026</b>
<b>Award Date (Estimated)</b>	<b>September 1, 2026</b>
<b>Contract Effective Date (Estimated)</b>	<b>October 1, 2026</b>

#### 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 technical support
- Vendor’s experience with similar systems
- Compliance with applicable State and Federal laws and regulations
- The committee may invite finalists for interviews and/or presentations

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

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

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

- Corporate Structure/Years of Experience/References – 20 pts
- Operation Plan/Ease of Use/Services Offered – 50 pts
- Fees – 30 pts.

## **8. PROPOSAL SUBMISSION**

### **Responses Submitted Electronically in Jaggaer:**

If you did not receive an invitation to reply in Jaggaer, contact the person on page one and request an invite.

**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 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 the date/time listed on Page 1. It is the responsibility of the respondent to ensure that the proposal package arrives at Mississippi State University on time. The proposal package should be delivered or sent by mail to the address listed on Page 1.

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. RFP submissions via facsimile or email are not acceptable. Responses will only be valid if mailed and received by the due date/time or if submitted through an approved electronic system.

## **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 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 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 intent to enter into a contract for an initial term of one (1) year. The contract may be renewed for up to four (4) additional one (1) year periods upon mutual written agreement of both parties, subject to satisfactory vendor performance, continued need, and availability of funds. The total term of the contract shall not exceed five (5) years. Additionally, the cumulative total value of the contract, including all renewal periods, shall not exceed Two Hundred Fifty Thousand Dollars (\$250,000.00). The anticipated contract effective date is October 1, 2026.

MSU reserves the right to terminate this agreement with thirty (30) days-notice, by the Director of Contract Administration 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. The technical 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). Significant changes to the standard contract may be cause for rejection of a proposal. Both documents can be found here: <https://www.contracts.msstate.edu/resources/standard-forms>.

**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: \_\_\_\_\_