

Mississippi State University
Request for Proposals (RFP) MSU2026108
Web Based Recreation Management System
For Mississippi State University
Questions and Answers
October 19, 2026

1. Would the University please provide a breakdown of revenue currently processed through the existing system by payment method, including credit card, cash/check, and ACH? Please include as much detail as available.

QuikPay is used for credit card payments, cash or check is accepted through fusion, account billing is a capability through fusion but must be transferred to Banner to finalize financial transactions as the two do not talk to each other

2. How many credit card payment terminals are needed for in-person transactions at your facilities/activities?

6 credit card payment terminals

3. What is the recreation system's current payment processing provider and their processing rates?

QuikPay Credit Card Service-there is a 2.85% fee that can be applied to Visa, Mastercard, Discover, and American Express.

4. Is the University open to changing its current payment provider to a seamless, all-in-one payment solution integrated with the proposed system (Nelnet), or are there existing contractual, technical, or policy constraints that should be considered?

We currently use QuikPay, which is owned and operated by Nelnet Campus Commerce. Community members who are not affiliated with the university must pay in person or by phone for membership services. Anyone may register for programs through the Innosoft Fusion online payment system.

5. What accounting software does the University currently use, and does the University expect or require the new system to integrate with it in any way?

No current integration needed

6. What data elements does the University expect to migrate to the new system (e.g., customer accounts, transaction history, programs, facilities, memberships, balances)? Please describe the scope and any priorities. **We would expect to retain all report data historically on revenue, memberships, swipe access and program participation - historically**

7. What are your requirements for data conversion to a new system?
All existing and prior historical data in Fusion would need to transfer
8. Would the University prefer an implementation on-site or virtual?
On-Site is preferred
9. What are the biggest challenges or pain points experienced by staff and/or users with the current software?
Facility Access-cards often must be swiped multiple times before working
Many users must be typed in manually into our system to prevent congestion at the front desk
OneCard system often does not work well with the current system
Memberships must be renewed each month in person or online
MSU does not allow card info to be stored so auto-draft is not possible
Monthly reporting is not automatic
Monthly reporting category options are expansive, and correctly needed information can be hard to access
Online registrations often do not work due to glitches-users typically call the office to pay
Waiver signatures and checks often do not work for new members on the app
10. Has the University participated in any product demonstrations within the past 12 months leading up to the release of this RFP? If so, please identify the products demonstrated.
None
11. Is the University willing to execute a nondisclosure agreement (NDA) to support the sharing of sensitive data and security-related information requested as part of this RFP?
Yes
12. Can MSU provide Banner payment posting specifications referenced in the RFP?
Banner and Fusion communicate with staff and student profile imports; Banner and Fusion DO NOT communicate with financial transactions
13. Does MSU serve the wider community around the university? If so, do you sell memberships and provide access cards to them?

MSU provides membership options to community members. They sell memberships and provide access cards. These cards are printed in-house at the Joe Frank Sanderson Center through the integration of Innosoft Fusion. Community members swipe into the facility using the card.

14. Please confirm whether integration with Atrium for access control is a mandatory requirement. If not, would the University consider alternative integration options that meet the stated business needs for access control?

Atrium One-card compatibility is required

15. Are you open to utilizing an all-in-one software solution, which includes integrated League Management functionality, or would you prefer a more robust league management solution through our partner TeamSideline?

We are open to utilizing an all-in-one software solution, which includes league management functionality. We are not interested in partnering with TeamSideline at this time.

16. How many Membership Types are required?

20

17. How many bookable spaces do you require including segmented spaces?

Conference Room x1

UREC Classroom x1

Main Gym Entire Gym x1

Main Gym Half x2

Main Gym individual courts x4

Main Gym Pickleball/badminton x2

Main Gym Volleyball x3

Bouldering Cave x1

Climbing Wall x1

Studio A x1

Studio B x1

Studio C x1

Spin Studio x1

Auxiliary Gym Entire Gym x1

Auxiliary Gym Half x2

Swimming Pool Entire Pool x1

Swimming Pool Deep end x11 lanes

Swimming Pool Shallow End x1

Outdoor Pickleball Courts All Courts x1

Outdoor Pickleball Courts x8

Outdoor Sand Volleyball x1

Chadwick Lake Track x1

Softball Fields x 4

Tennis Courts x6

Multipurpose field: Entire field x1

Multipurpose fields x 3

Fresh Field x1

Total: Approximately 62

18. How many Equipment Types are required?

Equipment issue Front Desk x30

Outdoor Gear x40

POS sales products x80

19. How many programs do you offer in the calendar year?

Approx 15

20. How many inventory locations do you have? These are areas where you sell products.

4

21. How many lockers do you have?

1166

22. How many Childcare locations do you have?

None

23. Do you require Staff Scheduling? If so, how many Staff Scheduling Accounts do you need?

Not required/approximately 200 staff scheduling accounts/open to the possibility

24. Section 3 states that the University Recreation award will cover 60 months, while Section 11 states that MSU intends to enter into a four-year contract. Please confirm the intended initial term, whether pricing for both four- and five-year terms is required, and which term will be used to evaluate total cost.

We are requesting a four-year initial contract due to ongoing technology upgrades the campus is implementing. This is a rare exception. Our standard agreement typically covers 60 months.

25. Please provide the anticipated number of active member records, annual registrations and payment transactions, administrative users, operating locations, POS lanes, turnstiles, card readers, and Schlage biometric devices that the proposed solution must support.

Approximately 50,000 active members

Admin users:

Professional Staff x 12

Graduate Assistants x6

Student Leaders x40 (can use POS)

POS Lanes x4 (front desk, membership services, OA, Comp sports)

Turnstiles x2 Avan-Garde Turnstiles (x3 exits)

Card readers x6

Schlage Biometric Devices-None

26. Please identify the required data fields, direction, and frequency for Banner imports; the specific IMLeagues workflows to be integrated; the available Atrium/Schlage interface protocols; and whether MSU will provide API documentation, vendor coordination, credentials, and test environments for these integrations.

Banner Imports by semester:

Fall semester

Spring semester

Spring/summer semester

Summer semester

Summer/Fall semester

27. Please describe the Innosoft Fusion data to be migrated, including approximate record and attachment volumes, required historical depth, available export formats, data-cleansing responsibilities, reconciliation criteria, and whether a parallel operating period is expected.

We would expect to retain all report data historically on revenue, memberships, swipe access and program participation – historically. Data includes POS product types, equipment checkout inventory, membership data, membership types, biometric and barcode swipes, online registrations, eligibility types, semester data, and all historical financial data should be retained and restored. Bidders should identify any data that cannot be exported or imported. No data should be altered or discarded without our approval. This should be demonstrated to University Recreation prior to going live that criteria and proper migration is met on all exported historical data.

28. Please confirm the target production go-live date, required implementation milestones and acceptance criteria, and the response and restoration service levels MSU expects under the required 24/7 technical-support commitment.

The current contract expires January 31, 2027. To have seamless transition of new softwares, this would require a pro-active training period in January along with a go-live date of at least a week prior to the listed expiration date of current software to ensure that migration of data is successful and all workstations are prepared and ready. Whether onsite support or virtual, it is expected that we will have 24/7 availability for tech support relating to the newly acquired software with general ticketing processes to emergency reporting of system failures, etc.