

**Mississippi State University  
Request for Proposals (RFP) 24-97  
Scholarship Award Management System**

ISSUE DATE: November 1, 2024

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 a part hereof, will be received **December 3, 2024 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 to:

Jennifer Mayfield  
Office of Procurement and Contracts, (Same address above)  
[jmayfield@procurement.msstate.edu](mailto: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 24-97. 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 at our website [www.msstate.edu](http://www.msstate.edu).

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

The MSU Office of Financial Aid and Scholarships (OFAS) is seeking a web/cloud-based scholarship award management system that will enable the OFAS, the MSU Foundation, and the academic colleges/departments to facilitate scholarship administration. This system will allow these offices to manage scholarship applications and communications, import incoming/current student data from Banner SIS, conduct reviews of scholarship applications, select award recipients, and permit the awarding and renewal of scholarship awards. These individual offices must be able to conduct these processes as separate units.

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

The MSU OFAS desires a system which provides the functions needed to meet the scholarship administration requirements. The scope of services includes, but is not limited to, the following:

### **a) Technical Requirements**

The following requirements are absolute minimums that a vendor and their proposed system must meet. If these requirements are not met, the proposal will be removed from consideration. The vendor must provide a detailed description of how each of these requirements will be met.

- Integration with Banner SIS
- Integrate with MSU's single sign on authentication system, CAS or Shibboleth

### **b) 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, GLBA, NACH, and Red Flag Regulation requirements
- Provide a completed Higher Education Cloud Vendor Assessment Tool (HECVAT) (lite version available at <https://www.ren-isac.net/public-resources/hecvat.html>)
- Provide product interfaces that are compliant with WCAG 2.0 AA and provide VPAT is available

- Does the system support two-factor authentication? If so, describe solution options
- Does your system support single sign-on (CAS, Shibboleth, or SAML)?

**c) Users**

- There must be no restrictions on the number of users in the system
- User permissions and accesses must be role based. Role-based permissions govern each user's rights to add, edit, and view information within the system
- Users should be required to log into the system through MSU's single sign on authentication service. The only exception would be for external references

**d) Downloading/Uploading Reports and Documents**

- 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 (.docx, .rtf), or API access
- Capability to upload artifacts or documents in multiple formats including but not limited to Excel (.xlsx, .xls), Word (docx, .rtf), PDF, text, CSV formats, or API support. Capability to upload image files such as .jpg or .tiff

**e) Function**

- System must have the ability to view and track the scholarship awarding for incoming and current students
- System must allow for the creation of a generalized application for any scholarships not tied to an academic college/department and the creation of individual scholarship applications that can be used by the academic colleges/departments
- PUT NUMBER OF PORFOLIOS SOMEWHERE
- System must be capable of communicating with students during the various stages of the scholarship application process. This includes award notification, post-acceptance requirements, and award acceptance reminders
- System must allow for the tracking of all communications
- System must allow for renewable scholarships
- Upon implementation, system must allow for the importing of historical scholarship data for active students
- System must have the ability to label scholarships based on multiple criteria. For example, labeling scholarships belonging to a certain academic college/department, labeling need-based scholarships, labeling freshman only scholarships, etc.
- System must have the ability to add administrative notes/questions that can be exported in report files
- System must have the ability to create customizable views on different grids
- System must have the ability to mass-update scholarship opportunity open and end dates

- System must have the ability to create reviewer groups based on the generalized application, academic college/departmental applications, and individual scholarship opportunities

**f) System Maintenance and Support**

- System must be cloud based with a robust data security and backup plan. Provide applicable certifications such as SOC2 and HECVAT Lite
- The vendor must implement software updates and updates to the system; however, allowing MSU to implement these upgrades on its own timetable
- The vendor should include initial training and provide additional training as needed
- The vendor must provide email and phone supports in addition to a trouble ticket system
- The vendor must provide details for maintenance, support, and problem escalation procedures
- The vendor must provide the implementation plan and process including a timeline

#### **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](mailto:jmayfield@procurement.msstate.edu).

All inquiries should be marked “URGENT INQUIRY. MSU RFP 24-97”

#### **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                               | November 1, 2024  |
| Questions from Vendors Due               | November 11, 2024 |
| MSU Q&A Response Due                     | November 18, 2024 |
| Proposal Submission Deadline – 2:00 p.m. | December 3, 2024  |
| Award Date (Estimated)                   | January 7, 2025   |
| Contract Effective Date (Estimated)      | April 1, 2025     |

## 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.

- a) At a minimum, the following items should be included in the contents of the Technical Proposal:
  - i) 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.)
  - ii) Corporate Structure and Credentials
    - Describe the team that would be dedicated to this project
      - Number of years of experience
      - Staffing levels and support proposed
    - Examples of previous work at universities of similar size and scope
  - iii) 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
  - iv) References
    - Please provide 3 references from other current higher education institutions using your services/system. Include the name, address, and telephone number of the contact who can speak knowledgeably about the quality timeliness, and cost of

your solution.

- b) At a minimum, the following items should be included in the contents of the Cost Proposal:
- i) Fees for initial purchase of the system (including all preparation, installation, rollout, training, and first year maintenance/support).
  - ii) Any annual maintenance, licensing, and support 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
- Best value, cost, and benefit to MSU
- Availability and access technical support
- Vendor's background and experience with similar flagship public institutions
- Compliance with applicable state and federal laws and regulations
- Quality of proposal documentation and/or presentation

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 – 10 pts
- Operation Plan/Ease of Use/Services Offered – 50 pts
- Fees – 40 pts

## **8. PROPOSAL SUBMISSION**

Proposals shall be submitted in two packages (envelopes or boxes) as set forth in Section 6. 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 6(a)(i) (Cover Letter), 6(a)(ii) (Corporate Structure and Credentials), 6(a)(iii) (Operations and Ability to Perform), and 6(a)(iv) (References) 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 December 3, 2024. It is the responsibility of the respondent to ensure that the proposal package arrives in the Procurement and Contracts office on-time. The proposal package should be delivered or sent by mail to:

Office of Procurement and Contracts  
Mississippi State University  
610 McArthur Hall  
245 Barr Avenue  
Mississippi State, MS 39762

Your response must include the signature page included in this RFP (See Appendix A) and contain the signature of an authorized representative of the respondent’s organization. The signature on the “Original” signature page should be in blue ink.

MSU reserves the right to reject any and all proposals and to waive informalities and minor irregularities in proposals received and to accept any portion of a proposal or all items bid if deemed in the best interest of the University to do so.

Proposals received after the stated due date and time will be returned unopened. Submission via facsimile or other electronic means will not be accepted.

## **9. 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.

## **10. TERM OF CONTRACT**

It is MSU's intention to enter into a two (2) year contract, estimated to begin April 1, 2025.

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.

## **11. ACCEPTANCE TIME**

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

## **12. 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.



### **13. 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.

### **14. 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.

### **15. 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](http://www.procurement.msstate.edu/pdf/standard_rfp_contract.pdf). Proposal should include any desired changes to the standard contract. It should be noted that there are many clauses which the MSU cannot change (see Standard Addendum <http://www.procurement.msstate.edu/contracts/standardaddendum.pdf>) Significant changes to the standard contract may be cause for rejection of a proposal.

**The Procurement Process:** The following is a general description of the process by which a firm will be selected to fulfill this Request for Proposal.

- Request for Proposals (RFP) is issued to prospective suppliers.
- A deadline for written questions is set.
- Proposals will be received as set forth in Section 8.
- Unsigned proposals will not be considered.

- All proposals must be received by MSU no later than the date and time specified on the cover sheet of this RFP.
- At that date and time, the package containing the proposals from each responding firm will be opened publicly and the name of each respondent will be announced.
- Proposal evaluation: The University will review each proposal.
- At their option, the evaluators may request oral presentations or discussions for the purpose of clarification or to amplify the materials presented in the proposal
- Respondents are cautioned that this is a request for proposals, not a request to contract, and the MSU reserves the unqualified right to reject any and all proposals when such rejection is deemed to be in the best interest of the University.
- The proposals will be evaluated according to the criteria set forth in Section 7.

## **APPENDIX A: SIGNATURE PAGE**

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

Name of Firm: \_\_\_\_\_

Complete Address: \_\_\_\_\_

\_\_\_\_\_

Telephone Number: \_\_\_\_\_

E-mail Address: \_\_\_\_\_

Authorized Signature: \_\_\_\_\_

Printed Name: \_\_\_\_\_

Title: \_\_\_\_\_