

**Mississippi State University
Request for Proposals (RFP) 24-87
Online Auditing/Reporting system**

ISSUE DATE: September 26, 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 **October 15, 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:

Jay Rester
Office of Procurement and Contracts, (Same address above)
jrester@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 24-87. 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.

2. INVITATION TO SUBMIT PROPOSAL ON RFP

The Mississippi State University Research and Curriculum Unit (RCU) seeks a web-based application system that will enable the RCU and our partners to maximize effort by streamlining and tracking documentation from various school districts for on-site support, auditing, monitoring, reporting, and data collection of various compliance requirements. This would include the ability to collect and visualize data, manage current RCU projects, maintain compliance, monitor project progress, monitor and approve uploaded documents, provide evaluation of program impacts, and ability to report results.

The system should be flexible and customizable in a way that allows the RCU to create various sections needed to assure compliance and monitor ongoing work of school districts who should be able to upload various forms of documentation into the system and receive feedback in the system from administrators.

The system should improve coordination and collaboration among both the RCU and its partners by storing and monitoring all data and requests submitted through the system, allowing the data to be sent by any partner, but allow for it to be accessed by any partner with appropriate authorization, so that authorized users may be able to review or approve any reports or requests submitted through the system.

Once implemented, the system will act as a platform in order to manage the activities of the RCU, and its partners.

The web-based system must allow for the upload and storage of files of any size, and input into online forms designed by the RCU. The system should allow for the RCU to review or approve uploaded items remotely, with the ability to comment in order to provide feedback if necessary.

3. SCOPE OF SERVICES REQUIRED

Technical Requirements

a) Technical Requirements

- Cloud-based web application hosted by the company providing the service.
- Secure web application (SSL) accessible by the latest versions of the most used web browsers (Google Chrome, Mozilla Firefox, Safari, etc.)

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

Users

b) Users

- There should be no restrictions on the number of users.
- User permissions and accesses 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 capability to accommodate tiered access based on roles.

Reporting/Forms, Custom Fields, Files

c) Reporting/Forms, Custom Fields, Files

1. Report Formats:

- 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/.doc), or API access.
- Reports should be easily accessible for system administrators and LEA administrators.
- 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.
- The bidder should explain in detail module building function and the flexibility and ease with which the RCU can design and build modules as needed.
- Capability to isolate monitoring/reporting by multiple factors for individualized monitoring as well as aggregating and summarizing monitoring activities.
- Capability to upload artifacts or documents in multiple formats including but not limited to Excel (.xlsx, .xls), Word (.docx, .doc), PDF, text, CSV formats, or API support. Capability to upload image files such as .jpg or .tiff.
- Flexibility for partners to upload and monitor multiple reports regarding data or compliance.

2. SEA-level Reporting:

- Flexible on-screen reporting via dashboard for item-level trends (e.g., number of LEAs non-compliant on specific items).
- Enhanced navigation for statewide and districtwide monitoring reports, including:
 - Filter by instrument.
 - Filter by instrument status.
 - Sort by due date.
 - Sort by compliance
 - Sort by instrument status.
 - Sort by organization name.
 - Sort by evidence response progress.
- Ability to review counts and statuses, such as the number of non-compliant LEAs on particular items.
- Enhanced Statewide Monitoring Reports to include filtering and sorting options for instruments and statuses.
- Ability to download and export visual reports according to specific filtered and sorted data.

3. LEA-level Reporting:

- Overview of school performance at the item level.
- Enhanced navigation for statewide and districtwide monitoring reports, including:
 - Filter by instrument.
 - Filter by instrument status.
 - Sort by due date.

- Sort by compliance
- Sort by instrument status.
- Sort by organization name.
- Sort by evidence response progress.
- Inclusion of item-level details in the monitoring overview for quick access.
- Ability to download and export visual reports according to specific filtered and sorted data.

4. Monitored Entity Reporting (School/District level):

- Easier access to monitoring results and action items.
- Inclusion of item-level details in the monitoring overview, such as:
 - Item title and status.
 - Score/compliance.
 - Current notes/feedback content from item status history.
- Visual indicators for follow-up actions required for non-compliant items.

5. Non-Compliant Items:

- Details about non-compliant items on the district/school home page.
- Visual indicators for follow-up actions required.
- Itemization of non-compliant items on the home page.
- Alerts for items with non-compliant statuses requiring attention.
- Sort and generate report to notify/share compliant/noncompliant to all users.

6. Aggregate Monitoring Review Reporting:

- Summary report across all instruments assigned to groups of organizations.
- Display item name, instrument name, item status, feedback/notes, and review date.
- Filter and sort options for instrument, item, and item status.
- Results count for filtered views.
- Potential graphical shortcuts for visual representation of item statuses.
- Downloadable .CSV file for detailed analysis.
- Graphical summaries (e.g., pie charts) for quick visual insights.

7. Evidence Response Reporting:

- System-wide export for responses to evidence requests.

- CSV export for district-wide users.
- Filtering options by district context for easier access to evidence requests and responses.
- Detailed reporting on evidence responses across schools.

8. Numeric Values for Custom Item Statuses:

- Reporting on trends and averages related to custom item statuses with numeric rubric.
- Calculation of average scores across reviewed items.
- Display of average scores prominently on monitoring overview and instrument overview.
- Application of numeric values for custom statuses to facilitate scoring and trend analysis.

Functions

d) Functions

- The system should use a tiered structure that allows authorized users to access data and reports for analysis or approval, while allowing any user to be able to submit documents. The system will need to be able to allow authorized users to monitor and approve/deny requests and offer commentary or feedback that is viewable by the requestee.
- Documents and files submitted through the application should be easily downloadable by any user with required authorization. The system will allow for users to track reports and requests, monitor progress, and stay up to date on compliance and reporting requirements.

System Maintenance and Support

e) System Maintenance and Support

- The RCU requests the bidder to provide installation, setup, and configuration training. The RCU requests a train-the-trainer approach where the bidder will be asked to train RCU staff who will then train partners.
- The RCU anticipates the initial award will cover a 12-month period. Bidders shall provide details on licensing requirements and all ongoing expenses for maintenance and support. After the first year, ongoing annual support or maintenance costs shall become a year-to-year contractual agreement. This includes product updates and hotfixes.

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 Jay Rester via electronic mail at jrester@procurement.msstate.edu.

All inquiries should be marked “URGENT INQUIRY. MSU RFP 24-87”

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	September 26, 2024
Questions from Vendors Due	October 2, 2024
MSU Q&A Response Due	October 4, 2024
Proposal Submission Deadline – 2:00 p.m.	October 15, 2024
Award Date (Estimated)	October 29, 2024
Contract Effective Date (Estimated)	November 15, 2024

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

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. 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 October 15, 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. 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 three (3) year contract, estimated to begin November 15, 2024.

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. 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 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: _____