



RFP #904452 Q&A

- 1. Question: Regarding “6. Delivery of Proposal” – this section mentions submitting responses electronically via email but also mentions fully uploading responses prior to the deadline. Can the University please confirm that response submissions should be submitted via email? If not, can you please share details regarding the portal vendors should use?**

Answer: Response submissions should be submitted to MSU by the deadline date and time via email with all proper documents uploaded into the email.

- 2. Question: Is the University seeking a solution that operates via two integrations (PageUp and SAP) to support the two separate components of this solution (verifications and Forms I-9/E-Verify)?**

Answer: At this time, the university is not seeking integration with either PageUp or SAP for this project. MSU is looking for a standalone I-9 Management System that offers comprehensive services, tools, and reporting capabilities to support Form I-9 completion, E-Verify, and employment eligibility compliance independently of our existing systems.

- 3. Question: Section E.b (Data Security) references a Schedule D and a requested list of security related documents. We were unable to locate Schedule D or the list. Could the University please share those documents with vendors?**

Answer: “Schedule D” should be replaced with “Section 1: Proposal Preparation.” The request for a HECVAT assessment is provided in that list.

- 4. Question: (Pricing) Can the University please provide details as to what comprises an “Income Verification?” How is this service being performed on your behalf today?**

Answer: The information is being provided through our current vendor. The Income Verification Salary and employment status is current and updated daily. The "as of" date only reflects the date the most recent bi-weekly or monthly paycheck was received. MSU typically does not provide verifiers with any additional pay or employment related information beyond what is reflected in that Income verification report.

- 5. Question: (Pricing) There are two (2) line items referencing conversions. Do these reflect paper and electronic Forms I-9 the University is looking to migrate over to the selected solution? If so, can you please provide the volume of paper Forms I-9 and electronic Forms I-9 that would be migrated for conversion? If not, can you please provide more details as to what these conversions would entail?**

Answer: MSU no longer has paper I-9 forms. The conversion process being referred to is the migration of our current I-9 forms to another I-9 management system. Along with maintaining all the metadata (audit logs) attached to the existing I-9 forms. Some of the employees have more than one I-9 on file, but we would be converting historical (if applicable) and current documents for approximately 40,000 employees.

- 6. Are verifications for this RFP for pre-employment/background purposes only or does it also include verifications for current/former employees (for loans, apartments, social service assistance, etc.)?**

Answer: The income and employment verifications are not conducted for pre-employment or background check purposes. These verifications are completed on behalf of current or former employees for a variety of needs, including loans, credit-lending services, apartment applications, mortgage or auto financing, social service programs, and similar requests.



7. Question: If MSU is only looking for pre-employment verifications (not current/former employee verifications), would you consider a vendor that can only support the I-9 piece of the RFP?

Answer: Yes. MSU will consider proposals from vendors who support only the I-9 component of the RFP. All proposals will be evaluated based on the services offered, the benefits provided, and the extent to which the solution aligns with MSU's criteria, operational needs, and overall expectations.

8. Question: How long have you been on your current HCM and/or Payroll system(SAP)? Any plans to change systems in the near future?

Answer: MSU has been utilizing its current HCM/Payroll system (SAP) since 2011. At this time, we do not anticipate any changes to our HCM or payroll systems.

9. Question: Are you still managing ANY aspect of the current/former employee verifications internally? What types of verifications are you managing internally (PSLF, social service, letters, etc.)?

Answer: Yes. We currently manage several types of verifications internally, including Public Service Loan Forgiveness (PSLF), social service agency requests, Department of Homeland Security inquiries, special agent investigatory requests (e.g., police departments, FBI), Public Act 189 school employment verifications, bar exam verifications, Social Security Administration (SSA) requests, and Department of Transportation verifications.

10. Question: Does your current vendor provide a dedicated service representative and monthly, quarterly or annual business reviews?

Answer: Yes. MSU has a designated account manager, with whom we meet bi-weekly, and we participate in bi-annual business reviews.

11. Question: Do you have a robust admin/employee portal that offers self service features, full transparency and tools for you admins and employees?

Answer: Yes. We have a self-service portal available to both administrators and employees for managing I-9 processes and employment verifications

12. Question: Do you anticipate any changes to your current Applicant Tracking System (Page Up)?

Answer: At this time, we do not anticipate any changes to our ATS-PageUp

13. Question: How many employees do you have?

Answer: MSU has approximately 38,000 active employees

14. Question: How many annual new hires do you have?

Answer: In 2025, we had 7,500 new hires and 3,500 rehires, and in 2024 we had 8,300 new hires and 3,500 rehires. MSU requires a new I-9 form each time there is a "break in service" for more than one day. Hires and rehires are not the only instances where a new I-9 form is required (MSU policy/practices). We also require new I-9 forms when a change in resident status occurs, when E-Verify is required for an existing employee and if there are too many errors on the original I-9 form. IF calculating how many I-9s will be completed annually, it would reflect a higher number due to these other reasons. Over the last few years, we have averaged about 16,000-18,000 new I-9s completed annually.

15. Question: How many hiring locations do you have?

Answer: Since MSU is decentralized, each department is set up as their own location in the I-9 system. We have approximately 1,000 separate "locations" that all report up to about 66 Major Administrative Units.



16. Question: Is E-Verify utilized for all new hires?

Answer: Not at this time. MSU has a MOU with E-Verify that requires new and existing hires paid by a federal contract/qualifying subcontract, to be E-Verified. MSU operates under the FAR requirement.

17. Question: How many remote hires do you anticipate?

Answer: This number ranges from 200-400 annually

18. Question: Are new hires invited to complete Section 1 prior to their initial start date? If so, what employee data have you captured at this point in your Talent solution?

Answer: After offer and acceptance of the job, an employee is given the instructions to go through a link on our website to complete Section 1, they must be provided with their Location Code (department number) and their official start date so they can enter it in the system when they complete Section 1. We don't have a talent solution set up to work with our current I-9 system.

19. Question: Do you have any special processes in place for section 1 completion? (IE: Our new hire workforce often doesn't have internet access, so they complete section 1 on the first day of work)

Answer: Only if the employee needs to complete a Remote I-9, central HR is in charge of setting that up. Central HR must go into the system and send the Remote employees a special link to complete Section 1. Otherwise, the individual that is assigned to complete the I-9 as an MSU Authorized Representative will not be able to pull up the employee's data in the system.

20. Question: Who completes Section 2? (IE: Hiring Manager, HR, Store Manager)

Answer: All I-9 Verifiers at the university, regardless of type of position. They are only granted access to the system, if they successfully complete an initial training, and continue to take a brief "refresher" training annually to keep their access to the system.

21. Question: When is Section 2 completed? (Legal requirement is within 3 business days after the first day of work for pay but looking to understand client's internal process)

Answer: Within 3 days after the date of hire is always the goal. We allow I-9s to be completed up to 6 months prior to the start date (as long as they have accepted the offer that was extended). We send out Timeliness reports bi-annually to each MAU so they can be warned of the potential fines if they have I-9 forms (both Section 1 and Section 2) completed outside the required government rules.

22. Question: How is Section 2 completed for remote individuals today? (IE: Notary, Alternative Procedure)

Answer: MSU is a member of CUPA-HR I-9 Reciprocal group. We provide employees a list of institutions and contacts close to their current location that could assist in completing Section 2 of their I-9. If there are not any, we ask that they utilize an HR person, a supervisor they know etc. We do not utilize the Alternative procedure since we don't E-Verify all employees or all new hires. We do not suggest Notaries generally, since we have had issues with them stamping the I-9 form despite specific instructions not to.

23. Question: Are you interested in a Virtual I-9 option for Section 2 completion? If so, for all employees or just remote hires? (E-Verify participation required)

Answer: We might be interested in the case that we change our MOU with E-Verify, but we have not done so and it is not forecasted at this time.



24. Question: Can you confirm you are NOT utilizing Supplement B today for rehires? (Previously known as Section 3). IE: Our current vendor sends a reminder notification to our compliance team and compliance works with employee to complete supplement B

Answer: We do not utilize Supplement B for rehires. Supplement B is only utilized for name changes, and employment authorization reverifications.

25. Question: How do you manage E-Verify exception cases (Tentative non-confirmations)?

Answer: Central HR runs E-Verify for any employee that is required to have one. If a TNC is received, we meet with the employee privately to discuss, and have them confirm their information is correct. If something on the I-9 form wasn't correct, we correct it and rerun the E-Verify. If the information is correct, we give them the choice to contest it, they sign the form, we give them the documents with the contact information to resolve their case. We wait for the final determination from E-Verify and proceed accordingly.

26. Question: On average, how many E-Verify cases (TNC) require follow-up annually? (National average is less than 2%)

Answer: We rarely get TNCs with our process. Less than a dozen in the last 8-10 years.

27. Question: Would you be interested in converting your historical Form I-9s into one system?

Answer: We already have all of our I-9 forms in one system.

28. Question: If so, how many total historical forms and how many are digitized versus paper?

Answer: N/A See Answer to #27

29. Question: If interested, do you or your current vendor have the ability to index the existing forms to pull all of the data into a single file for upload purposes? (We require each Form I-9 to be a unique PDF. An indexing file will also be required, which includes at minimum: Employee First and Last name, Employment Status (active or terminated), unique ID, Hire Date.)

Answer: Ability for indexing is currently unknown.

30. Question: Would you be interested in an electronic review/audit of your completed I-9 forms to check for errors and or omissions?

Answer: Yes, interested in finding out what that process looks like

31. Question: Are there any reports that your team relies on for I-9 Management? If so, what do the reports include and how often are they run?

Answer: We utilize a User lists (all individuals with access to the system), Non-citizen authorized report to review work authorization dates(ran at least monthly); all I-9 report that gives all the data (only one year can be pulled at a time, this is pulled at least quarterly). Gap reports (pulled infrequently, but mostly during high volume hiring seasons); Missing I-9 reports ran daily; Missing Payroll report(who has an I-9 that is not matching up with any employee in our payroll system) is ran infrequently; Uploaded Images report (where we can see I-9s that have documents attached) is ran bi-annually for now. On our management "dashboard" we have lists that can be pulled quickly for: Missing I-9s, SSNs needing updated, Reverifications due, Receipts due, Pending Section 2 completion which are all reviewed daily/weekly.



32. Question: Does MSU have a desired HECVAT template you would like us to complete or can we use our standard HECVAT template?

Answer: Please find the most current version of the HECVAT security survey here: [Higher Education Community Vendor Assessment Tool \(HECVAT\)](#). Review the information on the page, download and complete the questionnaire, and return the completed form to MSU with your proposal.

33. Question: For pre-employment verifications, do you prefer a time-based solution (3-year, 5-year, 7-year, all history) or an employer-based solution (2-3 most recent employers)?

Answer: MSU does not conduct pre-employment verifications. Background screenings are not part of this RFP. All background screenings are handled through a separate vendor and are initiated only after an offer of employment has been extended and accepted

34. Question: For pre-employment verifications, do you prefer a pay as you go model or bulk pricing?

Answer: Not applicable, as MSU does not conduct pre-employment verifications.

35. Question: Can the proposal be submitted for one service only (employment verification or I-9)?

Answer: Yes. While MSU prefers proposals that include both services, we will consider proposals from vendors who support only one service outlined in the RFP. All proposals will be evaluated based on the services offered, the benefits provided, and the extent to which the solution aligns with MSU's criteria, operational needs, and overall expectations.

36. Question: How many employees does MSU have?

Answer: MSU has approximately 38,000 active employees

37. Question: What are current pain points as to why MSU is looking for a different provider for the employment verification service?

Answer: Some current pain points: Remote I-9s are very difficult to set up when we select our own authorized representative, so we have to have limits to those making requests (only if the employee is two hours or more from campus). We currently have a glitch in the system that is deleting our I-9 forms without any notice. Sometimes tickets take extensive time to resolve. The reports are difficult to work with (either you get a report with a HUGE amount of data that you have to sort through to find what you need, or others don't give you all the information you are looking for, some reports have to be broken up into only one year of data otherwise its too big of a file to complete the report). The reporting issues make it difficult to complete different independent internal audits. The superusers have to have two separate ways to login in order to access certain features, such as setting up temporary limited access for remote I-9 verifiers.

38. Question: Is MSU currently sending one file (payroll and demographic data) for both services (employment verification services and I-9) to current provider?

Answer: MSU sends two files to the employment verification system and one to the I-9 system. The two files sent to the employment verification system, are not separated by payroll and demographic data, it is divided for the purposes of being in compliance with FERPA. One file contains student data (allowable by FERPA) and the other file contains all employees that have not been a MSU student.



39. Question: Can you provide a breakdown of the types (social service, commercial, consumer finance, etc.) of the 43,000 verifications processed in 2025

a. Social Service Verifications

b. Commercial Verification

- i. Pre-employment/background checks**
- ii. Mortgage/Refinance/HELOCs**
- iii. Consumer Finance (credit card inquiries)**
- iv. Debt collection inquiries (skip tracing, garnishment court orders)**
- v. Reverifications**

Answer: Here is a breakdown of the types of income and employment verifications that are conducted.

- Social Service Verifications
- Verification of employment
 - Subpoena
 - Garnishments
 - Motor vehicle
 - Visa employment status
 - Consumer: mortgage/refinance, auto, credit card, government, rental housing and etc
- Verification of income
 - Subpoena
 - Garnishments
 - Motor vehicle
 - Visa employment status
 - Consumer: mortgage/refinance, auto, credit card, government, rental housing and etc
- Centers for Medicare and Medicaid Services

40. Question: What existing systems (HRIS, payroll systems) will the verification service need to integrate with?

Answer: We currently utilize SAP and PageUp. We don't have two way integration currently, our information is only sent one way. But if we were going to integrate two way, those are the systems we utilize for payroll and onboarding.

41. Question: I would also ask if we can receive a Word version of the MSA to make our edits.

Answer: Documents may be exported into Word for completion then resaved as a PDF for submission.

42. Question: Proposal Preparation: The RFP indicates links cannot be provided. However, the HECVAT and VPAT information can be quite extensive and may not be able to be transmitted via email. How does the University prefer respondents to address this potential transmission issue?

Answer: HECVAT and VPAT submissions should be in an Excel spreadsheet format and submitted to MSU. These types documents are submitted to MSU frequently and do not require submission via a link.

43. Question: [Respondent] is in receipt of the Michigan State Master Service Agreement and Service Level Agreement and suggests that the parties work together to review the agreement(s) previously executed between the parties in order to determine whether such existing agreement(s) can serve as a basis for documenting the services considered in connection with the RFP. Please confirm this is acceptable in lieu of providing a redline of the contracts in response to the RFP.

Answer: Please provide the fully executed Master Service Agreement between supplier and MSU with proposal submission. The request for the existing agreement should not be interpreted as the existing MSA being automatically accepted. Full review will have to take place and it may be determined that a new agreement will have to be negotiated.



44. Question: Freedom of Information Act: Please provide the University's preference on how respondents should handle proprietary and confidential information contained within our response.

Answer: MSU must disclose information subject to FOIA within its possession unless a valid, statutory exemption applies. A bid proposal, itself, is not exempt from disclosure and must be disclosed pursuant to FOIA.

45. Question: [Respondent] may require HECVAT and VPAT information to be transmitted via secure link. Please provide the contacts name, title, and email address for the appropriate MSU recipient.

Answer: HECVAT and VPAT submissions should be in an Excel spreadsheet format and submitted to MSU. These types documents are submitted to MSU frequently and do not require submission via a link.

46. Question: Please provide the Pricing Sheet in an editable format.

Answer: Documents may be exported into Word for completion then resaved as a PDF for submission.

47. Question: Please provide the Information Sheet in an editable format.

Answer: Documents may be exported into Word for completion then resaved as a PDF for submission.

48. Question: Vendor is in receipt of the Master Service Agreement incorporated into the REQUEST FOR PROPOSAL RFP #904452 and inquires whether, in the event of a bid award, the parties can work together to review the agreement(s) previously executed between the parties to determine whether such existing agreement(s) can serve as a basis for negotiating the services considered in connection with the RFP?

a. **If yes, please confirm how you prefer we respond to the RFP given the language in Section 9, Master Service Agreement (page 4**

Answer: Please see the answer to Question 44.

49. Question: The RFP requires documents for the core response to be submitted in a non-PDF format. Supporting documents are in PDF format. Please confirm PDF of supporting documents is acceptable.

Answer: Proposal and supporting documents should be submitted according to the instructions in section 6 of the RFP document, despite how the original proposal and supporting documents have been distributed to potential respondents or posted to the bid opportunities page on the MSU website.

50. Question: As related to security, please provide clarification on what is required to satisfy HECVAT and VPAT

Answer: Please see the answer to Question 32 regarding the HECVAT.

Please complete the VPAT regarding the accessibility of your product.

51. Question: Schedule D is missing. Do we include a Schedule D or will you provide the section for completion?

Answer: Please see the answer to Question 3.

52. Question: Please confirm what MSU means by 'employment verifications' and/or 'employment and income verifications': (a) pre-hire credential checks (e.g., work history/credentials for onboarding), (b) Work-Number-style post-hire employment/income verification fulfillment for third parties (banks/lenders/landlords/government agencies), and/or (c) background screening (criminal, credit, etc.)."

Answer: Here is a breakdown of the types of income and employment verifications that are conducted. Social Service Verifications; Verification of employment (Subpoena, Garnishments, Motor vehicle, visa employment status, consumers such as mortgage/refinance, auto, credit card, government, rental housing, etc.); Verification of income (Subpoena,



Garnishments, Motor vehicle, visa employment status, consumers such as mortgage/refinance, auto, credit card, government, rental housing, etc.). Centers for Medicare and Medicaid Services

53. Question: Does MSU require proposers to provide an automated third-party employment/income verification service comparable to the ‘Work Number’ model (24/7 instant VOE/VOI), or will MSU continue to handle that function separately and only seeks I-9/E-Verify services in this RFP?

Answer: While MSU prefers proposals that include both services, we will consider proposals from vendors who support only one service outlined in the RFP. All proposals will be evaluated based on the services offered, the benefits provided, and the extent to which the solution aligns with MSU’s criteria, operational needs, and overall expectations. Not a requirement, but MSU is looking for automation

54. Question: Does MSU intend to award to a single vendor for all components referenced in the solicitation (I-9/E-Verify plus any employment/income verification functions), or would MSU consider awarding I-9/E-Verify separately from employment/income verification (if those services are requested)?

Answer: While MSU prefers proposals that include both services, we will consider proposals from vendors who support only one service outlined in the RFP. All proposals will be evaluated based on the services offered, the benefits provided, and the extent to which the solution aligns with MSU’s criteria, operational needs, and overall expectations.

55. Question: If a Work-Number–style employment/income verification service is required, is a prime-contractor + subcontractor (or partnered) approach acceptable? If yes, will MSU evaluate the subcontractor’s experience/financials/security as part of scoring, and must the subcontractor be named at time of proposal?

Answer: Prime and subcontractor approaches are acceptable but must be clearly identified in the proposal response. The prime contractor submitting the proposal will be the organization evaluated, not the subcontractor. The subcontractor must be identified. The prime contractor should review Section 2.5 in the accompanying MSA for requirements regarding the use and management of a subcontractor.

56. Question: How are Section 2 verifications currently performed across decentralized units—primarily in-person, remote authorized representatives, or a mix?

Answer: Section 2 verifications are primarily completed in purpose. We do have about 300+ I-9s per year completed remotely by authorized representatives. Remote I-9s must be set up through central HR.

57. Question: Is MSU evaluating vendors to provide third-party or agent-based Section 2 verification services, or does MSU intend to continue leveraging internal staff and authorized representatives?

Answer: MSU would be open to reviewing options and pricing for third-party or agent-based verification services.

58. Question: What challenges does MSU face today in maintaining consistency and compliance across its decentralized verifier population?

Answer: One big one currently is training decentralized staff on processing uncommon work authorization documents for several different types of visa holders at this institution especially in light of the ever-changing immigration regulations in regard to work authorization.

59. Question: How does MSU currently manage verifier training, certification, and ongoing compliance tracking—and are there gaps the new solution should address?

Answer: We have required training (and testing) before they are granted access to the system. Once granted access, they must take an annual “refresher” training to maintain access. There is also an open training conducted each Fall for anyone



utilizing the I-9 system and that training includes updated rules/changes. It would be nice to provide users with already existing short videos to instruct them how to do certain tasks in the I-9 system.

60. Question: What are the most common I-9 compliance issues MSU encounters today (e.g., Section 1/2 errors, late completions, reverification tracking), and how are these currently remediated?

Answer: Certain visa holders when presenting certain documents, must have additional documentation to show valid work authorization, so we tend to do alot of reach out when all of the documents were not entered on the I-9 form for those it should have been. We struggle with getting information from the system to identify the individuals that may fall under certain categories from certain countries in order to review their I-9 and make sure they are still eligible. We do still have late I-9s, but it continues to improve.

61. Question: What level of audit readiness and reporting detail is MSU expecting (e.g., ICE audit support, internal audit workflows, compliance dashboards)?

Answer: Ice Audit support, internal audit workflows/reports, and compliance dashboards that show any missing I-9s, reverifications that are due, any receipts that need to be updated, I-9s that need the SSN updated, and Section 1s that are done without Section 2 being completed.