

REQUEST FOR PROPOSAL
RFP# 912634

Suppliers for MSU IT Staff Augmentation

| RFP Timeline | |
|---|-------------------------------------|
| RFP Issue Date | April 15, 2026 |
| Deadline for Respondent Questions to MSU | April 23, 2026 |
| MSU deadline for providing response | April 28, 2026 |
| RFP Response Due Date | May 8, 2026, 3:00 pm Eastern |
| Virtual presentations | May - June, 2026 |
| Contract Negotiations & other technical discussions | Aug - Sept, 2026 |
| Estimated Contract Award | October 2026 |

| RFP Contact | |
|---------------|--|
| Name: | Keith Duckworth |
| Unit: | MSU Procurement |
| Email: | duckwo26@msu.edu |
| Phone: | 517-884-6162 |

DESCRIPTION: Michigan State University (the “**University**” or “**MSU**”) is soliciting proposals through this Request for Proposal (“**RFP**”) for the purpose of establishing a pool of qualified suppliers to provide IT staff augmentation resources spanning multiple technical skill areas. The requested services are more thoroughly described under the Scope of Work Section of this RFP. Firms intending to respond to this RFP are referred to herein as a “**Respondent**” or “**Supplier**.”

PROPOSAL INSTRUCTIONS

1. **PROPOSAL PREPARATION.** The University recommends reading all RFP materials prior to preparing a proposal, particularly these Proposal Instructions. Respondents must follow these Proposal Instructions and provide a complete response to the items indicated in the table below. References and links to websites or external sources may not be used in lieu of providing the information requested in the RFP within the proposal. Include the Respondent’s company name in the header of all documents submitted with your proposal.

| Document | Description | Response Instructions |
|--|--|---|
| Cover Page | Provides RFP title and number, important dates, and contact information for MSU | Informational |
| Proposal Instructions | Provides RFP instructions to Respondents | Informational |
| Respondent Information Sheet | Company and Contact Information, and Experience | Respondent must complete and submit by proposal deadline |
| Scope of Work | Describes the intended scope of work for the RFP | Respondent must complete and submit by proposal deadline |
| Labor Classifications Rate Card/ Pricing | This document entails a list of all the required labor classifications with a section for Suppliers to provide rates for each . | Respondent must complete the required columns |
| Master Service Agreement | Provides legal terms for a contract awarded through this RFP | Deemed accepted by Respondent unless information required in Section 9, Master Service Agreement is submitted by proposal deadline |
| List of MSU requirements and questions for Suppliers | Document has a list of requirements/expectations that MSU has for various categories. There is also a section with questions for suppliers to confirm if they meet/otherwise the requirements. | Respondent must answer all the questions in the space provided. |
| | | |
| Labor Classifications Past Experiences | This document entails a list of all the required labor classifications with a section for Suppliers to provide evidence of their experience on each. | Respondent must complete the required columns |

2. EXPECTED RFP TIMELINE.

| Activity | Date |
|---|-------------------------------------|
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3. **CONTACT INFORMATION FOR THE UNIVERSITY.** The sole point of contact for the University concerning this RFP is listed on the Cover Page. Contacting any other University personnel, agent, consultant, or representative about this RFP may result in Respondent disqualification.
4. **QUESTIONS.** Respondent questions about this RFP must be submitted electronically by email to the contact listed on the cover page of this RFP. In the interest of transparency, only written questions are accepted. Answers to all questions will be sent to Respondents via email. Submit questions by referencing the following: (i) Question Number, (ii) Document Name, (iii) Page Number, and (iv) Respondent Question. Please refer to **Section 2** above for the deadline to submit questions.
5. **MODIFICATIONS.** The University may modify this RFP at any time. Modifications will be sent via email. This is the only method by which the RFP may be modified.
6. **DELIVERY OF PROPOSAL.** The Respondent must submit its proposal, all attachments, and any modifications or withdrawals electronically via email to the contact listed on the cover page of this RFP. **The price proposal should be saved separately from all other proposal documents and should be sent as a separate attachment from the other proposal documents.** The Respondent should submit all documents in a modifiable (native) format (examples include but are not limited to: Microsoft Word or Excel and Google Docs or Sheets). In addition to submitting documents in a modifiable format, the Respondent may also submit copies of documents in PDF. Respondent’s failure to submit a proposal as required may result in disqualification. The proposal and attachments must be fully uploaded and submitted prior to the proposal deadline. **Do not wait until the last minute to submit a proposal.** The University **may not** allow a proposal to be submitted after the proposal deadline identified in the Cover Page, even if a portion of the proposal was already submitted.
7. **MANDATORY MINIMUM REQUIREMENTS.** The RFP may contain minimum qualifications, which will be identified as “**Mandatory Minimum Requirements**” in the Scope of Work Section of this RFP. If the RFP does contain mandatory minimum requirements, any proposal not meeting these minimum requirements **will be deemed non-qualified and will not be considered.** All proposals meeting these mandatory minimum requirements will proceed for review and evaluation consistent with **Section 8, Evaluation Process.**
8. **EVALUATION PROCESS.** The University will convene a team of individuals from various Departments within MSU to evaluate each proposal based on each Respondent’s ability to provide the required services, taking into consideration the overall cost to the University. The University may require an oral presentation of the Respondent’s proposal; conduct interviews, research, reference checks, and

background checks; and request additional price concessions at any point during the evaluation process. The evaluation will be conducted in the following structure:

- I. **Stage 1 Shortlist:** the minimum mandatory requirement (MMR) to determine the number of suppliers that will proceed to further detailed evaluation.
 - II. **Stage 2 Detail evaluation:** All shortlist Supplier's response to the schedule A,B and C will be evaluated and scored.
 - III. **Stage 3 Presentation/Interview:** Highest Scoring Suppliers from Stage 2 will be invited to conduct presentation/interviews.
9. **MASTER SERVICE AGREEMENT.** The University strongly encourages strict adherence to the terms and conditions set forth in the Master Service Agreement. The University reserves the right to deem a proposal non-responsive for failure to accept the Master Service Agreement. Nevertheless, the Respondent may submit proposed changes to the Master Service Agreement in track changes (i.e., visible edits) with an explanation of the Respondent's need for each proposed change. Failure to include track changes with an explanation of the Respondent's need for the proposed change constitutes the Respondent's acceptance of the Master Service Agreement. General statements, such as "the Respondent reserves the right to negotiate the terms and conditions," may be considered non-responsive.
10. **CLARIFICATION REQUEST.** The University reserves the right to issue a Clarification Request to a Respondent to clarify its proposal if the University determines the proposal is not clear. Failure to respond to a Clarification Request timely may be cause for disqualification.
11. **RESERVATIONS.** The University reserves the right to:
- I. Disqualify a Respondent for failure to follow these instructions.
 - II. Discontinue the RFP process at any time for any or no reason. The issuance of an RFP, your preparation and submission of a proposal, and the University's subsequent receipt and evaluation of your proposal does not commit the University to award a contract to you or anyone, even if all the requirements in the RFP are met.
 - III. Consider late proposals if: (i) no other proposals are received; (ii) no complete proposals are received; (iii) the University received complete proposals, but the proposals did not meet mandatory minimum requirements or technical criteria; or (iv) the award process fails to result in an award.
 - IV. Consider an otherwise disqualified proposal, if no other proposals are received.
 - V. Disqualify a proposal based on: (i) information provided by the Respondent in response to this RFP; or (ii) if it is determined that a Respondent purposely or willfully submitted false or misleading information in response to the RFP.
 - VI. Consider prior performance with the University in making its award decision.
 - VII. Consider total-cost-of-ownership factors (e.g., transition and training costs) when evaluating proposal pricing and in the final award.
 - VIII. Refuse to award a contract to any Respondent that has outstanding debt with the University or has a legal dispute with the University.
 - IX. Require all Respondents to participate in a Best and Final Offer round of the RFP.
 - X. Enter into negotiations with one or more Respondents on price, terms, technical requirements, or other deliverables.
 - XI. Award multiple, optional-use contracts, or award by type of service or good.
 - XII. Evaluate the proposal outside the scope identified in **Section 8, Evaluation Process**, if the University receives only one proposal.
 - XIII. Obtain and consider information from other sources concerning a Respondent, such as the Respondent's capability and performance under other contracts, the qualifications of any

subcontractor identified in the Proposal, the Respondent's financial stability, past or pending litigation, and other publicly available information.

XIV. Utilize third parties to assist in the evaluation process, provided such parties are subject to confidentiality requirements.

- 12. AWARD RECOMMENDATION.** The contract will be awarded to the responsive and responsible Respondent who offers the best value to the University, as determined by the University. Best value will be determined by the Respondent meeting any mandatory minimum requirements and offering the best combination of the factors in **Section 8, Evaluation Process**, and price, as demonstrated by the proposal. The University will email a **Notice of Award** to all Respondents. A Notice of Award does not constitute a contract, as the parties must reach final agreement on a signed contract before any services can be provided. The awarded Respondent is prohibited from partnering with losing bidders unless the RFP specifically allows for such arrangement, and any violation of this prohibition may result in disqualification of the awarded Respondent.
- 13. GENERAL CONDITIONS.** The University will not be liable for any costs, expenses, or damages incurred by a Respondent participating in this solicitation. The Respondent agrees that its proposal will be considered an offer to do business with the University in accordance with its proposal, including the Master Service Agreement, and that its proposal will be irrevocable and binding for a period of 180 calendar days from date of submission. If a contract is awarded to the Respondent, the University may, at its option, incorporate any part of the Respondent's proposal into the contract. This RFP is not an offer to enter into a contract. This RFP may not provide a complete statement of the University's needs, or contain all matters upon which agreement must be reached. Proposals submitted via email are the University's property.
- 14. FREEDOM OF INFORMATION ACT.** Respondent acknowledges that any responses, materials, correspondence or documents provided to the University may be subject to the State of Michigan Freedom of Information Act ("FOIA"), Michigan Compiled Law 15.231 *et seq.*, and may be released to third parties in compliance with FOIA or any other law. Questions about the Respondent's own performance can be directed to the RFP Contact indicated on page 1 of this document. Questions about the overall evaluation and any other post-award inquiries must be submitted via a formal FOIA request to the [Michigan State University FOIA office](#).

RESPONDENT INFORMATION SHEET

Please complete the following Information Sheet in the space provided:

| Information Sought | Response |
|---|----------|
| Contact Information | |
| Respondent's sole contact person during the RFP process. Include name, title, address, email, and phone number. | |
| Person authorized to receive and sign a resulting contract. Include name, title, address, email, and phone number. | |
| Respondent Background Information | |
| Legal business name and address. Include business entity designation, e.g., sole proprietor, Inc., LLC, or LLP. | |
| What state was the company formed in? | |
| Main phone number | |
| Website address | |
| DUNS# AND/OR CCR# (if applicable): | |
| Number of years in business and number of employees | |
| Legal business name and address of parent company, if any | |
| Has your company (or any affiliates) been a party to litigation against Michigan State University? If the answer is yes, then state the date of initial filing, case name and court number, and jurisdiction. | |
| Experience | |
| Describe relevant experiences from the last 5 years supporting your ability to successfully manage a contract of similar size and scope for the services described in this RFP. | |
| Experience 1 | |
| Company name Contact name Contact role at time of project Contact phone Contact email | |
| 1. Project name and description of the scope of the project 2. What role did your company play? 3. How is this project experience relevant to the subject of this RFP? | |
| Start and end date (mm/yy – mm/yy) | |
| Status (completed, live, other – specify phase) | |
| Experience 2 | |
| Company name Contact name Contact role at time of project Contact phone | |

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| | |
|--|--|
| Contact email | |
| 1. Project name and description of the scope of the project 2. What role did your company play? 3. How is this project experience relevant to the subject of this RFP? | |
| Start and end date (mm/yy – mm/yy) | |
| Status (completed, live, other – specify phase) | |
| Experience 3 | |
| Company name Contact name Contact role at time of project Contact phone Contact email | |
| 1. Project name and description of the scope of the project 2. What role did your company play? 3. How is this project experience relevant to the subject of this RFP? | |
| Start and end date (mm/yy – mm/yy) | |
| Status (completed, live, other – specify phase) | |

SCOPE OF WORK

1. Background.

Michigan. Founded in 1855, MSU was the first institution of higher education in the United States to teach scientific agriculture and has grown into one of the nation's leading comprehensive universities.

MSU enrolls approximately 51,000 students, supported by 12,000 faculty and staff, across 17 colleges and academic units. The University offers a broad portfolio of undergraduate, graduate, and professional programs and is designated as a Carnegie Classified R1 Doctoral University – Very High Research Activity.

The University's mission emphasizes:

- Excellence in teaching, research, and public service
- Innovation and discovery that benefit society
- Broad access and inclusion
- Strong engagement with the State of Michigan, the nation, and global partners

MSU operates in a highly complex environment that includes:

- Academic instruction and research
- Health sciences and clinical operations
- Athletics and auxiliary services
- Distributed campuses, research facilities, and extension programs

Information technology is a critical enabler of MSU's academic, research, administrative, and community engagement missions. As such, the University relies on a combination of internal staff, strategic partners, and contracted resources to deliver and sustain enterprise-class IT services.

2. Current State of MSU Central IT department

Central IT, like many higher education IT organizations, faces ongoing challenges related to:

- Recruitment and retention of highly specialized technical talent
- Competition with private sector employers
- Fluctuating project demand and funding cycles
- The need for rapid scaling of skills for time-bound initiatives

Staff augmentation is used strategically to:

- Address short-term capacity gaps
- Provide specialized or hard-to-hire skill sets
- Accelerate delivery of priority initiatives
- Support legacy system transitions or modernization efforts

3. Objective

The purpose of this Request for Proposals (RFP) is to identify qualified vendors capable of providing staff augmentation services to support MSU Central IT's operational and strategic objectives.

Selected vendors may be asked to provide:

- Individual contributors or teams
- Onsite, hybrid, or remote resources (as appropriate)
- Short-term or multiyear engagements

4. Scope of Work

This assignment is to engage Suppliers that will be providing Contractors that have qualifications in each of the labor classifications as outlined below.

| Labor Classification | Description |
|------------------------------|--|
| Architecture | Infrastructure Architect; Network Architect; Solutions Architect; Applications Architect; Enterprise Architect; Security Architect; Database Architect; Storage Architect. |
| Data Center | NOC Monitor; Tape Systems Manager; Production Control Analyst; Data Center Analyst |
| Database (DBA) | Oracle; MS SQL; IBM DB2; Data Warehouse; Cognos; MySQL; MS Access; Sybase; DataStage; PowerBuilder; Hyperion; NAS; Azure Analysis Studio; MongoDB |
| DevOps / Containers | RedHat OpenShift Admin, DevOps Administrator |
| Enterprise Storage | Storage Analyst (on-tap/NetApp/Dell Compellent); Storage Administrator; NAS Administrator |
| ERP | SAP; PeopleSoft; Cloud Architect; Salesforce; Dynamics; Cognos; Data Warehouse; Data scientists; Kuali; Kuali Research; SFP (Student Financial Planner); CLICK (from Huron) |
| Identity Management | Active Directory Analyst; Okta Administration; Security Specialist; SailPoint Administration; Cirrus Administration; |
| IT Security | IT Security Engineer |
| Management | Disaster Recovery Specialist; Project Management; Program Management; Business Analyst; Security Specialist; Workflow Analyst; Financial Analyst; Change Manager; Business Relationship Manager |
| Mobile Development | Swift, Kotlin, Ruby on Rails, App store management, Mobile accessibility, Mobile UX design, Native mobile app development for iOS and Android, APIs / GraphQL, Docker |
| Networking | Network Architect; Network Designer; Network Engineer; Network Analyst |
| Programmers | C, C#, ASP, ASP.NET, VB Script; code generators (TELON, Ruby on Rails, Ajax); Microsoft SQL Server; SQL; Basic DB design/maintenance (incl. DTS/SSIS); client-server batch scripts (Korn Shell or similar); non-EJB Java; Java/J2EE/J2ME/J2SE; XML; XSLT/XPath; JNDI; JDBC; Eclipse; ANT; Tomcat; ORM; SOAP; UML; J; JSF; GIS; Oracle; MS SQL; IBM DB2; Cognos; MySQL; MS Access; Sybase; DataStage; Hyperion; Perl; Visual Basic; Python; Google Vertex AI suite; Google AI Studio; OpenAI API; MuleSoft API; REST API; JavaScript, React JS; Spring Boot, Spring Framework, Spring Data, Spring Batch; NodeJS; SSRS (MS reporting services); MongoDB |
| Support | Data Entry Clerk; Help Desk (CA Technologies Software); Help Desk (ServiceNow); PC Technician; Technical Writers; Windows Network Administrator; PeopleSoft Campus Solutions |
| System Administration | Linux system administration, Windows System Administration, Windows Network Administration (AD) |
| Testing | System Penetration; Intrusion Detection; Quality Assurance |
| Virtualization | VMware; Cloud Computing |
| Web Design | HTML; CSS; ASP/ASP.NET; Cascade; ColdFusion; Perl; SharePoint Architect; Share Point Developer/Designer/Administrator; Java Servlets; XML; JavaScript; PHP; Sitecore |
| Other | Social Media Strategist; Application Administration |

As part of the RFP requirements, Supplier must complete schedules A, schedule B and schedule C respectively. Instructions on completing the schedules are clearly outlined in this document.

5. Minimum Mandatory Requirement

To be considered for further evaluation as stated in Section 7 of the RFP Instructions, a Supplier must:

- A. **Industry Expertise:** Supplier must have experience in higher education and specifically in a university in similar size and complexity as MSU
- B. **Location and Presence in Michigan:** Supplier is required to maintain at least one physical office location within the State of Michigan that is capable of supporting this engagement.
- C. **Client Portfolio:** Supplier must demonstrate an average customer relationship length of five (5) years or more and provide list of five current largest customers.
- D. **Legal history:** Supplier must have no pending or resolved legal disputes, claims, or formal complaints against the company or its senior officials within the past five (5) years. No bankruptcies in the past ten (10) years.
- E. **Incident history:** Supplier must have no reported claims of sexual harassment, misconduct, or discrimination within the organization within the past five (5) years.
- F. **Rate Structure:** Supplier rates must be competitive relative to the overall proposer pool. MSU will evaluate competitiveness through a comparative pricing analysis across all submitted labor classifications. Suppliers whose proposed rates are determined to be statistical outliers on the high end may be eliminated from further consideration.

6. Required Documents for RFP Submission

- a. Completed Respondent Information Sheet with the 3 required experiences.
- b. Completed and signed labor classification rate card valid for 180 days and confirming acceptance of payment terms
- c. Completed and signed labor classification experience
- d. Completed Supplier questionnaire (Company, contractor, billing) sections
- e. Master Service Agreement (if requesting redlines)

7. Invoicing

- a. Invoice Billings
 - i. Each invoice is to be billed on a separate sheet of paper.
 - ii. Each invoice must be billed within 30 days after the completion of the stated work.
 - iii. All invoices are to be emailed or mailed to MSU Accounts Payable. Do not mail or email invoices to Administration Building or MSU Client, they will not be paid and will delay receipt of payment
 - iv. If invoices for reimbursement of travel expenses, receipts for actual travel costs shall be provided as supporting documentation along with the invoice
 - v. More information on MSU invoice submission requirements can be found at: <https://upl.msu.edu/finance-analytics/accounts-payable/submitted-invoices/index.html>
- b. Invoice Requirements - Every invoice must show the following information:
 - 1. Company Name
 - 2. University Purchase Order Number

3. Itemized/Breakdown of costs being invoiced
4. Name of the contractor
5. Date of service (start and end)
6. Description of Tasks
7. Agreed-upon billable rates
8. Total hours expended
9. Provide notification on the invoice and automated notification when a contractor has reached a specific milestone within a 12-month period.
10. Task summary that includes the following:
 - a. Original Contract Amount
 - b. Amount of prior billings
 - c. Total due this period
 - d. Remaining balance
 - e. Copy of applicable time entries or timesheet

SCHEDULE A
LABOR CLASSIFICATIONS RATE CARD/ PRICING

Schedule A in this RFP has been provided separately. This is a listing of various labor classifications that may be needed by the University. It is not anticipated that every Supplier has experience placing candidates in every category.

Suppliers are required to provide pricing for each labor classification they are able to support. For each classification, please indicate the **minimum and maximum billable rates** that accurately reflect the range of candidates typically placed.

All rates must be **fully loaded and all-inclusive**, incorporating any applicable costs. No additional charges will be permitted for travel, lodging, or other related expenses.

The proposed rate ranges should remain **valid for a period of three (3) years** for use by the University.

If your organization does not have experience in a specific labor classification, it is acceptable to leave the corresponding line item blank.

****Please return the completed Schedule A as part of your proposal*******

SCHEDULE B
LABOR CLASSIFICATIONS PAST EXPERIENCE

Schedule B, provided as a separate attachment, includes a listing of labor classifications that may be required by the University. It is recognized that certain Suppliers may specialize in specific areas; accordingly, the “Number of Candidates Placed Within the Last Twelve (12) Months” column should reflect the depth and availability of resources your organization can typically provide within each classification.

Suppliers are required to complete all applicable sections of the Labor Classification Past Experience worksheet and submit it as part of their proposal package.

SCHEDULE C

LIST OF MSU REQUIREMENTS AND QUESTIONS FOR SUPPLIERS

Schedule C in this RFP has been provided separately in an excel file with three(3)tabs, "Company" , "Contractor" and the last tab "billing". This document has list of questions in each tab grouped into three categories as outlined below:

- I. **Category 1 Company Profile:** This category of questions is designed to evaluate the Supplier's organizational profile, including long-term stability, operational capacity, and alignment with the University's values and culture. Suppliers are required to respond to all questions in this section. Responses will be used to assess the Supplier's ability to meet Michigan State University requirements.

- II. **Category 2 Contractor Capability:** This category of questions evaluates the Supplier's ability to source and deliver high-quality talent, manage specialized and technical requirements, and maintain competitive and market-aligned pricing. Suppliers are required to respond to all questions in this section. Responses will be used to assess the Supplier's ability to meet Michigan State University requirements.

- III. **Category 3 Billing & Financial Processes:** This category of questions assesses the Supplier's transparency and capabilities related to financial operations, including invoicing, billing practices, and timesheet management, as well as the level of digital integration. Suppliers are required to respond to all questions in this section. Responses will be used to assess the Supplier's ability to meet Michigan State University requirements.

SCHEDULE D
MASTER SERVICE AGREEMENT
(attached)

Please refer to Section 9 of the RFP Instructions when reviewing the Master Services Agreement terms and conditions.