

REQUEST FOR PROPOSAL
RFP# 942297

Training Management System

RFP Timeline	
RFP Issue Date:	August 27, 2026
Deadline for Respondent Questions to MSU:	September 8, 2026
RFP Response Due Date:	September 23, 2026, 3:00 pm Eastern
Estimated Contract Award	October 30, 2026

RFP Contact	
Name:	Amanda Capanema
Unit:	MSU Procurement
Email:	alvesaff@msu.edu
Phone:	517-884-6146

DESCRIPTION: Michigan State University (the “**University**” or “**MSU**”) is soliciting proposals through this Request for Proposal (“**RFP**”) for the provision, implementation, and support of an enterprise-grade Training Management System (TMS). While integration capabilities with existing learning platforms are desired, the university is not seeking a Learning Management System (LMS) intended primarily for asynchronous content hosting or course delivery. The selected solution will support the operational, administrative, and analytical needs of a centralized IT Training function. 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

- 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
Pricing	Pricing for goods and services sought by the University through this RFP	Respondent must complete and submit by proposal deadline
Master Service Agreement (Software as a Service and Externally Hosted Applications)	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
HECVAT	Provides security information	Respondent must complete and submit by proposal deadline

- EXPECTED RFP TIMELINE.**

Activity	Date
Issue RFP	August 27, 2026
Deadline for Respondent Questions to MSU	September 8, 2026
RFP Response Due	September 22, 2026, 3:00 pm Eastern
Estimated Contract Award	October 30, 2026

- 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.
- 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 following criteria will be used to evaluate each proposal:

Criteria	Weight
Functional Fit and Feature Alignment	30%
Integration Capabilities	12.5%
User Experience and Administrative Usability	20%
Reporting and Analytics Functionality	15%
Vendor Experience in Higher Education	2.5%
Implementation Approach and Support Model	12.5%
Total Cost of Ownership	5%
Scalability and Long-Term Sustainability	2.5%
	100%

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:
- a. Disqualify a Respondent for failure to follow these instructions.
 - b. 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.
 - c. 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.
 - d. Consider an otherwise disqualified proposal, if no other proposals are received.
 - e. 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.
 - f. Consider prior performance with the University in making its award decision.
 - g. Consider total-cost-of-ownership factors (e.g., transition and training costs) when evaluating proposal pricing and in the final award.
 - h. Refuse to award a contract to any Respondent that has outstanding debt with the University or has a legal dispute with the University.
 - i. Require all Respondents to participate in a Best and Final Offer round of the RFP.
 - j. Enter into negotiations with one or more Respondents on price, terms, technical requirements, or other deliverables.
 - k. Award multiple, optional-use contracts, or award by type of service or good.
 - l. Evaluate the proposal outside the scope identified in **Section 8, Evaluation Process**, if the University receives only one proposal.
 - m. 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.
 - n. 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,

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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	
Would this represent a material portion of your organization's annual revenue?	
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	

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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 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

Please address each of the sections below in a written response, which can be completed on a separate sheet (using the same section headings).

1. Background.

Michigan State University IT Training delivers technology-focused learning opportunities that support staff, faculty, and students across one of the nation's largest Big Ten universities, making training operations and learner access critical to institution-wide technology enablement and digital proficiency. The program supports approximately 1,300 learners annually through virtual instructor-led (VILT) sessions, with an average of 75 course offerings per year.

The IT Training Team consists of seven members responsible for the administration and delivery of these services. Currently, course registration and management are supported through a custom-built solution using Microsoft Power Apps and Power Automate. While functional, the system requires significant manual effort to maintain and has become increasingly difficult to scale and support over time. As the system has become less reliable, the administrative burden on the team has continued to grow, requiring increased manual intervention and troubleshooting to sustain daily operations. Automating core administrative functions such as scheduling, registration communications, attendance tracking, certificate generation, and reporting is expected to significantly reduce operational overhead and save the equivalent of at least one full-time employee (FTE) in manual administrative effort annually.

Training services are centrally managed and aligned with the university's commitment to advancing technology knowledge and adoption. Through the implementation of a modern Training Management System, the team seeks to improve operational efficiency, reduce reliance on manual processes, enhance the learner experience, and leverage data-driven insights to optimize course offerings, scheduling, and overall program effectiveness. A centralized and scalable solution will better position the university to support sustainable training operations while improving access, communication, and reporting for learners and administrators alike.

2. Objectives

Implement a centralized, scalable, and secure Training Management System (TMS) to support the operational, administrative, and reporting needs of MSU IT Training. The proposed solution will automate core training functions including course scheduling, registration, learner communications, attendance tracking, certificate generation, reporting, and workflow management. The system will also improve learner access to training resources and registration history while integrating with existing enterprise technologies such as Microsoft Outlook, Teams, Zoom, and university web environments. The objective is to replace the current custom-built Power Apps solution with a sustainable enterprise platform that improves operational efficiency, enhances the learner experience, and supports long-term growth and scalability.

Successful implementation of this project is expected to significantly reduce manual administrative workload through automation of scheduling, registration management, communications, attendance tracking, and reporting processes.

Additional benefits include:

- Improved reliability and sustainability of training operations
- Enhanced learner experience through self-service registration, automated communications, and centralized access to training history and credentials
- Increased operational scalability to support approximately 1,300 learners and 75+ annual course offerings
- Improved reporting and analytics to support data-informed decision-making and program optimization
- Reduced dependency on unsupported or difficult-to-maintain custom applications
- Better integration with university enterprise systems and workflows

The objectives of this procurement are to implement a Training Management System that:

- Automates core training operations, including scheduling, registration, communications, attendance tracking, and certificate distribution
- Provides a centralized learner experience with access to registrations, learning history, and credentials
- Enables efficient session management, including facilitator scheduling, enrollment thresholds, waitlists, and automated cancellations
- Automates pre- and post-course communications and workflows
- Integrates with existing enterprise technologies, including Outlook, Zoom, Microsoft Teams, Cascade CMS, Sitecore CMS, and institutional reporting environments
- Enhances visibility into attendance, participation, and learner engagement
- Delivers actionable reporting and analytics to support data-informed decision-making
- Supports long-term scalability, maintainability, and operational sustainability

Supplier Response:

Suppliers shall describe how the proposed solution supports the objectives outlined in this RFP, including automation of training operations, learner self-service capabilities, reporting, scalability, and integration with university systems. Any objectives not fully supported must be clearly identified.

3. Scope of Work.

Michigan State University's IT Training Team invites qualified Suppliers to submit proposals for the provision, implementation, and support of an enterprise-grade Training Management System (TMS). The selected solution will support the operational, administrative, and analytical needs of a centralized IT Training function.

The organization seeks a scalable, secure, and fully integrated platform that aligns with institutional standards, enhances learner engagement, and enables data-driven decision-making. This procurement is specifically focused on a Training Management System designed to support virtual- and instructor-led training administration, scheduling, registration, communications, attendance tracking, reporting, and operational workflow automation. While integration capabilities with existing learning platforms are desired, the university is not seeking a Learning Management System (LMS) intended primarily for asynchronous content hosting or course delivery.

The selected Supplier will be responsible for:

- Delivery of a cloud-based (SaaS preferred) TMS solution
- System configuration and implementation
- Integration with enterprise systems (e.g., Outlook, Zoom, Teams, SSO, CMS platforms, and institutional reporting environments)
- Data migration (if applicable)
- Administrator training
- Ongoing technical support and maintenance

Supplier Response:

Suppliers shall describe their approach to delivering the proposed solution, including implementation, configuration, integrations, data migration (if applicable), training, and ongoing support. Any assumptions, dependencies, or exclusions should be identified.

4. Functional Requirements

Suppliers should clearly indicate whether each requirement is fully supported, partially supported, configurable, requires third-party integration, or is not currently available.

4.1 Mandatory Requirements

Learner Management

- Persistent learner profiles with training history, certifications, upcoming enrollments, and integration to the institutional data warehouse
- Learner cancellation capability

Support Status:

- ☐ Fully Supported
- ☐ Partially Supported
- ☐ Configurable
- ☐ Requires third-party integration
- ☐ Not Supported/currently available

Course Scheduling & Resource Management

- Automated scheduling functionality
- Facilitator assignment based on availability
- Configurable enrollment thresholds (minimum/maximum) with participant visibility
- Automated class cancellation rules
- Waitlist functionality for registrations exceeding enrollment thresholds
- Automated enrollment from the waitlist when seats become available

Support Status:

- ☐ Fully Supported
- ☐ Partially Supported
- ☐ Configurable
- ☐ Requires third-party integration
- ☐ Not Supported/currently available

Registration & Enrollment

- Self-service registration interface
- Automated distribution of course materials
- Calendar integration via Outlook (.ics support)
- Learner registration cancellation capability

Support Status:

- ☐ Fully Supported
- ☐ Partially Supported
- ☐ Configurable
- ☐ Requires third-party integration
- ☐ Not Supported/currently available

Communications Automation

- Unlimited configurable automated email workflows (registration, reminders, post-session, evaluations, and learner notifications)
- Support for attachments and embedded survey links in emails
- Ability to customize email templates, sender information, branding, and notification triggers

Support Status:

- ☐ Fully Supported
- ☐ Partially Supported
- ☐ Configurable
- ☐ Requires third-party integration
- ☐ Not Supported/currently available

Attendance & Certification

- Attendance tracking (manual and automated preferred)
- Automated certificate generation
- Generate certificates based on class attendance
- Send certificates (via the TMS) automatically to class attendees
- Allow attendees to view and download certificates (from the TMS) from their previous trainings

Support Status:

- ☐ Fully Supported
- ☐ Partially Supported
- ☐ Configurable
- ☐ Requires third-party integration
- ☐ Not Supported/currently available

Reporting & Analytics

- Standard and customizable reporting at course, departmental, and organizational levels
- Trend analysis and export capabilities

- API/flat-file export and import capabilities
- Ability to integrate with institutional reporting and data warehouse environments through APIs, flat-file exports, or scheduled data feeds

Support Status:

- ☐ Fully Supported
- ☐ Partially Supported
- ☐ Configurable
- ☐ Requires third-party integration
- ☐ Not Supported/currently available

Administration & Governance

- Role-based access control with support for multiple administrator roles (minimum four admin. Roles)
- Configurable system settings, including accessibility controls

Support Status:

- ☐ Fully Supported
- ☐ Partially Supported
- ☐ Configurable
- ☐ Requires third-party integration
- ☐ Not Supported/currently available

Platform Independence

- The proposed solution must function independently as a Training Management System and must not require a separate Learning Management System (LMS) for core scheduling, registration, communication, or reporting functionality
- Support for embedding or integration within existing university web environments, including SpartansLearn.msu.edu

Support Status:

- ☐ Fully Supported
- ☐ Partially Supported
- ☐ Configurable
- ☐ Requires third-party integration
- ☐ Not Supported/currently available

Branding

- Support for institutional branding and theming

Support Status:

- ☐ Fully Supported
- ☐ Partially Supported
- ☐ Configurable
- ☐ Requires third-party integration
- ☐ Not Supported/currently available

Integrations

- Native or supported integration with Microsoft 365 (i.e., Outlook, Teams, OneDrive, and SharePoint, etc.)
- Native or supported integration with Zoom
- Native or supported integration with Cascade CMS
- Native or supported integration with Sitecore CMS
- Single Sign-On (SSO) via Okta or SAML2
- Departmental billing functionality

Support Status:

- ☐ Fully Supported
- ☐ Partially Supported
- ☐ Configurable
- ☐ Requires third-party integration
- ☐ Not Supported/currently available

Supplier Response:

Describe how the requirements are met, including any required configuration, customization, third-party integrations, limitations, or additional licensing. Responses consisting solely of "Yes," "No," or "Comply" are not sufficient.

4.2 Preferred Capabilities

- CMS integration or embedding capability (e.g., SpartansLearn)
- Trainer/facilitator profile management
- Automated calendar publishing for facilitators
- Multiple catalog display views (list, tile, calendar)
- Learner portal for centralized access to history and registrations

Supplier Response:

Suppliers shall indicate whether each preferred capability is available and provide a brief description of the functionality, implementation requirements, and any additional costs.

5. Technical Requirements

Suppliers must provide details on:

- System architecture and hosting model
- SSO Integration with Okta: SAML, OIDC, and Shibboleth are the available authentication protocols.
- Security standards and compliance (e.g., FERPA)
- Accessibility compliance (e.g., WCAG 2.2 AA or higher)
- API availability and integration framework
 - Are we able to pull in learner names, learner email addresses, supervisor names, supervisor email addresses, learner history
 - Are we able to push out calendar, dates, times, part of a program/series, facilitator, course descriptions

- Fields available to push/pull in the API (bio/demo, training-related data)
- Data governance and retention policies
- Data and record limitation (e.g., how much data can we store in the system)
- Overall and individual records counts (e.g., what are limitations in size)
- Training material storage (e.g., Learner Guides, PowerPoints)
- Data recovery, business continuity planning (BCP), disaster recovery (DR), and recovery point objectives

Supplier Response:

Suppliers shall provide details regarding system architecture, security and compliance, accessibility, APIs and integrations, data governance, backup and recovery capabilities, and disaster recovery/business continuity processes.

6. Security Risk Assessment

Supplier acknowledges that it will be subject to a Service Provider Security Assessment (SPSA) due to the confidential nature of the data involved. This will include submitting a completed Higher Education Community Vendor Assessment Toolkit (HECVAT). Please review the information on the HECVAT here: ([REN-ISAC: Research Education Networking Information Sharing & Analysis Center](#)). Suppliers will be required to download the HECVAT, complete, and return it to MSU.

Supplier Response:

Supplier shall provide a completed HECVAT.

7. Implementation approach

Proposals must include:

- Implementation methodology and timeline
- Key milestones and deliverables
- Client resource requirements
- Training and onboarding approach
- Post-implementation support model and SLAs

Supplier Response:

Suppliers shall provide an implementation plan that includes methodology, timeline, key milestones, resource requirements, training approach, and post-implementation support model.

8. Supplier Qualifications

Suppliers shall provide a company overview and information demonstrating their ability to successfully implement and support the proposed solution. Product roadmap information is encouraged.

PRICING

Please include a Pricing proposal as identified below on a separate sheet.

Suppliers must provide a comprehensive and transparent pricing proposal that clearly identifies all costs associated with the proposed solution. Pricing shall be valid for a minimum of 180 days from the proposal due date and must include all fees necessary to implement, operate, support, and maintain the solution.

At a minimum, Suppliers must provide pricing for the following components:

- Licensing and/or subscription fees
- Implementation costs
- Integration costs
- Optional modules or add-ons
- Ongoing support and maintenance fees
- API usage limits, throttling thresholds, and any associated overage charges
- Any other applicable fees

Suppliers shall clearly identify any assumptions, dependencies, volume-based pricing tiers, annual escalators, discounts, or other factors that could impact total cost.

Pricing Breakdown Table

Suppliers shall complete the pricing table below and may supplement it with additional detail as necessary.

Cost Component	One-Time Cost	Annual Recurring Cost	Notes
Licensing / Subscription	\$	\$	
Implementation	\$	N/A	
Integration	\$	N/A	
Support & Maintenance	N/A	\$	
Optional Module / Add-On 1	\$	\$	
Optional Module / Add-On 2	\$	\$	
Other Costs	\$	\$	
Total Cost	\$	\$	

Three-Year Total Cost of Ownership (TCO)

Suppliers shall provide a three-year total cost projection based on the proposed solution.

Cost Category	Year 1	Year 2	Year 3	Total
Licensing / Subscription	\$	\$	\$	\$
Support & Maintenance	\$	\$	\$	\$
Optional Modules	\$	\$	\$	\$
Other Recurring Costs	\$	\$	\$	\$
One-Time Costs	\$	-	-	\$
Total Annual Cost	\$	\$	\$	\$

API, Usage Limits, and Overage Charges

Suppliers must identify all applicable usage restrictions, consumption limits, throttling thresholds, and overage charges associated with the proposed solution. Suppliers shall disclose all API, integration, transaction, storage, or user limits and identify any costs associated with exceeding those limits.

Category	Included Limit	Overage Charge	Notes
API Calls			
Data Storage			
Users			
Transactions			
Other Limits			



MASTER SERVICE AGREEMENT
(Software as a Service and Externally Hosted Applications)
(attached)

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

The intended term of any award contract that results from this bid, shall be for a period of three (3) years. Thereafter, the Agreement may be extended for two (2) additional two (2) year terms each based upon written mutual agreement.