

REQUEST FOR PROPOSAL
RFP#942973

Veterinary Medicine Parking Gate Solution

RFP Timeline	
RFP Issue Date:	August 5, 2026
Deadline for Respondent Questions to MSU:	August 12, 2026
RFP Response Due Date:	August 19, 2026, 3:00 pm Eastern
Estimated Contract Award	August 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**”) from qualified Suppliers to provide all materials, equipment, software, licensing, installation, testing, commissioning, training, warranty, and support services necessary to deliver a fully operational parking gate solution for the Veterinary Medicine Building (Lot 26) located on MSU's main campus in East Lansing, Michigan. 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
Parking Services Agreement	Provides legal terms for a contract awarded through this RFP	Deemed accepted by Respondent unless information required in Section 9, Parking Service Agreement is submitted by proposal deadline

- EXPECTED RFP TIMELINE.**

Activity	Date
Issue RFP	August 5, 2026
Deadline for Respondent Questions to MSU	August 12, 2026
RFP Response Due	August 19, 2026, 3:00 pm Eastern
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- 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
<i>Total Cost Ownership (Purchasing to score)</i>	15%
Functional and Technical Requirements Compliance	25%
System Features, Reporting & User Experience	25%
Service, Maintenance & Support	25%
Vendor Qualifications & References	10%
	100%

9. **PARKING SERVICE AGREEMENT.** The University strongly encourages strict adherence to the terms and conditions set forth in the Parking Service Agreement. The University reserves the right to deem a proposal non-responsive for failure to accept the Parking Service Agreement. Nevertheless, the Respondent may submit proposed changes to the Parking 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 Parking 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 Parking 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.

MICHIGAN STATE UNIVERSITY

- 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	

MICHIGAN STATE UNIVERSITY

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 (MSU) seeks proposals from qualified Suppliers to provide a turnkey parking access control solution for the customer parking lot serving the Veterinary Medical Center located on the University's main campus in East Lansing, Michigan.

The project consists of replacing the existing parking gate equipment at the entry and exit points of Lot 26. MSU anticipates that all required electrical services, communication infrastructure, power connections, and data lines currently serving the existing gate system will remain in place and available for reuse. As such, no significant site construction or major civil work is anticipated as part of this project.

The objective is to implement a reliable parking access control solution that manages vehicle entry and exit, supports customer parking validation, facilitates fee collection, provides operational and occupancy reporting, and enhances the overall customer parking experience.

2. Scope of Work.

The selected supplier shall furnish all labor, materials, equipment, software, licensing, installation, testing, commissioning, training, warranty, and support services necessary to deliver a fully operational parking gate solution.

Services shall include, but not be limited to:

- Project management and implementation planning.
- Supply and installation of all parking gate equipment.
- System configuration and integration.
- Payment processing setup.
- Validation ticket/code management functionality.
- Testing and commissioning.
- End-user and administrator training.
- Warranty services.
- Ongoing maintenance and technical support.

Supplier Response:

Describe the proposed solution and explain how the solution will satisfy the University's overall project objectives and scope requirements. Include a description of the proposed system architecture, implementation approach, key components, and any assumptions or exceptions.

3. Functional Requirements

3.1 Entry Operations

The entry system shall:

- Provide automated vehicle entry control.
- Issue a timestamped parking ticket upon vehicle entry.
- Record and store the date and time of entry.
- Maintain transaction records for reporting purposes.

Supplier Response:

Describe how the proposed solution satisfies each entry operation requirement. Include details regarding ticket issuance, data capture, transaction storage, audit capabilities, and any additional entry management features.

3.2 Exit Operations

The exit system shall:

- Accept the timestamped ticket issued at entry.
- Calculate and record the duration of the vehicle stay.
- Process validated parking transactions.
- Allow for fee-based parking payment when validation is not provided.
- Open the gate upon successful validation or payment.

Supplier Response:

Describe how the proposed solution satisfies each exit operation requirement. Include details regarding transaction processing, validation handling, payment collection, gate control functionality, and reporting capabilities.

3.3 Parking Validation

The system shall provide the MSU Department of Police and Public Safety (DPPS) with the ability to:

- Generate and print single-use validation tickets and/or codes.
- Issue parking validations for customers and visitors.
- Monitor validation usage.
- Accept single-use validation tickets and/or codes at the exit gate.
- Prevent duplicate or fraudulent use of validations.
- Permit validated users to exit without additional payment.

Supplier Response: *Describe how the proposed system satisfies the University's validation requirements. Include information regarding validation issuance, management, reporting, security controls, fraud prevention mechanisms, and administrative functionality.*

3.4 Security Risk Assessment and PCI Compliance

Supplier acknowledges that, upon award, it will be required to execute 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 Tool (HECVAT) security survey and proof of annual PCI-DSS Compliance. Please review the information on the HECVAT survey here: ([REN-ISAC: Research Education Networking Information Sharing & Analysis Center](#)). The awarded Supplier will be required to download HECVAT, complete the survey, and return it to MSU. Because the solution will handle PCI data, the awarded Supplier will be also required to provide current PCI compliance documentation, including, at a minimum, the Attestation of Compliance (AOC), PCI Data Flow Diagram, and PCI Responsibility Matrix (or Matrix of Responsibility). For proof of PCI-DSS compliance, Supplier will be required to submit a QSA-signed Attestation of Compliance, PCI Data Flow diagram, and PCI Responsibility Matrix.

Supplier Response

Confirm your company's willingness to execute MSU's SPSA upon award and provide your current PCI compliance status. Describe your ability to provide the required PCI documentation upon award, including the AOC, PCI Data Flow Diagram, PCI Responsibility Matrix, and any other relevant PCI compliance materials.

Payment Processing

The system shall:

- Accept major credit cards.
- Accept contactless payment options, including: Apple Pay, Google Pay and other industry-standard contactless payment methods.
- Process payments securely and reliably.
- Support unattended payment transactions at the exit lane.

Supplier Response:

Describe how the proposed payment processing solution satisfies the University's requirements. Include supported payment methods, payment processor requirements, security controls, PCI compliance, transaction settlement procedures, and any associated fees.

3.5 Reporting and System Data

The supplier shall provide MSU with access to system reporting and operational data, including but not limited to:

- Parking transactions.
- Revenue reporting.
- Validation usage statistics.
- Vehicle counts.
- Lot utilization metrics.

- Occupancy data.
- Historical reporting capabilities.

MSU shall have access to reports through a web-based portal, downloadable reports, or equivalent reporting tools.

Supplier Response:

Describe the reporting and analytics capabilities of the proposed solution. Include available reports, dashboards, data retention periods, export formats, scheduling capabilities, occupancy monitoring features, and custom reporting options.

3.6 Remote Administration

The system shall provide remote management capabilities for authorized personnel, including:

- System monitoring.
- Status notifications and alerts.
- Reporting access.
- Administrative configuration changes.
- Remote vending functionality.
- Validation management.

Supplier Response:

Describe the remote administration capabilities of the proposed solution. Include system monitoring tools, alerting functions, user permissions, remote management features, reporting access, and administrative controls.

3.7 Preferred Features

The following features are preferred but not required:

a. License Plate Recognition (LPR)

- License Plate Reader integration.
- License plate-based entry and exit tracking.
- Future expandability for LPR-based operations.

b. Intercom Functionality

- Integrated intercom capability.
- Communication between parking patrons and support personnel.
- Remote assistance functionality.

Supplier Response: *If offered, describe the proposed intercom solution, communication workflows, support procedures, remote assistance features, and system integration capabilities.*

4. Hardware and Network Requirements

4.1 Existing Infrastructure

MSU anticipates that electrical power is available at the existing lane equipment locations. MSU will provide fiber connectivity to the lane devices.

4.2 Supplier Responsibilities

The supplier shall:

- Identify all hardware, software, communication, and networking requirements necessary for system operation.
- Provide all equipment specifications.
- Coordinate infrastructure requirements with MSU.
- Provide documentation identifying power, communication, and network requirements.

Supplier Response:

Describe all infrastructure requirements associated with the proposed solution and identify any additional equipment, communications, power, networking, or construction requirements necessary for implementation.

5. Installation and Commissioning

The supplier shall:

- Provide all equipment and materials required for installation.
- Install and configure all hardware and software components.
- Test all system functionality prior to acceptance.
- Verify payment processing, validation, reporting, and gate operations.
- Conduct final system acceptance testing with MSU representatives.
- Provide training for designated MSU personnel.

Supplier Response:

Describe the installation, testing, commissioning, and acceptance process. Include the proposed implementation schedule, project milestones, staffing plan, testing procedures, acceptance criteria, and training approach.

6. Service and Maintenance Requirements

The supplier shall provide ongoing maintenance, technical support, and repair services for the parking gate system.

Supplier Response:

Describe the proposed maintenance and support model, including support availability, staffing, escalation procedures, service levels, preventative maintenance activities, and software support services.

6.1 Emergency Service Response

For emergency maintenance issues affecting the operation of the parking facility, the supplier shall:

- Respond to service requests within four (4) hours of notification.
- Provide remote diagnostics when possible.
- Dispatch qualified service personnel when on-site support is required.
- Maintain escalation procedures for critical outages.

Supplier Response:

Describe the Supplier's emergency response procedures, response-time commitments, escalation process, remote diagnostic capabilities, service coverage area, and historical performance metrics, if available.

6.2 Maintenance Services

The supplier shall provide:

- Preventative maintenance recommendations.
- Technical support access.
- Software updates and patches.
- Repair or replacement of defective equipment during the warranty period.
- Documentation of service activities upon request.

Supplier Response:

Describe the preventative maintenance program, technical support services, software update process, service documentation procedures, and equipment repair or replacement process.

7. Warranty

The supplier shall provide a minimum one (1) year warranty covering defects in materials, workmanship, hardware, and software commencing upon final acceptance of the system.

The proposal shall clearly identify:

- Warranty coverage.
- Warranty exclusions.
- Extended warranty options.
- Associated costs for extended coverage.

Supplier Response:

Describe the warranty program, including coverage terms, exclusions, extended warranty offerings, and associated costs.

8. Supplier Response Requirements

Supplier responses shall include:

- Description of the proposed solution.
- Detailed equipment specifications.
- Description of payment processing capabilities.
- Validation ticket/code functionality.
- Reporting and analytics capabilities.
- Occupancy monitoring capabilities.
- Remote management functionality.
- Emergency service response procedures.
- Maintenance and support model.
- LPR capabilities, if offered.
- Intercom capabilities, if offered.
- Project implementation schedule.
- Training plan.
- Warranty information.
- Complete pricing, including equipment, software, installation, maintenance, support, licensing, transaction fees, and any recurring costs.

PRICING

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

Pricing Proposal Requirements

Suppliers shall submit their pricing proposal using the format below. Pricing shall be complete and include all costs necessary to provide a fully functional parking gate solution in accordance with the Scope of Work. Any costs not specifically identified in the supplier's proposal shall be considered included in the proposed pricing.

1. Pricing Summary

Suppliers shall provide a complete pricing summary that includes:

- Equipment and hardware costs
- Software and licensing costs
- Installation and implementation costs
- Training costs
- Warranty costs
- Maintenance and support costs
- Transaction and processing fees
- Optional features and upgrades
- Any recurring subscription or hosting fees
- Any other costs necessary for system operation

2. Initial Implementation Costs

Provide itemized pricing for all one-time costs, including but not limited to:

- Entry gate equipment
- Exit gate equipment
- Ticket dispensers/readers
- Payment processing equipment
- Gate arms and associated controls
- Software licenses
- Installation and configuration
- Testing and commissioning
- Training services
- Project management
- Freight and delivery charges

3. Recurring Costs

Provide annual pricing for all recurring costs, including but not limited to:

- Software maintenance
- Software subscription fees
- Cloud hosting fees (if applicable)
- Technical support services
- Preventative maintenance services
- Equipment maintenance
- Extended warranty coverage
- Any required third-party services

Suppliers shall identify the pricing term and any annual cost escalation provisions.

4. Payment Processing Fees

Provide detailed information regarding all payment processing costs, including:

- Credit card processing fees
- Contactless payment transaction fees
- Gateway fees
- Monthly service fees
- Per-transaction charges
- Any minimum transaction requirements

Suppliers shall clearly identify whether payment processing fees are included in the proposal or billed separately.

5. Optional Features

Provide separate pricing for any optional features, including but not limited to:

- License Plate Recognition (LPR) integration
- Built-in intercom functionality
- Additional reporting capabilities
- Mobile applications
- Additional payment options
- Future system expansion capabilities

Optional features will not be included in the base cost evaluation unless specifically identified by MSU.

6. Pricing Form

Suppliers should provide pricing in the following format:

Item Description	Quantity	One-Time Cost	Annual Cost
Hardware/Equipment			
Software/Licensing			
Installation & Configuration			
Training			
Warranty (if separate)			
Maintenance & Support			
Payment Processing Fees			
TOTAL COST OF OWNERSHIP (PER YEAR)			
Optional LPR Integration			
Optional Intercom Functionality			
Other (Specify)			

7. Cost Proposal Evaluation

MSU will evaluate pricing based on the total cost of ownership, including:

- Initial acquisition and implementation costs.
- Ongoing maintenance and support costs.
- Payment processing fees.
- Software licensing and subscription fees.
- Warranty and lifecycle costs.
- Overall value provided to the University.

Suppliers are encouraged to propose cost-effective solutions that maximize functionality, reliability, reporting capabilities, and long-term operational value.

Note: Suppliers shall clearly identify any assumptions, exclusions, optional services, or additional costs not specifically included in the proposed base solution. Failure to disclose additional costs may result in such costs being considered included in the supplier's proposed pricing.



Parking Services Agreement

(attached)

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