

REQUEST FOR PROPOSAL
RFP# 958054

Micro-Internships and Experiential Learning Career-Connected Platform

RFP Timeline	
RFP Issue Date:	October 1, 2026
Deadline for Respondent Questions to MSU:	October 12, 2026
RFP Response Due Date:	November 4, 2026, 3:00 pm Eastern
Supplier Demonstrations	TBD
Estimated Contract Award	January 2027

RFP Contact	
Name:	Lisa True
Unit:	MSU Procurement
Email:	truelisa@msu.edu

DESCRIPTION: Michigan State University (the “**University**” or “**MSU**”) is soliciting proposals through this Request for Proposal (“**RFP**”) for the purpose of providing a scalable, high-quality experiential learning and micro-internship platform. The requested services are more thoroughly described under the Scope of Work Section of this RFP. Vendors 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	Provides legal terms for a contract awarded through this RFP	Deemed accepted by Respondent unless information required in Section 8, Master Service Agreement is submitted by proposal deadline

- 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.
- 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.
- 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

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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.

6. **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 7, Evaluation Process.**
7. **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, ask for demonstrations, provide sandbox environments, 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
A. Regional Network Development & Employer Sourcing	20%
B. Student Experience, Pedagogy & Equitable Learning	25%
C. Program Operations, Administration & Faculty Support	15%
D. Quality Assurance, Oversight & Scalability	5%
E. Educational Technology Evaluation and Continuous Improvement	10%
F. Technical Architecture, Scalability, Integrations, and Reporting Capabilities	15%
G. Pricing Structure and Overall Value to the University	10%
	100%

8. **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.
9. **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.
10. **RESERVATIONS.** The University reserves the right to:
- Disqualify a Respondent for failure to follow these instructions.
 - 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 7, 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.

11. 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 7, 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.

12. 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.

13. 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

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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 seeks a qualified vendor to provide a scalable, high-quality experiential learning and micro-internship platform under the Career-Connected Spartans initiative. The goal is to connect undergraduate students with real-world learning, industry mentorship, skill development, and career readiness that can be embedded into a classroom experience led by MSU instructors. Website: [Green and White Initiatives | Office of the Provost | Michigan State University](#).

A particular emphasis will be placed on partnering with employers throughout Michigan that commonly recruit students and graduates from liberal arts, social sciences, and STEM disciplines, including opportunities within the nonprofit, public, and government sectors. This focus reflects MSU's land-grant mission to serve the people of Michigan by preparing graduates to contribute to the state's workforce, economy, communities, and public institutions through careers in the private, nonprofit, and government sectors.

The awarded Supplier will receive an initial one-year contract. MSU anticipates that participation during the first year may range from 100 to 300 students. Respondents must provide quantity-based pricing for the anticipated participation range and pricing increments for participation above 300 students. Following the initial one-year term, MSU may, at its discretion, extend the contract.

2. Mandatory Minimum Requirements

Respondents must meet the following mandatory minimum requirements and submit the required documentation as part of their proposal.

Accessibility Compliance

The University is required to comply with the Americans with Disabilities Act of 1990 (ADA) and has adopted a formal policy regarding accessibility requirements for websites and software applications which is based on the World Wide Web Consortium (W3C) Web Content Accessibility Guidelines (WCAG) 2.2 Level AA.

- The supplier must submit a completed VPAT as part of their proposal for MSU's review.
- VPAT Version 2.5 or 2.5Rev should be used.
- WCAG 2.2 Level AA should be included in the applicable standards/guidelines.
- The report should be completed within the last two years to be considered current.
- The report should include manual testing in the evaluation and methods.
- Reports prepared by third-party accessibility professionals are preferred over reports prepared internally by the supplier. Detailed explanations of the evaluation methods and of criteria remarks/explanations should be present in internally prepared reports. As part of MSU's review of product accessibility, MSU may request access to a test or sample environment.

Institutional IT Security Review and Approval

- The proposed solution must be capable of successfully completing Michigan State University's IT security review and clearance process prior to contract execution. Respondents must complete the Higher Education Community Vendor Assessment Tool (HECVAT) security survey and return the completed form to MSU as part of your proposal.
- 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 as part of your proposal.

Artificial Intelligence

- If Supplier utilizes Artificial Intelligence Systems (AI) to generate the Services or process University Data, it shall provide prior written disclosure of such use.
- The supplier must not use, process, input, or analyze University Data (or permit any third party to do so), whether or not de-identified, anonymized, aggregated, or pseudonymized, for the purpose of training, developing, pre-training, fine-tuning, improving, enhancing, or otherwise creating or modifying any artificial intelligence, machine learning models, foundation models, generative AI systems, large language models, multimodal models, algorithms, or similar technologies (whether now known or hereafter developed), including as prompts, context, retrieval sources, or to generate outputs/derivatives/synthetic data for such purposes, except with the University's prior express written consent.

3. Scope of Work

A. Regional Network Development & Employer Sourcing

Respondents shall describe their approach to developing, maintaining, and expanding a Michigan-centered employer network and sourcing high-quality experiential learning opportunities. Preference will be given to solutions that provide opportunities with Michigan-based employers or employers with a significant presence, operations, workforce needs, or community impact within Michigan and the surrounding region. MSU prefers solutions that provide access to an existing employer network and experiential learning opportunities. However, MSU will also consider solutions that support institution-generated employer relationships, MSU-created projects, and experiential learning opportunities developed or identified by the University. Respondents should clearly describe the proportion of opportunities currently available through their existing network versus opportunities that would be sourced, developed, or customized specifically for Michigan State University. Responses should address the following:

- **Employer network composition.** Describe the size, geographic distribution, industry representation, and level of activity of the employer network, including the number or percentage of Michigan-based or Michigan-adjacent employers currently participating in experiential learning opportunities.
- **Proven Michigan-centered supply.** Proven supply of active Michigan-based and Michigan-adjacent employers and experiential learning opportunities.
- **Supply compared with demand.** Number of high-quality opportunities available compared with anticipated MSU student demand. Respondents should describe the range and diversity of opportunities offered across industries, career fields, academic disciplines, and student interests, as well as the criteria and process used to determine whether an opportunity meets the vendor's quality standards.

- **Breadth of opportunity.** Demonstrated breadth across majors, industries, career interests, and student populations, including small and mid-sized employers, nonprofits, and government agencies. Opportunities should include a mix of short- and long-term projects, with primarily a remote delivery. Vendors should demonstrate the ability to source opportunities beyond traditional business fields and tailor employer outreach and student-facing communications to be relevant and accessible across disciplines.
- **Opportunity sourcing model.** Describe how opportunities are identified, developed, vetted, and maintained, including responsibilities of the supplier, participating employers, and Michigan State University.
- **Adding MSU employers.** Clear process, timing, responsibilities, and complete cost for adding an MSU-identified Michigan-centered employer or project at a reasonable and scalable price.
- **MSU-created opportunities.** Describe the supplier's ability to support opportunities, projects, cohorts, or experiential learning activities developed directly by Michigan State University, participating colleges, instructors, or employer partners.

B. Student Experience, Pedagogy & Equitable Learning

Respondents shall describe how their solution supports meaningful student learning, equitable participation, employer interaction, feedback, and career-readiness outcomes, including the following:

- **Early student access.** Meaningful opportunities for first- and second-year students, including those with limited professional experience. Vendors should demonstrate tailored support for students at different stages of their academic and career journey, including those in less linear majors and those with limited social or cultural capital. Solutions should also enable students, where appropriate and at the discretion of faculty and instructors, to reflect on and document experiential learning gained both through the platform and through opportunities secured independently, including through personal and family networks.
- **Employer interaction.** Frequent and meaningful employer engagement, using equitable methods that enable all students to participate rather than relying on a small number of outspoken or highly confident students. Vendors should also describe their employer verification and validation processes, including safeguards used to reduce fraud and scam risks and protect students.
- **Student support.** Structured coaching, training, mentoring, and student support, with cohort sizes and support ratios that allow students to receive meaningful attention. Support should be embedded throughout the student experience and proactively provided, rather than relying primarily on students to seek assistance through an opt-in model.
- **Tangible work products.** Impactful projects that produce tangible student work products suitable for a resume, portfolio, professional profile, or career exploration.
- **Individual feedback and skill validation.** Written and verbal feedback for every student on their deliverables, with employer validation of skills demonstrated and work completed. Feedback mechanisms should promote reflection and meaning-making, helping students recognize, develop, and articulate the career-relevant skills gained through the experience. Vendors should also describe how students will be guided to interpret feedback, reflect on their growth, and communicate the value and career relevance of their experiences, rather than assuming students already possess these skills.

C. Program Operations, Administration & Faculty Support

Respondents shall describe their delivery model, program management approach, administrative support, reporting capabilities, and responsibilities required from MSU, including the following:

- **MSU delivery options.** Ability to provide MSU-only experiences and support MSU-created projects, cohorts, college-specific opportunities, and internship models embedded within classroom experiences led by MSU instructors. Vendors should also demonstrate their ability to partner with MSU faculty and staff to design, pilot, and scale innovative experiential learning models that meet evolving academic and workforce needs.
- **Program management.** A capable vendor program manager who coordinates employer engagement and student experience, identifies and addresses gaps, and collaborates closely with MSU instructors and program staff to ensure alignment, responsiveness, and high-quality learning experience.
- **Administrative effort.** Clearly defined MSU responsibilities and a delivery model that minimizes the effort required to launch, operate, support, and scale the program. Vendors should demonstrate how they will function as a seamless extension of MSU, adapt processes to the university's context, and minimize administrative burden for colleges, students, faculty, and staff.
- **Implementation support.** Instructor onboarding, student onboarding, training, implementation guidance, and ongoing customer success support throughout the contract term. Vendors should provide readily accessible training resources, including user guides, knowledge bases, e-learning modules, and other support materials for students, faculty, and staff that align with MSU IT requirements and standards.

D. Quality Assurance, Oversight & Scalability

Respondents shall describe how they will maintain quality, provide oversight, address issues, and scale the program without reducing the student, employer, or instructional experience, including the following:

- **Quality of opportunities.** Respondents should describe the range and diversity of opportunities offered across industries, career fields, academic disciplines, and student interests, as well as the criteria and processes used to ensure opportunities meet established quality standards.
- **Quality at scale.** Ability to scale student participation, employer partnerships, and project opportunities without compromising project quality, employer interaction, individualized feedback, coaching, or student support. Vendors should also demonstrate the ability to strategically expand opportunities and support in targeted career fields, majors, and other areas identified by MSU, including in response to participation trends, workforce needs, and identified gaps in access or engagement.
- **Quality control and intervention.** Defined processes for reviewing projects before launch and addressing poor-quality projects, unresponsive employers, insufficient feedback, or experiences that do not meet expectations. Vendors should demonstrate how they will monitor quality and take corrective action when experiences do not meet the expectations of students, faculty, colleges, or Michigan State University.

E. Educational Technology Evaluation and Continuous Improvement

Respondents shall describe how they will support MSU's evaluation of educational technology effectiveness and continuous improvement efforts, including a willingness to collaborate with MSU faculty, staff, and research, evaluation, and student team members to assess program impact, inform decision-making, and support ongoing improvement, including the following:

- **Engagement, participation, and utilization.** Metrics and reporting on student engagement, participation, adoption, utilization, employer engagement, and platform usage.

- **Learning, completion, and outcomes.** Measures of student learning, competency development, completion, career exploration, career readiness, and other program outcomes. Success will be measured through evidence of completion, learning, skill development, career exploration, and career outcomes, rather than participation metrics alone. Vendors should leverage the National Association of Colleges and Employers (NACE) Career Readiness Assessment and other appropriate measures to evaluate student learning and competency development.
- **Stakeholder feedback and experience.** Tools and processes for collecting and analyzing student, faculty, and employer feedback, satisfaction, and experience measures.
- **Reporting and data access.** Useful reporting and direct MSU access to participation, employer engagement and feedback, student feedback, completion, learning, and outcome data. Vendors should enable MSU to access, isolate, export, and analyze data using MSU-specific dimensions, including college, major, course, instructor, student population, and other relevant institutional categories to support reporting, assessment, and continuous improvement.
- **Continuous improvement and growth.** Processes for reviewing evaluation results with MSU stakeholders, identifying opportunities for improvement, and supporting future program enhancements and expansion based on evaluation findings.

F. Technical Architecture, Scalability, Integrations, and Reporting Capabilities

Respondents shall describe their technical architecture, integration capabilities, reporting and data access options, implementation approach, scalability, and operational responsibilities. MSU seeks a solution that can support current operational needs while enabling future institutional growth and integration with University systems. Respondents should clearly identify which capabilities are currently available, configurable, planned, or would require custom development. Responses should address the following:

- **Integration capabilities.** Describe currently supported integrations relevant to higher education institutions and Michigan State University, including learning management systems, student information systems, identity management platforms, career services systems, experiential learning platforms, digital credentialing platforms, and student records systems. Include examples of existing integrations and anticipated implementation effort.
- **MSU technology environment alignment.** Describe how the solution complements and integrates with MSU's existing technology environment, including Handshake, 12twenty, the Spartan Experience Record, and Credly. Explain how gaps, overlaps, duplicate functionality, and confusing student workflows will be identified and minimized.
- **Authentication, access, and security.** Describe authentication and single sign-on capabilities, including support for standards such as SAML, OAuth, OpenID Connect, and other commonly adopted identity management approaches. Include role-based access controls and permission levels for students, faculty, staff, departmental administrators, and system administrators.
- **Data exchange and interoperability.** Describe available APIs, data feeds, file exchange mechanisms, import and export capabilities, data ownership considerations, export formats, scheduled reporting options, and administrator access to underlying program data. Include any limitations, dependencies, or licensing requirements.
- **Reporting and analytics.** Describe standard and configurable reporting capabilities, dashboards, analytics, outcome tracking, employer engagement reporting, student participation reporting, skill-development reporting, and other decision-support capabilities available to administrators, instructors, and program managers.
- **Spartan Experience Record connectivity.** Describe the solution's ability to connect experiential learning participation, demonstrated skills, employer validation, feedback, completion status, and

other relevant outcomes to the Spartan Experience Record and similar institutional systems through data exports, integrations, or other mechanisms.

- **Implementation and support.** Describe onboarding, training, customer success services, implementation guidance, technical support, escalation procedures, and resources available to support successful deployment and adoption. Clearly identify supplier and Michigan State University responsibilities for implementation, integration, testing, maintenance, data management, training, and ongoing operations.
- **Implementation effort and institutional burden.** Describe estimated implementation effort, timeline, required institutional resources, key dependencies, assumptions, associated costs, and the supplier's approach to minimizing custom development, technical resource requirements, project management effort, and ongoing administrative burden for Michigan State University.
- **Scalability and roadmap.** Describe the solution's ability to support increased student participation, expanded employer engagement, additional colleges or departments, and broader institutional adoption without degradation of performance, support, or user experience. Identify whether capabilities are currently available, configurable, planned on the product roadmap, dependent on third-party technologies, or require custom development.

PRICING

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

1. General Instructions

Suppliers must provide a transparent, fully itemized cost proposal representing the complete total cost of ownership. Pricing must unbundle one-time onboarding and setup expenses, recurring platform fees, per-student access charges, integration fees, and operational services. Unquoted platform surcharges, unspecified add-ons, or hidden fees will not be accepted.

2. Initial Volume and Tiered Pricing

MSU anticipates student participation in the initial one-year term will range between 100 and 300 students. Suppliers must provide cost breakdowns for this baseline range, alongside a Tiered Volume Discount Schedule for participation exceeding 300 students (e.g., 301–500, 501–1,000, 1,001+ students). Proposals must explicitly detail how incremental per-unit costs decrease as total student volume scales.

3. Itemized Cost Breakdown Requirements

Suppliers should explicitly state costs for each of the following potential components included in their proposal:

- **One-Time Implementation and Setup:** Detail all services included in the setup fee, including technical support hours, SSO integration, D2L/Brightspace integration, platform branding/white-labeling, instructor orientation, and student onboarding materials. Clarify whether this fee is strictly a one-time charge or if any portion recurs in renewal years.
- **Recurring Platform and Licensing:** Outline fixed annual fees for core platform hosting, system maintenance, security updates, administrative accounts, reporting analytics, and dashboard access.
- **Per-Student Access / Cohort Fees:** State the unit pricing for individual student seats or cohort access across baseline and expanded volume tiers.
- **Employer Sourcing and Onboarding:** Clarify whether sourcing, vetting, and onboarding local Michigan employers or MSU-identified project partners is included in the baseline fee, or if added employer integrations incur separate per-employer charges.
- **Assessment and Credentialing Tools:** Specify any costs associated with administering assessment instruments, such as the NACE Career Readiness Assessment, or exporting data to the Spartan Experience Record.
- **Program Management and Support:** Detail costs for the assigned Vendor Program Manager, student coaching ratios, and ongoing customer success support.

4. Contract Terms and Mid-Term Adjustments

- **Mid-Contract Additions:** Detail the process, notice requirements, and calculation method used when adding student seats, cohorts, or courses mid-year, including how pricing is pro-rated for remaining contract months.
- **Price Guarantees:** Specify the duration for which proposed unit prices and rates remain fixed. MSU strongly prefers a minimum three-year price lock on all recurring software, license, seat, and support costs for potential renewal terms.



MASTER SERVICE AGREEMENT

(attached)

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