



REQUEST FOR PROPOSAL
RFP#835654

CRITICAL INCIDENT MAPPING SOLUTION

RFP Timeline	
RFP Issue Date	October 21 st , 2025
Deadline for Respondent Questions to MSU	October 29 th , 2025
MSU deadline for providing response	November 3 rd , 2025
Written RFP Response Due Date	November 10th, 2025, 3:00 pm (EST)
Virtual Product Demonstrations	November 17 th to 21 st , 2025
Estimated Contract Award	Mid-December 2025

RFP Contact	
Name:	Amber Marr
Email:	amber.marr@msu.edu
Phone:	517-355-0357

DESCRIPTION: Michigan State University (the “**University**” or “**MSU**”) is soliciting proposals through this Request for Proposal (“**RFP**”) for the purpose of procuring a Critical Incident Mapping Solution. 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	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

- EXPECTED RFP TIMELINE.**

RFP Timeline	
RFP Issue Date	October 21 st , 2025
Deadline for Respondent Questions to MSU	October 29 th , 2025
MSU deadline for providing response	November 3 rd , 2025
Written RFP Response Due Date	November 10th, 2025, 3:00 pm (EST)
Virtual Product Demonstrations	November 17 th to 21 st , 2025
Estimated Contract Award	Mid-December 2025

- CONTACT INFORMATION FOR THE UNIVERSITY.** The sole point of contact for the University concerning this RFP is listed on the Cover Page. Contacting any other University personnel, agent, consultant, or representative about this RFP may result in Respondent disqualification.



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

Criteria	Weight
Proposed application's ability to meet the Solution Requirements including implementation and Support	50%
University's evaluation of the proposed application's security & digital accessibility	10%
Suppliers Qualifications, Experience and references	10%
Overall Cost to the University	20%
Supplier Risk and Compliance (Adherence to legal terms, etc.)	10%
	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. Utilize third parties to assist in the evaluation process, provided such parties are subject to confidentiality requirements.
- 12. AWARD RECOMMENDATION.** The contract will be awarded to the responsive and responsible Respondent who offers the best value to the University, as determined by the University. Best value will be determined by the Respondent meeting any mandatory minimum requirements and offering the best combination of the factors in **Section 8, Evaluation Process**, and price, as demonstrated by the proposal. The University will email a **Notice of Award** to all Respondents. A Notice of Award does not constitute a contract, as the parties must reach final agreement on a signed contract before any services can be provided. The awarded Respondent is prohibited from partnering with losing bidders unless the RFP specifically allows for such arrangement, and any violation of this prohibition may result in disqualification of the awarded Respondent.
- 13. GENERAL CONDITIONS.** The University will not be liable for any costs, expenses, or damages incurred by a Respondent participating in this solicitation. The Respondent agrees that its proposal will be considered an offer to do business with the University in accordance with its proposal, including the Master Service Agreement, and that its proposal will be irrevocable and binding for a period of 180 calendar days from date of submission. If a contract is awarded to the Respondent, the University may, at its option, incorporate any part of the Respondent's proposal into the contract. This RFP is not an offer to enter into



a contract. This RFP may not provide a complete statement of the University's needs, or contain all matters upon which agreement must be reached. Proposals submitted via email are the University's property.

- 14. FREEDOM OF INFORMATION ACT.** Respondent acknowledges that any responses, materials, correspondence or documents provided to the University may be subject to the State of Michigan Freedom of Information Act ("FOIA"), Michigan Compiled Law 15.231 *et seq.*, and may be released to third parties in compliance with FOIA or any other law. Questions about the Respondent's own performance can be directed to the RFP Contact indicated on page 1 of this document. Questions about the overall evaluation and any other post-award inquiries must be submitted via a formal FOIA request to the [Michigan State University FOIA office](#).



RESPONDENT INFORMATION SHEET

Please complete the following Information Sheet in the space provided:

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



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.

The State of Michigan has provided funding under 2023-PA-0103 SB173 for a critical incident mapping solution.

2. Current State

The MSU Department of Police and Public Safety currently utilizes mapping through a “Central Square” computer aided dispatch (CAD) application installed in police patrol cars. Additional maps are available online through university geographic information systems (GIS).

3. Solution Functional & Technical Requirements

Per the state funding, the solution must meet the following criteria:

- i. Compatible with local, state, and federal public safety applications and technologies
- ii. Must not require additional software
- iii. It must be in a printable format
- iv. Must be verified for accuracy
- v. Maps must be displayed true north
- vi. Includes site-specific information and accurate labels that match the building’s structure
- vii. Includes site-specific information and labels for external school grounds
- viii. Includes accurate floor plans and aerial imagery
- ix. Includes a gridded overlay and x/y coordinates
- x. Include all information to assist first responders best

4. Implementation, Testing, and Training Requirements

The Supplier is expected to implement the Solution and provide detail training for Supervisor level Users (Train-the-Trainer Model). Therefore, Supplier must provide a detailed plan for the implementation, testing, and training of the proposed solution, including:

- **Implementation Plan:** A step-by-step plan outlining the implementation process, timeline, and key milestones.
- **Testing Plan:** A comprehensive testing plan to ensure the software meets all functional and technical requirements.
- **Training Plan:** A detailed training plan for end-users, including on-site training sessions, virtual/video-recorded training, and user manuals.

5. Technology Requirements

- a. Software must be run on Windows 11 operating system for use on police patrol car computers.
- b. Software must be able to use MSU GIS provided maps.
- c. Commercial standard cloud hosted SAAS architecture preferred.
- d. Must have high availability for public safety.
- e. Must be able utilize existing map data.



f. Hosting, Availability, and Performance

- i. The software must be hosted on a reliable and secure platform.
- ii. The software must ensure high availability and performance to support MSU's needs. (e.g. 99% uptime)

g. System users and user Experience

- i. The Software will be used by **130 employees** within the MSU Department of Police and Public Safety.
- ii. The software must provide an intuitive and user-friendly experience for all users.
- iii. The software must support multiple user roles with appropriate access controls.

h. Data Management

- i. The software must ensure secure and efficient data management.
- ii. The software must support data import/export capabilities and provide robust data reporting features.

i. Maintenance and Support

- i. The vendor must provide ongoing maintenance and support for the software.
- ii. The vendor must offer timely updates and upgrades to ensure the software remains current and functional.

6. Assignment Duration

The assignment is expected to commence in January 2026 with expected go-live date of June 2026. Contract with the winning Supplier will be signed for an **initial period of three (3) years** with possible renewal options upon agreement of both parties. There will be an assessment of the first year's implementation prior to proceeding with years 2 and 3.

7. Pricing

Provide pricing for a three (3) year period including information on any discounts for implementing multi-year contracts. Therefore, MSU expects you to submit a three (3) year locked Pricing. Options available are outlined in the pricing section of the RFP.

8. General Requirements

- a. The selected supplier for this RFP may be subject to the University's Criminal Background Check Policy, available at: <https://upl.msu.edu/common/documents/criminal-back-ground-check.pdf>
 - i. If the University, at its sole discretion, determines the selected supplier is subject to this Policy, the supplier must sign and deliver the Contractor Certification for Criminal Background Checks to University prior to the provision of any services or delivery of any goods

9. Accessibility Requirements

- i. 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. Supplier's software must comply, where relevant, with level AA of the World Wide Web Consortium (W3C) Web Content Accessibility Guidelines (WCAG) 2.0 Level AA.
- ii. Suppliers are required to submit a VPAT as part of their proposal for MSU's review.
 - 1. Additionally, suppliers are free to submit any 3rd Party Accessibility Evaluations completed on their product for University's consideration
- iii. As part of MSU's review of product accessibility, MSU may request access to a test or sample environment



10. Required Documents for RFP Submission

- a. Written response to proposed solution
- b. Completed Respondent Information Sheet with the 3 required experiences.
- c. Signed Pricing Proposal valid for 180days and confirming acceptance of payment terms
- d. Implementation, Testing and Training Plan
- e. HECVAT, Full Version
- f. VPAT, required
 - i. Other 3rd Party Accessibility Evaluation, optional
- g. Master Service Agreement (if requesting redlines)

11. Virtual Product Demonstrations

- a. As part of the University's evaluation process, MSU reserves the right to require virtual presentations and demonstrations of respondents. Such presentations provide an opportunity for an exchange of information to clarify the proposal and to ensure thorough and mutual understanding of the University's requirements.
- b. MSU shall, at its sole discretion, identify a short list of respondents it desires to present to the selection committee. The expected dates for the virtual demos will be as per the RFP timeline and will be communicated in due course.

12. Payment Terms

- a. Invoice payment terms shall be 2.75% 10, NET 30 from date of receipt of invoice.
 - i. Respondents are expected to confirm acceptance of the above payment terms. Confirmation needs to be stated on the pricing schedule page of your proposal. Failure to accept these payment terms may result in a respondent being deemed non-responsive.

13. Travel (if Applicable)

- a. All travel and costs must be preapproved by the University
- b. All travel shall be reimbursed at actual cost and shall be subject to MSU's Travel Reimbursement Policy set forth at Michigan State University Office of the Controller (msu.edu)

14. Invoicing

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



PRICING

To enable MSU to more accurately compare proposals, Respondents are required to return a pricing proposal per the below. Please include a Pricing proposal as identified below on a separate sheet.

Item	Proposed Cost
One Time Costs	
Implementation Project Management / Professional Services	
Configuration Cost to meet minimum/desired features of this RFP	
Training Costs	
Ongoing Training Costs (hourly rate)	
[Other proposed implementation costs, must be detailed in proposal]	
One Time Cost Sub-total:	
Annual Costs	
Annual Software Licensing Fees of Base Software	
Licensing Fees for any additional modules required or proposed to meet specifications	
[Other proposed annual costs, must be detailed in proposal E.g., system Administrators	
Support Cost	
Annual Cost Sub-total:	
Estimated 1st Year Grand Total	
Estimated 2nd Year Grand Total	
Estimated 3rd Year Grand Total	

NOTE: If the product has limited number of system contacts, MSU reserves the right to scale up the number over the term of the contract

The signature below confirms that this proposal is valid for 180 days after the due date.

Supplier

Signature: _____

Name: _____

Title: _____

Date: _____



MASTER SERVICE AGREEMENT

(attached as a separate document)

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