



Request for Proposals # 26-012
Athletics Operations, Communication, and Performance
Analytics Platform - TROY Football

Issue Date

30 July 2026

Proposals Due

1 September 2026

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Calendar of Events

Troy University RFP# 26-012 Athletics Operations, Communication, and Performance Analytics Platform

30 July 2026

Issue Request for Proposal

**6 August 2026
2 PM CST**

RFP Questions due

**1 September 2026
2 PM CST**

Proposals are due by 2 PM (CST) to
be opened and reviewed in the
conference room at:

**Troy University
Purchasing Dept.
University Park 100
Troy, AL 36081**

15 September 2026

Award Selection
(Tentative)

1 October 2026

Contract Commencement

****ALL DATES ARE SUBJECT TO CHANGE****

Evaluation Criteria

Troy University RFP# 26-012 Athletics Operations, Communication, and Performance Analytics Platform

Proposals will be evaluated in accordance with the following criteria:

1. Points can be assigned as follows:

1. Excellent	30
2. Good	20
3. Fair	10
4. Poor	5
5. Unacceptable	0

2. Each Category weighted by importance and compared to similar size institutions where applicable:

Category	Weight factor
1. Ability to meet specifications outlined herein	40
2. Reporting Features (Standard reports, cost for custom reports & ease of use)	20
3. Ease of implementation plan (HECVAT in place)	15
4. Proposed charge for software	10
5. Dedicated technical support resources/helpdesk	10
6. Technical Support: Training and Operation	5
	100

EXAMPLE:

1. Ease of Implementation Plan
Good Rating $20 \times 15 = 300$ points
2. Technical Support Training and Operations
Poor Rating $5 \times 5 = 25$ points

Evaluation Criteria Workbook

Troy University RFP# 26-012 Athletics Operations, Communication, and Performance Analytics Platform

Category	Weight factor	Points Assigned	Total
1. Ability to meet specifications outlined herein	40	_____	_____
2. Reporting Features (Standard reports, cost for custom reports & ease of use)	20	_____	_____
3. Ease of implementation plan (HECVAT in place)	15	_____	_____
4. Proposed charge for software	10	_____	_____
5. Dedicated technical support resources/helpdesk	10	_____	_____
6. Technical Support: Training and Operation	5	_____	_____
	100	_____	_____

Introduction & Instructions

Troy University RFP# 26-012 Athletics Operations, Communication, and Performance Analytics Platform

Purpose

Troy University seeks to establish a contract for an Athletic Communication Platform for the Football division of Troy University's Athletic Department. The system requirements are contained in the Scope of Services and Specifications of the RFP.

Commitment of the University

Troy University (TROY) reserves the right to withdraw this RFP at any time and for any reason. Receipt of proposal materials by the University or submission of a proposal to the University confers no rights upon the proposer nor obligates the University in any manner.

A contract, based on this RFP, may or may not be awarded. Any contract resulting in an award from the RFP is invalid until properly approved and executed by the Chancellor or approved designee, Troy University. Any agreements shall be construed and interpreted according to the laws of the State of Alabama.

Issuing Office

This RFP is being issued by and sealed proposals are to be delivered to:

**Troy University
Purchasing & Asset Management
100 University Park
Troy, AL 36082**

Form of Contract

The successful bidder shall submit a proposed agreement, the scope and terms of the contract shall consist of the RFP, any amendments thereto, and the contractor's proposal in response to the RFP. In the event that an issue is addressed in one document that is not addressed in the other documents, no conflict in language shall be deemed to occur. However, the University reserves the right to clarify any contractual relationship in writing with the concurrence of the Contractor, and such written clarification shall govern in case of conflict with the applicable requirements stated in the RFP or the Contractor's proposal. In all other matters not affected by the written clarification, if any, the RFP shall govern.

No modifications or changes in any provision in the contract shall be made, or construed to have been made, unless such modification is mutually agreed to, in writing, by the Contractor and the University and incorporated as a written amendment to the contract. Memoranda of understanding and correspondence shall not be construed as amendments to the contract.

This Agreement shall be governed by the laws of the State of Alabama both as to its interpretation and performance without regard to its choice of law requirements. Should either party be required to legally enforce this agreement, then suit shall be filed in the Circuit Court of Pike County, Alabama as the exclusive venue to adjudicate the same and the non-prevailing party shall be responsible for the expenses of the prevailing party, including reasonable attorney's fees as a result of such litigation.

Deviations from the Form of Contract

The stated requirements appearing elsewhere in the RFP shall become a part of the terms and conditions of any resulting contract. Any deviations, therefore, must be specifically defined by the Contractor in the proposal, which, if successful, shall become part of the contract, but such deviations must not conflict with the basic nature of this RFP.

Execution of Contract

The Contractor to whom the contract is awarded shall, within ten (10) days after prescribed documents are presented for signature, execute and deliver to TROY the contract in substantial form, and include those items added or deleted during negotiations. The Contractor shall also provide satisfactory evidence of all required insurance coverage, bonds, and proof satisfactory to TROY, of the authority of the person executing the contract on behalf of the Contractor.

The above documents must be furnished, executed, and delivered before the contract will be executed by TROY. The contract will not be binding upon TROY until it has been executed by TROY and a copy of such fully executed contract is delivered to the Contractor.

The contract shall be for a term of one year with successive one-year renewal options not to exceed a total of five (5) years.

Contract Requirements & Forms

PERFORMANCE BONDS:

Alabama Law (Section 41-16-28, Code of Alabama 1975) provides that a bond is a responsible sum for faithful performance of the contract, with adequate surety, may be required in an amount specified in the advertisement for bids. The performance bond shall be set at no less than 10% of the total contractual amount or at a stated amount of no less than the cost of one month's service, whichever is greater. A performance bond must be in effect prior to the first date of service. Upon award of the bid, the successful bidder will be responsible for providing a Performance Bond, which should be valid until all work associated with this project has been completed. The performance bond should be presented to the Troy University Purchasing Department before a purchase order is issued. No goods are to be delivered and no work is to begin without an official Troy University purchase order.

HECVAT- LITE FORM:

The University's Information Technology Department requires the completion of HECVAT Lite documentation to ensure that cloud-based products are appropriately assessed for security and privacy needs. Information related to the HECVAT Lite can be found by visiting <https://www.educause.edu/higher-education-community-vendor-assessment-toolkit> or by emailing bids@troy.edu and requesting an electronic copy. This documentation should be included with submitted proposals. Any vendor unwilling to provide this documentation will not be considered.

W-9

Form

Taxpayer Identification Number and Certification form. For international companies, please refer to the [W-8BEN](#) form.

VENDOR DISCLOSURE FORMS:

[Instructions](#) | [Form](#)

State of Alabama Act 2001-955 requires that the Vendor Disclosure statement be completed and filed with all proposals, bids, contracts, or grant proposals to the State of Alabama exceeding \$25,000. A vendor disclosure statement is not required for contracts for gas, water, and electric services, where no competition exists, or where rates are fixed by law or ordinance. In circumstances where a contract is awarded by competitive bid, the disclosure statement shall be required only from the person receiving the contract and shall be submitted within ten (10) days of the award. A current vendor disclosure statement must be on file before invoices can be processed for payment.

E-VERIFY DOCUMENTATION:

verify.alabama.gov | [Form](#)

Alabama Law (Section 31-13-9 (a) and (b), *Code of Alabama, 1975*) requires anyone receiving state monies to verify that they are in compliance with the Alabama Immigration legislation known as the Beason-Hammon Alabama Taxpayer and Citizen Protection Act 2011-535. State agencies, including the **University**, are required to withhold payment until proper verification has been obtained. Contractors must provide 1) the federal E-verify enrollment form and/or 2) complete the Affidavit of Alabama Immigration Law Compliance. If the vendor does not employ any employee(s) within the State of Alabama, the form must still be completed with the verbiage: "NO ALABAMA EMPLOYEES."

Examination and Preparation of RFP Document

The bidder is encouraged to carefully examine all related RFP documents to become fully informed of the requirements and preferred features of the system to be provided. The bidder is responsible for collecting all necessary data required for developing its proposal for the described services.

All Interested bidder(s) may contact bids@troy.edu for any clarifications. The deadline for questions that may affect your submission is **August 6, 2026 at 2 PM CST**. All questions will be answered via email by **Tuesday, August 13, 2026**. If any questions necessitate an addendum, it will be issued on the 13th as well.

Bidder must submit two (2) physical copies of the proposal and 1 USB of the proposal. Only one of the physical proposal copies needs to contain any "wet ink" signed, original documents.

Sealed proposals will be received until **2:00 PM CST on September 1, 2026**, at which time proposals will be publicly opened. Proposals received after the time and date specified above will not be considered; but will be maintained in the Purchasing Department.

Mail sealed proposals to:

Troy University Purchasing
Attn: Sarah Richards
100 University Park
Troy, AL 36082

Mark the outside of the package as follows:

RFP# 26-012 Athletics Team Communication Platform – Football

[Name of Company]

2 PM CST / 9.1.26 (or 1SEPT2026)

Proposal Addenda & Rule for Withdrawal

Prior to the deadline date specified for receipt of proposals, a proposal may be withdrawn by submitting a written request for its withdrawal to the address listed above.

Unless requested by the University, the University will not accept any addenda, revisions, or alterations to proposals after the proposal due date.

Any submitted proposal shall remain valid for six (6) months after the proposal due date.

Addenda – Changes While Proposing

No interpretation of the meaning of the contract documents as defined in the scope of services, nor correction of any apparent ambiguity, inconsistency, or error therein will be made to bidders orally. Every request for such interpretation or correction shall be addressed in writing via mail to the address noted in the Issuing Office section, or by email to: bids@troy.edu

All Interested bidder(s) may contact bids@troy.edu for any clarifications. The deadline for questions that may affect your submission is **August 6, 2026 at 2 PM CST**. All questions will be answered via email by **Tuesday, August 13, 2026**. If any questions necessitate an addendum, it will be issued on the 13th as well. All clarifications, interpretations, or supplemental instructions must be issued by the University no later than 5 working days prior to the last day for submitting proposals.

Rejection of Non-Responsive Proposals

Proposals shall be considered non-responsive if they contain omissions, alterations of unacceptable conditions or limitations, or other irregularities of any kind. TROY may reject proposals considered non-responsive.

Oral Commitments

Potential bidders should clearly understand that any verbal representations made or assumed to be made during any oral discussions held between representatives of potential bidders and any Troy University personnel are not binding on Troy University, unless confirmed in writing by Sarah Richards or April Johnson.

Bidders shall be accorded fair and equal treatment concerning any opportunity for discussion, negotiation, and clarification of proposals. Any oral clarifications of substance shall be reduced in writing by the proposer when requested by TROY.

Offer of Gratuities

By submission of a proposal, the proposer certifies that no official or employee of the University has or will benefit financially or materially from this contract. The contract may be terminated by the University if it is determined that gratuities of any kind were either offered to, or

received by, any official or employee of the University from the potential bidder, his agent, or employees.

Vendor Presentation/Demonstration

Bidders who submit a proposal in response to this RFP may be asked to make a presentation/demonstration of their proposal based on selection by Troy University. Only those vendors selected by Troy University will be required to present. These presentations and demonstrations must show the University the “live” system functioning on a computer-based system.

For example, a simple PowerPoint presentation will not be sufficient. The demonstration must actually exercise the system in real-time via connection to a vendor supplied hosted software solution. If a vendor is required to present a demonstration, they will be contacted directly at least 5 business days prior to the scheduled demonstration date.

Restrictions on Communicating with University Staff

From the issue date of the RFP, until a Contractor is selected and selection is announced, bidders are not allowed to communicate directly with any University staff except:

1. The Purchasing and Asset Management department (bids@troy.edu)
2. Troy Athletics Representatives: Geveda Lowery & Ian Grier
3. University Representatives during oral presentations and demonstrations
4. Via written questions as provided under [Addenda](#) section

The University shall reserve the right to reject a proposal for violation of this provision.

RFP Addenda Acknowledgement

Addenda to this RFP may be necessary prior to the closing date and will be furnished by mail to all prospective bidders. Failure to acknowledge receipt of addenda in accordance with instructions contained in the Proposal Format may result in the proposal not being considered.

Compliance with the Law

Contractor shall comply with all applicable laws, ordinances, rules and regulations relating to the Services provided under this Agreement. NCAA Regulations, FERPA, and any other student-athlete related law must be adhered to as well as any security measures outlined by Troy University’s Information Technology Department.

Insolvency

In addition to all other rights herein, either party hereto may terminate this Agreement without prior notice should the other party become insolvent, voluntarily file for bankruptcy or receivership, or make any assignment for the benefit of creditors, or should the other party have commenced against it any proceeding, suit or action in bankruptcy or receivership provided such proceeding, suit or action is not dismissed within thirty (30) days.

The **University’s** financial status depends directly upon appropriations from the State of Alabama. Therefore, this agreement, and its continuation, is hereby expressly made contingent upon the **University** actually receiving from the State of Alabama an appropriation in sufficient

amount so as to allow the **University** to meet its financial obligations. Such determination shall be made solely by the **University** and such determination shall be final and binding upon both parties. If at any time the **University** shall determine that its appropriation is not adequate to allow it to meet its obligations, then in such event the **University** shall be allowed to terminate this Agreement, upon ninety (90) days written notice to Contractor, with all other termination and final settlement provisions remaining applicable hereto.

Trade Secrets and Proprietary Information

During the term of this Agreement, Contractor and **University** may have access to certain proprietary materials of each other. In the case of Contractor, proprietary information shall include management guidelines and procedures, faculty data, student data, staff data, operating manuals, and similar compilations regularly used in Contractor's business operations ("Trade Secrets"). Neither **University** nor Contractor shall disclose any of the other party's Trade Secrets or other proprietary information, directly or indirectly, during or after the term of this Agreement. The parties shall not photocopy or otherwise duplicate any such material without the prior written consent of the originator. All Trade Secrets and other proprietary information shall remain the exclusive property of its originator and shall be returned thereto immediately upon termination of this Agreement. In the event of any breach of this provision, the offended party shall be entitled to equitable relief, including an injunction or specific performance, in addition to all other remedies otherwise available. This provision shall survive termination of this Agreement.

All student data must be protected under the provisions of FERPA (Family Educational Rights and Privacy Act). Vendors must demonstrate the security mechanisms in place to protect against data loss or security breaches.

Evidence of FERPA training and certification of all vendor employees servicing the **University** account must be provided prior to contract initiation. the successful vendor must acknowledge that they fully understand and follow security best practices in the vendor's operations and provide a written statement of compliance on an annual basis to the University. All HE (Higher Education) Regulatory Requirements should be adhered to, TROY's security team will review the adherence using HECVAT (Higher Education Cloud Vendor Assessment Tool). Troy University's External Hosting Policy can be viewed at: <https://www.troy.edu/epolicy/800-technology.html#816>

For instructions on the HECVAT requirement, see Proposal Format below (pg. 16).

Assignment

This Agreement, or any portion thereof, may not be assigned by either party without the written consent of the other.

Catastrophe

Neither vendor nor **University** shall be liable for failure to perform its respective obligations hereunder when such failure is caused by fire, explosion, water, act of God, civil disorder or disturbance, strikes, vandalism, war, sabotage, weather and energy related closings,

governmental rules or regulations, failure of third parties to perform their obligations with respect to the Services, or like causes beyond the reasonable control of such party, or for real or personal property destroyed or damaged due to such causes.

As described in [Section E](#) of the Proposal Format, vendors will be required to explain their disaster recovery/backup methodology in order for the vendor supplied service center to remain operational in a disaster situation. The **University** requires that the vendor demonstrate routine exercise of their disaster recovery plan and provide reports to the **University** of those exercises. Failure to provide adequate disaster recovery/backup mechanisms in order to mitigate downtime could result in the termination of the contract by the **University** should the deficiency not be corrected. Remediation of the disaster recovery/backup facilities would be required in a mutually agreed to time frame by the contracting vendor and **University**.

Severability

If any term or provision of this Agreement or the application hereof to any person or circumstance shall, to any extent or for any reason be invalid or unenforceable, the remainder of this Agreement and the application of such term or provision to any person or circumstance other than those as to which it is held invalid or unenforceable shall not be affected thereby, and each remaining term and provision of this Agreement shall be valid and enforceable to the fullest extent permitted by law.

Amendments to Agreement

All provisions of this Agreement shall remain in effect throughout the term hereof unless the parties agree, in a written document signed by both parties, to amend, add or delete any provision. This Agreement contains all agreements of the parties with respect to matters covered herein, superseding any prior agreements and may not be changed other than by an agreement in writing signed by the parties hereto.

Entire Agreement

This Agreement, including its attachments and other documents specifically incorporated by reference herein, contains the entire understanding and agreement of the parties concerning the matters contained herein, and supersedes and replaces any prior or contemporaneous oral or written contracts or communications concerning the matters contained herein.

Equal Opportunity Statement

The **University** believes in equal opportunity practices which conform to both the spirit and the letter of all laws against discrimination and is committed to non-discrimination because of race, creed, color, sex, age, national origin, or religion. To be considered for inclusion as a Contractor under this agreement, the Contractor must include a statement of the Contractor's commitment to Equal Opportunity Employment.

Scope of Services

Troy University RFP# 26-012 Athletics Operations, Communication, and Performance Analytics Platform

Overview

Troy University Athletics requires an efficient platform that will facilitate comprehensive operation, coaching intelligence, athlete management, and performance analytics for its Football Program. The University desires an integrated solution that supports team communication, scheduling, document management, athlete information management, coaching workflows, scouting and recruiting operations, opponent analysis, performance evaluation, and advanced football analytics.

Platform Components

Coaching Intelligence

- Ability to utilize player tracking data to provide detailed information on player movement, positioning, and performance for analysis and decision-making.
- Ability to automatically generate play diagrams and play cards from tracking data, reducing manual data entry and improving consistency in play documentation.
- Ability to provide visual representations of player alignments and formations to support film review, game preparation, and coaching analysis.
- Ability to deliver player-specific reporting and performance insights that assist coaches in player evaluation, development, and game planning.
- Ability to generate route and movement overlays for skill position players and pass rushers to support advanced film study and schematic analysis.
- Ability to create customizable reports using both system-generated data and institution-specific data elements to meet the needs of various coaching and support staff roles.
- Ability to integrate institutional and team-specific data sources into a centralized platform, providing a unified environment for football operations and analysis.
- Ability to maintain and update team depth charts through automated data integration and reporting processes.

Football Analytics, Scouting, and Performance Intelligence

- Ability to provide detailed player participation data, including position, role, personnel groupings, and situational usage for offensive, defensive, and special teams' analysis.

- Ability to provide comprehensive football performance data and evaluations across collegiate and professional football levels, including access to historical data for benchmarking and trend analysis back to 2006 or further.
- Ability to offer customizable data visualization, modeling, and play-diagramming tools that support coaching, scouting, and analytical workflows.
- Ability to generate automated scouting, self-scouting, game preparation, and opponent analysis reports in a format suitable for coaching staff review.
- Ability to provide player rankings, statistical analysis, advanced metrics, and participation data to assist with player evaluation and personnel decisions.
- Ability to deliver advanced player participation and alignment analytics, including formation, motion, shift, route, coverage, blocking, and quarterback performance data.
- Ability to provide matchup-level data and evaluations for blocking, coverage, and other position-specific performance categories.
- Ability to create custom reports tailored to the unique needs of coaches, analysts, recruiting personnel, and support staff.
- Ability to support transfer portal evaluation and reporting through integrated player analysis and personnel management tools.
- Ability to provide advanced search and research functionality to expedite film study, scouting, and football operations workflows.
- Ability to generate automated breakdowns, situational analysis, and game-planning reports to support weekly preparation activities.
- Ability to provide data-driven decision-support tools for game management scenarios, including fourth-down strategy and other situational football analyses.
- Ability to assist with player personnel evaluation by identifying player attributes, performance indicators, and potential scheme fit based on available data.
- Ability to provide advanced football analytics and performance metrics to support roster management, player development, scouting, and competitive analysis.
- Ability to provide officiating and penalty-related data for evaluating trends, crew tendencies, and game management considerations.

- Ability to utilize player tracking and movement data to support athletic performance analysis, game preparation, and player evaluation.
- Ability to support institution-specific terminology and integrate football analytics within existing video, coaching, and operational workflows.
- Ability to integrate with Catapult (XOS)/DVSport football video and performance analysis systems to streamline data sharing and coaching operations.

Team Operations, Communication, and Athlete Management

- Ability to support mass communications through email, text messaging, and voice messaging, including the scheduling of communications for future delivery.
- Ability to monitor communication activity through delivery, open, read, and engagement tracking for messages distributed to student-athletes, coaches, and staff.
- Ability to securely store, organize, and distribute documents, playbooks, scouting materials, forms, videos, and other team-related resources through role-based permissions.
- Ability to track and audit user access to system files, documents, and multimedia content.
- Ability to create and manage electronic forms and workflows, including support for electronic signatures with DocuSign or a form builder, automated notifications, and profile data updates.
- Ability to integrate with third-party applications and institutionally used systems through application programming interfaces (APIs) or similar integration methods to facilitate data exchange and operational efficiency.
- Ability to develop and maintain centralized calendars for team activities, including practices, competitions, travel, meals, meetings, recruiting activities, and other program events.
- Ability to synchronize calendar information with commonly used calendar platforms and provide mobile access to scheduling information.
- Ability to track attendance and participation at scheduled events and activities.
- Ability to provide automated reminders, alerts, notifications, and reporting related to team communications and scheduled events.
- Ability to manage team travel logistics through a centralized platform, including itineraries, travel rosters, room assignments, task management, and related travel documentation.

- Ability to maintain athlete and staff profiles, including notes, records, and other program-specific information.
- Ability to provide configurable user roles and permission levels for coaches, administrators, support staff, student-athletes, and other authorized users.
- Ability to maintain a centralized repository of student-athlete information and related program data.
- Ability to provide audit and reporting capabilities that track user activity and system usage.
- Ability to support compliance with applicable privacy, records management, and student-information security requirements, including the ability to restrict access to sensitive data through role-based security controls.

Proposal Format

Troy University RFP# 26-012 Athletics Operations, Communication, and Performance Analytics Platform

Proposals are to be submitted in a cohesive format with all relevant materials organized to follow the provided sequence, and each section clearly titled or otherwise identified to facilitate an efficient and equitable review process. The University will make no reimbursement for the cost of developing or presenting proposals in response to this RFP solicitation. Only information specifically related to the project described in this RFP will be evaluated in accordance with the stated [evaluation criteria](#). The University expects to award a contract based on the initial offer; therefore, all proposals should be submitted on the most favorable and complete price and technical terms that vendors are able to offer.

Please ensure that all proposals are formatted in the order presented below:

Section A: Company Profile

A brief narrative describing the company's history, corporate resources, management team, company philosophy, approach to providing services, qualifications, higher education experience, total number of years in business, relevant experience, and benefits TROY will receive through contracting with the firm.

The University desires a listing of all higher education institutions served. In addition, at least three account references from this list should be included that contain liaison names, telephone numbers, physical addresses, email addresses, a description of services provided, and dates of the services.

Section B: System Features

A complete description of the System Features including all the reporting capabilities offered by the vendor. Please refer to the Scope of Services for the required component features. Additional features/services that are offered outside of the ones listed should be noted and clearly marked as integral or optional platform components.

Section C: Pricing

for ALL services, implementation fees, training fees, any monthly fees, user fees, reporting fees, renewal fees, licensing fees, and ANY additional fees that could potentially be charged, including venue seating chart.

Section D: Security Profile

Indicate if hosting provided by vendor (SaaS) or by client.

Describe details of data warehousing/ hosting site, number of years in business, number of clientele housed in this location, emergency preparedness/disaster recovery methodology & plan, detailed schematic of hosting infrastructure and fail-over sites, redundancy, and system back up details.

The Higher Education Cloud Vendor Assessment Tool Lite (HECVAT- Lite) will be required at the time of bid submission. The information provided in the HECVQAT-Lite must be screened and approved by the Troy University Information Technology Department. This Excel form can be requested by emailing bids@troy.edu, or you can obtain it at the following link and clicking on the “Lite - condensed version to expedite process” under the HECVAT Tools section.

<https://library.educause.edu/resources/2020/4/higher-education-community-vendor-assessment-toolkit>

Please insert the following statement in your proposal for the proposal to be considered.

We, _____ (company name) comply and agree with policy 816 External Hosting Policy for Troy University.
<https://www.troy.edu/epolicy/800-technology.html#816>

Section E: Equipment and Technical Requirements

Describe minimum venue intranet LAN server specifications and/or PC hardware/software/operating system requirements to utilize your system. Indicate compatibility with Windows and Mac OS. Indicate supported web browsers. Is the system compatible with mobile devices (i.e. tablets and cell phones), if so which operating systems? List any software or equipment that will require a static IP.

Provide any information on technology and equipment that may need to be implemented to run your software’s modules, report generation, etc.

Section F: Implementation Plan

Describe the process used to implement the contracted services, including any customization or transition period that will be required. Provide a listing of events and timeframes for accomplishing the implementation, along with the training required for operations and reporting.

Section G: PCI Compliance

The Contractor must address any and all PCI compliance issues that will affect execution of this contract, including, but not limited to information regarding the Contractor’s PCI compliance measures and any expectations and any information regarding Troy University’s PCI compliance measures that are required to be documented, and costs, if any. If vendor utilizes or contracts with a third party for PCI compliance, this must be clearly indicated.

Section H: Training

Describe the training and development program you will implement for TROY athletic staff and coaches. Include subjects and hours of training, method of delivery, as well as a description of components that would be developed and provided.

Section I: Technical Support

Provide a specific description of the technical support available to Troy University.

Describe how issues are escalated and a time frame for resolution of common types of help desk requests. What are your normal support hours (specify time zone)? Where is support staff? What are your top five support questions received from your client? What is the range and average for system downtime (scheduled and unscheduled) for your clients' systems?

Section J: Exceptions to RFP

The Contractor must address any and all exceptions to the RFP. These should be referenced by subsection.

Section K: Additional Explanations and Interpretations

Any explanation desired regarding the meaning or interpretation of the RFP, attachments, specifications, etc. must be requested in writing with sufficient time allowed for reply to reach bidders before the submission of their offer. Oral explanation or instruction given before the award of the contract will not be binding.

Bidders are cautioned that the University will not accept data that is essential for a complete and thorough evaluation of the proposal after the scheduled proposal opening. Any information given to prospective bidders concerning the RFP will be furnished to all prospective bidders as an amendment or addendum to the RFP.

Section L: Acknowledgement of Amendment or Addendum to RFP

Receipt by a bidder of an amendment or addendum to the RFP must be acknowledged by inserting a copy in the bidder's proposal.

Section M: Propriety Information

After the award of the contract, all proposals will be opened for public inspection. Trade secrets, test data, and similar proprietary information will remain confidential, provided such material is clearly marked as such. Note: Net cost information will not be considered confidential.

Section N: ADA Section 508 Compliant

Each vendor must certify that the proposal offered is in full compliance with the Americans with Disabilities Act Section 508. Specific data related to the vendor's compliance methodology would be beneficial.