



REQUEST FOR INFORMATION:

**Vehicle Maintenance and Carwash Operations:
Transportation Services**

REQUEST FOR INFORMATION DISTRIBUTION DATE: November 5, 2025

INFORMATION SESSION: Nov 12th, 2025, 3:30 – 4:30PM via Zoom

REQUEST FOR INFORMATION RESPONSE DATE: November 24, 2025

Table of Contents

SECTION ONE: RFI OVERVIEW	3
INTRODUCTION	4
OVERVIEW	5
SITE DESCRIPTION	6
SECTION TWO: RFI DOCUMENT REQUIREMENTS	7
REQUEST FOR INFORMATION SUBMISSION REQUIREMENTS	8
DISCLAIMER	8

SECTION ONE: RFI OVERVIEW

INTRODUCTION

- 1.1 Michigan State University (MSU) Transportation Services manages all aspects of the 1,200 vehicles and trailers owned and operated by MSU. During the summer of 2025, MSU relocated the motor pool office (vehicle lease and rental operation), bus operation, and customer support desk to the University Services building located on Service Rd. The remaining Service Garage, currently located in the Spartan Stadium east concourse, will kick off design this fall to relocate and construct a new facility to the Service Rd district. As part of this transition, MSU extends to your **FIRM**, this invitation to submit a response to this Request for Information (RFI) for the University's **Vehicle Maintenance and Carwash Operations: Transportation Services** located on its campus in East Lansing, Michigan. The selected firm would be expected to support and serve the MSU community.
- 1.2 MSU invites qualified vendors to submit information regarding their ability to support one of three potential options. Only submissions as defined in the Request for Information (RFI) will be accepted.

Option 1: Space Lease Agreement for Basic Vehicle Maintenance and Carwash Services

Under this arrangement, the vendor would enter into a **Space Lease Agreement with Michigan State University (MSU)** to operate a basic vehicle maintenance and carwash business within a newly constructed facility on campus. MSU would be responsible for building the facility and preparing the leased space with utility connections, while the vendor would provide all necessary equipment, staffing, and operational oversight.

Services offered would include, but not limited to:

- Oil changes
- Filter replacements
- Tire rotations
- Minor vehicle repairs
- Carwash services

The vendor would operate under their own brand and business model, maintaining control over day-to-day operations, customer service standards, and staffing.

Option 2: Franchise Agreement for Basic Vehicle Maintenance and Carwash Services

Under this arrangement, MSU is seeking to **license a vendor's established vehicle maintenance and carwash service model**, whereby MSU is the franchisee, and is granted the right to operate within the newly constructed facility on campus. The vendor would grant MSU the rights to use their branding, operational technology and procedures, and service framework.

MSU Transportation Services would act as the franchise operator, taking full responsibility for:

- Staffing the operation with MSU employees
- Managing day-to-day services

- Ensuring compliance with the franchise and university standards and safety protocols
- Delivering services consistent with the vendor's brand and expectations

The vendor would provide training, branding assets, and operational guidance, but MSU would be fully responsible for operating the business.

Option 3: Vendor suggested alternative approach

MSU is open to considering another arrangement that may be acceptable to both parties. MSU is not interested in fully contracting out the service garage business, but we are in the design phase of planning the new facility and could incorporate building layout changes or other modifications to the car wash facility which could ensure a successful model for MSU and the vendor.

OVERVIEW

- 2.1 MSU is soliciting submissions from qualified **FIRM(s)** for its **Vehicle Maintenance and Carwash Operations: Transportation Services** that shall either include information regarding a franchise agreement, a license agreement **or vendor suggested alternative approach**
- 2.2 The Request for Information (RFI) is issued for informational purposes only and does not constitute a binding agreement. MSU reserves the right to reject any or all submissions and is not obligated to enter into any agreement as a result of this request. Interested **FIRM(s)** receiving this RFI are invited to submit their information for consideration by MSU.
- 2.3 MSU is committed to offering the best quality experience in vehicle maintenance to all members of the University community. Students, faculty, and staff make decisions to be a part of the MSU experience because of MSU's success in meeting their needs and expectations. We are committed to this standard.
- 2.4 The services to be provided under options 1 & 2 will include but are not limited to: Basic vehicle maintenance such as oil changes, filter replacements, tire rotations, and balancing. Adherence to all applicable safety standards, regulations, and guidelines set by MSU. Regular maintenance and upkeep of equipment and facilities involved in the service operation.
- 2.5 MSU seeks to establish an agreement with a qualified vendor to provide basic vehicle maintenance services within the expanded Service Road garage facility. Through this arrangement, MSU aims to accomplish the following objectives:
 - A. **Enhance On-Campus Convenience:** Offer accessible and dependable vehicle maintenance services to the MSU Community—Faculty, Staff, and Students - minimizing the need to leave campus for routine automotive care. With over 57,000 parking permits issued for on-campus parking, the demand for convenient vehicle services is substantial.
 - B. **Support Campus Mobility**
Ensure that the MSU community has access to vehicle maintenance services that contribute to the safety and reliability of personal vehicles used for commuting and campus activities.

C. Leverage Vendor Expertise

Partner with a vendor that brings proven experience, operational efficiency, and a customer-focused service model aligned with MSU's mission and values.

D. Maximize Facility Utilization

Optimize the use of the Service Road district by integrating a licensed service operation that compliments existing Transportation Services functions.

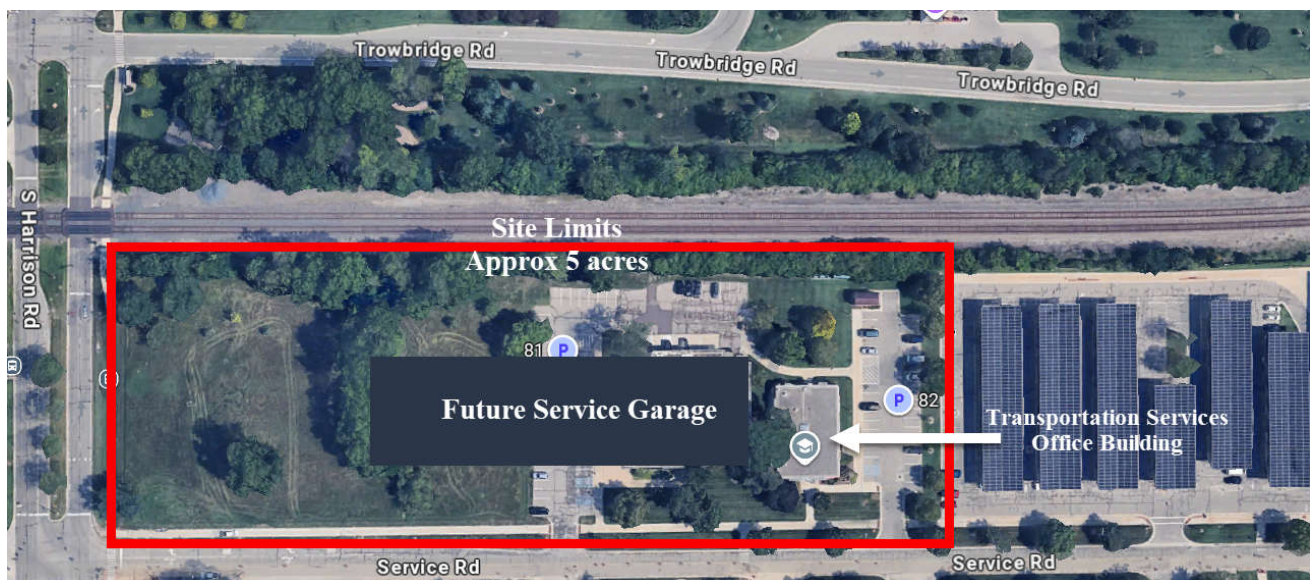
E. Maintain Operational Oversight

Operate under a licensing framework that allows MSU Transportation Services to maintain oversight and ensure compliance with university policies, safety protocols, and service expectations.

F. Promote Sustainability and Education

Encourage environmentally responsible practices and explore opportunities for student engagement, internships, or educational partnerships related to automotive services.

SITE DESCRIPTION



- 3.1 MSU will initiate the design phase in Fall 2025 to develop the site located at Harrison Road and Service Road within the MSU Service Road District, with construction anticipated to be completed by August 2027. The existing Service Garage is located in the east Spartan Stadium concourse.
 1. Please reference www.maps.msu.edu/interactive;
 2. Please reference www.msu.edu for general information
 3. Please reference <http://ipf.msu.edu/resources/business-partners/standards-for-construction>
 4. Please reference <https://ipf.msu.edu/service-billing/service-catalog/transportation>
- 3.2 The Service Garage operates Monday through Friday, from 8:00 a.m. to 4:30 p.m. Requests for extended or alternative service hours may be considered upon negotiation.

SECTION TWO: RFI DOCUMENT REQUIREMENTS

REQUEST FOR INFORMATION SUBMISSION REQUIREMENTS

- 4.1 Company Profile: Provide a brief overview of your company, including years of experience, services offered, and any relevant certifications or affiliations.
- 4.2 Proposed Service Model: Select one or more of the Options and detail how your company would implement the business model including a description of the vehicle maintenance services to be offered, operational hours, and customer service strategies.
- 4.3 Experience and Expertise: Provide examples of past projects or experiences relevant to providing vehicle maintenance services at a university, business, or similar setting.
- 4.4 Financial Overview: Include a general overview of the financial terms or structure you would propose for the agreement. For example, capital cost share, facility lease agreement, and naming rights would also be considered.
- 4.5 References: Provide contact information for at least two references who can speak to your company's ability to operate a vehicle maintenance business in a similar environment.

INFORMATION SESSION

MSU will host a 1 hour Zoom informational session to any interested party on **Wednesday, November 12th from 3:30PM – 4:30PM EST**. Interested parties must email Chuck Dion, IPF Purchasing Agent, dionchar@msu.edu to receive the Zoom invitation link.

SUBMISSION

- 5.1 **Submission Deadline:** Please submit your response to this RFI no later than **Monday, November 24, 2025 5:00PM**
- 5.2 **Submission Instructions:** All responses must be submitted electronically to Chuck Dion, IPF Purchasing Agent, dionchar@msu.edu.
- 5.3 Questions regarding this solicitation may be directed to Brooke Pugh, Transportation Services manager bebowbro@msu.edu

DISCLAIMER

- 6.1 This RFI is issued for informational purposes only and does not constitute a binding agreement. MSU reserves the right to reject any or all submissions and is not obligated to take any procurement action or enter into any agreement as a result of this request. Further, MSU will not be liable for any costs, expenses, or damages incurred by a Firm participating in this RFI.
- 6.2 FREEDOM OF INFORMATION ACT. Responding Firms 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. MSU will not disclose trade secrets or commercial or financial information obtained as a result of this RFI to the full extent that such information is exempt from disclosure. If a response to the RFI contains any information that is considered exempt (trade secrets or commercial or financial information), such information must be clearly marked as “exempt.” MSU will have the right to make a final determination of any exemption under FOIA.