



**Bookstore Services
Request for Proposals
Submission Deadline: Noon CST on March 15, 2023**

Purpose

Colby Community College (CCC) consistently strives to provide new and improved services for our students. The College recognized that the services and delivery formats encompassed within the campus bookstore environment are in a transformational period. Therefore, CCC has initiated this Request for Proposal (RFP), seeking innovative and proactive solutions for the delivery of textbooks and course materials.

Overview

The goal of this RFP process is to find a strategic partner who will provide CCC with the tools necessary to improve textbook affordability, online solutions, and flexible course material delivery options.

Project Timeline

The following is the schedule that applies to this RFP. But may change in accordance with the organization's needs or unforeseen circumstances.

- Issuance of RFP February 22, 2023
- RFP Closes March 15, 2023
- Complete Evaluation March 17, 2023
- Final Award Notification March 21, 2023
- Project Completion May 12, 2023 (no later than this date)

Budget, Estimated Pricing, and Commission

The Vendor will supply its most current, certified year-end balance sheet and income statement and any other documentation necessary to demonstrate its capability to perform the agreement resulting from this solicitation without assistance from any outside source(s).

The Vendor will secure and pay for all federal, state, and local licenses and permits required for the College Bookstore operations provided for herein. The College will cooperate with the Vendor in obtaining all licenses and permits and will execute such documents as will be reasonably necessary or appropriate for such purposes. The Vendor will pay for any and all taxes and assessments attributable to the operation of the College Bookstore provided herein including, but not limited to sales taxes, excise taxes, payroll taxes, and federal, state, and local income taxes.

The Vendor will pay the College a commission percentage based on gross sales as defined herein. The Vendor will specify this commission percentage in its proposal.

Gross sales will be defined as all collected sales at the Bookstore, including textbook rentals and all sales from the bookstore website: less voids, refunds, sales tax, discounted departmental sales, handling fees associated with non-return of rental textbooks, campus debit card fees, computer hardware, eBook readers, discounted faculty/staff sales, pass-through income, bookstore issued scholarship sales, merchandise sales at less than a 20% gross margin such as computer hardware as reasonably determined by the Vendor, and other merchandise mutually designated as non-commissionable. Gross Sales will include any commissions received by the contractor from products such as class rings and commissions received by the contractor for authorized sales by other companies or organizations on the College Bookstore website.

Applicable payments, as set in the Vendor's proposal, will be made quarterly by the Vendor to the College and will be paid within 10 days after the close of the quarter in which they were earned. The final payment for any year will be made within thirty (30) days after the end of the applicable contract year and will include any adjustments required by the percentage of gross sales formula set forth in the Vendor's proposal.

A detailed statement of its computation will accompany each payment, and the Vendor will furnish supporting documentation to the College upon request.

The College will have full access at all times to the Bookstore accounting records, including all cash registers at the Bookstore being used by the Contractor, with or without notice. Cash register control totals will be used to verify the cash sales reported. All cash registers or point-of-sale equipment utilized by the Vendor in the College Bookstore will have non-changeable grand totals.

The Vendor will maintain complete and accurate accounts and records, in accordance with nationally accepted bookstore industry standards, of all revenues, cost of goods, salaries, benefits, and all other expenses in connection with the College Bookstore operation provided under the terms of the Contract. All such accounts and records will be retained by the operation and may be inspected and reviewed by the College.

On termination of the Contract, commissions will be paid to the College on sales up to the final day the Bookstore is operated under the Contract. The commission due the College for any portion of a Contract year will be calculated on a percentage basis.

The Vendor will provide property and casualty insurance covering the Vendor's equipment and other personal property in the Bookstore.

See also the **Proposal Preparation Instructions and Organization, Financial Returns**

The Vendor must agree to keep these prices valid for 60 days as of March 15, 2023.

Exclusions

Good Faith Statement All information provided by CCC in this RFP is offered in good faith. Individual items are subject to change at any time. CCC makes no certification that any item is without error. CCC is not responsible or liable for any use of the information or for any claims asserted therefrom.

Any project exclusions or any portion of the proposal that cannot be provided must be disclosed in a section labeled exclusions.

Communication

Applicable terms and conditions herein govern communications and inquiries between Colby Community College and Vendors relating to this RFP. Inquiries, questions, and requests for clarification related to this RFP are to be directed by submitting an email to: Dr. Tiffany Evans, Vice President of Academic Affairs, tiffany.evans@colbycc.edu

Verbal communication will not be effective unless formally confirmed in writing by a specified procurement official managing this RFP process. In no case will verbal communication govern over written communication.

Proposal Preparation Instructions and Organization

1. Vendor information:

- a. Primary contact name, position and contact information.
- b. The number of years your company has been in business providing services for the collegiate bookstore market.
- c. The number of collegiate bookstore customers and the average number of years of your partnership with current customers.
- d. Provide three customer contacts for a referral.

2. Textbook Pricing and Affordability:

- a. What methods of delivery of course materials can you provide?
- b. How will your pricing strategies address the goal of the College to reduce the cost and increase the affordability of textbooks and course materials to our students?
- c. Highlight the measures your company has taken to increase textbook affordability in the last three years.
- d. Provide your current retail pricing and textbook options.

1. Online Ordering:

- a. Describe your online textbook ordering process from the customer's perspective. Include screenshots of your ordering page. Include the types of payments you are able to process.
- b. Do you integrate with a Student Information System (Power Campus) to provide a single sign-on and allow for direct access to the individual student's schedule with the required course materials?

- c. Are you able to provide real-time stock availability, estimated delivery time, customer support information, and order acknowledgements?
- d. If applicable, what are your shipping charges? Do you offer any free freight options? Do you offer on-campus pick-up?
- e. What are your delivery options and the length of time for each option?
- f. Do you provide services to international students? If yes, provide additional detail.
- g. Do you offer a marketplace option or price comparison tool?
- h. Do you offer online buyback? If yes, provide details on shipping, buyback rates/percentages, and any incentives.
- i. Do you offer course supply options outside of textbooks? If yes, provide additional detail.
- j. What is your experience integrating with the Canvas LMS?

3. Customer Service:

- a. Describe your company's commitment to customer service. What type of training do you provide your staff?
- b. What methods and strategies do you utilize for receiving and reacting to customer feedback?
- c. What are your hours of support for online customer service? What methods of contact for customer service do you offer?
- d. Describe your company's crisis planning. Include your ability to communicate with faculty and department leaders to provide services in extenuating circumstances and provide print and digital materials.
- e. What is your refund policy for books (physical and/or electronic)?
- f. What is your company's process for recording customer interactions to ensure quality?

4. Faculty Experience and Adoptions:

- a. Describe your course adoption tool, capabilities, and adoption submission process.
- b. What strategies do you use to ensure adoption information is received in a timely manner?
- c. Are faculty able to see retail pricing for students at the time of adoption?
- d. Are faculty able to compare prices across multiple publishers and ISBNs?
- e. What are the analytics and reporting capabilities of your system?
- f. Describe your training and resources for faculty making text selections and submitting adoptions.

5. Course Materials:

- a. Describe the types of course materials offered and estimates of the percentage of your inventory (new, used, OER, rental, digital, etc.)
- b. What is your approach to inclusive access?
- c. Describe your measures in place for students with disabilities.
- d. What are your measures to ensure HEOA and ADA compliance?

- e. What is your capability for support and publishing of course pack materials?
- f. Describe your buyback program.
- g. What strategies have you implemented to network with faculty and leadership to improve adoption rates?

6. Marketing:

- a. What marketing strategies do you implement to steer students to your online site?
- b. Describe how you remain knowledgeable about changing college bookstore trends, and give examples of how you have incorporated actions in response to changes in the market.

7. Financial Aid:

- a. Present your ability to interface with Great Plains and our student financial services for the processing of individual financial aid programs.
- b. Describe your compliance measures to protect student data (i.e., FERPA, PCI compliance, EMV).

8. Financial Reporting:

- a. What are the types of financial reporting that will be available to the College? Describe the types and frequency.
- b. Describe the commission payment schedule and commission rates.
- c. Do you provide any reporting available online? If yes, please describe.

9. Financial Return:

- a. Please provide a commission table that addresses the following areas that apply to your proposal:
 - i. Course materials commission, percentage, and breakdown of type—new, used, rental, etc.
 - ii. Any exclusions or exceptions should be noted and described in detail.
- b. Signing bonus and/or transition payment (if any).
- c. Technology investment (if any).
- d. Departmental, faculty, or staff discounts offered.
- e. Any scholarship or foundation support.

10. Implementation Plan:

- a. Present an outline of an implementation plan to ensure a smooth transition no later than May 12, 2023.

Proposal Submissions

In order to be considered for selection, Bidder must submit a complete response to this RFP by, or prior to, 03/15/2023, prior to 12:00 p.m. (Central Time). An officer of the responder who is

legally authorized to bind responder to the proposal must sign the proposals. Proposals received after the deadline will be ineligible for consideration.

Proposals will be sent to Dr. Tiffany Evans, Vice President of Academic Affairs, tiffany.evans@colbycc.edu until noon, CST on February 15, 2023. Email submissions will be accepted, or proposals can be mailed or delivered to:

Colby Community College
Division of Academic Affairs
Vice President of Academic Affairs, Dr. Tiffany Evans
1255 S. Range Ave. Colby, KS 67701
Office: (785) 460-5403
Email: tiffany.evans@colbycc.edu

Selection and Notification

The Colby Community College Board of Trustees will meet for its regular meeting on Monday, March 20, 2023, and vote on a Vendor recommended by the College. The selected Vendor will be notified on or about March 21, 2023, after approval by the Board of Trustees.

Mandatory Disclosures

Colby Community College is a tax-exempt entity, and all sealed bids should reflect the exclusion of sales tax.

Statement of Disclosure

The Board reserves the right to reject any or all bids, to accept that bid that appears to be in the best interest of the College, to waive any informalities in any part of any bid, and to reject any or all bids received after the date and time specified. Any bid may be withdrawn prior to the scheduled time for the opening of bids. The bidder to whom the award is made may be required to enter into a written contract with the College and provide a performance or public works bond as required by law or the Board of Trustees (where applicable).

BID FORM

Bookstore Services
Colby Community College
1255 S. Range
Colby, KS 67701

We hereby submit our bid for the proposed horse shelters for Colby Community College. All bid specifications and instruction to bidders are incorporated with this bid.

Base Bid:

\$ _____

The successful bidder will provide bookstore services that meet the following criteria:

1. Offer diverse book selections that may include new, used, and rental books, online and downloadable versions with required software, instructor/desk copies, and open source books. A no penalty opt out option for faculty and Departments who select books and course materials from publishers not sold by your organization.
2. Offer sufficient quantities of physical and/or digital coursebooks as well as recommended materials, as required or recommended by the faculty for academic courses, available for purchase by students at the specific times the items are needed.
3. Offer faculty members with a textbook adoption portal that is easy to access and use, and provides faculty members with the ability to store and access past semester adoptions to reuse course requests as needed. Faculty members will have full control and discretion as to which publisher's materials they will adopt and use in their class.
4. All physical and/or digital materials (new, used, digital delivery, and custom readers requiring copyright approval) will be offered to students at the lowest cost possible. The chosen Vendor will offer the lowest price guarantee to meet or beat other pricing in the marketplace.
5. Support inclusive access coursebook content where applicable. Integrate inclusive access and digital content into the Canvas LMS system to offer student first day access.
6. Ensure that the specific requested editions of textbooks are available for sale.
7. Minimize out-of-stock situations on textbooks, if selling physical materials.
8. Provide coursebook buyback services at the end of each academic term for students, if selling physical materials.

9. Provide a wide selection of current trade, academic, and technical literature in support of required material for the academic disciplines at the institution.
10. Provide the opportunity to provide for some exclusions, including but not limited to digital readers, and other content.
11. Provide new course materials of interest to the College's community.
12. Provide and promote free OER services and integrate those services into the platform.
13. Provide and facilitate the provision of digital texts, custom course packets, and OER resources.
14. Offer an online purchasing platform to students and faculty that is seamless to the user. A virtual textbook platform that integrates well with the campus store and is seamless to students when they enter the online campus store.
15. Understand the College's academic, cultural, and social environment and tailor textbook offerings and delivery accordingly.
16. Achieve the highest level of customer service to the institution's student population, while offering the lowest cost and broadest content access to students and demonstrating annual student savings.
17. Allow the institution full control and approval of the content of any email, text or written communications that go out to students, staff, or faculty regarding course materials. The institution will approve all promotional communications that go out to staff, students, and faculty.
18. Assume all costs associated with any integrations with the existing Canvas LMS system and provide all of the technical fulfillment systems and infrastructure to deliver digital and/or physical course materials.
19. Provide the College with a dedicated account manager to handle all questions and concerns. The Vendor will also provide the institution with an escalation contact that will respond in 24 hours should an issue occur that requires escalation. The College will have the ability to request that a Vendor change the account representative should customer service issues arise, and are not being resolved in a timely manner.
20. Provide regular financial reporting on sales as negotiated. Ideally, the Vendor will provide with a customer portal to access sales activity in real time. The following data will be available: Student ordering data, order history, adoption rates, delivery performance, and number of back-orders.

21. Student, faculty, and campus data security are of utmost importance. Vendors will provide any information regarding data security or credit card breaches in the last two years. The Vendor will need to comply with, and accept, all data security controls as determined by the College.
22. Provide all platform training services (customer portal, faculty adoption, etc.) at no cost to the College.
23. Describe, in detail, the commission structure on sales, including volume pricing sales threshold which might result in lower textbook pricing for students. The commission plan will include a requirement that the Vendor provide a commission guarantee for the life of the contract.
24. Provide three client references for campus customers that are of similar size and scope to Colby Community College.

Bidder must sign below and return this bid form with their bid document indicating agreement with specifications and terms as stated above.

I have read and understand the terms and specifications of the request for sealed bid above and will comply to such terms and specifications.

Company Name (printed) _____

Individual Name (printed) _____

Individual Phone and Email _____

Individual Name (signed) _____

Date _____