

**Request for Proposal Q00911**  
**Course Materials and Campus Bookstore Solutions**  
**Addendum #1**  
**December 22, 2017**

All changes to the Request for Proposal are valid only if they are issued by written addendum. Each respondent should acknowledge receipt of any addenda in their bid submission. Each respondent, by acknowledging receipt of any addenda, is responsible for the contents of the addenda and any changes to the quote therein. Failure to acknowledge receipt of any addenda may cause for rejection. If any language or figures contained in this addendum are in conflict with the original document this addendum shall prevail.

**This addendum consists of the following attachments:**

1. Canning Center Bookstore drawing
2. Canning Center Floor Plan #1
3. Canning Center Floor Plan #2
4. Current Bookstore Floor Plan

**This addendum consists of the additional information based on questions received to date:**

1. (RFP Page 8, Section 2.2) Cannon Center – Please provide any concept drawings and space allocations, if available, for the future Canning Center location.  
**Response:** CAD and PDF drawings are attached.
2. (RFP Page 15, Section 3.1) Current Operation – Please provide when the bookstore was last renovated and the financial contribution provided by the current vendor.  
**Response:** 2004. Store was managed by the college at the time. Only minor improvements have been made since.
3. (RFP Page 15, Section 3.1) Current Operation – Please provide any unamortized value for the renovation.  
**Response:** None
4. (RFP Page 15, Section 3.1) Current Operation – Does the College own the fixtures and furniture within the bookstore?  
**Response:** All wall, textbook, some supply fixtures, and most of the office furniture are owned by the college. Clothing and some floor fixtures owned by Follett.
5. (RFP Page 15, Section 3.1) Current Operation – Are the current fixtures and furniture available for vendor use?  
**Response:** Any fixtures and furniture owned by the college are available.
6. (RFP Page 15, Section 3.1) Current Operation – Please provide a CAD or drawing of the current bookstore facility.  
**Response:** CAD and PDF drawings are attached.

7. (RFP Page 32, Section 4.10) Financial – Please provide the definition of net sales within the current vendor agreement.  
**Response:** Net sales for the purpose of this RFP is defined in section 4.10.c. The definition in the current vendor agreement is not applicable. Provide a definition in your proposal if different from what is provided in the RFP.
8. (RFP Page 323, Section 4.10) Financial – Please provide the current financial agreement in place – guarantee, commissions, donations, scholarships, capital investment.  
**Response:** Current financial agreements will not be provided as part of the RFP process. The college is looking for vendors to provide their best proposals.
9. (RFP Page 43, Section App. III) Sales – Please provide sales for FY18 year to date by product category as was recorded for FY15, FY16, FY17.  
**Response:** Approximate sales by department for a 12 month period inclusive of the beginning of the Fall 2017 semester are included in Appendix III, Sales Data, page 54 of the RFP.
10. (RFP Page 43, Section App. III) Sales – Please provide sales separately for the following categories for FY17 and FY17: Technology and Software, School/Office Supplies, Convenience/Graduation.  
**Response:** Additional breakdown of sales is not available.
11. (RFP page 43, Section App. III) Sales – Does the bookstore provide departmental sales? If yes:
- Are they discounted?  
**Response:** Yes
  - Where do these sales appear?  
**Response:** Included in the sales data in Appendix III, Sales Data, page 54 of the RFP.
  - What were these sales for FY17 and FY17?  
**Response:** Approximate sales for FY17:
    - Discounted Department (textbooks and short margin items not discounted) - \$14,800
    - Continuing Education Textbooks – \$25,800 (discounted)
    - Apprenticeship Program Textbooks - \$41,300 (discounted)
    - AED Grant Textbooks - \$7,200
    - Faculty/Staff Cap & Gown Rentals - \$9,200
    - Harper Business Solutions Textbooks – less than \$1,000
12. (Section 4.6e, Page 30) Please provide a list of any existing competitive situations within the context of this provision.  
**Response:** The college has exclusivity agreements with Sodexo USA for food services, Sodexo Convenience Solutions for vending services, and PepsiCo for cold beverages served on campus. Request for exceptions to exclusivity agreements will be reviewed. For example, currently small packaged snacks and candy are allowed in the bookstore.
13. (Section 4.11c, Page 33) Please provide a list of any existing contract arrangements within the context of this provision.  
**Response:** The college has an agreement with Pearson Education Inc. who provides inclusive access to course materials as part of an online Pathways program offered to employees of businesses.

14. Will the College accept a joint proposal from two organizations? IE indiCo and Akademos?  
**Response:** Yes. Please describe the nature of the agreement between the two organizations, and the reporting relationship of each with the college.
15. Will the vendor operating the brick and mortar location have access to the campus network for use with instore technology?  
**Response:** Harper IT will work with the vendor on getting connectivity to vendor owned/maintained computer equipment and network. The college will evaluate access to the campus network on a case by case basis. Please provide the details of any network access that is necessary. At minimum include the purpose for needing access, how it will benefit the college, details and schematics of connections, and how the integrity of the campus network security will be maintained.
16. Will the vendor have access to the campus phone system?  
**Response:** Yes.
17. What is the % of financial aid sales?  
**Response:** Approximately 30%
18. Can you provide a report of the existing inventory values by department?  
**Response:** This information is not available to the college at this time. The inventory levels will be part of the final contract negotiations.
19. Can you provide current staffing levels. IE number of full time, part time, and student help?  
**Response:** This information will not be provided as part of the RFP. The college expects vendors to determine their staffing levels based on the proposal submitted.
20. Does the store currently offer textbook reservations? If so is in store pick up an option?  
**Response:** This information will not be provided as part of the RFP. The college expects vendors to submit a proposal with services they will provide.
21. Does the current operator use a price comparison tool for online shopping?  
**Response:** This information will not be provided as part of the RFP. The college expects vendors to submit a proposal with services they will provide.
22. Are there any agreements with publishers for digital all inclusive or any digital agreements?  
**Response:** The college has an agreement with Pearson Education Inc. who provides inclusive access to course materials as part of an online Pathways program offered to employees of businesses.
23. In Section 4.1.b.ii I there is a mention of computer hardware. Is there a program currently in place with a particular vendor? Can you provide any sales history for previous hardware sales?  
**Response:** Any hardware agreements will be between the vendor and the hardware company. Estimated sales are shown in Appendix III, Sales Data, page 54 of the RFP. The college has no other break down of sales for this category.

24. Section 4.2.a.v there is mention of trademark licensee. Does the college work with a licensing company? If so who?  
**Response:** No. The logo and mascot are trademarked, but no licensing agreements are in place.
25. Section 4.2.b.iii Who is the provider of the college registration system?  
**Response:** Ellucian Banner. The college plans to migrate continuing education classes (CE) to Destiny One, by Destiny Solutions, in the Fall 2018 semester.
26. Section 4.11.c Can you provide more detail on the groups selling merchandise for fund raising?  
**Response:** Primarily Student Clubs.
27. Is there any expectation for committing to a remodel of the existing space prior to the decision on the Canning Center?  
**Response:** No
28. Can you confirm the bid bond requirement and when they will be returned for unsuccessful bids?  
**Response:** The college will return bid bonds to the unsuccessful bidders on award of the contract.
29. Is the award date notification when the Board approves the chosen vendor or when the contract is signed?  
**Response:** Notification of award will be formally communicated shortly after the Board of Trustees approval.
30. Is Harper College considering self-running an on-campus non-course materials store if you choose the online store only options?  
**Response:** The college will evaluate any proposal alternative presented.
31. For the last year, can you provide a breakout between?  
a. On-campus and Online sales  
**Response:** Approximately 20%  
b. % of sales through Financial Aid  
**Response:** Approximately 30%
32. Do you currently receive any special publisher discounts?  
**Response:** Harper College does not have any standard special publisher discounts; however, occasionally faculty will negotiate a special price with a publisher.
33. Can you provide details on the current pricing policy for course materials?  
**Response:** This information will not be provided as part of the RFP. The college expects vendors to submit a proposal with their unique pricing policies.
34. Can you provide a copy of last semester's booklist?  
**Response:** A comprehensive single list is not available. Booklists can be viewed through an individual class search on the college's website [link to the Spring 2018 Course Schedule](#). Then follow the "Book Information" link.

35. What enterprise systems is Harper using and would an online bookstore need to integrate with: SIS, LMS, Financial Aid (if separate from SIS)?  
**Response:** SIS is Ellucian Banner. The college plans to migrate continuing education classes (CE) to Destiny One, by Destiny Solutions, in the Fall 2018 semester. LMS is Blackboard. Vendors should propose if it is necessary to integrate with the college's systems, and to what level.

36. Please provide fiscal year sales for the past three years by the product classification listed below. If sales occur at multiple sites/locations please provide by site.

- a) New Text
- b) Used Text
- c) Rental Text
- d) Digital Text
- e) TOTAL SALES

**Response:** Approximate sales by category are shown in Appendix III, Sales Data, page 54 of the RFP. No further breakdown of sales are available.

37. What pricing model is currently used (% margin or % markup) for new, used, digital, rental? What is the current % margin or % markup? What margin % or markup % is applied to pricing custom textbooks and custom materials (e.g., course packs)?

**Response:** This information will not be provided as part of the RFP. The college expects vendors to submit a proposal with their unique pricing policies.

38. Please provide a booklist organized by the course in which the materials are adopted. Include projected enrollments for each course during the first term of service under the new contract.

**Response:** A comprehensive single list is not available. Booklists can be viewed through an individual class search on the college's website [link to the Spring 2018 Course Schedule](#). Follow the link for "Book Information". Projected enrollments by course are not available for the Fall 2018 semester.

39. Please provide the academic calendar for the current (or upcoming) school year. (Enter school year or term year) Confirm the term for which service by the selected vendor would begin.

**Response:** The Academic Calendar is shown in Appendix XII, page 64 of the RFP. The college prefers to start the term of the agreement on July 1, 2018. The proposed transition schedules and collaboration with the existing vendor may affect the starting date. The starting of term of the agreement would include the second half of the summer 2018 semester and the start of the fall 2018 semester.

40. What Learning Management (LMS) does the College use?

**Response:** Blackboard

41. Describe the current process to handle the purchase of course materials by student financial aid?

**Response:** The college sends a daily electronic file through an interface from the banner system to the bookstore. The file includes the student name, student ID number, and authorized financial aid amount. Student purchases on financial aid are sent to the college on a daily basis through the same interface for charging to the students account. The college is billed monthly by the bookstore for student financial aid charges.

42. What percentage of your student population is receiving financial aid for use in buying course materials? Please provide sales of course materials with financial aid for the past three years.  
**Response:** Approximately 30% of sales are on financial aid.
43. If a debit/campus card is in use, what company system supports the card?  
**Response:** The college does not have a debit/campus card.
44. Is it the intent of the institution that the selected vendor will be the exclusive provider of all adopted course materials? Are there any pending or existing contracts with a vendor for online courses that include course content (Pearson, McGraw Hill, etc.)? If yes, please provide details.  
**Response:** Yes, with the exception of the college's agreement with Pearson Education Inc. for inclusive access to course materials for an online Pathways program offered to employees of businesses.
45. Please provide the financial terms of the current bookstore operator: commissions; guarantee; scholarships; donations; etc.  
**Response:** Current financial agreements will not be provided as part of the RFP process. We are looking for vendors to provide their best proposals.
46. Should Harper College select an online bookstore provider is it the intent of the College to operate a general merchandise and spirit store?  
**Response:** The college will evaluate all options available including an online bookstore with or without a brick and mortar store, or store without course materials.
47. Does the College prefer orders are shipped to a student residence or the campus store for distribution?  
**Response:** The college will explore all options proposed and the cost/benefits of each.
48. Dual Credit Program (4.2.g.iii). It is noted that currently there is a pre-arranged time for these students to pick up orders in the store. Please describe the current purchase process for these students.  
**Response:** The bookstore receives a list of high school students and the courses they are taking. The books are pre-packaged and ready for student pickup. The student signs for the books, and the high school is billed at the end of the semester for the books less the buyback value of the books returned by the students.
49. Supply Kits (4.2.g.ii) Please provide a further description of these kits and if procured complete by the bookstore from a vendor currently.  
**Response:** An itemized list of the kits are shown in Appendix VI, Required Supply Kits, page 58 of the RFP. Some kits are procured and prepared by a vendor, and some are procured from various vendors and put together by the bookstore.
50. Kits and Materials (4.5.c) Please provide additional details on the following items.  
a) Dental Hygiene Kits (complete kit currently purchased by the bookstore from a vendor?)  
**Response:** See Appendix VI, Required Supply Kits, page 58 of the RFP for list of items. Kits are purchased from multiple manufacturers. It is up to the vendor to determine best method of putting together the kit as long as the exact manufacturer and item specifications are met. No substitutions. 1<sup>st</sup> year kit cost approximately \$2,200 to the student, and the second year is approximately \$1,200.

- b) Continuing Ed Materials (describe the makeup of these materials and where currently procured by the store)  
**Response:** Textbooks from the publishers.
- c) Apprenticeship Program Materials (describe the makeup of these materials and where currently procured by the store)  
**Response:** Textbooks from the publishers.
51. 2.3 Proposal Security Deposit. Can this requirement be reconsidered and dropped from the RFP? This practice does not seem applicable to many of the new models and formats of service the College may be considering (e.g. the Online Store for Course Materials with a focus on value and affordability for the student - and a separate on-campus store for general merchandise items). The security deposit is probably only still applicable to the traditional on ground full-service bookstore model.  
**Response:** The Bid Deposit has been changed to 10% of the first year's Total Annual Guarantee or 10% of the estimated 1<sup>st</sup> year's commissions. The \$50,000 minimum requirement has been removed.
52. Please confirm the new service would start in support of your Fall Term 2018.  
**Response:** The college prefers to start the term of the agreement on July 1, 2018, which includes the second half of the summer 2018 semester and the start of the fall 2018 semester. The proposed transition schedules and collaboration with the existing vendor may affect the starting date.
53. Does Harper College currently have any Inclusive Access programs? Any details on your current or future-planned IA programs would be appreciated.  
**Response:** The college has an agreement with Pearson Education Inc. who provides inclusive access to course materials as part of an online Pathways program offered to employees of businesses. The college is evaluating inclusive access programs for on campus classes, but has not made a decision if or when programs would be implemented.
54. Can you please provide the unit sales data associated with the \$s for all items in Appendix III?  
**Response:** Exact unit and sales data by category are not available. See Appendix III, Sales Data, page 54 of the RFP for approximate sales by category. Additionally, the following information is available:
- Dental Hygiene 67 students combined 1<sup>st</sup> year and 2<sup>nd</sup> year of program. Student cost for 1<sup>st</sup> year kit is about \$2,200, and 2<sup>nd</sup> year is about \$1,200.
  - Continuing Education charges to the college – approximately \$25,800/yr
  - Apprenticeship Program charges to the college – approximately \$41,300/yr
  - Harper Business Solutions charges to the college – less than \$1,000/yr.
  - EDU/ECE background check sales – approximately 225 units, \$19,240.
  - ADE Grant Textbooks – approximately \$7,200.
  - Caps and Gowns, Student – Keeper Bachelor Gown. In May 2017, about 660 students walked for graduation.
  - Caps and Gowns, Faculty – Rental Gown, mostly Masters and Doctorate. In May 2017, about 122 faculty/staff dressed for graduation.
55. What is your LMS?  
**Response:** Blackboard

56. What is the \$ amount of Course Materials that are purchased with Financial Aid each year?  
**Response:** Approximately \$893,000 for financial aid billed to the college. This does not include direct relationships between the bookstore and other aid providers.
57. What is your current process for students to be allocated FA for course materials and how does that currently get coordinated with the bookstore?  
**Response:** The college sends a daily electronic file through an interface from the banner system to the bookstore. The file includes the student name, student ID number, and authorized financial aid amount. Student purchases on financial aid are sent to the college daily through the same interface for charging to the students account. The college is billed monthly by the bookstore for student financial aid charges.
58. Will Harper College consider a joint proposal where one vendor manages the Physical Store and Course Materials are managed virtually by another vendor?  
**Response:** Yes. Please describe the nature of the agreement between the two organizations, and the reporting relationship of each with the college.
59. Is Harper College able to share the evaluation rubric for RFP Q00911?  
**Response:** The metrics for evaluating the RFP are listed in section 2.23, Basis of Award. The weighting of the major factors will not be provided as part of the RFP.

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