

North Idaho College, RFP #24-05 – Bookstore Management Services

January 19, 2024

- Please provide a category breakdown of textbook sales information from the past few years including new, used, rental, digital, and inclusive access.
 - Please refer to table below.
- Please provide a category breakdown of retail sales information from the past few years including, but not limited to: trade books, clothing, computers/technology, convenience, gifts, etc.
 - Please refer to table below.

Category	12 Months ended 12/31/2023	12 Months ended 12/31/2022	12 Months ended 12/31/2021
Used Text	42,434	65,614	74,408
Digital Format Text	175,043	218,354	236,983
New Text	363,020	477,410	632,603
Text – Rentals	40,781	59,529	90,573
General Books	9,789	12,612	11,097
Supplies	27,567	30,901	25,985
Apparel	45,038	56,016	56,164
Gifts	2,963	5,580	5,647
Convenience / Grad	7,686	8,067	5,293
Technology	56,547	87,453	88,329
Total	770,867	1,021,537	1,227,080

- Is the institution open to self-operating a spirit store (apparel, merchandise, sundry items, etc) with an online bookstore vendor providing all student-purchased materials shipped directly to the campus bookstore for student pickup?
 - The institution prefers to contract with a single vendor capable of providing textbook and campus store operations.
- Would the institution consider two separate vendors to work in partnership to provide textbook operations and retail services if it deemed more beneficial to the institution as opposed to a single vendor?
 - The institution may consider two separate vendors if deemed more beneficial.
- Would the institution be interested in implementing an equitable access, an in-tuition solution where all course materials are automatically delivered to all students with the costs included as part of the cost of attendance?
 - The institution may be interested in implementing an Equitable Access program, pending additional institutional review.

- Does the institution have any Inclusive Access course material adoptions where materials are automatically delivered to the students on a course-by-course basis, and a course fee is included as part of the cost of attendance? If so, what percentage?
 - The institution does not currently have any Inclusive Access course material adoptions.

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- Please provide the past 3 years sales separated out by product classification in the Bookstore. If possible, please separate it out by location.

Classifications may vary:

New Books
 Used Books
 Rental Books
 EBooks
 Trade books
 School Supplies
 Computer software
 Computer hardware
 Clothing
 Convenience
 Health & Beauty Aids
 Other product categories

- Please refer to table below.

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- Please provide the number of existing store employees.
 - Existing:
 - Store Manager (full-time)
 - Team Lead (29 hours per week)
 - Student Work-Study (7 hours per week)
 - Additional:
 - 3 Part-Time temporary (1 week before and first week of fall and spring semesters @ 20 hours per week)

- What are the total billable credit hours per term for the last two academic years?
 - Please refer to table below.

2022 Fall			
Enrollment by Student Type	Headcount	Total Credits Enrolled	FTE
ACAD	2,266	22,946	1,530
CTE	466	5,868	391
DUAL	1,349	8,908	594
NODG	218	868	58
Total	4,299	38,590	2,573

2023 Spring			
Enrollment by Student Type	Headcount	Total Credits Enrolled	FTE
ACAD	1,969	19,638	1,309
CTE	422	5,193	346
DUAL	1,319	8,742	583
NODG	249	1,000	67
Total	3,959	34,573	2,305

2023 Fall			
Enrollment by Student Type	Headcount	Total Credits Enrolled	FTE
ACAD	2,068	20,497	1,366
CTE	420	5,400	360
DUAL	1,279	8,164	544
NODG	214	768	51
Total	3,981	34,829	2,322

2024 Spring			
Enrollment by Student Type	Headcount	Total Credits Enrolled	FTE
ACAD	1,878	18,910	1,261
CTE	388	4,921	328
DUAL	691	5,721	381
NODG	228	946	63
Total	3,185	30,498	2,033

- When was the store location last renovated?
 - February 2018
- Does the bookstore provide graduation regalia and announcements? If so, what vendor do you partner with.
 - No

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- Is NIC contracted with any publishers or outside vendors for course materials or supplies other than the current vendor?
 - No
- What are some of the challenges that NIC has with the current provider that you would like addressed with future bookstore operations?
 - Coordinated adoption process
 - Improved marketing / promotion plan
 - Improved faculty relations
 - Available staffing
 - Administrative efficiencies (i.e. reporting / invoicing / settlements)
- What are the most important factors NIC is considering in this RFP?
 - Provider’s ability to align with North Idaho College’s core values
 - Provider’s experience with varied operating models
 - Provider’s aptitude to guide North Idaho College through traditional college bookstore model to emerging platforms
 - Provider’s ability to successfully transition operations
 - Provider’s demonstration of exceptional customer experience
 - Provider’s staffing plan
- Would NIC be open to a virtual, website-only bookstore?
 - Not at this time.

- Would NIC be open to a hybrid bookstore model with an on-site campus store that sells apparel and general merchandise, and a website for course materials fulfillment?
 - North Idaho College is open to exploring a hybrid bookstore model pending additional institutional review.

- Are there any OER initiatives at NIC?
 - Yes, North Idaho College participates in the State of Idaho's Project-Z Degree program, launched in October 2021 by the Idaho State Board of Education.

- Who is on the RFP Committee and what are their roles at the institution?
 - Josh Gittel (Director – Finance and Accounting)
 - Paul Manzardo (Professor – Physical Education and Division Chair – PE, Dance & Resort Recreation Management)
 - Steve McGroarty (Senior Accountant – Auxiliary Services)
 - Steven Naught (Assistant Professor – Public Services/Collection Department Librarian)
 - Tammy Robertson (Senior Systems Analyst/Programmer)
 - Tracy Robnett (Associate Professor – Communication and Division Chair for Career & Technical Programs)
 - Thomas Scott (Interim Associate Dean of Instruction and Director of eLearning)
 - Morgan Wheeler (Associated Students of North Idaho College Senator)

- Does the institution have any Inclusive Access course material adoptions? If so, what percentage? If so, are these sales included in the numbers reported anywhere in the RFP?
 - No

- In an Equitable Access Model, the vendor charges a standard per student/per text cost. The institution can then consider adding (or not) additional revenue to the vendor price and consider this auxiliary revenue. Is this model suitable for consideration?
 - The Equitable Access Model is a future consideration. More student, faculty, and administrative input is required.

- Please provide the last three years' worth of sales data including category breakdowns. (new books, used books, digital, rental, clothing, gift, convenience, technology etc.)
 - Please refer to table below.

Category	12 Months ended 12/31/2023	12 Months ended 12/31/2022	12 Months ended 12/31/2021
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- What are the current auxiliary revenues and/or commissions generated by the bookstore?
 - \$88,797 for the most recent completed year (July 2022 – June 2023).
- Are you interested in entirely removing your bookstore from campus? Would you replace it with an eCommerce link?
 - Not at this time.
- Are you interested in running your own book store?
 - Not at this time.
- Do you desire that we operate your book store for you?
 - Yes, an operator is desired refer to table below.
- What is the enrollment growth rate projection for the next 5 years?
 - North Idaho College emphasizes enrollment growth through various enrollment initiatives. A growth rate projection for the next 5 years is not available at this time.
- Will you provide these most recent Text Adoptions book list -preferably in Google Sheet or Excel format?
 - Information not available at this time.
- What % of courses use a textbook?
 - Information not available at this time.

- What % use courseware materials (i.e., My Pearson Lab, Cengage Now, Wiley Plus, etc)?
 - Information not available at this time.
- What % of courses with materials use OER? What is the goal of OER % for the following 4 years of the contract.
 - Information not available at this time.
- What are the current challenges with your existing bookstore operations that you would like to see addressed by this RFP?
 - Coordinated adoption process
 - Improved marketing / promotion plan
 - Improved faculty relations
 - Available staffing
 - Administrative efficiencies (i.e. reporting / invoicing / settlements)
- What signing bonus was paid by the incumbent bookstore vendor? In what year was this paid?
 - \$250,000 Guaranteed Annual Commission Amount – 1st Full Contract Year (July 2017 – June 2018)
 - \$60,701 paid by Bookstore Vendor to reach Guarantee
 - \$50,000 – Implementation of ConnectOnce integration – 1st Full Contract Year
- What scholarships were paid for by the incumbent bookstore vendor? In what year were they paid? Were there any sponsorships or other financial incentives offered? If so, what were they? In what year were they paid?
 - Bookstore Vendor provides \$5,000 annually in general scholarships.
- Please describe how students utilize their financial aid in the campus store and if there are any restrictions.

Students use their Cardinal Card as a payment medium, using available financial-aid. API between Trimdata and Colleague.

Restrictions:

 - Gifts
 - Food
 - Clothing
- Of the fixtures that currently reside in the bookstore, will all remain for use by a new partner? Is there any unamortized expense the new partner must absorb upon commencing operations?
 - Fixtures are the property of the current Bookstore Vendor.
 - Store Remodeling Book Value = \$250,000. 8 Year Amortization = \$31,250. 2 Years Remaining = \$62,500.

- What other school expenses must the campus store pay for (utilities, phone, internet trash etc.) and what are those costs?
 - Monthly Telephone Fee = \$20 per Month.
 - Current Bookstore Vendor pays Internet Fees direct to Provider.

- Is there any other provider of campus store services or merchandise sales that the school works with? Off campus store, athletic website, publisher content provider etc.)
 - Current Bookstore Vendor offers an On Demand website – advertised through the Athletic Website.

- Are there any limitations on convenience offerings for food or beverage? Are there any limitations on graduation related sales?
 - Not to violate existing Food Services provider contract (Sodexo)
 - Not to violated existing Beverage Services provider contract (Pepsi)

- Would you desire to retain the current staff in place in the store?
 - Yes

- Are there any plans to move or alter the current bookstore location?
 - No

- What is your current level of inclusive access or equitable access courses? (books included in tuition or a separate billed fee)
 - Not offered at this time.

- Please provide CAD drawings of the bookstore.

