

**NORTH IDAHO COLLEGE
1000 W. GARDEN AVE.
COEUR D'ALENE, IDAHO 83814**



**REQUEST FOR PROPOSALS
BOOKSTORE MANAGEMENT SERVICES
RFP 24-05**

Release Date: FRI JANUARY 05, 2024 2:00 PM PDT
Due Date: WED FEBRUARY 07, 2024 5:00 PM PDT (via email)

Responders are required to respond to this RFP solicitation via one electronic copy via email using an MS Word or PDF format. The subject line of the email shall state: *REQUEST FOR PROPOSALS Bookstore Management Services RFP 24-05*. All required response documents are to be completed and submitted before the stated due date and time. Responses must be emailed to NICpurchasing@nic.edu. Responses submitted by mail or in person will not be accepted.

It is advised that responders not wait until the last day to start submitting RFP responses. Responders may edit up until the due date and time.

All communications regarding this RFP and the selection process must be coordinated through NIC Purchasing via email. Any individual or vendor that contacts any member of the campus, a member of the North Idaho College Board of Trustees, or any North Idaho College Administrator except NIC Purchasing, may be disqualified from further consideration.

NIC Purchasing
North Idaho College
Office of Finance and Business Affairs
1000 W. Garden Ave.
Coeur d'Alene, ID 83814
nicpurchasing@nic.edu

Respondents are notified that North Idaho College reserves the right to reject any parts of the RFP.

Table of Contents

1. [Introduction](#)
 - A. Purpose
 - B. College Profile
 - C. Current Status

2. [Scope of Services](#)
 - A. Scope of Work to be Performed

3. [Applicable Laws and General Conditions](#)
 - A. Conflict of Interest
 - B. Compliance with Law Licensing and Certifications
 - C. Public Records and Confidentiality
 - D. Non-Discrimination
 - E. Contract Term
 - F. Termination
 - G. Award
 - H. Addenda
 - I. Timelines and Schedules

4. [Evaluation Considerations](#)
 - A. Proposal Requirements
 - B. Evaluation Factors
 - C. Selection Process

1. Introduction:

A. Purpose of Proposal:

The purpose of this Request for Proposal (the “RFP”) is for North Idaho College (the “College”) to obtain proposals from qualified College Bookstore management companies (the “Contractor”) desiring to enter into an exclusive agreement for the management of the North Idaho College Cardinal Bookstore (the “Bookstore”).

B. College Profile:

North Idaho College (NIC or the “College”) is a community college located in the panhandle of Idaho in the City of Coeur d’Alene, Idaho. NIC is Idaho’s oldest public community college, having been founded in 1933 as Coeur d’Alene Junior College. It began with a faculty of nine and held its classes on the third floor of the City Hall. It was financed entirely from public contributions. In January 1939, the state legislature passed the Junior College Act, which permitted qualified areas to establish junior college districts by a vote of eligible electors. Coeur d’Alene Junior College became North Idaho Junior College in June of 1939. On July 31, 1971, the College changed its name to North Idaho College. NIC’s service area is the Idaho panhandle, which includes Kootenai, Benewah, Bonner, Shoshone, and Boundary counties.

NIC meets the diverse educational needs of students, employers, and the northern Idaho communities it serves through a commitment to student success, educational excellence, community engagement, and life-long learning. As a comprehensive community college, North Idaho College strives to provide accessible, affordable, and quality learning opportunities. North Idaho College endeavors to be an innovative, flexible leader recognized as a center of educational, cultural, economic, and civic activities by the communities it serves.

NIC offers Associate of Arts and Associate of Science degrees in various college transfer programs and Associate of Applied Science degrees and technical certificates in its career-technical programs. Many credit courses are offered evenings and during the summer on the NIC campus and at outreach sites. NIC’s enrollment in credit courses is approximately 6,600 students annually. NIC also includes a contemporary Workforce Training/Community Education Center, which is located in the Riverbend Commerce Park in nearby Post Falls. Noncredit classes and workforce training programs serve another 4,500 students each year.

The College is accredited in all instructional areas by the Northwest Commission on Colleges and Universities and the Idaho State Division of Career Technical Education. The Nursing Program is accredited by the National League for Nursing Accrediting Commission.

The College operates a full-year Head Start Program under a federal grant. The Head Start Program provides comprehensive early child development for disadvantaged preschool children and their families.

The College operates an office on Aging and Adult Services. This office has been charged with the responsibility of coordinating a comprehensive program for all senior citizens in the five-county area of North Idaho. Funding is primarily received through federal grants under Title III of the Older Americans Act of 1965.

The College operates under the authority of Idaho Statute Title 33, Chapter 21 for Junior Colleges. These statutes embody considerable requirements and guide day-to-day operations and governance.

The College's Administrative Offices are at 1000 West Garden Ave, Coeur d'Alene ID. Dr. Nick Swayne is the college's President. He oversees a cabinet made up of administrators across campus divisions who oversee the day-to-day operations of the college.

The College is governed by a volunteer five-member board of trustees who are elected at large from within Kootenai County for staggered, four-year terms. The board of trustees derives its authority from statutes enacted by the legislature of the State of Idaho. The board is subject to the provisions of the Constitution of the State of Idaho, the rules and regulations of the State Board of Education as they apply to community colleges, and the Board's policies and procedures.

C. Current Status:

The Bookstore is approximately 8,043 square feet, and is located in the heart of the North Idaho College campus on the first floor of the Edminster Student Union Building, at 495 N. College Drive, Coeur d'Alene, ID, 83814. Current Bookstore operations are conducted by Follett Higher Education Group, LLC, which has conducted operations since October 2016.

- **Bookstore Operating Systems**

The College utilizes the following:

- Ellucian Colleague (SIS)
- Canvas by Instructure (LMS)
- TouchNet One Card VIP (Campus Card)
- Trimdata (API between Colleague and Financial Aid)

2. Required Services/Scope of Work

The College seeks a creative and proactive partner to guide the College's Bookstore operation. Elements of a successful College Bookstore program may include:

- Creating customer-centric innovative retail environments.
- Supporting the academic mission by providing efficient and effective textbook/course materials services to students and faculty.
- Creating and implementing effective strategies to reduce the cost of textbooks/course materials to students by offering a comprehensive textbook rental program, a strong used textbook program, and an innovative digital textbook/course materials program, access to OER course materials, and by utilizing emerging technologies.
- Leading the transformation from traditional textbooks to digital course materials.
- Developing a proactive textbook/course materials strategy that will allow the College Store to compete effectively in the challenging college Bookstore environment.
- Communicating and coordinating effectively and proactively with faculty regarding the use of all types of course materials.
- Providing easy access and multiple distribution channels for textbook/course materials.
- Introducing new products and services that meet the evolving needs of customers, including students, faculty/staff, alumni, fans, and visitors.
- Developing a comprehensive e-commerce strategy and social media engagement strategy.

- Providing excellent customer service, including minimizing transaction times and wait times for in-store and e-commerce transactions, and ensuring efficient processing of all transactions.
- Supporting the College's academic mission by providing a general book department that supports faculty and alumni authors, speakers, lecturers, and campus academic and intellectual events.
- Developing a comprehensive marketing and promotional strategy that will assist with advancing the College's brand.
- Assisting with promoting and branding the College by offering a broad selection of emblematic clothing and gifts.
- Providing exceptional value to customers by offering high-quality products and services at fair prices and multiple price points.

The Contractor shall provide The College with the services usually expected of a top-quality College Bookstore. Any additional services the Contractor may provide that are not specifically outlined within this Request for Proposal and/or recommendations regarding alternative and innovative approaches that would enhance operational efficiency should be included in the proposal, whether those services are complimentary or fee-based. We encourage Bookstore operators to submit the most comprehensive proposal possible offering the highest quality of service.

3. Applicable Laws and General Conditions:

A. Conflict of Interest:

By Idaho Title 74 Chapter 4, the bidder warrants that it presently has no interest and shall not acquire any interest directly or indirectly which would conflict in any manner or degree with a fair competition or the performance of services required under this request.

B. Compliance with Law, Licensing, and Certifications:

The Contractor shall comply with all requirements of federal, state, and local laws and regulations applicable to the Contractor or the Property provided by the Contractor under this Agreement. For the duration of the Agreement, the Contractor shall maintain in effect and have in its possession all licenses and certifications required by federal, state, and local laws and rules. An agreement shall be governed by the laws of the State of Idaho and shall be deemed executed at Coeur d'Alene, Kootenai County, Idaho. Jurisdiction: The parties shall bring any legal proceedings arising hereunder in the State of Idaho, District Court of Kootenai County.

C. Public Records and Confidentiality:

Under Idaho's Public Records Act, Title 74, Chapter 1, Idaho Code, as may be amended from time to time (the "Public Records Law") information or documents received from the Contractor may be open to public inspection and copying unless exempt from disclosure. If the Contractor believes information provided to the College is exempt from disclosure under the Public Records Law, the Contractor shall designate individual documents or portions thereof as "exempt" and shall indicate the proposed basis for such exemption. The College will not accept the marking of an entire document as exempt. In addition, the College will not accept a legend or statement on one (1) page that all, or substantially all, of the document is exempt from disclosure. The College does not warrant or otherwise promise that information marked as such will be exempt under the Public Records Law. The Contractor shall indemnify and defend the College Parties against all liability, claims, damages, losses, expenses, actions, attorney fees,

and suits whatsoever for honoring such a designation or for the Contractor's failure to designate individual documents as exempt. The Contractor's failure to designate as exempt any document or portion of a document that is released by the College shall constitute a complete waiver of any claims for damages caused by any such release. If the College receives a request for materials claimed exempt by the Contractor, the Contractor shall provide the legal defense for such a claim.

D. Non-Discrimination:

North Idaho College hereby notifies all Contractors that no person or organization shall be discriminated against based on race, religion, color, age, sex, sexual orientation, or national origin in consideration for an award issued under this advertisement.

E. Contract Term:

The intended awarded contract will be for three years (36 months). This contract will be renewed automatically for a term of two years (24 months) to a total term length not to exceed five years (60 months). It is anticipated that this will be renewed for the max duration unless renewal terms are terminated by written change order to the contract at least 90 days before the expected annual renewal.

F. Termination:

North Idaho College reserves the right to cancel without penalty, this request, the resultant contract, or any portion thereof for unsatisfactory performance or unavailability of funds.

a. Upon termination of the Contract the Contractor will:

1) stop work on the date and to the extent specified; 2) terminate and settle all orders and subcontracts relating to the performance of the terminated work; 3) transfer all work in process, completed work, and other material related to the terminated work to the College; 4) Continue and complete all parts of the work that have not been terminated; 5) surrender to the College all files, exhibits, and documents maintained or prepared in conjunction with the provision of services under this Agreement; and 6) surrender and return any College owned and furnished equipment used in conjunction with the provision of services under this Agreement.

G. Award:

A contract award will not be final until the College and prospective Contractor have executed a written Agreement. North Idaho College (NIC) reserves the right to make an award without further negotiation of the proposal submitted therefore the proposal should be submitted in final form from a budgetary, technical, and programmatic standpoint. The College may elect, after the selection process, to request clarifications, alterations, or changes in the submitted proposal including, but not limited to, prices to provide the best service at the best price for the College.

H. Addenda:

The only method by which any requirement of this RFP may be modified is by a written addendum issued by North Idaho College. Responses to inquiries that directly affect an interpretation or change to the RFP will be issued in writing by addenda. Any addenda will be posted to the college's website at: <https://www.nic.edu/procurement/>. All such addenda issued by the College before the time that proposals are received shall be considered binding. Oral and other interpretations or clarifications shall be without legal effect.

I. Timelines and Schedules:

North Idaho College intends to adhere to the following schedule in seeking responses to this RFP:

January 05, 2024	RFP released and available publicly through Public Purchase. Vendors will be contacted via email and a legal ad will be published.
Week of January 15, 2024	Pre-Proposal Campus Visits
January 22, 2024, 12 Noon	Deadline to submit written questions through Public Purchase
January 31, 2024, 12 Noon	Responses to questions will be addressed through Public Purchase
February 07, 2024, 2 PM	Proposals must be submitted electronically through Public Purchase
February 12, 2024 – February 16, 2024	NIC evaluation team reviews proposals
February 21, 2024 – February 22, 2024	Possible presentations by potential Contractors
February 29, 2024	Notification of Award and negotiation of contract
July 01, 2024	Start of contract

4. Evaluation Considerations

A. Proposal Requirements:

Each proposal will be evaluated based on all of its contents and a contract awarded to the responsible Contractor whose proposal is, in the opinion of NIC, determined to be most advantageous to NIC, when all factors are considered.

1. Brief overview and background of the Contractor submitting the proposal including, but not limited to, revenues, assets, number of employees, number of years in business, and company principles.
2. Three references of the company's current higher education sites, preferably comparable to the College. This should include the name, address, telephone, and email of the client contract administrator.
3. Describe the management team you will assign to this project both in the implementation phase and in the ongoing operation of the Bookstore. If there is a single point of contact, describe the duties and responsibilities of that person in relation to our account.
4. Describe how course material adoptions will be submitted to your company. What resources do you have for faculty and staff for assistance in making adoptions? If your resource(s) provides access to your title database, how large is the database, how frequently is it updated, and does it include prices of the title? Describe the analytics and reporting within the online system.
5. Describe how the order processing and delivery of emergency late textbook adoptions shall be handled.
6. Describe how you handle inclusive access for first-day student access, including a pricing structure.

7. From the customer's perspective, provide a description of the ordering process including the type of payments accepted, the delivery process, and the time and manner in which the customer shall receive the order.
8. Describe the type of integration that is made available with the student information system to allow students direct access to the courses in which a student is enrolled. Include information on whether the following are supported: the ability to embed customized messages, real-time advisement of stock availability, estimated delivery time, customer support information, and order acknowledgments.
9. Indicate the systems and procedures for use in the following Bookstore functions or areas:
 - a. Textbooks and course materials management
 - b. Merchandise Management
 - c. Student financial aid
 - d. Campus Debit Card
 - e. General
10. Provide your company's plan/strategy regarding online delivery of digital/electronic course materials, digital textbooks, integration with Learning Management Systems (LMS), etc.
11. Describe how your pricing policies for textbooks/course materials (including new, used, rental, digital, etc.) will address the desire of the College to provide affordable textbooks/course materials to North Idaho College students.
12. Describe your price match guarantee, if any. If so, what are the limitations of the parameters of your guarantee?
13. Describe your buyback policy and program to purchase used books from students. Outline the mechanics of the buyback process including any return shipping cost incurred by students. Describe how much you pay students as a percent of the new selling price.
14. Describe your customer service capabilities for students, faculty, and staff, including available modes of contact (i.e. phone, email, chat). If applicable, describe your call center/customer service operation, including phone call handling capacity, staffing, agent training, language capabilities, and hours of operation. Do you offer 24x7 customer service? Describe your quality control measures for customer service. Does your telephone system record all calls and other customer interactions via e-mail and chat? If so what is the review process of those recorded interactions to ensure quality? If you outsource customer service, describe the outsourcing company and its location.
15. Describe the methods you will use to evaluate the success of your customer service program.
16. Describe the efforts you will make to assess the needs of and gather input from campus stakeholders.
17. Describe the financial return that you will remit to North Idaho College for the operation of the Bookstore – with attention to the following: commission structure, schedule of payments, and method of accounting for and reporting sales.
18. Describe the reports you provide an institution and the frequency with which the institution will receive these reports. Specifically include information on the following types of reports: student ordering data, ordering history, and performance reports on matters such as the number of used books sold, number of e-books sold, and backorders. If reports are available online, describe the site. Include examples or sample pages of these reports.
19. Provide details on the student marketing plan you envision to ensure student ordering from the Bookstore including specific strategies to drive students to the online Bookstore and onsite spirit shop.

20. Describe the approximate physical space requirements needed to deliver the services within your proposal.
21. Provide the process, plan, and timing of your Contractor's start-up and implementation of the program, including implementation costs, if any.
22. Detail any voluntary offers and enhancements.
23. Detail any exceptions to the scope or requirements of this RFP.
24. Provide an alternate proposal for a "hybrid" model of online textbook delivery and on-campus retail services. This will include, but not be limited to, staffing and minimum revenue expectations.

B. Evaluation Factors:

Factors to be considered in the award of the contract are assigned point values with the total possible high score of 150. The factors include:

15 pts	Contractor's size, credit standing, financial record, stability, and management
20 pts	Contractor's record of performance and service in higher education campus Bookstore operations
20 pts	Personnel aspects of the Contractor's proposal
15 pts	Contractor's course material adoption process
15 pts	Contractor's systems integration and procedures
15 pts	Contractor's pricing and refund policies
15 pts	Financial returns to the College
15 pts	Contractor's ability to create a dynamic retail environment
15 pts	Contractor's transition plan
5 pts	Any other relevant factors that the College would consider in selecting a Contractor

C. Selection Process:

Proposals will be reviewed by a selection committee. The award shall be made to the responsible Contractor whose proposal is most advantageous to North Idaho College, taking into consideration the evaluation factors as outlined in the Evaluation Criteria.