

INSTRUCTIONS TO BIDDERS**For
RVC Bookstore
RFP #24-12****May 15, 2024
2:30 P.M. CST**

Sealed Proposals are invited pursuant to specifications

Request for Proposals:

Proposals will be received and publicly read aloud by Rock Valley College at the place, date and time hereinafter designated. You are invited to be present if you so desire.

PLACE:Rock Valley College
SSB Conference Room 1300
3301 N Mulford Rd
Rockford, IL 61114-5699**OPENING DATE:** Wednesday, May 15, 2024**Time:** 2:30 P.M. Central Standard Time

Proposals received after this time will not be accepted.

PROPOSAL SUBMITTALS: Proposals must be in accordance with the instructions contained herein. All Submittals are to contain the following:**One (1) hard copy and one (1) Digital Device:** They shall be submitted on or before the specified closing time in an opaque sealed envelope addressed to:Karen Kerr, Director of Business Services
Rock Valley College
3301 N Mulford Rd
Rockford IL 61114-5699All envelopes should be plainly marked, with the Respondent's Name and Address and the following notation: RFP #24-12: RVC Bookstore**EMAILS OR FAXES ARE NOT ACCEPTABLE****MANDATORY PRE-BID MEETING:** None**QUESTIONS:** Must be submitted no later than 4:00 P.M. CST on Thursday, May 2, 2024 via email to Karen Kerr at k.kerr@rockvalleycollege.edu.

STANDARD INSTRUCTIONS

1. TAX EXEMPTION: Rock Valley College is exempt from Federal, State, Municipal taxes and Illinois Retailers Occupational Tax.
2. SIGNATURE AND REPRESENTATION: The signature on Bid/Proposal documents is to be that of an authorized representative of said company. Each bidder, by making his Bid/Proposal, represents that they have read and understand the Bid/RFP documents and that these instructions to bidders are a part of the specifications. Further, by signing the Bid/Proposal documents, each bidder acknowledges that Bids/Proposals shall include the delivery of all materials, including but not limited to, all necessary equipment, supplies, tools, accessories, transportation, insurances, warranties, and all other facilities, and the performance of all labor and services necessary for the proper completion of the Work (as defined in this RFP), and that Bids/Proposals shall not include federal excise tax or state sales tax for materials to be incorporated in, or totally consumed in the prosecution of, the Work to be performed. BY SUBMITTING A BID/PROPOSAL, THE BIDDER REPRESENTS TO ROCK VALLEY COLLEGE THAT IT HAS CAREFULLY REVIEWED THIS BID/RFP PACKAGE, AND IS NOT AWARE OF ANY VAGUE, AMBIGUOUS OR INCONSISTENT TERMS CONTAINED THEREIN.
3. BID SECURITY: ***(This is for construction projects only.)*** A bid security in the form of a bid bond or a certified check in an amount equal to ten percent (10%) of the bidder's base bid amount shall be submitted with the bid. Should a bid bond be submitted, the bid bond shall be payable to: Board of Trustees, Rock Valley College. The bid security shall be returned to bidders thirty (30) days after the date of bid opening, with the exception of the selected Contractor/Vendor and the next lowest bidder, whose bid security shall be returned sixty (60) days after bid opening, unless they are forfeited under the terms of the bid documents.
4. PERFORMANCE BONDS: ***(This is for construction projects only.)*** The successful bidder on this proposal must furnish a performance and payment bond issued by a surety company made out to: Board of Trustees, Rock Valley College, within ten (10) days of the notification that their bid has been accepted. The surety thereon must be such a surety company or companies as are authorized and licensed to transact business in the State of Illinois and have an A-XIV best rating. Attorneys in fact who sign bid bonds must file with each bond a certified copy of their power of attorney to sign said bonds. The performance and payment bonds shall be issued in an amount equal to one hundred percent (110%) of the contract sum. Such bonds shall be in force from the date of signing of the contract until one year after issuing of final certificate of payment. The cost of the bonds shall be included in the bidder's proposal.
5. DISQUALIFICATION: The Director of Business Services will make such investigation as is necessary to determine the ability of the Bidders to fulfill Bid/RFP requirements. Rock Valley College reserves the right to reject any Bid/Proposal if it is determined that a Bidder is not properly qualified to carry out the obligations of the Contract.

6. ACKNOWLEDGEMENT OF ADDENDA: Signature of company official on original Bid/RFP document shall be construed as acknowledgement of receipt of any and all addenda pertaining to the specific Bid/RFP. Identification by number of the addenda and date issued should be noted on all Bids/Proposals submitted. A copy of any and all Addenda must be included with the Bid/RFP packet.
 - a. ***FAILURE TO ACKNOWLEDGE RECEIPT OF ADDENDA ON BID SUBMITTED MAY RESULT IN DISQUALIFICATION OF BID.***
 - b. ***Bidders are responsible for checking back on the Bid website for any addenda issued.***

7. EQUAL OPPORTUNITY EMPLOYMENT/AFFIRMATIVE ACTION: Rock Valley College is an Equal Opportunity/Affirmative Action Employer. In the event of the Contractor's noncompliance with any provision of this Equal Employment Opportunity Clause, the Illinois Fair Employment Practice Act, or the Fair Employment Practices Commission's Rules and Regulations for Public contracts, the Contractor may be declared non-responsible and therefore ineligible for future contracts or subcontracts with the State of Illinois or any of its political subdivisions or municipal corporation and the contract may be cancelled or avoided in whole, or in part, and such other sanctions or penalties may be imposed or remedies invoked as provided by statute or regulation.
 - a. It is also the College's policy to promote the economic development of businesses owned by minorities, females and persons with disabilities by setting aspirational goals to award contracts to businesses owned by minorities, females, and persons with disabilities for certain services as provided by the Business Enterprise for Minorities, Females and Persons with Disabilities Act, 30 ILCS 575 (the Act) and the Business Enterprise Council for Minorities, Females, and Persons with Disabilities.
 - b. If Proposer is certified with the State of Illinois as a BEP vendor, include a copy verifying such certification.
 - c. To register with the State of Illinois as an MBE/FBE/DBE, please visit this site: https://www.illinois.gov/cms/business/sell2/bep/Pages/Vendor_Registration.aspx

8. PROPRIETARY INFORMATION: Vendor should be aware that the contents of all submitted Bids/Proposals are subject to public review and will be subject to the Illinois Freedom of Information Act. All information submitted with your Bid/Proposal will be considered public information unless vendor identifies all proprietary information in the proposal by clearly marking on the top of each page so considered, "Proprietary Information." The Illinois Attorney General shall make a final determination of what constitutes proprietary information or trade secrets. While Rock Valley College (RVC) will endeavor to maintain all submitted information deemed proprietary within the College, it will not be liable for the release of such information.

9. BLACKOUT PERIOD: After the College has advertised for Bids/RFPs, no pre-bid vendor shall contact any College officer(s) or employee(s) involved in the solicitation process, except for interpretation of Bid/RFP specifications. No vendor shall visit or contact any College officers or employees until after the Bids/RFPs are awarded. During the black-out period, any such visitation, solicitation or sales call by any representative of a prospective vendor in violation of this provision may cause the disqualification of such bidder's submittal.

10. FIRM BIDS: All Bids/Proposals shall be considered firm for a period of one-hundred and twenty (120) days from the date established for the opening of Bids/Proposals, as such Bids/Proposals may not be withdrawn during that period without the consent of RVC. RVC reserves the right to accept any Bid/Proposal or to reject any and all bids/proposals, or parts of such bid/proposal, and waive informalities or irregularities in bidding.
11. TERMINATION OF FUNDING: Rock Valley College's contractual obligations will be subject to termination and cancellation without penalty, accelerated payment, or other recoupment mechanism as provided herein in any fiscal year for which the Illinois General Assembly or other legally applicable funding source fails to make an appropriation to make payments under the terms of this Contract. In the event of termination for lack of appropriation, the Vendor shall be paid for services performed under this Contract up to the effective date of termination. Rock Valley College shall give notice of such termination for funding as soon as practicable after becoming aware of the failure of funding.
12. Give complete specifications for any substitutions or alternates offered.
13. Each bidder shall carefully examine all Bid/RFP documents and all addenda thereto, and shall thoroughly familiarize themselves with the detailed requirements thereof prior to submitting a Bid/Proposal. Should a bidder find discrepancies or ambiguities in, or omissions from documents, or should they be in doubt as to their meaning, they shall at once notify the College. If necessary, the College shall send written addendum to all bidders. The College will not be responsible for any oral instructions. All inquiries shall be directed to the Director of Business Services. After Bids/Proposals are received, no allowance will be made for oversight by bidder.
14. Upon award of the contract by the College's Board of Trustees, the Contractor/Vendor shall enter into a contract with the College in the same form as included in the Bid/Proposal documents and/or incorporating all terms and conditions contained in this Bid/RFP package, including but not limited to the Standard Instructions, Minimum Insurance Requirements. In the event that Contractor/Vendor shall refuse to enter into the contract with the College, Contractor/Vendor shall forfeit its bid bond. Notwithstanding any contract provision to the contrary, Rock Valley College may terminate this contract any time and for any reason or no reason in its sole discretion, upon written notice to the bidder / vendor / contractor. In the event of termination for convenience by Rock Valley College, Rock Valley College shall pay the contractor for work completed or services rendered to the date of termination but shall have no further contractual obligation or liability. In the event of termination for convenience by Rock Valley College, the College shall pay the contractor for work completed or services rendered to the date of termination, but shall have no further contractual obligation. In the event of termination for cause by Rock Valley College, including and not limited to a material breach by the bidder / vendor / contractor, upon such termination, Rock Valley College shall have no further contractual obligation or liability. In no event shall the bidder / vendor / contractor make a claim on Rock Valley College for consequential, incidental or other special damages, including and not limited to lost profits, and the bidder / vendor / contractor hereby waives and releases any and all such claims.

15. The Contractor/Vendor agrees to indemnify, hold harmless and defend Rock Valley College, the members of the Board of Trustees of Rock Valley College, its officers, employees, student teachers, and agents thereof against all suits, actions, legal proceedings, claims, and demands of any kind, and against all damages, judgments for personal injuries, including death to any person (including but not limited to third parties, employees of College, employees of Contractor/Vendor or any subcontractor and their dependents or personal representatives), loss, cost, expense and attorneys' fees, in any manner caused by, arising from, incidental to, connected with or growing out of the services provided under this contract. Contractor/Vendor waives any and all rights it may have under any worker's compensation act or interpretations of the act, including, but not limited to those rights under *Kotecki v. Cyclops Welding Corporation*.

16. A current W-9 form must be returned with the bid packet. (*A blank form can be found at the IRS.Gov website.*)

MINIMUM INSURANCE REQUIREMENTS

The undersigned Contractor/Vendor or User of College Campus Facilities shall purchase and maintain the following insurance coverages with carriers with a Bests Financial Rating not less than A, XII to which Rock Valley College has no reasonable objection.

A Contractor/Vendor or User shall furnish a certificate of insurance and the specified endorsement to Rock Valley College prior to the commencement of any work covered by this, or any resulting, contract or purchase order, as evidence that all requirements of this addendum have been complied with. The certificate and endorsement shall also contain a provision that the coverages afforded under the policies required shall not be cancelled or allowed to expire unless 60 days prior written notice has been given to Rock Valley College. Failure on the part of the Contractor/Vendor or User to maintain coverage as required shall constitute a default and entitle Rock Valley College, at its sole option, to either terminate the contract or procure replacement coverage and offset the cost against any money due the Contractor/Vendor or User.

Coverages, whether written on occurrence or claims made, shall be maintained without interruption from the date of commencement of work/event until the date of final payment and termination of any coverage to be maintained after final payment.

1. WORKERS COMPENSATION/EMPLOYERS LIABILITY:

- \$500,000 per accident
- \$500,000 disease, policy limit
- \$500,000 disease, each
- The policy will be endorsed showing a **waiver of right of recovery** form #WC000313 or equivalent in favor of **Rock Valley College**.

2. COMMERCIAL GENERAL LIABILITY:

Coverage shall include premises operations, independent contractors, contractual liability, products and completed operations including broad form property damage, covering bodily injury and property damage or limits as shown below. Products and completed operations liability shall be maintained for two years after completion of the work performed under this Contract or Purchase Order.

- \$1,000,000 each occurrence
- \$2,000,000 general aggregate
- Policy shall be properly endorsed to show **Rock Valley College** as an **Additional Insured** on a primary and noncontributory basis.
- The policy shall also contain form #GL2503 showing the aggregate limits apply per project or GL2504 showing that the aggregate limit applies per location.

3. COMMERCIAL AUTOMOBILE LIABILITY:

Coverage shall be written to include all owned, non-owned, and hired automobiles covering bodily injury and property damage, including uninsured and underinsured motorist's coverage for limits as shown below.

- \$1,000,000 combined single limit each occurrence OR
- \$1,000,000 bodily per person, per occurrence and property damage per occurrence
- Policy shall be properly endorsed to show **Rock Valley College** as an **Additional Insured** on a primary and noncontributory basis.

4. UMBRELLA LIABILITY:

The policy shall cover excess of Employers Liability, General Liability, and Automobile Liability with underlying limits as shown in items 1, 2, and 3 and shall also name Rock Valley College as an **ADDITIONAL INSURED** on a primary noncontributory basis with the following limits.

- \$1,000,000 each occurrence
- \$1,000,000 general aggregate

5. PROFESSIONAL LIABILITY:

Should this contract provide for Professional services, such as, but not limited to, Athletic Trainers, Sports Medicine, Counseling, Dental, Medical, Psychological, and Contractors, the vendor shall purchase and maintain Professional Liability coverage for the services to be rendered for limits not less than:

- \$1,000,000 per claim or occurrence, \$3,000,000 aggregate
- The vendor shall furnish **Rock Valley College** a certificate of insurance and policy endorsement as evidence of coverage, in addition to those coverages as required in paragraphs, 1, 2, and 3.

6. CYBER LIABILITY: (Only for Information Technology or contractors with remote access to RVC's network). Cyber Liability with limits of not less than Two Million Dollars (\$2,000,000)

Should any of the above policies be written on a claims-made basis, the policy date or retroactive date shall predate the contract. The Additional Insured provisions as contained in these paragraphs shall be maintained for a period of not less than five years after the expiration and or nonrenewal of this Contract. The termination date of the policy or applicable extended reporting period shall be no earlier than the termination date of coverages required to be maintained as shown above.

**Specifications and Bid Documents
start on the following page (8)**

Note:

**Pages 8 through 37 must be included with respondent's
proposal submission**

**Specifications and Instructions
For
RVC Bookstore
RFP# 24-12**

Background

Rock Valley College (RVC) is a comprehensive two-year community college in Rockford, Illinois, offering more than 100 courses for transfer, career programs, and certificates. Rock Valley College is accredited by The Higher Learning Commission and is a member of the North Central Association of Colleges and Schools. Rock Valley College is also recognized by the Illinois Board of Higher Education and by the Illinois Community College Board.

Objective

Today, there are more options for a campus bookstore than the traditional bookstore model. Currently, RVC utilizes a more traditional bookstore model but wishes to explore the possibility of transitioning to a virtual bookstore model. In order to explore both options this request for proposals invites responses for two models. The first model is a virtual bookstore option, and the second model is a more traditional “brick and mortar” option in addition to an online presence line option one. Companies can choose to respond to either model or both models. Rock Valley College reserves the right to select any model that it feels will best meet the needs of the students and the College as a whole.

Bookstore Model One (1)

Rock Valley College (RVC) is seeking proposals for a Virtual Bookstore that will serve faculty and students. The virtual bookstore should offer RVC apparel, gifts, textbooks, and related course material, buy-back options, and textbook rental programs. This will be a 3-year contract with 2-one-year optional renewals.

Bookstore Model Two (2)

Rock Valley College (RVC) is also seeking proposals to select a qualified firm to provide bookstore management services to support Rock Valley College and its students. Services include providing the labor, management, equipment, display shelving, goods, operating supplies, and merchandise necessary to manage and operate a professional bookstore that will provide the highest caliber of services on the Rock Valley College campus. This option will also include an online presence that is similar to the model outlined in model one (1). This will be a 3-year contract with 2- one-year optional renewals. Traditional bookstore should be operational by June 1st, 2025.

Award of Order

Rock Valley College will accept the Proposal from the Respondent who is considered, in the College's sole discretion, to be in the best interest of the College based on the price, conformity with specifications, terms of delivery, quality, and serviceability. Any accepted Proposal is subject to negotiation of and execution of a written contract between the Respondent and the College. All such contracts based on this RFP are contingent upon approval by the Board of Trustees of Rock Valley College District No. 511 and shall not be considered executed until such approval.

General Information

Specific instructions and specifications for this project begin on page 10.

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Purpose

Model One (1)

Rock Valley College (RVC) seeks requests for proposals (RFP) for a Virtual Bookstore that will serve faculty and students. The virtual bookstore should offer RVC apparel, gifts, textbooks, buy back options and textbook rental programs. This will be a 3-year contract with 2 one-year optional renewals. Virtual bookstore should be operational by June 1st, 2025.

Model Two (2)

Rock Valley College (RVC) also seeks requests for proposal (RFP) to select a qualified firm to provide bookstore management services to support Rock Valley College and its students. Services include providing the labor, management, equipment, display shelving, goods, operating supplies, and merchandise necessary to manage and operate a professional bookstore that will provide the highest caliber of services on the Rock Valley College Campus. This will be a 3-year contract with 2 one-year optional renewals. Traditional bookstore should be operational by June 1st, 2025.

Notes

Respondents should be mindful to conform to this Request for Proposal (“RFP”) completely and concisely and should respond to all requirements whether phrased as a statement or a question. Emphasis should be on completeness, clarity of content, and conciseness. Failure to submit a complete response may result in disqualification of Respondent’s proposal. The cost of preparing the Proposal will be borne by the Respondent.

Vendors will be asked to do formal presentations with a question and answer sessions. Vendors will be notified as to the day, time and location of the presentation. This RFP is a competitive process designed to serve the College's best interests.

SECTION 1 INTRODUCTION

1.1 About our Institution

Rock Valley College is a comprehensive two-year community college in Rockford, Illinois, offering more than 100 courses for transfer, career programs, and certificates. Rock Valley College is accredited by The Higher Learning Commission and is a member of the North Central Association of Colleges and Schools. RVC is also recognized by the Illinois Board of Higher Education and by the Illinois Community College Board.

Rock Valley College was founded in 1964 and is a public institution in the Illinois Community College System. The college is governed by an elected Board of Trustees and receives oversight from the Illinois Community College Board (ICCB).

Rock Valley College's main campus is located at 3301 N. Mulford Road in Rockford Illinois. The main campus is located on 217 acres of land with fourteen (14) buildings on the campus. In addition to the main campus, RVC has:

- Aviation Career Education Center (ACEC) located at 6045 Cessna Drive, Rockford, IL 61109
- Bell School Road Center (BELL) located at 3350 N. Bell School Road
- RVC Downtown (RVCD) located at 99 East State Street, Suite 200, Rockford, IL 61104
- Stenstrom Center for Career Education (SCCE) located at 4151 Samuelson Road, Rockford, IL 61109
- Work Force Connections located at 303 N. Main Street (Supply Core Building), Rockford, IL 61101.

Rock Valley College teaching traditional college courses offering twenty-eight (28) degree programs with over 120 credit courses for transfer. In addition, RVC offers non-credit and certification courses through its Continuing and Community Education programs.

For additional information regarding Rock Valley College please visit:
www.rockvalleycollege.edu

1.2 Our Mission Statement

Rock Valley College empowers students and community through lifelong learning.

1.3 Vision Statement and Core Values

Rock Valley College empowers the community to grow as a society of learners through well-designed educational pathways, leading to further education, rewarding careers, cultural enrichment, and economic-technological development.

Core Values

Learner-centered Community. Rock Valley College is dedicated to providing affordable lifelong learning opportunities that foster student success.

Mutual Respect. At all times, Rock Valley College upholds the dignity of each individual by being ethical, respectful, fair, and courteous in communications and actions.

Excellence. Rock Valley College maintains high expectations for teaching and learning and holds itself accountable for promoting continuous improvement.

Diversity. Rock Valley College promotes, celebrates, and embraces differences, including cultural and ethnic diversity and diversity of thought.

Collaboration. Rock Valley College fosters innovative, enriching partnerships within the college community and among others that serve the region.

Innovation. Rock Valley College is a forward-thinking institution that explores creative approaches for the future.

Public Trust. Rock Valley College honors and upholds its commitment to the community through integrity of actions and efficient use of resources.

1.4 Enrollment

	2021 Credit (FTE)*	2021 Non-Credit (Head count)**	2022 Credit (FTE)*	2022 Non-Credit (Head count)**
Total Enrollment	8,551	7374	9175	10767

*Unduplicated Headcount, ICCB Data Book, Table III-1

**Duplicated Headcount, ICCB N1 At-A-Glance Report – Student Demographic Overview

1.5 Academic Calendar

Rock Valley College operates on Fall, Spring and Summer semesters, along with short “Winterim” semester in December and January.

Refer to: <https://rockvalleycollege.edu/calendar> for details regarding the Academic Calendar

SECTION 2 BACKGROUND INFORMATION

2.1 Rock Valley College Bookstore

We currently partner with Barnes & Noble as the bookseller serving the college. The store offers Rock Valley College apparel and gifts, textbooks and textbook rental program. Backpacks, pencils, pens, and other general school supplies are available for purchase in addition to other merchandise.

Shop online at: <https://rvc.bncollege.com/?storeId=28567&catalogId=10001>

2.2 Invitation – Virtual Bookstore

RVC is seeking proposals for a Virtual Course Materials Store. The Virtual Course Materials Store will provide course materials for all RVC programs. This contract will be a 3 year contract with 2 one-year optional renewals.

RVC intends to encourage and evaluate ideas on how to offer an exciting virtual experience to students, faculty, staff and visitors, making RVC Student Store an exciting place to shop, making customer transactions convenient at a low cost to RVC students, while growing the sales volume. To explore various options, technology,

ideas, and business models, vendors are invited to submit proposal(s) for virtual course materials and apparel for Rock Valley College.

RVC recognizes that the traditional bookstore business is in a transformational period, and RVC's intent is to be on the cutting-edge digital course material. The ideal vendor would provide an online store that will best serve the needs of students, faculty, and the community. RVC has initiated this Request for Proposal process and is seeking a vendor (s) that can provide innovative, state-of-the-art digital services that will result in the following:

- a. Improve affordability for RVC students by reducing course material costs
- b. Provide a custom, one-stop virtual bookstore for all of our textbook needs, offering both new and used hard copy textbooks along with digital content
- c. Top notch customer service
- d. The website should provide all users with a personalized store that is seamless
- e. Enhanced exposure of the RVC brand
- f. Provide an online environment that is inclusive and accessible to all.
- g. **Select a vendor that does not require a noncompete clause, allowing instructors to give suggestions on OER, or other methods of acquiring course materials.**
- h. Allow the RVC Library to purchase a quantity of textbooks from the bookstore to lend to students who are in need.

RVC desires virtual services that are customer-centric: a visible representation of the academic quality an image of RVC: an industry leader in providing creative and affordable course materials; and focused on advancing the RVC brand by increasing the selection and marketing of RVC emblematic merchandise.

2.3 Invitation – Traditional Bookstore

The intent of this Request for Proposal is to select a qualified firm to provide bookstore management services to support Rock Valley College and its students. Services include providing the labor, management, equipment, display shelving, goods, operating supplies, and merchandise necessary to manage and operate a professional bookstore that will provide the highest caliber of services on the Rock Valley College campus.

The bookstore must be managed with maximum sensitivity to the needs and concerns of our students, faculty, and staff. Products, prices, and services must promote confidence that Rock Valley College is obtaining the best possible combination of quality, customer service, and price.

The traditional bookstore must still have an online bookstore available for students who do not wish or are unable to come to campus to select and pick up their books. This online bookstore should meet the requirements listed in the specifications for the virtual bookstore. The traditional model simply adds an on-campus presence to the bookstore for students.

SECTION 3 TRADITIONAL BOOKSTORE INFORMATION

3.1 Current space and operations information

The current campus bookstore also offers the following to students (list is representative, but not exhaustive):

- a) Supplies such as notebooks, pens, pencils, and other school supplies.
- b) Electronic calculators.
- c) Computer software such as MS Office and Adobe creative software titles.
- d) Spirit gear – clothing, pennants, mugs, etc., imprinted with the College name and logo
- e) Convenience store items (candy, aspirin, etc.)
- f) Bus passes, purchased using financial aid

The physical facility on campus provides for 3,130 square feet of retail space, 372 square feet of storage, one 88 square foot office and one office at 68 square feet.

The bookstore maintains its own freight accounts (UPS, FedEx, etc.) and shipments are received at the campus receiving area, and then transported by College staff to the bookstore. Outgoing shipments are moved from the bookstore to the loading dock by College staff for pick up by the bookstore freight carriers.

The College utilizes Ellucian Colleague as its enterprise system. There is an integration link for financial-aid (FA Link) between this system and the bookstore POS system allowing financial-aid credit to be used for purchasing textbooks and class materials without hard copy waivers.

Rock Valley College will provide utilities to the on-campus space used for bookstore operations including:

- a) Heat, electricity, air conditioning as is reasonably required for operations.
- b) Trash removal.
- c) Snow removal.
- d) Extermination services, if needed.
- e) Bookstore operator shall pay for long-distance telephone service and other communication services not readily available or provided via the College's data network.

The College does not have any plans to modify or renovate the Student Center, which houses current bookstore operations, in the near future. In the event that the College needs to perform work in order to address health or environmental needs, and such work may impact bookstore operations, the College will provide reasonable notice to the bookstore manager.

Rock Valley College will maintain property and liability insurance covering on-campus facilities and equipment owned and operated by the College. The contractor is required to provide property and liability insurance covering the contractor's equipment and property as part of bookstore operations on campus.

*****NOTE:** The remaining information applies to both the virtual (model 1) and traditional (model 2) proposal. The traditional model must still have an online presence.

SECTION 4 DESCRIPTION/SCOPE OF PROGRAMS

4.1 Virtual Course Materials

Elements of a Virtual Course Materials Store serving RVC include, but are not limited to, the following:

- a) Supporting the academic mission of RVC by providing efficient and effective online course materials services to students and faculty, including online buyback and online adoptions.
- b) Provide comprehensive course materials services to support all RVC academic programs.
- c) Provide easy access for online course materials.
- d) Leading the transformation from traditional textbooks to digital course materials.
- e) Offer a wide selection of current trade bestsellers, as well as academic course materials.
- f) Offer a wide selection of College emblematic apparel, gifts, and merchandise that comply with the Colleges licensing requirements, design guidelines, and requirement for branded products.
- g) Offer full-service online ordering capability.
- h) Vendor should offer international shipping. The website should be able to recognize international addresses, or aid the buyer.
- i) Vendor should have a designated client manager/coordinator for the College.
- j) Solicit feedback and input from faculty, students, staff, and other constituents.
- k) Provide easy access and multiple distribution channels for course materials.
- l) Communicating and coordinating effectively and proactively with RVC's designated personnel regarding course material adoptions.

- m) Creating and implementing effective strategies to reduce the cost of course materials to Rock Valley College students by offering a comprehensive textbook rental program, a strong used textbook and buyback program, an innovative digital textbook/course material program, access to OER (Open Educational Resources) course materials, and access to emerging course material programs and technologies.
- n) Provide a variety of shipping price points, starting from free shipping to standard rates. Include overnight shipping to standard delivery times.
- o) Introduce new products and services that meet the evolving needs of customers, including Rock Valley College students, faculty/staff, visitors, donors, and our local community.
- p) Develop a comprehensive e-commerce strategy and social media engagement strategy. Vendor shall be required to maintain a full-service RVC website.
- q) Vendor shall develop and implement a social media marketing and promotion strategy. To the extent that the vendor would develop its own social media sites (e.g., Facebook, Instagram, Twitter) or integrates with College sites, vendor shall be required to keep its posted information up-to-date, refresh its sites frequently consistent with effective social media strategies, and conform to Colleges social media standards and practices.
- r) Provide excellent customer service, including minimizing delivery times for online purchases and ensuring efficient online processing and data of all transactions (e.g., textbook ordering, buybacks, rentals, inventory).
- s) Utilizing state-of-the-art technology and emerging technologies for web-based course materials operations (e.g., online transactions, inventory status, registration integration, online textbook rental, online buyback, etc.).
- t) Graduation Merchandise. Vendor may sell graduation merchandise (e.g., degree frames, announcements, regalia, etc.) throughout the year and during graduation.

4.2 Course Material

- a. Agent for the collection of Course Materials Adoptions. Vendor shall be RVC's agent for the collection and compilation of the course materials list and for providing course materials to RVC students. Vendor shall provide course materials including all required, recommended or suggested course materials and supplies, including textbooks, magazines, course packs, software, and materials published or distributed electronically.
- b. RVC's Rights Re Adoption Data. Course Materials adoption data and forms, whether received in paper form, electronically, or otherwise, provided to Vendor by RVC's faculty or staff are the property of College. Vendor shall provide course materials adoption data and/or adoption forms to RVC within twenty-four (24) hours of College's request for copies of such adoption data and/or adoption forms
- c. Early Course Materials Adoptions. Vendor, working with the faculty, shall make every effort to obtain early course materials adoption commitments in order to maximize the quantity of course materials purchased from students for resale. Vendor shall provide timely reports to faculty members concerning the status of their orders.

- d. **Course Materials Quantities.** Vendor shall provide sufficient quantities of course materials, custom-published materials, software, and related academic supplies and materials, as required by faculty for course work, available for purchase by students according to the schedule established by RVC.
- e. **Comprehensive Course Materials Services.** Vendor shall attempt to offer comprehensive course materials services and shall work closely with RVC to support all RVC programs
- f. **Distance Learning Programs.** Vendor shall offer course materials services to RVC's current or future distance learning programs
- g. Vendor should be able to offer specialty supplies items (e.g., art supplies, lab materials, etc.)
- h. **Custom-Published Materials/Print Stop.** Vendor shall offer custom-published materials (i.e., course packs, including digital course packs), including the securing of copyright clearances in compliance with all copyright laws, production/printing, and sales.
- i. **Textbook Rental Program.** Vendor shall offer a full-service textbook rental program.
- j. **Digital Course Materials.** Vendor shall offer a non-exclusive digital delivery program that addresses the changing types of course materials, including providing digital course materials, digital textbooks, etc. Throughout the agreement, the College will continually evaluate digital delivery programs in the marketplace and will have the right to select alternate digital delivery programs at any time during the agreement, if it is determined that such programs are in the best interests of the College.

4.3 Course Materials, Affordability/Pricing Policies

Course Materials Affordability. RVC is committed to making course materials affordable to RVC students. Vendor's course materials pricing policies should be innovative and prices cannot exceed the pricing policy as described below.

- a. There shall be no add-ons or surcharges to cover freight, handling, publisher restocking fees, etc. (i.e., above formulas shall be applied to the actual price listed on the publisher's invoice in order to determine the selling price of a particular course material).
- b. **Pricing Policy-General Books.** Vendor shall sell trade books, reference books, and other non- textbooks at no more than the publisher's list price, or if there is no list price, at prices competitive in the local area and competitive in the university bookstore industry.
- c. **Pricing Policy-General Merchandise.** Vendor shall sell all other merchandise (e.g., clothing, giftware, supplies, etc.) at prices competitive in the local area and competitive in the university/college bookstore industry. Vendor shall make a significant effort to provide a wide selection of emblematic/branded merchandise at multiple price points.

4.4 Innovative Methods of Delivering Course Materials

- a. Textbook Rental Program. RVC is committed to providing a strong textbook rental program in order to reduce the cost of course materials to RVC students. Vendor shall make a significant effort to maximize the availability of rental textbooks for RVC students.
- b. Used Textbook Program. RVC is committed to providing a strong used textbook program in order to reduce the cost of course materials to RVC students. Vendor shall make a significant effort to maximize the availability of used textbooks for RVC students.
- c. Buyback. Vendor should buy back used textbooks at competitive prices. Vendor should be able to offer payments by in store credit, check, Paypal, or direct deposit for all buybacks.
- d. Digital Course Materials/Innovative Course Materials Delivery Mechanisms. Vendor shall present all desirable innovations for the delivery of textbooks and course materials to RVC administration and faculty and work with the RVC administration and faculty to determine the best possible options for the introduction of new technology and delivery mechanisms.

4.5 Tender types

Vendor shall accept the following:

- Student Account Charges
- Personal checks
- Major credit cards
- Bank debit cards
- Gift cards- If applicable
- Purchase Order terms net 30
- ACH payments
- Online payment methods (ie Paypal, Venmo etc.)

RVC student account charges are administered by the RVC Accounts Receivable Office. Vendor site should interface with the College's financial aid system, Ellucian Colleague. The vendor needs to develop a means for the college to issue electronic vouchers/credit to student accounts through the Ellucian Colleague system. This system should allow the student to purchase books and related course materials utilizing the vouchers without incurring any costs. This includes but is not limited to the following areas:

- Split payments
 - This should include the ability to use private or personal funds for shipping charges
 - The ability to split payment methods must be available for all purchases.
- Vendor's proposed interface with Ellucian Colleague must include a solution for recognizing items that are qualified for the intended purpose of the voucher or credit.
Intended purpose can include textbooks, backpacks, school supplies, and other College related items.

- Any voucher fund balances should be able to be used at a later date
- Financial Aid
- Records and Registration
- Accounts Receivable

Vendor shall be solely responsible for all expenses and collection of debts resulting from personal checks, major credit cards, bank debit card, and gift card transactions.

4.6 Technology

- a. Technology Investment. Vendor shall provide state-of-the-art technology (e.g., bookstore computer system, computerized textbook management system, technology necessary to comply with the Higher Education Opportunity Act (HEOA), alternative technology for textbooks/course materials, integrated customer loyalty program, etc.) to deliver the desired level of service. Vendor's systems shall have the ability to interface with current or future College systems, including but not limited to Ellucian Colleague. (Note: RVC will not buy out the un-depreciated portion of Vendor's technology investment at the termination, expiration, or non-renewal of the agreement.)
- b. Website. Vendor shall provide and maintain a website for RVC. The website shall conform to RVC design guidelines and link to and from RVC's website. The website shall comply with the Web Content Accessibility Guidelines in WCAG 2.1 Level AA. RVC store website shall include, but not be limited to, the ability for customers to order and reserve course materials, order general books and general merchandise, and the ability for faculty to submit course materials adoptions online. All aspects of RVC store website, including products sold (whether by Vendor or by a third-party vendor), links to and/or from RVC store website, and advertising accepted, shall require the College's prior written approval. The website must also be mobile friendly, that is, responsive in design, load quickly on mobile devices, and work equally well across desktop computers, laptops, tablets, and smartphones.
- c. PCI Compliance. To ensure all possible steps are taken to secure RVC students, faculty, and staff personal data, all technology and e-commerce processing must be PCI compliant. Vendor shall provide annual PCI certification documentation.

4.7 Financial Reporting

Monthly Reporting. On a monthly basis, Vendor shall submit a sales report to RVC, including total sales, website sales, sales by category and non-commissionable sales (with supporting detail).

Annual Reporting. On an annual basis, Vendor shall submit a detailed financial statement to RVC. At a minimum, RVC financial statement shall include the following:

- a. Sales by Category/Department including financial aid, commissionable and non-commissionable sales
- b. Dollar amount of "Textbook Buyback"
- c. Course materials units sold by Department (e.g., new, used, rental, digital, etc.)

- d. Staff discounts- If applicable
- e. Profit/Loss
- f. Course materials units sold by Department (e.g., new, used, rental, digital, etc.)
- g. Number of orders
- h. Returns/Refunds
- i. Other reports as requested by Rock Valley College

RVC may request and Vendor shall provide other additional detailed financial reports as necessary. Vendor's Financial Statement. Vendor shall provide RVC with a copy of its audited company financial statement on an annual basis.

Payment Requirements. Specifics of payment requirements will be mutually agreed upon, but payments will be timely and reflect standard billing and payment procedures to assure RVC complete accountability and auditability of all financial transactions.

4.8 Auditing

RVC has the right to audit invoices, publisher invoices, etc., to verify adherence to the established pricing policies.

4.9 Travel Expenses

All expenses shall be the vendor's sole responsibility. Payment to any vendor by the College shall not include an additional amount for this purpose.

4.10 Discounts

The website should provide a staff discount that will cover all purchases.

4.11 Refund Policy

Policy should be sensitive to the needs of the students and all customers. **Please provide a copy of your Refund Policy as part of the RFP.**

4.12 Licensing

Use of logos and marks on any publication and electronic materials must have the approval of the Office of Communications and Marketing.

SECTION 5 TERMS AND CONDITIONS

The purpose of these terms and conditions is to define requirements for delivery and payment of goods and services from vendors.

5.1 Students with Disabilities

Vendor shall provide required services to students with disabilities, in accordance with ADA standards through collaboration with RVC.

5.2 HEOA Provisions/Other Laws

Vendor shall work with RVC to ensure compliance with the Higher education Act (HEOA) and all other relevant state, federal, and local laws, rules and regulations to course material affordability, and other issues.

Neither Party shall take any action or omit to take any action that would jeopardize or endanger in any manner Rock Valley College's licensure, accreditation, federal, state or local tax status or exemptions, or eligibility to contract with or receive grants or financial assistance from the United States government or participation in any manner federally-related student loan programs.

5.3 FERPA Compliance

The vendor agrees to comply with all applicable national, state and local laws and regulations ("Applicable Laws"), including but not limited to relevant employment laws, in the course of providing services under this contract, including but not limited to the Family Educational Rights and Privacy Act

5.4 Illinois Law

Performance of all purchase orders and all other matters pertaining thereto shall be governed by the laws of the State of Illinois without regard to its choice of law provisions of principles of comity.

5.5 Legal Venue

The jurisdiction and legal venue for any and all claims or other legal matters pertaining to the performance of this order shall be the state or federal courts located in the County of Winnebago, Illinois, and the parties waive any objection thereto (including inconvenient forum or venue).

5.6 Purchase Order Compliance

All purchase orders from Rock Valley College (the "College") are hereby expressly limited to the terms herein, including those set forth on any face sheet and in any document attached hereto or incorporated by reference herein. No other terms or conditions altering these purchase order terms and conditions, including those found in any invoice, will be binding upon the College unless consented to in writing and signed by an authorized agent of the College, and the College hereby gives notice of objection to any terms set forth in any other writing, including any invoice, which are in addition to or different than the terms set forth herein. Any delivery made in accordance with a purchase order of the College shall also constitute an acceptance of these terms and conditions.

5.7 Compliances

As a supplier of products or services to the College, the Vendors must comply with all applicable laws and regulations, including but not limited to those specific laws and regulations stated with specificity elsewhere in these terms and conditions.

5.8 OSHA

Products shall meet, and follow, the current applicable prescribed standards of the Federal Occupational Safety and Health of Act of 1970 in effect on the date of this order.

5.9 Fair Labor Standards

The Vendor certifies that all products produced and sold to the College will be produced in accordance with the Fair Labor Standards Act of 1938, as amended.

5.10 MSDS Forms

Payment for products is contingent upon the Vendor supplying Material Safety Data Sheets (OSHA-174) for all applicable items.

5.11 Bankruptcy

In the event of any proceedings in bankruptcy or insolvency by or against the Vendor, the appointment (with or without the Vendor's consent) of an assignee for the benefit of creditors or a receiver, or acknowledgement by the Vendor that the Vendor is insolvent, the College may immediately cancel this order for default.

5.12 Tax Identification Information

All vendors and service providers are required to supply IRS Form W9 with pertinent tax identification information. Payment is contingent upon the College having current and accurate information on file.

The College, an agency of the State of Illinois, is exempt from payment of all federal tax and Illinois state and local taxes on its purchases.

Tax Identification Number: Under recently enacted Federal Law and in accordance with instructions from the Department of Treasury and the Internal Revenue Service, this School District is required to have on file appropriate tax identification information concerning you or your firm. This information should be a Federal Employer's Identification Number, but in the instance of some independent contractors, this number may be a Taxpayer's Identification (Social Security) Number. This information is needed to determine which vendors the District must provide and file a Form 1099.

In order for a proposal to be considered by the College, the above referenced tax identification number must be provided. It is also requested that you identify the legal organizational status of your firm. Please identify whether your firm is a Corporation, Partnership, Proprietorship, Etc. Should you have any questions concerning this tax identification number, please contact the Business Services Office at RVC.

5.13 Purchase Order Number

Purchase order number and the applicable department/contact name must appear on all packages, bills of lading, packing lists and invoices. The College is not obligated to recognize or adhere to invoice payment requests without proper purchase order numbers. The Vendor must obtain purchase orders prior to acceptance of orders and issuance of invoices; no order shall be binding unless a written purchase order has been given by the College and accepted in whole by the Vendor.

5.14 Invoices

All invoices must be sent to:

Rock Valley College
Attn: Accounts Payable
3301 N Mulford Road
Rockford, IL 61114

All payment terms shall be no shorter than Net 30 days unless discounts acceptable to the College apply. Payment of invoices is contingent upon purchase order identification. Invoices will be generated (unless otherwise specified) the day shipments are made. Individual invoices will be issued for each shipment and each order. All invoices against purchase orders issued by the College must reflect the College's tax-exempt status. Any items ordered without an RVC purchase order or without proof of sales tax exempt status must include all applicable federal, state, and local taxes.

5.15 Discount

Discount terms must be stated on the invoice. Discounts will be calculated from the date products or services are received.

5.16 Quantity

The College's count of any products will be accepted as final and conclusive on all shipments not accompanied by a packing list. Unless expressly provided for to the contrary on the face of an order, all shipments are to be made F.O.B. the College (at the specific location requested by the College), and the Vendor shall bear all cost for cartage, boxing, and containers as required.

5.17 Acceptance of Products and Services

An order, when accepted by the Vendor, shall constitute the entire contract between the College and the Vendor and shall not be altered, amended, supplemented, or cancelled without the written approval of the College. All products and services shall be received subject to the College's right to inspect and reject nonconforming products and services, and the College shall have reasonable time after delivery to perform such inspection. All risk of loss and damage for any products ordered by the College shall be borne by the Vendor until the products are inspected and accepted by the College after delivery. Payment for products or services covered by this purchase order prior to inspection shall not constitute an acceptance thereof, nor will acceptance remove the Vendor's responsibilities for fulfillment of its warranties. Products which have been delivered and rejected may be returned at the Vendor's round-trip expense to the Vendor for reimbursement, credit, replacement or correction as the College may direct or may be corrected and/or replaced by the College with cost of correction or replacement at the expense of the Vendor.

5.18 Packing and Shipping Materials

Unless otherwise specified in the purchase order, no charge shall be made to the College for packing, transportation, or storage of the items covered by any purchase order. All items covered by a purchase order shall be packed in accordance with good commercial practice to prevent any damage to the items and the Vendor shall be liable for damage to items caused by improper packing or packaging. The College highly encourages the use of recycled and recyclable packing material.

5.19 Changes

The College may from time to time, by written instructions or drawings issued to the Vendor, make changes, issue additional instructions, require additional work, or direct the omission of work previously ordered. The provisions of this agreement shall apply to all such written modifications.

5.20 Substitutions

Substitutions of product, change of quantity, or any other change of order must have prior written approval from the College representative placing the order.

5.21 Additions

No extra work, additions, or alterations will be paid for by the College unless performed pursuant to and in accordance with the written order of the College.

5.22 Cancellations

The College may cancel this order at any time, giving notice in writing. An equitable adjustment in price and/or delivery schedule will be negotiated for products completed or in process at the time of the change, but in no event shall the College be required to pay more than Vendor's actual cost of labor and supplies consumed to the point of cancellation.

5.23 Termination for Default

- a. In the event of the Vendor's default hereunder, the Buyer may exercise any or all rights accruing to it, both at law (including those set forth in Article 2 of the Uniform Commercial Code or in equity).
- b. The Vendor's obligations that by their terms or that would ordinarily be expected to survive a termination of an order will survive indefinitely. As illustration but not limitation, the Vendor's obligations under the warranty, intellectual property, and indemnification provisions of any purchase order shall survive any termination.

5.24 Warranty and Inspection

In addition to all other warranties separately provided by the Vendor or available to the College under law, all products sold and work performed under any purchase order will conform to the specifications, drawings, samples or other descriptions furnished or specified by the College and will be of good material and workmanship free from defects and of good and merchantable quality and fit for their intended purposes, which intended purposes are known to the Vendor.

5.25 Samples

The College may demand samples for inspection and approval prior to manufacture or delivery, which the Vendor must provide.

5.26 Intellectual Property

The Vendor warrants that the products and services delivered, either alone or in combination with other materials, will not infringe on any patents, copyrights, trademarks, trade secrets, or other intellectual property in the United States or any foreign country. The Vendor agrees to indemnify, defend, and hold harmless the College in any action arising out of any intellectual property infringement.

5.27 Assignment Prohibited

Any assignment of the College's purchase order or rights thereunder, without written consent of the College, prohibited and is void. The Vendor may not procure or contract for the procurement of any product or services in any purchase order without first securing the written approval of the College.

SECTION 6 PROPOSAL REQUIREMENTS

6.1 Order of Proposal

In order for your bid to be considered, the following forms/information must be completed and submitted as part of your bid response. Submit all forms in the order listed below. Failure to provide this forms/information with your proposal may disqualify your bid.

- a) Identify whether the RFP is for a Model 1 or Model 2 submission.
- b) Cover Letter
- c) References
 - a. All proposers shall include references from at least three (3) Bookstore Service operations that it has successfully operated for higher education in the last four years. The listing should note if service is current or has been discontinued, and include both the start date and duration of the contract.
 - b. References ideally include community colleges of similar size, but other college or university experience is acceptable.
 - c. Reference information shall include written letters of recommendation from the college administrator and/or manager overseeing the bookstore contract with names, e-mail, and telephone numbers of contact individuals.
 - d. A list of any college/university clients with which a contract was terminated within the past three years, including reasons for contract termination.
- d) Provide a brief (less than one page) general history of your firm. Include products and services offered while briefly describe your previous experience providing services to Higher Education.
- e) Completed Bidder Response Sheet – Appendix A
- f) Completed Financial Bid Form – Appendix B
- g) Last Audited Financial Statement
- h) Example of a typical book rental agreement with terms and conditions.

- i) Specifications, descriptive brochure and detail for the item(s) bid
- j) Customer Refund Policy
- k) Additional Supporting Documentation

6.2 Presentation

After review of the proposals, qualified prospective vendors must perform a virtual presentation of up to ninety (90) minutes in length.

6.3 Evaluation Criteria

A committee will evaluate all proposals fairly and equitably based on its opinion of the Respondent's overall qualifications, customer service record, financial return to the College, fit into the culture of the institution, as well as, compliance with the requirements of the RFP.

RVC will not award a contract based on financial considerations alone. A contract will be awarded to a Vendor whose proposal best meets RVC's mission, goals, institutional values and business objectives by providing the best overall value as determined by RVC in light of factors including, but not limited to (where applicable), personnel policies including retention plan, compensation terms, financial arrangements, confidence level, experience, reputation, value-added services, capability to partner with RVC to provide digital course material solutions, company history and background, operations plan, marketing strategy, customer service, course materials affordability and pricing policies, General Book program, general merchandise and marketing strategy, technology, financial projections, transition plan, exceptions to RFP requirements, any additional information, and the quality of proposal.

A committee will be appointed by Rock Valley College. The committee will review each proposal for compliance with requirements, and evaluate each proposal in accordance with the defined criteria.

SECTION 7: INSTRUCTIONS & TIMELINE

7.1 General Information

- a. Proposal must remain in full effect and subject to acceptance by RVC for one-hundred twenty days (120) after the due date.
- b. RVC reserves the right to reject any or all proposals and to request any additional information it deems necessary to supplement the proposals and/or to reach agreement.
- c. By submitting a proposal, vendor acknowledges complete understanding of and willingness to comply with all of the instructions, conditions, specifications, and requirements contained in this Request for Proposal (RFP).
- d. By submitting a proposal, vendor agrees that neither Vendor nor any other agent or representative of Vendor will initiate any communications to promote or advertise Vendor's proposal to any member of RVC's Board of Trustees, or RVC

staff or faculty, except for RVC requested or sponsored inquiries, briefings, interviews, or presentations to faculty, staff or other entities.

- e. RVC reserves the right to withhold the award and to waive or decline to waive irregularities in any proposal. RVC reserves the right to negotiate with any qualified Vendor(s), or to cancel in part, or in its entirety, this RFP if RVC, in its sole discretion, determines that it is in RVC's best interest to do so. RVC may require the Vendors participate in negotiations with regard to the financial aspects, service aspects and/or qualitative aspects of its proposal.

7.2 Projected Timeline

The key timeframes are planned to be as follows:

- RFP Issued: April 24, 2024
- Written Vendor Questions due: May 2, 2024 by 4:00 PM CST
- Addendum #1 released if needed – May 6, 2024
- Proposals Due: May 15, 2024 at 2:30 PM CST
- Vendor presentations: May 22 – May 24, 2024
- Notification of Award: Anticipated to take final recommendation to Board on June 25, 2024.

Vendor Information	
Identify whether the RFP is for a Model 1 or Model 2 submission	
Company Name	
Address	
City, State, Zip	
Telephone (including Area Code)	
Date	
Name <i>(Please Print)</i>	
Title	
Authorized Signature	
Contact Email	

I have read and understand these requirements, and I agree to these requirements.

CONTRACTOR/VENDOR/USER
Authorized Representative

DATE

References

Provide at least three (3) customer references for similar projects. At least three must be from community colleges or higher education. Provide performance results.

COMPANY _____
ADDRESS _____
CITY, STATE, ZIP _____
CONTACT PERSON _____
TELEPHONE _____
EMAIL _____
PERFORMANCE RESULTS _____

COMPANY _____
ADDRESS _____
CITY, STATE, ZIP _____
CONTACT PERSON _____
TELEPHONE _____
EMAIL _____
PERFORMANCE RESULTS _____

COMPANY _____
ADDRESS _____
CITY, STATE, ZIP _____
CONTACT PERSON _____
TELEPHONE _____
EMAIL _____
PERFORMANCE RESULTS _____

COMPANY _____
ADDRESS _____
CITY, STATE, ZIP _____
CONTACT PERSON _____
TELEPHONE _____
EMAIL _____
PERFORMANCE RESULTS _____

COMPANY _____
ADDRESS _____
CITY, STATE, ZIP _____
CONTACT PERSON _____
TELEPHONE _____
EMAIL _____
PERFORMANCE RESULTS _____

Appendix A - Bidder Response Sheet

NOTE: This form must be returned with your bid response. Bidder may attach additional relevant information to their bid response; identify sections to which information applies.

1. Can you provide a webpage that we can review prior to awarding the RFP? If so, provide availability date.
2. Provide a copy of your refund policy for books and other merchandise. Detail your refund and return policies for all course materials, new textbooks, used textbooks, bundled packages, course packs, rental text books, digital textbooks, and general merchandise. Also, please provide all example cases when a student would not be eligible full refund. Explain in detail how a return is processed for a dropped course.
3. How is a data breach handled? Provide a detailed course of action.
4. Are you able to provide a staff discount at time of purchase? If so, what is the amount?
5. What fees will be applied for non-return of textbook rentals?
6. **Virtual Bookstore Model One (1) Only:** With declining sales and stiff competition from large online retailers, how would you attract students and the community if we transition to virtual?
7. **Virtual Bookstore Model One (1) Only:** Is vendor willing to assist RVC set up an on-campus event to collect rentals at the end of a term? Will vendor help RVC or other vendor (coffee shop) become a on campus location to return and/or pickup purchased items?
8. Can you offer instant access to most titles in digital version of a textbook purchased while the physical copy is in route.
9. Is there a “Price Match” program? If so, attach details and exclusions.
10. Provide an example of how professor provided document or teaching material would be included in a course offering. Provide sample documents on course materials adoption data and forms. Also included the estimated cost to students for the item.
11. Please give examples or ideas about how to issue vouchers or credit to student who receive payment from the employer.
12. Please explain and show how any first day ready program would work. Deadline dates for faculty to opt into program. Explain how an opt in vs an opt out option

works. If the program is an opt out option explain how this is communicated to the student and RVC.

13. Schedule of implementation and operations

- a. Include a minimum timeline for switching over current operations and implementing your solution. RVC faculty has already adopted texts for summer semester; what is the timing needed for you to be able to offer these selections to students during the implementation phase

14. If selected as a finalist, be part of a 90-minute interview which will consist of a 45 to 60-minute virtual presentation. The virtual presentation will consist of:

- a. Sample of webpage
- b. Sample of student purchases.
- c. Show refund and buy back process.
- d. Show process on faculty book adoption.
- e. Take us through process of added instructor materials and cost to students for these items. Give examples.
- f. Show examples of OER material and how that is implemented in a class section.
- g. Show how students can obtain materials: Hard copy, OER, electronic, instructor material options, lab kits (welding, nursing, etc).
- h. Can we provide a link for materials, if not sold by vendor?
- i. Sample of how it works with Learning Management System.
- j. Samples of any opt in or opt out first day ready program.
- k. Question and answer period.

15. Please provide sample pricing for the following book requests:

Area	Course Examples	Required Texts / Lab Kits, etc	ISBN #
Math& Science	CHM 120 Intro to Chemistry	Instructor #1: OpenStax “Chemistry”, Rice University, https://openstax.org/details/books/chemistry Chemical Principles in the Laboratory by Slowinski, Wolsey & Rossi (12 th ed) Online Learning: ALEKS Code Supplies Chemical Splash Proof Goggles (approved)	Lab: 13: 9780357364635

Math& Science	BIO 103 Intro Life Science	OpenStax “Concepts of Biology” by Fowler, Roush & Wise	Hardcover: ISBN-10: 1938168119 ISBN-13: 978-1-938168-11-6 Paperback: ISBN-13: 978-1-50669-653-9 Digital: ISBN-10: 1-947172-03-4 ISBN-13: 978-1-947172-03-6 iBooks: ISBN-10: 1-938168-22-4 ISBN-13: 978-1-938168-22-2 iBooks Part 2: ISBN-10: 1-938168-22-4 ISBN-13: 978-1-938168-22-2
Math& Science	MTH 135 Calculus I	Textbook - Calculus, Early Transcendental Functions, 7e, by Larson/Edwards	ISBN 9781337552516
English	ENG 103	<i>They Say/I Say – With Access</i> By Graff, Gerald Edition: 5 th 21 Publisher: NORTON	ISBN 13:9780393538700
Sociology	PSY 170	<i>Presenting Psychology—Achieve Code</i> SKU: 687_888004435_new Edition: 3RD Publisher: INTER MAC	ISBN 13: 9781319424671
Mechatronics	MEC 103	<i>Amatrol Curriculum 4 Month Access</i> By Amatrol Edition: 2020 Publisher: Moss E	ISBN 13: 2818880041635
Math and Science	Lab kit for CHM105	<i>The chemistry department currently utilizes Science Interactive kits for this case.</i>	SKU LP-2749-CK-03.

Appendix B - Financial Bid Form or (Flat Rate Sheet) units of enrollment

Note: Items listed on this Financial Bid Form are in addition to all other financial requirements and obligations outlined in this RFP

1. COMMISSION AS A PERCENTAGE OF COURSE

MATERIALS COMMISSIONABLE SALES:

YEAR 1 (%) _____

YEAR 2 (%) _____

YEAR 3 (%) _____

YEAR 4 (%) _____

YEAR 5 (%) _____

2. COMMISSION AS A PERCENTAGE OF OTHER COMMISSIONABLE SALES

(If Any):

YEAR 1 (%) _____

YEAR 2 (%) _____

YEAR 3 (%) _____

YEAR 4 (%) _____

YEAR 5 (%) _____

3. ADDITIONAL FINANCIAL INCENTIVES (E.G. Signing Bonus, Textbook Scholarships, General Scholarships, Misc./Other Financial Contributions, etc.).

YEAR 1 (%) _____

YEAR 2 (%) _____

YEAR 3 (%) _____

YEAR 4 (%) _____

YEAR 5 (%) _____

Revenue and Commission Schedule

- Please provide details of your pricing structure (including markup) for new and used textbooks/materials, rental programs, digital offerings, and other items that will be offered/sold.
- Please state your offered commission to Rock Valley College, including a Guaranteed Annual Minimum (if any) and how you are offering to determine the commission amount. The College is seeking a commission percentage based on net sales. If your proposal is for a different commission structure, provide sufficient detail and examples to allow the College to adequately evaluate your offering.
- Please state the frequency for reporting sales figures to the College and include a sample report for our review.
- Describe other revenue sources/opportunities, if any; you can offer the College.

AUTHORIZED SIGNATURE

Proposal Submitted By:

Company: _____

Authorized Signature: _____

Signer's Printed Name: _____

Title: _____

Date: _____