**TENNESSEE BOARD OF REGENTS**

**REQUEST FOR PROPOSAL (RFP) 18-0001**

Bookstore Services

QUESTIONS AND RESPONSES

**DATE: 10/05/2017**

**Prospective Proposers in Attendance:**

Barnes & Noble

BBA Solutions

eCampus

Ed Map

Follett

Indico

**General Items:**

The dates in Section 2, Schedule of Events, were re-iterated and Proposers were reminded that all Proposals must be submitted no later than 2:00pm CT on 10/30/17 in order to be considered. Late Proposals cannot be accepted and shall be rejected as non-responsive. Proposers were also encouraged to closely review Attachment 6.12, Vendor Checklist for Prevention of Common RFP Mistakes that Lead to Proposal Rejection. Failure to provide/meet the mandatory requirements **in the format as specified in the RFP**, will be cause for proposal rejection by the TBR System Office (hereinafter TBR).

**Proposer Questions**:

Question #1: When reading RFP 18-0001 it looks as though TBR is only considering traditional Bookstore Services, Will TBR be considering alternative options, such as virtual book store services?

Response: See “Goals” on the first page of Attachment 6.4.

Question #2: Will online-only course materials providers be considered, especially if the Proposer can show considerable student savings, but would not provide a physical or retail presence, and would not include buy back, rental, or used options?

Response: See “Goals” on the first page of Attachment 6.4.

Question #3: Is there a consideration for course materials provided option that is covered by tuition or fees, or is student-pay the only model being considered?

Response: Proposers should submit responses regarding course materials programs as part of its responses to RFP Sections C.2.7 b & c.

Question #4: Are retail products beyond course materials a requirement?

Response: See RFP Attachment 6.4, Section C.2.13.

Question #5: Does there need to be a custom, out of box solution for integration into Ellucian Banner SIS, or can open API for SIS and LTI standard for LMS integrations suffice?

Response: The Successful Proposer must have the integrations necessary and operational by 7/1/18, including successful testing in production.

Question #6: Will a solution be considered that does not include rental and used textbooks?

Response: See RFP Attachment 6.4, Section C.2.7.

Question #7: Would TBR allow one of the Proposer’s representatives to visit each one of the 14 campuses involved in the RFP to take pictures of the selling, office and storage space in order to assess the needs of each campus?

Response: Yes. Please see attached for available dates to conduct campus tours.

Question #8: Will TBR provide floor plans for each of the locations? The RFP give the square footage. However, an understanding of the layout would be beneficial.

Response: Yes. Available floor plans are attached.

Question #9: Can a proposer submit more than one response?

Response: No.

Question #10: Are Sections 4.3.3 and 4.3.6 contradictory?

Response: No.

Question #11: For colleges that have bookstores at multiple locations (i.e. Pellissippi State) can TBR provide a breakdown of the sales by category, by location?

Response: This information is not available.

Question #12: Do any students live on campus at any of the colleges? If so, can TBR provide the number of students living on campus for each location?

Response: No there are no students living on campus for these institutions.

Question #13: Does the college own the existing bookstore fixtures at all campuses at the end of your current agreement(s)?

Response: Yes.

Question #14: Is there any expected buyout and/or any undepreciated balance(s) owed to the current operators for the existing bookstore fixtures? If so, please provide the amount(s)?

Response: This has not yet been determined and will be discussed with the Successful Proposer.

Question #15: Please explain the reason(s) behind the large fluctuation in Digital Text Sales FY16 to FY17 shown on pages 95-99, specifically for:

• Jackson State

• Nashville State

• Northeast State

• Southwest State

• Volunteer State

Response: Figures have been obtained from sales reports provided by the current contractor(s).

Question #16: Can TBR provide electronic floor plans showing both the bookstore and adjacent spaces for each of the locations where a bookstore exists?

Response: Available floor plans are attached.

Question #17: How will the individual contracts, at Northeast State and Dyersburg State, that extend past the new contract effective be handled?

Response: All institutions listed in this RFP will be participating in the new resulting Contract.

Question #18: When was the last remodel for each full-service campus store completed?

Response: The last remodel year, by institution, is attached.

Question #19: Are there any planned or anticipated new full-service bookstore locations to be opened at any of the participating institutions?

Response: Not at this time.

Question #20: Who will be on the review committee?

Response: A cross-functional committee representative of all campus and System Office stakeholders has been formed. Individual names will not be released.

Question #21: Does each institution have an equal number of participants on the review committee?

Response: No. A cross-functional committee representative of all campus and System Office stakeholders has been formed.

Question #22: Do individual institutions carry more weight based on enrollment or historical sales?

Response: A cross-functional committee representative of all campus and System Office stakeholders

Question #23: Why are the TCAT institutions not included in the RFP?

Response: The RFP reflects institutions that are currently participating.

Question #24: Please provide a sales breakdown for the individual TCAT institution.

Response: This information is not available at this time.

Question #25: Please provide the hours of operation for each pop-up store.

Response: This information is not available and will be determined with each Institution and the Successful Proposer.

Question #26: What are the student waits time to purchase textbooks in-store during the first week of class at each institution and is this a concern for faculty and staff?

Response: The wait times vary by institution and are not available.

Question #27: Please provide a full adoption list for each institution including TN eCampus for the Fall 2016, Spring 2017, and Fall 2017 semesters.

Response: This information is not available. Please refer to Attachment 6.13, specifically the table entitled “Twenty Top Enrolled Courses.”

Question #28: Please provide the total number of individual customers served at each campus for the Fall 2016, Spring 2017, and Fall 2017 semesters.

Response: Please refer to Attachment 6.13 for College Enrollment data. Specific number of individual customer data is not available.

Question #29: Please provide the total number of online/web orders at each individual institution for the Fall 2016, Spring 2017, and Fall 2017 semesters.

Response: Online web order information is attached.

Question #30: Can a detailed sales breakdown be provided for Dyersburg State and Pellissippi State?

Response: The information provided is all the information that is available at this time.