

NWACC RFP-23-001 Bookstore Services Question and Answer

Question 1:

Please provide a breakdown of sales by department/category for the most recent three fiscal years, plus current year-to-date. (Example: used text, new text, digital, inclusive access, clothing, gifts, etc.)

Answer 1

Refer to Attachment A

Question 2:

Is NWACC faculty adopting inclusive access (IA) materials? If so, what percentage of courses use IA?

Answer 2:

Approximately 18.2% of our textbook specifications are OER. About 7% of specifications are First Day.

Question 3:

Do you have dates set aside for prospective vendors to visit the campus and tour the store?

Answer 3:

Optional Site Tour was held on 08/11/2022 at 2:00 PM at the NWACC Bookstore

Question 4:

Please provide additional sales breakdown by department for the current Year to Date and Prior three Fiscal Years?

- New Text
- Used Text
- Rental Text
- Digital Course Materials
- General Books/Trade
- School/Office Supplies
- Clothing
- Gifts
- Graduation Products (regalia/frames/announcements etc..)
- Convenience Products (food/beverage/health, beauty, medicines)
- Technology (laptops, tablets, headphones)
- Any other transactions or sales categories What were the total ecommerce sales for the most recent Academic Year 2021/22?

Answer 4:

Refer to Attachment

Question 5:

Are there direct to publisher sales not routed through the store?

Is the school engaged with any of the current Vendor's First Day, inclusive access programs? If yes, what is the sales volume for most recent academic year transacted through the inclusive access program?

Is this digital only or is print and print rental included?

Answer 5:

Approximately 18.2% of our textbook specifications are OER. About 7% of specifications are First Day.

Aside from First Day, no

Question 6:

When was the last store remodel?

Answer 6:

2012

Question 7:

Can you provide a CAD file for the bookstore floorplan in addition to the provided PDF?

Answer 7:

The provided PDF is the only floorplan available

Question 8:

Will the University own the current store retail fixtures at the end of the current contract?

Answer 8: To the best of our knowledge, the fixtures are the current Bookstore provider.

Question 9:

Are there any unamortized funds that will remain at the end of the existing contract that the University will expect subsequent vendor to satisfy? If yes, what is that amount

Answer 9:

No

Question 10:

Concerning Fiscal year sales for 2019 through 2021, can you provide itemized amounts? For example, what were the sales for general merchandise versus textbook sales?

Answer 10:

Refer to Attachment

Question 11:

Does NWACC have any course material strategies, such as a preference for electronic course materials over physical, etc.?

Answer 11:

We try to give students options of electronic vs. physical when possible. We have no plans currently to be an “electronic” only school.

Question 12:

Does NWACC have any OER initiatives? If so, can you describe them?

Answer 12:

Yes, when quality resources can be found to meet learning objectives, we will utilize OER resources. We currently have no stated goals that x% of our resources to be OER.

Question 13:

1. Reports for the 2019-20, 2020-2021, and 2021-2022 school years:

- a. Sales by book units, both new and used
- b. Rentals by book units, both new and used
- c. Apparel and gift unit sales, broken down by product category
- d. The number of customers served

Answer 13:

Refer to Attachment

Question 14:

A copy of the bookstore contract and any follow on amendments or extensions.

Answer 14:

Refer to the Attachment Redacted

Question 15:

A complete booklist with the course and course material information for the past three semesters.

Answer 15:

Refer to Attachment

Question 16:

A list of all courses that use inclusive access course materials, including the course, course material information, the cost charged to the school, and the cost charged to the student.

Answer 16:

Refer to Attachment

Question 17:

Is NWACC contracted with any publishers or outside vendors for course materials or supplies?

Answer 17:

Yes, the Culinary and Health professions, Art and probably construction all have uniform/tool needs. Also the science department has lab kit needs. We do not have a comprehensive list.

Question 18:

What are some of the challenges that NWACC has with the current provider that you would like addressed with future bookstore operations?

Answer 18:

Price is a big one. Most students purchase books elsewhere due to cost and markup.

Question 19:

What is the current enrollment for concurrent high school students? Do these students use the same course materials as other NWACC students, and are they purchased through the bookstore?

Answer 19:

It varies by school district. We don't believe we have a way to tell whether a purchase was made by high school concurrent or NWACC student.

Question 20:

Is the bookstore responsible for providing goods or services not directly related to course materials? For example, scrubs, medical or culinary supplies, convenience/gift sales, graduation regalia, etc. If so, please detail those goods and services.

Answer 20:

Yes, for example - graduation regalia and faculty regalia rental
Refer to Attachment

Question 21:

Would NWACC be open to an online/virtual or offsite physical bookstore? Or only open to a full-service, on-campus bookstore?

Answer 21:

We are open to any model as long as they can supply the learning materials needs.

Question 22:

In reference to the following line from the RFP: "A supplier that can accommodate an API integration for a pass through to a secure microsite to a specific vendor such as Mercer or Chefworks." Is the current vendor providing an integration similar to this, and is this to facilitate purchases outside of the bookstore vendor?

Answer 22:

Question 23:

In reference to the following line from the RFP: "A supplier who can allow the student to be able to have the option to use financial aid voucher directly with the publisher without bookstore pass through." Is this a service that is provided by the current vendor?

Answer 23:

Yes

Question 24

Does the current vendor provide any food and beverage services as part of their contract?

Answer 24:

It is not required.

Question 25:

Does NWACC have any future plans to expand food services in the Becky Paneitz Student Center?

Answer 25:

Future plans for food services are being researched and are considered separate from the Bookstore. We issued an RFP for the food court and did not receive any vendor responses. The committee is researching how to proceed.