BOOKSTORE SERVICES RFP
ADDENDUM NO. ONE: Questions & Answers

QUESTION 1: Due to COVID-19 Precautions, will an electronic submission be allowed?
ANSWER: Due to current pandemic precautions, email submission will be accepted if the proposal is received by Tracy Hatch by 3:00 PM on May 18, 2020 and the proposer receives an affirmative reply from Tracy Hatch by 5:00 PM on the same date.

QUESTION 2: Please clarify the preferred layout for proposal submission.
ANSWER: It is preferred that proposals follow the layout in Section III of the RFP or follow the layout of the selection criteria found in Section IV.

QUESTION 3: Is the University open to self-operating a small campus store (apparel, merchandise, sundry items, etc.) with an online bookstore provider providing all course material services (adoption collection, inventory management, fulfillment, and support)?
ANSWER: Metropolitan State University is currently a physical bookstore operated by a third-party vendor which has an e-commerce platform. At this time, the university is not prepared to operate a campus store, but would be willing to consider any innovative proposal which meets the goals of providing efficient, seamless services to students while lowering the student’s cost of course materials. The university will entertain any proposal which furthers this goal. Although the University has described deliverables within this RFP, Vendors are encouraged to use creativity in submitting proposals or other ideas that enhance the overall program contemplated by the University and which directly benefits the overall student experience in terms of cost convenience, and service. These goals are also included on page 6 of the RFP.

QUESTION 4: If consulting services and a defined supply chain were available to help the college begin self-operating a small campus store, would the university be open to this model?
ANSWER: Yes.

QUESTION 5: Can you provide a list of the top 25 purchased ISBNs and associated department/course code for course material from the Spring 2020 semester?
ANSWER: Unfortunately, since our bookstore is currently operated by a third-party vendor, we don’t have enough data in our databases to answer this question. The university does not have (or have direct access to) the data on what texts are associated with what courses.

QUESTION 6: What are some of the university’s challenges with your current service model and/or outcomes you would like to see with future operations?
ANSWER: The university seeks a vendor to provide efficient, seamless, cost effective services to students. Vendors are encouraged to use creativity in submitting proposals or other ideas that enhance the overall program contemplated by the University and which directly benefits the overall student experience in terms of cost, convenience, and service.

QUESTION 7: Do you currently have any departments/courses that leverage inclusive access licensing models and/or programs where course material fees are bundled within tuition?
ANSWER: Not at this time, although the university is working to conduct an inclusive access pilot for 12 course sections for the upcoming fall term.
QUESTION 8: The following questions relate to the supplies sales category provided in the RFP:
   a) Please detail or provide breakdown of what supplies are sold. Are the supplies sold required materials like goggles, lab coats and kits, or other required course materials?
      ANSWER: Additional sales detail is not available at this time, however the supplies category would include required materials such as like goggles, lab coats and kits, or other required course materials.
   b) Are supplies purchased with financial aid?
      ANSWER: All supplies may be purchased with Financial Aid if students have elected to allow miscellaneous charges to post to their student account.

QUESTION 9: Regarding the technology sales category provided in the RFP:
   a) Are technology sales for required course materials or non-required?
      ANSWER: Both, though most are non-required.
   b) Do technology sales include Apple products with a distributorship?
      ANSWER: Unknown.
   c) Are technology items purchased with financial aid?
      ANSWER: At this time, technology purchases can be made with Financial Aid. For some of the time periods represented by the sales data listed in the RFP, technology sales paid for with financial aid were limited.

QUESTION 10: Can you provide a breakdown of the technology sales?
ANSWER: Unfortunately, since our bookstore is currently operated by a third-party vendor, we do not have additional detail.

QUESTION 11: Please provide FY20 YTD sales information by product classification.
ANSWER: Year to date sales data through January is listed in the table below by vendor’s categories. Total net sales through January: $1,587,305.63 (most recent data available)

<table>
<thead>
<tr>
<th>YTD Sales by Category as of January 2020</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Used Text</td>
<td>246,404.98</td>
</tr>
<tr>
<td>New Text</td>
<td>866,317.72</td>
</tr>
<tr>
<td>Digital Text</td>
<td>23,310.49</td>
</tr>
<tr>
<td>Gen Books/Non-Emblematic</td>
<td>24,276.95</td>
</tr>
<tr>
<td>Supplies</td>
<td>46,957.41</td>
</tr>
<tr>
<td>Apparel</td>
<td>14,234.77</td>
</tr>
<tr>
<td>Gifts</td>
<td>2,812.37</td>
</tr>
<tr>
<td>Convenience/Grad</td>
<td>30,083.53</td>
</tr>
<tr>
<td>Technology</td>
<td>12,734.51</td>
</tr>
<tr>
<td>Other Sales</td>
<td></td>
</tr>
<tr>
<td>Rental - Collected</td>
<td>338,737.31</td>
</tr>
<tr>
<td>Rental - Disposal</td>
<td>(18,564.41)</td>
</tr>
<tr>
<td>Total Sales</td>
<td>1,587,305.63</td>
</tr>
</tbody>
</table>
QUESTION 12: When was the bookstore last renovated?
ANSWER: The building was built in 2004 and the space has not been renovated since it was built.

QUESTION 13: Does the University own the fixtures and furniture?
ANSWER: No.

QUESTION 14: Please provide a two-year history of enrollment (FTE) as well as projected enrollment (FTE) for the next two to five years, credited, non-credited and dual enrollment?
ANSWER:
FY 2018 FYE = 6,064
FY 2019 FYE = 5,937
FY 2020 FYE = 5,824 (estimated, data not final)

Note that FYE is a calculation based on credits, so non-credit courses by definition have 0 FYE. Any students taking credit courses on a non-credit basis (auditing) are included in the numbers above as are dual enrollment students. The FYE listed does not include our non-credit courses, which are offered through Continuing Education/Customized Training.

The university had planned on enrollment for FY21 to be flat compared to FY20, prior to the current pandemic. Consistent with most institutions we adjusted our projection down by 10% for FY21 due to the uncertainty of the effect the current pandemic may have on enrollment. However, our summer registrations are actually up 4% (as of Friday, May 8) compared to last year. We believe this is due to the university’s newly developed aggressive marketing and admissions strategies. The university is also close to completing a new strategic enrollment plan, which we believe will have a significant and positive impact on enrollment. At this time, it is too uncertain to predict future years, but we are expecting the enrollment to be at least on par with FY2020 and increasing.

QUESTION 15: Does University issue a debit or one-card for use in the Bookstore and elsewhere on the campus?
ANSWER: No.

QUESTION 16: What program does the University use for student financial aid and departmental purchases?
ANSWER: The bookstore data is imported from the vendor into Minnesota State’s proprietary student information system, which is also the system used to process financial aid, accounts receivable, and all accounting functions. Purchase orders or purchasing cards are used currently for departmental purchases.

QUESTION 17: What percentage of your student population is eligible financial aid?
ANSWER: Approximately 67%

QUESTION 18: Are there any product purchase restrictions imposed by the University? Is the bookstore prohibited from selling certain items, such as candy, snacks or soft drinks, by other arrangements or contracts? If yes, please list and explain.
ANSWER: There are currently no restrictions on sales. The bookstore is not prohibited from selling candy, snacks, or soft drinks inside the store. The University does have an exclusive contract for vending in common areas on campus, which is required by state statute.
QUESTION 19: Would you please explain process for handling reimbursement for unpaid financial aid?
ANSWER: This will be a point of negotiation with the vendor. Currently, the university fully reimburses the bookstore vendor for the charges applied to student accounts. The university engages in collection activities with the students, if needed.

QUESTION 20: What is the annual amount of sales to University departments, and what discount, if any, is applied.
ANSWER:
FY 18 - 23,930.50
FY 19 - 19,633.72
FY 20 - 23,404.16
This is a potential growth area for the university/bookstore partnership.

QUESTION 21: Does the bookstore serve any Distance Learning / Education sites? Please provide how the sales and rentals are currently handled at these off-site locations. Please provide the location of these centers.
ANSWER: The university has alternate partnerships with several area community colleges. Students taking university courses at these alternate campus locations are considered university students and currently have bookstore accounts with the current vendor. Our largest alternate locations are the campuses of Minneapolis College (Minneapolis, MN), Hennepin Technical College (Brooklyn Park, MN), Normandale Community College (Bloomington, MN) and a separate location in a commercial property located at 1450 Energy Park Drive, Saint Paul, MN.

QUESTION 22: Is the University currently engaged in or pending any third-party relationships where course materials bypass the bookstore? If yes, please provide the vendors and the number of courses involved.
ANSWER: No.

QUESTION 23: Please provide the current financial terms: commissions; guarantee; scholarships; capital investment; donations; etc.
ANSWER: The University is not necessarily seeking to replicate the current contract, which was written more than 6 years ago. Since much has happened in the market in the last several years, the university does not consider the current contract terms to be the benchmark. Consistent with the stated goals of the RFP to provide efficient, seamless services to students while lowering the student’s cost of course materials, the university encourages proposers to be creative and innovative in proposing their most competitive pricing structure(s).

QUESTION 24: Are financial aid vouchers accepted in the bookstore as a form of payment?
ANSWER: Yes, the university offers a credit program which allows all students to charge up to $750 of course materials and supplies to their student account.

QUESTION 25: What percentage of overall sales in the bookstore came from financial aid?
ANSWER: This data is not currently available.

QUESTION 26: Does Metropolitan State have any direct agreements in place with publishers or other third-party course material providers?
ANSWER: No.
QUESTION 27: What is the school’s Student Information System?
ANSWER: All of Minnesota State uses a proprietary application referred to as ISRS.

QUESTION 28: What is the school’s Learning Management System?
ANSWER: D2L Brightspace

QUESTION 29: Does the campus utilize a third-party financial aid service? (i.e., Trim Data FA Link, Total Computing Solutions POS Connect)
ANSWER: No.

QUESTION 30: What is the breakdown of the current bookstore in square feet?
ANSWER: A total of 4,600 sq. ft. See below for sq. ft. breakdown.
QUESTION 31: Since a store tour was unavailable, would you please provide pictures or video of the current bookstore space, fixtures, and LP equipment in the store?

ANSWER: Please see the following pictures of the Library Bookstore and Student Center spaces.

Library Bookstore
QUESTION 32: Will the bookstore be relocated or expanded within the next 5 to 10 years? If yes, please provide details.

ANSWER: The university is currently in process of developing our next comprehensive facilities plan, which will guide the university’s facilities use decisions for the next five years. While a decision has not been made, the university has considered relocating the physical bookstore/campus store to a location in the Student Center. The floor plans and measurements of potential locations are inserted below. The comprehensive facilities plan is expected to be completed by the end of the calendar year. Also see the floor plans and pictures below.
Student Center Option A

Student Center Option B

Student Center Option C
QUESTION 33: Please provide blueprints or CAD drawings of all space allocated to the Bookstore at this time and any newly proposed space.

ANSWER: See Library and Student Center floor plans below.
QUESTION 34: The Bookstore space has two entrances; are they both used for all customers, and are they both open during all business hours?

ANSWER: The entrance to the parking lot (just above the box marked 150A in the diagram below) is currently used only by employees and shipping carriers. All customers enter and exit by the main entrance near to point of sale terminals on the other end of the bookstore space. See floor plans below.
The above ADDENDUM Number One shall be attached to and become part of the original RFP.

END OF ADDENDUM NO. ONE

Dated this 8th day of May, 2020.