

USI RFP 20-24 Management of the Campus Store  
Bidder Questions 3-23-20

(Note: Similar questions have been consolidated.)

1. What POS and Textbook Management Operating System is currently being used at the USI Bookstore? What is the POS system currently utilized by the campus bookstore?

**A- MBS: Missouri Book Services**

2. Section 4.4 of the RFP – Can you please break out the sales for the Screagle Zone as defined within the RFP.

**A- Screagle Zone sales are not included in the table. The store opened April 2019 after the basketball season ended.**

3. Section 4.6 – Can you please provide the amount of discounts offered within the store as outlined within this Section.

**A- The discounts are not tracked by type. Below are the *total* discounts for each department by fiscal year.**

	FY17	FY18	FY19
<b>New Books</b>	<b>1,199</b>	<b>1,195</b>	<b>2,444</b>
<b>Used Books</b>	<b>0</b>	<b>84</b>	<b>29</b>
<b>Supplies</b>	<b>4,603</b>	<b>2,030</b>	<b>1,302</b>
<b>Sundries</b>	<b>1,502</b>	<b>1,352</b>	<b>804</b>
<b>Logo</b>	<b>83,642</b>	<b>83,861</b>	<b>69,698</b>
<b>Heat Transfer</b>	<b>3</b>	<b>3,205</b>	<b>3,066</b>

4. Section 4.11 and 5.6c- The RFP indicates that the University would like the awarded contractor to hire the present full-time staff. Please provide the associated salaries and respective years of service each staff member has as an employee at the University of Southern Indiana Campus Store and Screagle Zone respectively.

Page 16, section 4.11- Beyond what was provided in the RFP document, can you please provide an organization chart with employee start dates for the current bookstore staff, along with the total payroll, including benefits for the last two years?

Please provide payroll expense per title of current employees.

**A-**

CAMPUS STORE POSITION	USI Start Date	2019 Payroll	2019 Benefits	2018 Payroll	2018 Benefits
Manager	4/4/1989	65,744	30,995	65,494	30,876
Assistant Manager (Operations)	5/9/1988	45,060	8,676	44,810	8,595
Senior Campus Store Assistant	8/18/2014	26,504	11,753	26,920	6,927
Senior Campus Store Assistant*	7/24/2017	20,027	2,980	12,936	1,380
Technology Supervisor	6/26/2013	44,680	26,629	44,310	26,518
Technology Associate **	1/2/2020	N/A	N/A	N/A	N/A
Senior Textbook Assistant***	10/22/2018	21,059	22,573	3,799	7,168
Campus Store Associate****	7/21/2003	19,459	7,251	30,744	14,292
Senior Administrative Assistant	2/28/2013	26,231	25,327	26,780	25,198
Senior Cashier	8/18/2008	25,075	12,565	24,690	12,454
Assistant Manager (Textbooks)	Vacant	36,770	26,754	36,520	27,296
Campus Store Clerk	11/18/1996	26,494	12,849	26,596	12,850

**Please note that the payroll information is calendar year based instead of fiscal year**  
**\*Student worker in 2018- started as full time employee in 2019. This employee also works at the Screagle Zone along with student workers. Screagle Zone hours are not tracked separately.**

**\*\*Employee in this position before current employee had the following expenses:**

**2019 Payroll: 23,962**

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2019 Benefits: 7,659  
2018 Payroll: 33,564  
2018 Benefits: 12,709

\*\*\*Please note the start date of the employee for the 2018 information  
\*\*\*Employee converted to part time in 2019

5. Please provide autoCAD drawings of the University store and Screagle Zone for design purposes.

A- Please see attached

6. Recognizing that responses to questions and possible receipt of autoCAD drawings may not be distributed until March 23, 2020, would the University consider a later proposal date beyond the March 31, 2020 date as provided for within the RFP? Reason being that design work really can't begin in earnest until receipt of the auto CAD drawings and one week turnaround is very challenging from receipt of plans to design for inclusion in the proposal.

A- It is USI's intent to adhere to the Timeline outlined in RFP Section 1.2.

7. Will the present fixtures be available for use by the awarded contractor at the Campus Store and Screagle Zone?

A- Yes.

8. The RFP indicates Inclusive Access programs. Please indicate the present Inclusive Access programs in place, and its present revenue. Are these sales representative in the table illustrated in Section 4.4?

A- We are currently using Redshelf for our Inclusive Access program. The revenue is included in Section 4.4 as digital sales. Of the FY19 total, \$182,584 is from the Inclusive Access program and the remaining \$31,812 is from digital titles sold in the store.

9. Please provide the amount of sales that are generated through your University Campus Card program as sited within the RFP.

A- FY 2017: \$12,162  
FY 2018: \$17,793  
FY 2019: \$17,398

10. Is textbook affordability the highest priority item in the RFP?

A- All 5 goals outlined in RFP Section 2.1 are priorities.

11. What percentage of sales are Financial Aid? Are students allocated dollars for course materials with Financial Aid? Are they able to charge course materials to their bursar account?

A- Students are able to charge course materials up to \$1,200 and tech items up to \$1,249 to their bursar account. Credit limits are increased on a case by case basis.

For FY18:

Tech charges were \$272,500 (43.14% of tech sales)

Course material charges were \$2,628,185 (70.80% of book/rental/digital/supply sales)

For FY19:

Tech charges were \$320,669 (35.73% of tech sales)

Course material charges were \$2,435,184 (71.12% of book/rental/digital/supply sales)

The remainder of the Campus Store charges were for nonreturned rentals after the semester ended and for logo items.

12. Should USI select a virtual bookstore provider and continue to run their own merchandise store, is there a preference regarding where orders are shipped? (to campus for student pick up/delivered to a student's residence/provide the student a choice between campus pick up and home delivery)

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**A- USI will evaluate all aspects of the Virtual Course Materials Store option, including ship-to locations proposed by potential vendors/partners.**

13. Would the University be willing to accept a reduced financial return if doing so would provide a measurable reduction in the cost of textbook and course materials for its students?

**A- Viable Proposals will be considered by USI.**

14. Does USI currently partner with area high schools/colleges? If yes, can you please provide a breakdown of the sales for those schools?

**A- No**

15. Does USI plan to reduce square footage of the store if they choose Option 2 and continue to self-operate the merch side?

**A- This has not yet been determined.**

16. Will the University consider proposals that require the vendor to be the exclusive provider of digital course materials?

**A- Course Materials Program Requirements are outlined in RFP Section 5.8.**

17. If a student doesn't have Financial Aid, can they charge their books to the student account (bursar charge)? If so, how much can they charge per semester?

**A- Students are able to charge course materials up to \$1,200 and tech items up to \$1,249 to their bursar account. Credit limits are increased on a case by case basis.**

18. Due to the time constraints of when a decision is made, what is the process for gathering Fall 2020 adoptions (since faculty will no longer be on campus)?

**A- USI will work collaboratively with the selected vendor (if a vendor is selected) re: adoption collection.**

19. If the timeline has to be extended for any reason, is the University looking at doing a Spring 2021 implementation?

**A- It is USI's intent to adhere to the Timeline outlined in RFP Section 1.2.**

20. Regarding inventory purchase, will the University have returned all possible items to publishers prior to the new vendor taking over? If a new vendor can offer used items for an upcoming term, is that the preference of the University to provide lower cost items to the students?

**A- Inventory Purchase Requirements are outlined in RFP Section 8.**

21. Can the University provide an estimate of the Credit Memos?

**A- USI is currently unable to estimate the amount of Credit Memos.**

22. Page 14, section 4.4 - Can you supply sales breakdown by year, by location (bookstore on site, online, Screagle Zone)?

**A-**

DEPARTMENTS	FY '15	FY '16	FY '17	FY '18	FY '19
New Textbooks on site	2,413,311	2,293,735	2,544,617	2,045,752	1,675,934
New Textbooks online	824,636	660,815	561,840	588,176	571,412
Used Textbooks on site	430,356	425,631	403,610	274,465	236,083
Used Textbooks online	134,291	110,825	80,835	65,787	78,844
Rentals on site	614,627	575,841	439,790	458,310	361,789
Rentals online	75,830	51,620	47,537	73,048	84,007
Digital on site	-	-	-	-	196,747
Digital online	-	-	-	-	17,649

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Supplies on site	192,534	230,594	207,820	200,520	195,125
Supplies online	1,886	1,811	4,141	6,034	6,547
Wholesale on site	71,159	79,579	29,174	11,672	31,241
Sundries on site	87,352	83,596	66,124	67,048	63,843
Sundries online	25,161	22,017	28,054	38,031	49,258
Trade on site	4,412	4,403	961	630	4,244
Trade online	-	345	-	95	-
Logo on site	321,325	325,103	315,240	320,367	353,475
Logo online	13,499	17,967	21,463	27,542	32,053
Tech on site	241,986	338,677	597,030	631,680	897,469
Tech online	-	78	-	-	-
Heat Transfers on site	-	-	117	16,314	16,761
Heat Transfers online	-	-	-	-	-

23. Page 14, section 4.4 - Can you supply 2019-2020 sales year to date, broken down by category?

A- The chart below is as of 2/29/20:

DEPARTMENTS	Main Store FY '20	Screagle Zone FY '20
New Textbooks	1,895,257	0
Used Textbooks	244,501	0
Rentals	353,513	0
Digital	323,245	0
Supplies	195,280	0
Wholesale	6,373	0
Sundries	51,211	145
Trade	361	0
Logo	282,446	14,183
Tech	703,589	0
Heat Transfers	20,505	1,031

24. Page 14, section 4.4 - Can you supply any further breakdown of sales by subcategory?

A- Further breakdowns of Supplies, Sundries, Logo, and Tech can be provided upon request.

25. Page 14, section 4.4 – Are departmental sales included in the totals and if so, what is the annual amount of sales to University departments?

A- Yes, departmental sales are included in the totals.

FY17 departmental sales: \$207,167

FY18 departmental sales: \$138,249

FY19 departmental sales: \$261,690

26. Page 14, section 4.5 - Can you supply the total Student Financial Aid used for 2019-2020 sales year to date?

A- The following has been charged to the bursar accounts for 2019-2020 as of 2/29/20:

Course materials: \$2,170,399

Tech: \$339,286

Non-returned rentals (after semester): \$24,069

Logo items: \$70,234

27. Page 17, section 5.2.b - Does the University have any current plans to relocate the bookstore or to modify the size of the store?

A- There are no current plans to relocate the Bookstore or to modify the size of the Bookstore.

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28. What has been the \$ amount and volume of textbooks related to buy-back for the past 3 years?

A- FY17: \$33,648  
FY18: \$23,676  
FY19: \$23,391

29. Can you provide a list of the top 25 purchased ISBNs and associated department/course code for course material from the Fall 2019 semester?

A- IA courses are noted in the ISBN field

	ISBN	Title	Course
1	9781260155044 (IA)	LearnSmart Fitness and Wellness Online Access	KIN 192
2	9781733925105	SQUEEZE THE SPONGE+AC	ENG 101
3	9780135193921	HUMAN A&P (LL)+AC+LABMAN+EBK	BIOL 121
4	9781337900140 (IA)	Keith/Lundberg's Public Speaking	CMST 101
5	9780393631678	THEY SAY/I SAY	ENG 201
6	9780135910689 (IA)	18 Week Standalone Access Card- MyLab Math	MATH 081/MATH 085
7	9781337914161 (IA)	Wood's Interpersonal Communication	CMST 107
8	9780135903537	USING&UNDERSTDG MATH(LL)+MML+EBK	MATH 114
9	9780134793634	NUTRITION FROM SCI.- MOD.MASTERINGNUTR.	NUTR 376
10	9781635452440	PRIN.OF GENERAL CHEM.V2-ONL AC	CHEM 261
11	9780357208281	BUS.PROCESSES-CIS 201(CUSTOM)+SAM AC	CIS 201
12	9780803640320	MEDICAL TERM.EXPR.,SHORT CRSE.-W/ACCESS	HP 115
13	9781323862728	SPANISH USI101(CUSTOM)+MSL AC	SPAN 101
14	9780979153891	COLLECTIVE SOCIOLOGY-EBOOK CARD	SOC 121
15	9781259544378	SCIENCE OF PSYCHOLOGY (LOOSELEAF)	PSY 201
16	9781260482751	HUMAN BIOLOGY-LAB.MANUAL	BIOL 105
17	9781337048064	APPLIED CALCULUS,BRIEF(LL,CUST.CH1- 5)+A	MATH 215
18	9781319050627	PSYCHOLOGY	PSY 201
19	9781337592215	DIVERSITY+EQUITY IN THE..(LL)- W/MINDTAP	EDUC 221
20	9781260535778	INTRO.FINANCIAL ACCTG. F/BUSINESS(LL)+A	ACCT 201
21	9780135834329 (IA)	MyLab Statistics with Pearson eText	ECON 265
22	9781607977964	GUIDE TO FIELD EXPERIENCES & CAREERS	EXSC 283/SPTM 283
23	9781323668948	CURIOUS WRITER(CUSTOM)(LL)+MYSKLSLAB AC	ENG 100

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24	9781930882744	STUDENT LAB.NOTEBK.:100 SPIRAL	CHEM 353/CHEM 354/CHEM 431
25	9780134740225	BUSINESS COMMUNICATION	BCOM 231

30. Can you separate the new textbook sales into format? (i.e. hardbound, eBook, Access Card, Courseware, Inclusive Access, etc.)

A- Ebooks and Inclusive Access are already separated out as digital titles- see question 8. New textbooks cannot be separated further.

31. Can you explain you current adoption process?

A- Adoptions are entered by faculty and admin assistants through MBS Insite.

32. Please provide the FY campus store financial return provided back to the university for the past 3 years.

A- This information is not being shared as part of the RFP Process.

33. Please provide the current value and unit count of the existing inventory that would expected to be purchased by incoming vendor.

A- An estimate of inventory expected to be purchased is not available. Vendors were able to view all current retail inventory during the Bidders Conference / Site Visit.

34. Is it possible for incoming vendor to assume the university's Apple contract for in store technology center?

A- No

35. Who is the vendor for the student charge program and what bed debt is associated with the program annually?

A- There is no vendor for the student charge program. Below is the bad debt by FY:

FY17 bad debt: \$47,640

FY18 bad debt: \$66,191

FY19 bad debt: \$60,789

36. Please provide a breakdown of technology sales between financial aid, credit card, and departmental purchases.

A-

	FY17	FY18	FY19
Bursar Charge	202,811	272,500	320,669
Departmental	176,440	88,333	199,193
Employee payroll deduction	45,764	38,742	55,752
Credit card/ check/cash	172,015	232,105	321,855

37. Please provide the typical operating hours for the Screagle zone during sporting events.

A- Store opens 1 hour before game and remains open until the game has ended

38. What percentage of overall sales in the bookstore came from financial aid?

A- Please see data provided in RFP Section 4.5

39. Does the campus utilize a third-party financial aid service? (i.e. TrimData, FALink, etc)

A- No

40. Does the college have any direct agreements in place with publishers or other third-party course material providers?

A- Only the Inclusive Access program through Redshelf.

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**ATTACHMENT:**  
**CAD Drawing**