



Solicitation Addendum

Solicitation Number: 130-WTCC1068591278-JB24

Solicitation Description: Bookstore Management and Course Material Services

Solicitation Opening Date and Time: Friday, April 19, 2024, 2:00PM

Addendum Number: 03 – Vendor Questions and WTCC Responses

Addendum Date: Saturday, April 13, 2024

Contract Specialist or Purchasing Agent: Jessica Brown, Purchasing and Contracts Manager
jdkilpatrickbrown@waketech.edu | 919-866-5391

1. Due to system functionality issues, please submit your bids response **BOTH via the Ariba Sourcing Tool AND via email to jdkilpatrickbrown@waketech.edu by 2:00 PM April 19, 2024.**
2. The following questions received about RFP 130-WTCC1068591278-JB24 and WTCC's responses to those vendor questions.
3. Bookstore Sales information regarding Wake Tech Bookstore Category Sales and Eagle Advantage Sales are attached for informational purposes only.

Question Number	Solicitation Section	Solicitation Subsection	Vendor Question	WTCC Responses
1			Is the expectation to continue physical store operations on each of the three current locations? And please confirm if the RTP location is closed?	Yes. We would have a physical store on Southern, Northern, Health Sciences, RTP and Eastern Wake.
2			Are the Fiscal Year sales July 1 to Jun 30?	No, Fall through Summer

3			<p>Please provide consolidated sales information for all store, broken down by department sales as listed in the RFP, for FY 23 and FY 24 year to date.</p> <table><tr><td>Approximate Annual Sales</td></tr><tr><td>New Textbooks</td></tr><tr><td>Used Textbooks</td></tr><tr><td>Digital Books</td></tr><tr><td>Textbook Rentals</td></tr><tr><td>Trade Books</td></tr><tr><td>Technology Software</td></tr><tr><td>School/Office Supplies</td></tr><tr><td>Apparel</td></tr><tr><td>Graduation</td></tr><tr><td>Convenience</td></tr><tr><td>TOTAL</td></tr></table>	Approximate Annual Sales	New Textbooks	Used Textbooks	Digital Books	Textbook Rentals	Trade Books	Technology Software	School/Office Supplies	Apparel	Graduation	Convenience	TOTAL	See attached Bookstore Sales for information available to the RFP.
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4			<p>4. Please provide sales information by location, broken down by department sales as listed in the RFP, for FY 23 and FY 24 year to date. Is the Fiscal Year sales July 1 to Jun 30?</p> <table><tr><td>Approximate Annual Sales</td></tr><tr><td>New Textbooks</td></tr><tr><td>Used Textbooks</td></tr><tr><td>Digital Books</td></tr><tr><td>Textbook Rentals</td></tr><tr><td>Trade Books</td></tr><tr><td>Technology Software</td></tr><tr><td>School/Office Supplies</td></tr><tr><td>Apparel</td></tr><tr><td>Graduation</td></tr><tr><td>Convenience</td></tr><tr><td>TOTAL</td></tr></table>	Approximate Annual Sales	New Textbooks	Used Textbooks	Digital Books	Textbook Rentals	Trade Books	Technology Software	School/Office Supplies	Apparel	Graduation	Convenience	TOTAL	See attached Bookstore Sales for information available to the RFP.
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5			<p>5. Will the initial contract term of three years have renewal options included?</p>	No, there are no renewal options included.												
6			<p>6. When was the last remodel for each location?</p>	There are no recent remodels on locations.												



7	1		Please provide a category breakdown of textbook sales information for 2021 and 2022 including new, used, rental, digital, and inclusive access.	See Bookstore Sales for information available to the RFP.
8	1		Please provide a category breakdown of retail sales information for 2021 and 2022 including, but not limited to: trade books, clothing, computers/technology, convenience, gifts, etc.	See Bookstore Sales for information available to the RFP.
9	5.3	10. a.	What are the anticipated first-year total billed amounts for the "Eagle Advantage" program, which went into effect in August 2023?	See Bookstore Sales for information available to the RFP.
10	5.3	10. a.	What is the opt out percentage for the Eagle Advantage program for both fall 2023 and spring 2024?	Fall 2023 = 8% Spring 2024 = 13%
11	5.3	10. a.	Please provide the course material format breakdown of the "Eagle Advantage" program (print vs digital)	47% Digital
12	5.3	10. a.	What materials or courses are currently excluded from the "Eagle Advantage" program?	All course kits
13	5.3	10. a.	How much commission is Wake Tech getting from the \$27.00 per credit hour charge?	This information is not available for the RFP.
14	1.1		Is the College open to an initial 5 year term instead of the stated 3 year term?	No.
15	1		Are there any sales reflected in the historical sales numbers that were a result of a one-time grant or other funding that will not occur in the future?	No.



16			Does the institution have any direct agreements in place with publishers or other third-party course material providers?	No.
17			Which term would the new bookstore partner begin serving the campus population?	Spring 2025.
18			Do you utilize a Campus Card that can be used to purchase items in the physical bookstore? If yes, what company do you use to manage it?	No.
19			Is the institution open to self-operating a spirit store (apparel, merchandise, sundry items, etc) with an online bookstore vendor providing all student-purchased materials shipped directly to the campus bookstore for student pickup?	No.
20			Would the college be open to a full service online solution where the apparel, merchandise, and course materials are all sold through an interactive online platform with no permanent physical presence on campus?	No.
21	5.4	9.e	What is the school's Student Information System?	Ellucian Colleague
22	5.3	10.a	Please provide the complete course material adoption lists from the two most recent main terms (Fall & Spring), including Course Information & Actual Enrollment Numbers by Course.	This information is not available to the RFP. Offerors may demonstrate or describe pricing methodology or features for commissions and Eagle Advantage programs in the absence of a book List.

23	5.3	10.a	Please provide the total credit hours that students took for the two main terms that were provided above. This allows us to divide the total costs of course materials by the total credit hours offered to set an accurate flat fee per credit hour.	254K Fall 23, 145K Spring 24
24	5.3	10.a	Please provide any miscellaneous information that we should know. Please let us know any of pertinent information that will help us accurately establish pricing.	Please refer to RFP Section 5.0 Specifications and Scope of Work of the RFP
25	pg 21 section 10. Day One Access	2	What is the total enrollment at each campus? What is the full-time enrollment at each campus? What percentage is virtual?	254K Fall 23, 145K Spring 24
26	pg 21 section 10. Day One Access	2	What is the current enrollment for concurrent high school students (Dual Enrollment/Dual Credit)? a. Do these students use the same course materials as the other students at the institution? b. Do these students receive their materials through the bookstore vendor? c. Is the institution able and interested to include Dual Credit Students as a part of the scope of content coverage through a vendor?	600 students enrolled. Yes, they use the same course materials. Yes, they receive them through the bookstore vendor. Included in the Eagle Advantage program.
27	pg 21 section 10. Day One Access	2	What is the enrollment growth rate projection for the next 5 years?	3% to 6%

28	pg 24 Furniture, Fixtures and Equipment	F	Please provide a list of the college owned FF&E (furniture, fixtures & equipment) that will remain in the store if the College transitions to a new bookstore provider.	None
29	pg 24 Furniture, Fixtures and Equipment	F	1. What other school expenses must the campus store pay for (utilities, phone, internet trash etc.) and what are those costs?	See Section 5.0 Specifications and Scope of Work of the RFP
30	pg 15 Operations	D	1. Are there any plans to move or alter the current bookstore location?	No
31	pg 15 Customer Service	D	1. Is it the desire of the institution for the chosen vendor to retain the bookstore's current full-time employees? If so, please provide a listing of the current full-time employees and each of their attributable annual salaries.	Preferred but not required.
32	pg 5 Purpose and Background	1	1. Please provide a category breakdown of the units sold and gross sales for course materials over the past 3 fiscal years provided in the RFP by campus including: New, Used, Rental, Digital Inclusive Access, Merchandise, Supplies, Technology, Convenience, etc.	See Bookstore Sales for information available to the RFP.
33	pg 21 Day 1 access program	A	1. Please provide the booklist in excel format for the past academic year including Winter 2023, Spring/Summer 2023, and Fall 2023 semesters including course number, ISBN, and enrollment by course?	This information is not available to the RFP. Offerors may demonstrate or describe pricing methodology or features for commissions and Eagle Advantage programs in the absence of a book List.
34	pg 21 Reporting section C	part 6	1. What % of courses with materials use OER?	8%

35	pg 15 Scope of Services	E	1. What is your current level of inclusive access or equitable access courses? (books included in tuition or a separate billed fee).	Equitable Access only. Books are billed as a separate fee.
36	pg 12 General Merchandise and Marketing	B	1. Can you please provide your brand guidelines? Is your merchandise licensed? If so, do you work with a third-party licensing agency?	Brand guidelines will be provided to the awarded vendor. Merchandise is licensed with a third-party vendor.
37	pg 18 5. General Merchandise and Marketing	A	1. Are there any limitations on convenience offerings for food or beverage?	Yes, for beverages. The vendor in place at the time of the contract is Pepsi.
38	pg 18 5. General Merchandise and Marketing	A	2. What is the bookstore's role in selling/distributing graduation caps and gowns?	The bookstore is the supplier and distributor.
39	pg 22 3. Customer Services	A	1. Can you expand on any specific challenges with customer service you experienced in the past?	NA
40	pg 22 3. Customer Services 5.4 Technical Approach	2. Operations	1. What are the current challenges with your existing bookstore operations that you would like to see addressed by this RFP?	NA
41	pg 22 3. Customer Services 5.4 Technical Approach	2. Operations	1. Are there any programs run by the incumbent bookstore provider that you would like to see continue that are outside of the normal operations of the college bookstore?	No
42	pg 10 3.4 Evaluation Criteria		1. Who is on the RFP Committee and what are their roles at the institution?	NA

43	pg 15 5.2 Sopre of Services	C.	1. Please describe how students utilize their financial aid in the campus store and if there are any restrictions.	No Restrictions to course materials
44	pg 21 Day 1 access program	A	1. Please provide total annual attempted credit hours.	254K Fall 23, 145K Spring 24
45	3	3.4	Who is on the RFP Committee and what are their roles at the institution?	NA
46	5	5.2.10	What is your current level of inclusive access or equitable access courses? Are books included in tuition or a separate billed fee?	No Inclusive Access. Equitable Access only. Separate billed fee
47	3	3.4	What are the current auxiliary revenues and/or commissions generated by the bookstore?	This information not available to this RFP.
48	1	1	What is the current enrollment for concurrent high school students (Dual Enrollment/Dual Credit)? - Do these students use the same course materials as the other students at the institution? - Do these students receive their materials through the bookstore vendor? - Is the institution able and interested to include Dual Credit Students as a part of the scope of content coverage through a vendor?	600 students enrolled. Yes, they use the same course materials. Yes, they receive them through the bookstore vendor. Included in the Eagle Advantage program.
49	1	1	What is the enrollment growth rate projection for the next 5 years?	3% to 6%

50	5	5.2.3	Will you provide these most recent Text Adoptions booklist - preferably in Google Sheet or Excel format?	This information is not available to the RFP. Offerors may demonstrate or describe pricing methodology or features for commissions and Eagle Advantage programs in the absence of a book List.
51	5	5.2.3	What percentage of courses have content?	This information is not available to the RFP.
52	5	5.2.3	What % use courseware materials, i.e. content with codes (i.e., My Pearson Lab, Cengage Now, Wiley Plus, etc)?	This information is not available to this RFP
53	5	5.2.3	What % of courses with materials use OER? What is the goal of OER % for the following 4 years of the contract?	8%
54	1	1	What additional challenges with your existing bookstore operations would you like to see addressed not mentioned in this RFP?	See Section 5.0 Specifications and Scope of Work of the RFP
55	3	3.4	What signing bonus, scholarships, sponsorships or other financial incentives have been offered and/or paid by the incumbent bookstore vendor? In what year was this paid?	This information is not available to the RFP.
56	1	1	Please provide the last three years' worth of sales data including category breakdowns. (new books, used books, digital, rental, clothing, gift, convenience, technology etc.	See attached Bookstore Sales for information available to the RFP.
57	5	5.3.6	Please describe how students utilize their financial aid in the campus store and if there are any restrictions.	Financial aid is used to purchase course materials.

58	5	5.4.9.F	Of the fixtures that currently reside in the bookstore, will all remain for use by a new partner? Is there any unamortized expense the new partner must absorb upon commencing operations?	None. No
59	5	5.3.11.B	What other school expenses must the campus store pay for (utilities, phone, internet trash etc.) and what are those costs?	Please see applicable Section 5.0 Specifications and Scope of Work.
60	5	5.2.C	Is there any other provider of campus store services or merchandise sales that the school works with? Off campus store, athletic website, publisher content provider etc.)	Yes. Apparel merchandise provider.
61	5	5.3.11.B.5	Are there any limitations on convenience offerings for food or beverage?	Refer to Question #37.
62	5	5.3.5.A	Are there any limitations on graduation related sales?	No
63	3	3.4	What is your SIS on campus?	Ellucian Colleague
64	4	4.8	Would you desire to retain the current staff in place in the store?	Preferred but not required
65	5	5.2.L	Are there any plans to move or alter the current bookstore locations?	No
66	6	6.8	Will you share Attachments D to G?	See Addendum 02
67	5	5.3.10	What is the cost of the current Day One Access Program (Eagle Advantage)? How was the program implemented? How is the format of content (print or digital) determined?	\$27 per credit hour. Digital and Print selected by faculty.



68	5	5.3.10	What improvements would you like to see in your Day One Access Program (Eagle Advantage) as a result of this RFP?	Please provide your value-added approach in response to the RFP
69	1		Please provide a category breakdown of textbook sales information for 2021 and 2022 including new, used, rental, digital, and inclusive access.	See Bookstore Sales for information available for to the RFP.
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86	5.3	10.a	Please provide any miscellaneous information that we should know. Please let us know any of pertinent information that will help us accurately establish pricing.	Refer to Question #24



Wake Tech Bookstore Category Sales		
2022-2023		
Categories		All Campuses
Digital Books		3,301,826.00
New Textbooks		3,260,601.00
Textbook Rentals		1,146,656.00
Used Textbooks		193,508.00
Convenience		25,124.00
Technology		736,085.00
Apparel		57,742.00
Other		99,158.00
Supplies		598,430.00

Eagle Advantage Sales			
		Sales	Opt Out
Fall 2023		5,416,875.00	6%
Spring 2024		5,416,875.00	13%



Failure to acknowledge receipt of this addendum may result in rejection of the response.

Check ONE of the following options:

- ☐ Bid has not been submitted. Any changes resulting from this addendum are included in our bid response.
- ☐ Bid has been submitted. No changes resulted from this addendum.
- ☐ Bid has been mailed. Changes resulting from this addendum are as follows:

Execute Addendum:

Offeror:

Authorized Signature:

Name and Titled (Typed):

Date:
