



SOLICITATION ADDENDUM - #1 RESPONSES TO VENDOR QUESTIONS

Issuing Agency:	Haywood Community College
Solicitation Number:	101-HCC2026-04
Solicitation Description:	Janitorial and Custodial Services
Solicitation Opening Date and Time:	January 23, 2026, at 2:00 PM
Addendum Number:	1
Addendum Date:	January 14, 2026
Purchasing Agent:	Jacqueline Maurer

FAILURE TO RETURN THIS ADDENDUM MAY SUBJECT YOUR RESPONSE TO REJECTION.

Note: In the event of a conflict between previously released information and the information contained herein, the latter shall control.

The following are questions received about the Solicitation and Haywood Community College's response to those questions: **Questions and Answers: (Questions are in black, while Answers are in Red)**

1. Please provide a category breakdown of textbook sales information from the past few years, including new, used, rental, digital, and inclusive access. **Haywood Community College contracts to a third party for bookstore operations and is not able to provide sales information.**
2. Please provide a category breakdown of retail sales information from the past few years, including, but not limited to, trade books, clothing, computers/technology, convenience, gifts, etc. **Haywood Community College contracts to a third party for bookstore operations and is not able to provide sales information.**
3. What percentage of overall sales in the current HCC Bookstore came from financial aid? **Haywood Community College contracts to a third party for bookstore operations and is not able to provide sales information.**
4. 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? **Haywood Community College contracts to a third party for bookstore operations and is not able to provide sales information.**
5. What percentage of the courses at HCC utilize free OER content? **Haywood Community College does not track this data.**

6. Does HCC have any direct agreements in place with publishers or other third-party course material providers? **No**
7. What is the current process for HCC students to utilize their financial aid funds through the current HCC Bookstore? **Currently, the Bookstore uses FA Link to provide a direct link between the bookstore and student accounts.**
8. Does HCC utilize a Campus Card that can be used to purchase materials in the current HCC Bookstore? If so, what company is used to manage it? **No**
9. Is HCC 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? **HCC would prefer to have an on campus presence for books and spirit store.**
10. Would HCC 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, we require a vendor who can run a physical campus store.**
11. Does HCC own the current HCC Bookstore fixtures? **Yes**
12. Does HCC have any Inclusive Access course material adoptions? If so, how many courses have inclusive access adoptions? An Inclusive Access program is a course-by-course model in which individual faculty choose whether their course participates. For participating courses, required materials are provided to students at a negotiated rate, in a digital format unless students chose to opt out. Courses that do not participate in the Inclusive Access program are not affected, and students enrolled in those courses obtain their required materials through their own preferred purchasing method. **Haywood Community College does not have any Inclusive Access course material adoptions.**
13. If HCC elects to implement an Equitable Access program, what would be the earliest academic term in which the program would be launched? **Haywood Community College is not pursuing an all-access program; however, our first term with new vendor will be Fall 2026.**
14. 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. **Haywood Community College contracts with a third party for bookstore operations and does not have access to this list.**
15. Please provide the Total Credit Hours that students took for the two main terms that were provided for question #14. 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. **See Attachment A**
16. Please provide any miscellaneous information that we should know. Please let us know any pertinent information that will help us accurately establish pricing. **All information has been provided.**
17. Please provide Total Credit Hours for the most recent full academic year OR Full Time Enrollment, excluding dual enrollment. **See Attachment A**
18. Please provide Bookstore Sales broken out by merchandise category (New Text, Used Text, Digital, Apparel, Supplies, etc...) for the most recent complete year. **Haywood Community College contracts to a third party for bookstore operations and is not able to provide sales information.**
19. Is there a possibility Haywood may want a self-operated store (run by school or students) with a partner to provide and Affordable Access program for course materials and a merchandise shop with an Ecommerce platform? **No, we require a vendor who can run a physical campus store.**
20. Would East Texas A&M University consider self-operating the physical campus store for general merchandise with course materials being provided through an online bookstore vendor? **Haywood Community College is unable to speak for East Texas A&M University.**

21. Would the University consider an operational plan with no physical campus store and all general merchandise and course materials provided through an online vendor? **Haywood Community College is unable to speak for East Texas A&M University.**
22. Please provide a departmental history of the last 3 fiscal years. Categories can include New Text, Used Text, Rental Text, Digital Text, Trade Books, Clothing, Gifts, Electronics, Supplies, Convenience and Graduation. **Haywood Community College contracts to a third party for bookstore operations and is not able to provide sales information.**
23. What are the financial terms in the current agreement between the University and the existing bookstore vendor? **Haywood Community College is unable to speak for East Texas A&M University.**
24. What textbook formats are you interested in seeing in an Equitable Access program? **We are not pursuing an all-access program.** For example, are you interested in digital-only pricing or the inclusion of rental textbooks? **We need to offer all formats of materials and include a rental program.**
25. Are you interested in adding the current cosmetology and biology supply kits as well as any additionally required supply kits to your Equitable Access program? **We are not pursuing an all-access program. We will need the selected vendor to provide our supply kits.**
26. Will the college consider an Equitable Access program? **We are not pursuing an all-access program.** If yes, could you please provide the information needed to develop a price quote for all course materials for all course with a single per credit hour charge or a per student/per semester. **N/A**
27. Please provide the booklist in Excel format for Spring 25/Summer 25/Fall 25 including course number/section/ISBN/enrollment/cap enrollment/required materials. Please identify any continuation courses, if possible. **Haywood Community College contracts with a third party for bookstore operations and does not have access to this list.**
28. Is there a goal or strategy to adopt and utilize OER materials? **No**
29. Please provide the annual attempted credit hours for all traditional students and separately all dual enrollment students. If possible, please provide credit hours by term (Spring 25/Summer 25/Fall 25). **See Attachment A**
30. Please provide FTE for traditional students and separately all dual enrollment students. **See Attachment A**
31. What is the projected enrollment growth rate over the next five years? **See Attachment A**
32. Will all students and programs continue to participate in Day one access programs? Will any students or program be excluded from Day One Access program? **We do not currently offer any type of day one or all inclusive access to our students.**
33. What percentage of traditional students participated in a day one access program for the past 3 semesters? **We do not currently offer any type of day one or all inclusive access to our students.**
34. Are dual enrollment students participating in Day one access? **We do not currently offer any type of day one or all inclusive access to our students.**
 - a. If so, what percentage of dual enrollment students participated In Day one access for the past 3 semesters? Who currently pays for dual enrollment course materials? **CCP students purchase their own materials. Early College materials are purchased by the county.**
 - b. If not, how do dual enrollment students receive their course materials? **Purchased via the bookstore same as traditional students**
35. How many high schools are part of your dual enrollment program? **There are five area high schools that participate in our dual enrollment program.**

36. Does your SIS identify dual enrollment students with a unique code or flag? **Yes**
37. Do traditional students and dual enrollment students have access to BrightSpace? **Yes**
38. Will items such as kits, lab materials, other supplies, and some non-textbook software remain excluded from the Day one Access program? **We are not pursuing an all-access program. We will need the selected vendor to provide our supply kits.**
39. Please provide non-course materials sales by category for each campus location: Central Campus Bookstore and Levine Campus Bookstore. **Haywood Community College contracts with a third party for bookstore operations and does not have access to this list.**
40. Please provide a list of FF&E that will remain if a new provider is selected. **Haywood Community College contracts with a third party for bookstore operations and does not have access to this list.**
41. Will there be any outstanding amortized payments to the current vendor at contract end (renovations, fixtures, assets)? **No**
42. Please provide bookstore floor plans and CAD drawings. **See Attachment B**
43. Does each store have a loading dock or delivery area? **Yes**
44. What store expenses are vendor-responsible (utilities, internet, trash, etc.)? **The vendor will be responsible for providing internet and email.**
45. Does the institution expect the vendor to retain current employees? If so, please provide titles and salaries. **The vendor will be responsible for employment related decisions using the guidelines laid out in the RFP**
46. Please provide brand guidelines and licensing details. Do you work with a third-party agency? **See Attachment C**
47. What merchandise brands are currently offered? **Haywood Community College contracts with a third party for bookstore operations and is not able to provide this information.**
48. Are there limits on food, beverages, or convenience items? **No**
49. What is the bookstore's role in graduation regalia and class rings? **The bookstore will be expected to provide pricing for graduation regalia. Class rings and other jewelry will be up to the vendor.**
50. Are students allowed to purchase merchandise with financial aid or campus card? **Students may use their financial aid and third party sponsorship billing.**
51. Does the institution track student satisfaction with the Day one Access program and access to course materials? **We do not track this information.**
52. What student support issues or challenges have been most common? **The College's current vendor is eligible to submit a proposal; therefore, we will not address challenges within this process.**
53. What specific customer service or operational challenges have you experienced with the Day one access program and/or your current provider? **We do not currently offer day one or all inclusive program**
54. What is the top 3 priorities you would like this RFP to address? **Customer service, student support, and seamless integration with College**
55. Who is on the RFP Committee, and what are their roles? **See Attachment D**
56. Please provide historical commission rates, minimum guarantee expectations, and other financial obligations (e.g., facility, sponsorships, scholarships). **The vendor should provide an employee discount, a discount for departmental purchases, and annual scholarships.**
57. Provide Total sales information by category for the last 3 years. **Haywood Community College contracts to a third party for bookstore operations and is not able to provide sales information.**

58. What are the current auxiliary revenues and/or commissions generated by the bookstore?
Haywood Community College contracts to a third party for bookstore operations and is not able to provide sales information.
59. What are the primary financial objectives of potentially partnering with a new/different course materials provider? To provide the best pricing options for students and customers.
60. Is student cost savings a priority (e.g., no mark-up by the university with all savings passed to students)? Yes
61. How is your current bookstore leveraged today? And, what is it's general condition (last time renovated?) The current bookstore is housed on campus with an online presence. The store is in good general condition.
62. What sort of events, pop ups etc are supported today and what would you like to see going forward? Grad Day, Graduation, Extended hours during new student orientations.
63. Are you interested in entirely removing your bookstore from campus, especially if it would be more attractive financially? If so, would a fully online bookstore be suitable for consideration?
No
64. What is the current enrollment for concurrent high school students (Dual Enrollment/Dual Credit)? See Attachment A
- a. Do these students use the same course materials as the other students at the institution? Dual enrolled students use the same materials as traditional students.
 - b. Do these students receive their materials through the bookstore vendor? Yes
 - c. Do these students have access to your LMS? Yes
 - d. Are these students identified or flagged in any way in your SIS? Yes
 - e. Is the institution able and interested in including Dual Credit students as a part of the scope of content coverage through a vendor? Yes
65. What is the enrollment growth rate projection for the next 5 years? See Attachment A
66. In order to provide a flat fee for the equitable access program, please provide the most recent Text Adoptions booklist - preferably in Google Sheet or Excel format. Haywood Community College contracts with a third party for bookstore operations and does not have access to this list.
67. For an EA model, would you prefer a per credit hour model where all hours are charged or a per content item model that only charges when there are course materials? We not pursuing an inclusive model as a top priority. However, a model that is charged per credit hour would be the most interesting to us.
68. What % of courses require a textbook? We do not track this data.
69. What % of courses use courseware, i.e. content with codes (i.e., My Pearson Lab, Cengage Now, Wiley Plus, etc)? We do not track this data.
70. What % of courses use OER? What is the goal of OER% for the following 4 years of the contract? We do not track this data. We do not have any set goals for OER.
71. What are the top three challenges that you face with your current course materials operations/vendor that the institution hopes to resolve with a new provider? The College's current vendor is eligible to submit a proposal; therefore, we will not address challenges within this process.
72. What Commission percentages are you currently being paid for Digital and Non Digital Sales? Specific percentages are proprietary; however, they are designed to be competitive and aligned with industry standards.

73. What additional challenges (not mentioned in this RFP) with your existing bookstore operations would you like to see addressed with a potential transition? **The College's current vendor is eligible to submit a proposal; therefore, we will not address challenges within this process.**
74. 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? **Specific amounts are proprietary. The payments were made at the inception of the contract. Any scholarship amounts are applied annually.**
75. Please provide the last three years' worth of sales data including category breakdowns. (new books, used books, digital, inclusive/equitable access, rental, clothing, gift, convenience, technology, etc.) **Haywood Community College contracts to a third party for bookstore operations and is not able to provide sales information.**
76. Please describe how students utilize their financial aid in the campus store and if there are any restrictions. **Financial aid is accessed through FA Link. The only restrictions would be the dates.**
77. 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? **All fixtures are property of Haywood Community College and will remain in the store. There is no unamortized expenses.**
78. What other school expenses must the campus store pay for (utilities, phone, internet, trash, etc.) and what are those costs? **The vendor will be responsible for providing its own internet and email.**
79. 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.) **No**
80. Do you utilize any sort of campus card program for the purchase of materials in the bookstore? **No** If so, what company do you use to manage it? **N/A**
81. Are there any limitations on convenience offerings for food or beverage? **No**
82. Are there any limitations on graduation related sales? **No**
83. Would you desire to retain the current staff in place in the store? **The vendor will be responsible for employment related decisions using the guidelines laid out in the RFP Document.**
84. Are there any plans to move or alter the current bookstore location? **No**
85. Please provide CAD drawings of the bookstore. **See Attachment B**
86. What is the target start date for operations under the new contract? **July 1, 2026**

Check **ONLY ONE** of the following options and return one properly executed copy of this Addendum prior to the Solicitation opening time and date.

- A response was submitted prior to this Addendum. An updated response has been submitted to address the changes resulting from this Addendum.
- A response was submitted prior to this Addendum. **NO CHANGES have resulted** from this Addendum.
- A response was **not** submitted prior to this Addendum. **ANY CHANGES resulting** from this Addendum are included in our response.

ALL OTHER TERMS AND CONDITIONS REMAIN THE SAME

Authorized Signature Date

Printed Name Title

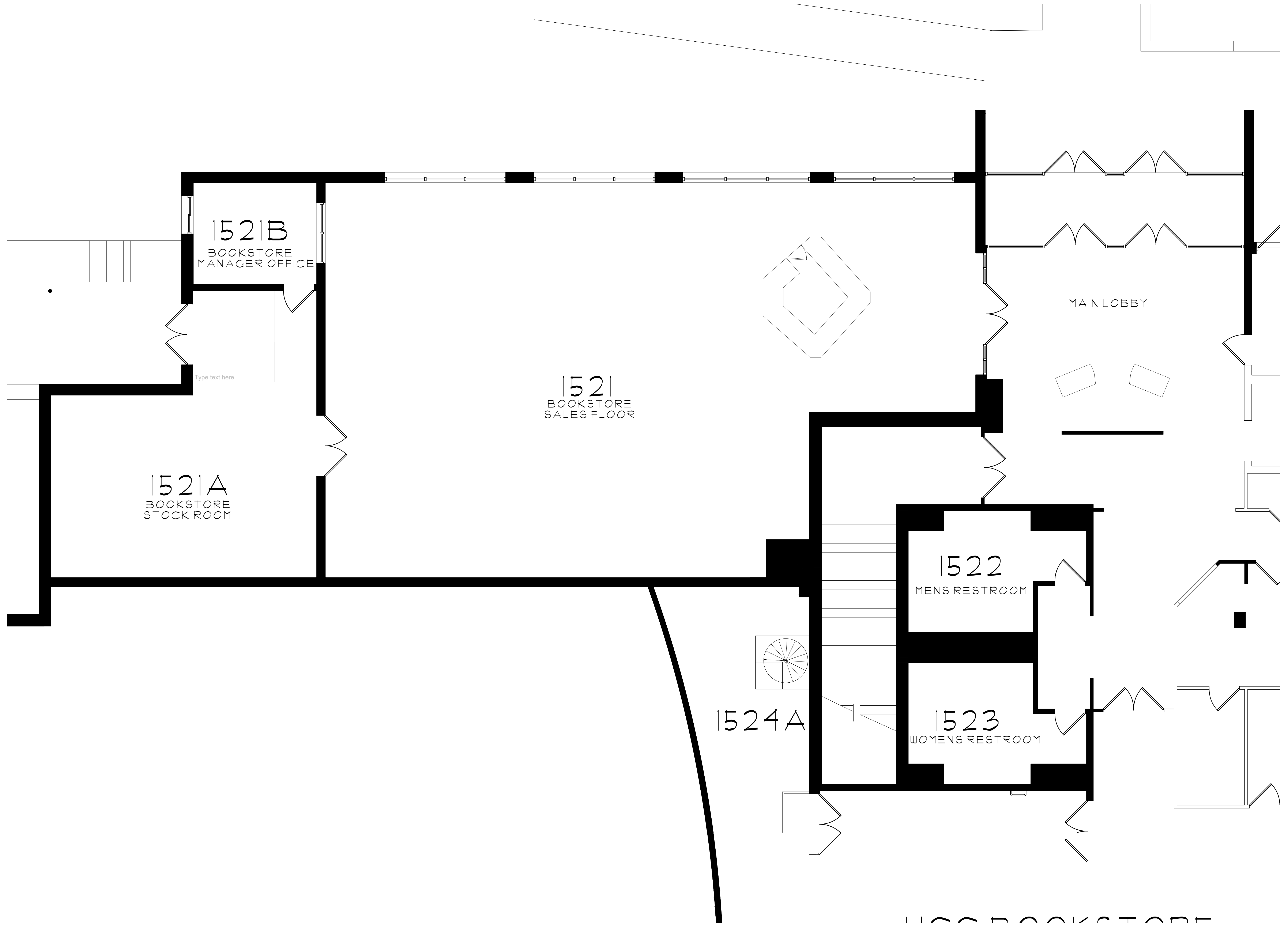
Attachment A

Enrollment and FTE by Student Type

	A	B	C	D	E	F
1	Academic_Year	Term_ID	Student_Type	Headcount	Credit_Hours	FTE_Credit
2	2023-2024	2024SU	Dual Enrolled	33	154	12.83333333
3	2023-2024	2024SU	Early College	49	210	17.5
4	2023-2024	2024SU	Traditional	431	2349	195.75
5	2024-2025	2024FA	Dual Enrolled	265	1529	127.4166667
6	2024-2025	2024FA	Early College	177	1371	114.25
7	2024-2025	2024FA	Traditional	951	9672	806
8	2024-2025	2025SP	Dual Enrolled	280	1546	128.8333333
9	2024-2025	2025SP	Early College	164	1300	108.3333333
10	2024-2025	2025SP	Traditional	926	9156	763
11	2024-2025	2025SU	Dual Enrolled	32	129	10.75
12	2024-2025	2025SU	Early College	42	175	14.58333333
13	2024-2025	2025SU	Traditional	495	2683	223.5833333
14	2025-2026	2025FA	Dual Enrolled	235	1358	113.1666667
15	2025-2026	2025FA	Early College	171	1328	110.6666667
16	2025-2026	2025FA	Traditional	996	9768	814
17	2025-2026	2026SP	Dual Enrolled	239	1299	108.25
18	2025-2026	2026SP	Early College	163	1202	100.1666667
19	2025-2026	2026SP	Traditional	833	8218	684.8333333

Enrollment Growth Projection

	A	B	C	D
1	Student_Type	Academic_Year	Headcount	
2	Dual Enrolled	2026-2027	481	
3	Dual Enrolled	2027-2028	488	
4	Dual Enrolled	2028-2029	497	
5	Dual Enrolled	2029-2030	507	
6	Dual Enrolled	2030-2031	517	
7	Early College	2026-2027	339	
8	Early College	2027-2028	344	
9	Early College	2028-2029	350	
10	Early College	2029-2030	357	
11	Early College	2030-2031	364	
12	Traditional	2026-2027	1856	
13	Traditional	2027-2028	1884	
14	Traditional	2028-2029	1917	
15	Traditional	2029-2030	1956	
16	Traditional	2030-2031	1995	
17				



Applying the HCC brand

All communications from Haywood Community College are reflections of Haywood Community College (HCC). The logos, typefaces, colors, and treatment of photos and text all project attributes of the institution. The goal of these guidelines is to improve the effectiveness of the college's communications and assist communication professionals in representing HCC accurately, honestly, and consistently conveying the HCC brand.

The guidelines provided are intended to help bring clarity and consistency to HCC communications and support others in use cases for the HCC brand.

HCC logo

Incorrect use of the logo:

- Don't reassign colors to the logo or create other logo color variations
- Don't apply the two-color logo to a dark background
- Don't sacrifice legibility
- Don't fill in any part of the logo
- Don't apply graphic effects to the logo
- Don't use elements of the logo to create other logos
- Don't add elements to the logo

Proper use of the logo:

- The logo is available for use in three colors: Mixed green, full black or full white
- Upon approval, the small text under the main HCC can be removed (for small print items, etc).
- The logo should not be stretched nor made to fit into a vertical form



Approved colors

HCC has established a set of approved brand colors. The final appendix showcases these colors. For quick reference, they are:

- Primary Green
 - CMYK: C79, M0, Y100, K75
 - RGB: R0, G71, B18
 - HEX: 004712
- Secondary Green
 - CMYK: C45, M0, Y100, K24
 - RGB: R120, G162, B47
 - HEX: 78A22F
- Tan accent
 - CMYK: C16, M23, Y57, K0
 - RGB: R217, G189, B128
 - HEX: D9BD80
- Gray accent
 - CMYK: C62, M52, Y48, K12
 - RGB: R99, G102, B106
 - HEX: 63666A
- Pink accent
 - CMYK: C15, M100, Y0, K30
 - RGB: R156, G0, B106
 - HEX: 9C0006A
- Red complimentary
 - CMYK: C0, M100, Y50, K30
 - RGB: R177, G2, B66
 - HEX: B10242
- Pink complimentary
 - CMYK: C0, M100, Y50, K0
 - RGB: R237, G20, B91
 - HEX: ED145B

Fonts and font usage

HCC uses **Brandon Grotesque** and **Avenir** for brand fonts. Brandon Grotesque is the primary font used in publications with Avenir used for type as needed in larger paragraphs and for the college's website.

C 79 M 0 Y 100 K 75

R 0 G 71 B 18 | HEX 004712

C 45 M 0 Y 100 K 24

R 120 G 162 B 47 | HEX 78A22F

C 16 M 23 Y 57 K 0

R 217 G 189 B 128 | HEX D9BD80

C 62 M 52 Y 48 K 19

R 99 G 102 B 106 | HEX 63666A

C 15 M 100 Y 0 K 30

R 156 G 0 B 106 | HEX 9C006A

C 0 M 100 Y 50 K 30

R 177 G 2 B 66 | HEX B10242

C 0 M 100 Y 50 K 0

R 237 G 20 B 91 | HEX ED145B

Attachment D

Douglas Burchfield, Dean of Workforce and Industry Workforce Continuing Education

Matt Collier, Director of Information Technology

Cheryl Fulghum, Director of Instructional Design and Online Learning

Matt Heimburg, Deann of Arts, Sciences, Natural Resources & Professional Crafts

Dr. Wendy Hines, Executive Vice President of Instruction and Student Services

Andi Lawing, Haywood Early College Liaison

Christie Medford, Vice President of Business Operations/CFO

Tracy Rapp, Dean of Student Support Services

Jodi Wijewickrama, Dean of Health, Human & Business Services