

South Piedmont Community College
RFP 76-20240522
Bookstore Management & Course Material Services
Addendum 3-Vendor Questions Answered

1. Please provide a category breakdown of textbook sales information from the past few years including new, used, rental, digital, and inclusive access.
A: SPCC has not had a physical bookstore since early 2022. Below is the most recent sales information requested.

Comprehensive Sales As Collected			
	12 Months Ending MARCH 2021	12 Months Ending MARCH 2020	12 Months Ending MARCH 2019
Used Text	77,394	82,981	112,297
Digital Format Text	368,813	299,982	86,694
New Text	269,484	467,337	554,712
Text - Rentals	35,870	51,920	75,189
General Books / Non-Emblematic	2,806	5,981	4,869
Supplies	25,963	16,545	11,974
Apparel	4,884	6,372	5,780
Gifts	458	783	1,020
Convenience / Grad	12,755	17,174	20,348
Technology	68,078	62,781	65,315
Total	866,505	1,011,857	938,197

2. Please provide the total billed amounts from BibliU to SPCC for the last academic year for the predictable flat-rate program.
A: 2023-2024 \$796,474.60
3. Please provide the per credit hour or per student rate that is currently being charges for the predictable, flat-rate program.
A: \$60 per course
4. How do students currently purchase apparel, merchandise, and supplies by the flat-rate program? Please provide the past sales for these categories.
A: With the closing of our physical bookstore in early 2022, we have not sold apparel, merchandise, and supplies.
5. 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?
A: No
6. Does the institution have any direct agreements in place with publishers or other third -party course material providers other than BibliU?
A: Yes

7. Please provide details, including square footage of the proposed physical space that the college is considering for its physical bookstore(s)

A: The College is considering several options for space and a final decision has not been made. In the past, the LLP bookstore in Polkton occupied 712 square feet in the Martin Technology Building and the OCH bookstore occupied 2231 square feet on the ground floor of the Main Building. One proposal is to have the OCH bookstore share the 2231 square feet with the library learning commons, currently occupying that space.

8. Please provide details on the college's vision for the physical store. Does the College envision this being more of a spirit store?

A: The physical space should be a centralized location for book pick-up, text-book related customer service, etc. In addition, it would be ideal for this space to sell spirit wear, technology (such as laptops and periphery), school supplies, and food and beverage not currently available through the college vending machines or at the café.

9. Is there an accessible loading dock that can be used for delivering shipments?

A: Yes

10. 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 pick-up?

A: While this is not our main preference, we are open to this operating model.

11. 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?

A: This is not an ideal preference. One of our goals for a physical space is for students to be able to quickly pick up spirit wear and supplies spur of the moment. Our concern is whether students and employees will take the time to order spirit wear and supplies online.

12. Does the institution have any inclusive access course material adoptions where materials are automatically delivered to the students on a course -by -course basis, and a course fee is included as part of the cost of attendance? If so, what percentage?

A: Currently, we do not have this program, but would be interested in seeing a model.

13. Will the College be continuing the current First Day program where the course material costs are included as part of the student's tuition?

A: Yes

14. Please provide data on the historical student opt-out percentages.

A: This information is not available.

15. Are there any student populations that are not included as part of the First Day program? If so, please provide details.

A: No

16. Is the College currently receiving commissions or a revenue share from the First Day program?

A: Yes

17. Provide a breakdown of printed material vs. digital material that is adopted by the College.

A: See Addendum 2-Enrollment Information.

18. Do all courses incur a course material charge as part of the First Day program, regardless of what or if materials are being used?

A: There are specific courses, such as Con-Ed or special interest courses, which do not have course material charges.

19. 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.

A: See Addendum 2-Enrollment Information

20. Please provide the total credit hours that students took for the two main terms provided above.

A: See Addendum 2-Enrollment Information

21. Would the college consider extending the response time an additional two weeks?

A: Yes, the bid opening has been extended from June 11 to June 27, 2024, at 2:00 PM ET.

22. Can you provide the last two years sales information by department/category: new text, used text, rental text, digital course materials, general books/trade, school and office supplies, clothing, gifts, graduation products, convenience products, technology, other?

A:.

	12 Months Ending March 2021	2021%	12 Months Ending March 2020	2020%	12 Months Ending March 2019	2019%
Used text	\$ 77,394	9%	\$ 82,981	8%	\$ 112,297	12%
Digital format text	\$ 368,813	43%	\$ 299,982	30%	\$ 86,694	9%
New Text	\$ 269,484	31%	\$ 467,337	46%	\$ 554,712	59%
Text- Rentals	\$ 35,870	4%	\$ 51,920	5%	\$ 75,189	8%
General Books/ Non-Emblematic	\$ 2,806	0%	\$ 5,981	1%	\$ 4,869	1%
Supplies	\$ 25,963	3%	\$ 16,545	2%	\$ 11,974	1%
Apparel	\$ 4,884	1%	\$ 6,372	1%	\$ 5,780	1%
Gifts	\$ 458	0%	\$ 783	0%	\$ 1,020	0%
Convenience/Grad	\$ 12,755	1%	\$ 17,174	2%	\$ 20,348	2%
Technology	\$ 68,078	8%	\$ 62,781	6%	\$ 65,315	7%
TOTAL	\$ 866,505		\$ 1,011,856		\$ 938,198	

23. Is there a current inclusive (IA) or Equitable Access (EA) program?

A: No, but we would like to explore these options as part of our new bookstore model.

24. Is there existing furniture, fixtures, and equipment and will it be available to transition to a new bookstore provider?

A: There are no current fixtures, furniture, or equipment from the previous bookstore.

25. Are there any limitations on convenience offerings for food or beverage?

A: Yes, we do not want any duplication of offerings from the college vending machines and college café.

26. Please describe how students utilize their financial aid in the campus store and if there are any restrictions.

A: Students shall be able to purchase items required by their courses in the bookstore using their financial aid. Any offerings outside of this arrangement will have to be agreed upon by the college.

27. What are the annual sales attributable to the use of financial aid in the store?

A: This information is not currently available; however, we currently have 1194 individuals receiving financial aid in the most current term.

28. Please provide a CAD file for store location. What is the potential square footage?

A: See question 7 above and answer provided.

29. How many courses and sections are utilizing no cost OER materials?

A: See Addendum 2-Enrollment Information

30. Can you provide a listing of OER courses and the enrollments for those courses?

A: See Addendum 2-Enrollment Information

31. What are the current financial terms of the existing bookstore vendor?

A: We currently do not have a physical bookstore vendor.

32. Has all FFE in the current bookstore spaces been fully depreciated and available for use if a new vendor is selected?

A: There is no existing furniture and equipment from the previous bookstore, which we closed in early 2022.

33. Does the vendor have exclusive rights to course material sales?

A: This is negotiable.

34. Please provide a breakdown of enrolled students by campus location and by type of student (curriculum, continuing education, and early college/dual enrollment). Please list total annual credit hours enrolled by curriculum students, total annual credit hours taken by continuing education and total annual credit hours taken by early college/dual enrollment students.
A: See chart below.

South Piedmont Community College Course Sections and Enrollment

By Location	Course Sections			Seat Enrollment		
	Curriculum	Non-Credit	Total	Curriculum	Non-Credit	Total
L. L. Polk & Lockhart-Taylor Center	86	127	213	1,384	1,595	2,979
Old Charlotte Highway & Tyson Family Center for Technology	426	357	783	6,787	5,780	12,567
Off-Campus Locations	68	364	432	649	5,167	5,816
Online	549	99	648	10,320	1,724	12,044
Total	1,129	947	2,076	19,140	14,266	33,406

By Delivery Method	Course Sections			Seat Enrollment		
	Curriculum	Non-Credit	Total	Curriculum	Non-Credit	Total
Blended (Blended, Hybrid, and HyFlex)	476	80	556	7,520	1,231	8,751
Online	549	99	648	10,320	1,724	12,044
Seated	104	768	872	1,300	11,311	12,611

By Student Type	Course Sections			Seat Enrollment		
	Curriculum	Non-Credit	Total	Curriculum	Non-Credit	Total
Adult				14,442	14,242	28,684
Dually- Enrolled				4,698	24	4,722

Source: SPCC Data Warehouse,
 Summer 2023, Fall 2024, and
 Spring 2024 (unofficial)

35. The RFP mentions “lead the transformation from traditional textbooks to digital course materials.” Please highlight the areas of the institution that still rely on print, where digital transformation is required.

A: Continuing Education and Specialty courses.

36. Three years ago SPCC moved away from operating a physical bookstore. Can you outline the specific challenges this move away has created?

A: The College currently does not have the ability to sell apparel, incidentals, supplies, and technology.

37. Currently, SPCC pays a flat fee for content. Do you want to continue with this approach for the access program or vary depending on the specific content items selected?

A: SPCC is seeking a vendor response regarding the best approach to meeting student needs.

38. What other school expenses must the campus store pay for (utilities, phone, internet, trash, etc.) and what are those costs?

A: Historically, the College has not charged the bookstore for these expenses.

39. Is there any other provider of campus store services or merchandise sales that the school works with, such as off campus store, athletic warehouse, publisher content provider, etc.?

A: Yes, we have some limited arrangements.

40. What is the target start date for operations under the new contract?

A: The target timeframe to have a new contract in place is May, 2025.

41. The current model of content distribution at SPCC allows the college to set the mark-up on content when it is resold to students. With more traditional models of content sales, the bookstore receives a commission, what is your target level of auxiliary revenue per year?

A: This information has not been established yet.

42. Who is on the RFP Committee and what are their roles at the institution?

The committee is headed by Ryan Anthony, Dean, School of Health and Public Services; and Kim Sandoval, Institutional Researcher and Project Manager. The balance of the committee is a cross section of faculty and staff from the college.