



February 12, 2019
ADDENDUM NO. 3
REQUEST FOR PROPOSALS (RFP) # DA1901- BOOKSTORE OPERATIONS

ONE (1) ORIGINAL SIGNATURE HARD COPY AND TWO (2) USB DRIVES OF THE RESPONSE TO BE SUBMITTED

All responses shall be addressed and returned by the extended due date:

City Colleges of Chicago
Dawson Technical Institute
Procurement Services
3901 South State Street, Room 102
Chicago, IL 60609

Attention: Sheila Johnson, District Director, Business and Procurement Services

Responses must be received no later than 12:00 p.m. local Chicago time, on

Wednesday, February 20, 2019

Responses to Questions and Points of Clarification

1. Can you all provide a course material sales breakdown by location?

Response: See attached sales data

2. Do any of the colleges currently have a store with apparel, merchandise, sundries, etc.? If so, which colleges and who operates the store?

Response: There are no physical bookstores located at any City College of Chicago locations.

3. What is your expectation for the time frame of "Phase 2" of the contract?

Response: CCC anticipates that the vendor would first focus on the implementation of the online bookstore and a successful first 6 months under the new contract. We anticipate that Phase 2 would be implemented 6-9 months after the new contract is signed.

4. What are the sizes of the current pick-up centers? Where are they located on each campus? Will these change with a new vendor?

Response: Each college has a designated area for book pick-ups. Some spaces are small offices with storage areas. Others are shared spaces that may be repurposed when the pick-up window closes. Usually the pick-up locations remain the same. However, the colleges may decide a new location at the onset of each term. The spaces are subject to change with a new vendor.

5. Would CCC consider seasonal spirit stores (during rush periods) or is CCC requiring year-round stores on each campus?

Response: CCC is open to any ideas, including seasonal 'pop up' stores.

6. What is the process and timeline for making a decision by the CCC Board? Will there be an opportunity for finalist presentations and when will those take place? When and how will vendors be notified of an award? -
- Response: We anticipate a Spring Award. As noted in the RFP, if you are shortlisted and CCC deems that oral presentation are merited you will be notified. Award and Non-award notice will be sent after the official board approval.

7. Please provide as much detail as possible relative to locations of the physical space on each campus where a shop will be located. Include dimensions and whether or not the space will require a build out vs. what infrastructure exists.

Response: CCC currently does not have specific locations identified as the spaces would depend on the proposals received.

8. Will the spaces on each campus be provided to the winning bidder free of charge or will rent be charged? If rent will be charged, please provide price per square foot estimates.

Response: The specifics of the locations will be determined with the vendor depending on the proposals received.

9. Will the winning bidder be responsible for common area maintenance (CAM), utility or other charges for the physical locations?

Response: The specifics of the locations will be determined with the vendor depending on the proposals received.

10. During the pre-bid meeting, there was mention of each college (e.g. Malcolm X., Harold Washington) indicating what its preference would be in regards to a physical location; how will this be determined and when would this be determined? Is there an expectation that all 7 spirit store locations sell apparel/emblematic items and sundry items (stationary supplies and convenience items)?

Response: The specifics of the locations will be determined with the vendor depending on the proposals received. CCC is open to any ideas, including one centralized store.

11. Would CCC be open to a bid in which the bidder was able to provide a smaller number of merchandise stores than 7? What is CCC's preference?

Response: CCC is open to any ideas, including one centralized store.

12. Would CCC be open to a bid in which apparel is exclusively handled online? What is CCC's preference if it had to choose between on-ground or online apparel?

Response: CCC is open to any ideas, including online apparel.

13. Could alternative options for local delivery (either "Amazon style" lockers or local stores - e.g. UPS stores) serve as acceptable substitutes for on-campus physical locations?

Response: CCC is open to any ideas, including lockers that could serve for pick up locations for students year round.

14. Can CCC expand on the requirements of the direct to CCC instructional products to support the College's curriculum courses, adult educational programs, specialized technical courses, and online services as outlined in Section B SCOPE OF SERVICES, #3 Request for Products. How do the requirements for these services differ from those throughout the rest of the RFP?

Response: CCC will occasionally purchase items in bulk for various reasons, these purchases would be made by CCC employees and not students.

15. What is CCC's interest in regards to OER/IA/Microsites/Publisher Direct?

Response: CCC is very interested in using OER materials to reduce the cost of attendance for our students. Faculty members are able to select publisher supported microsites, but all sales are run through our online bookstore to ensure students can use their Financial Aid to purchase required materials.

16. Will the selected vendor be the exclusive vendor for books and course materials, including inclusive access programs?

Response: CCC does not currently charge course fees and we are not working with any publishers for inclusive access service models.

17. Are there any intended changes to the manner in which financial aid funds and/or vouchers are disbursed to students over the life of the contract?

Response: No, there are no immediate plans to change how CCC uses financial aid funds to allow students to purchase books. However, if there were changes needed or improvements that could be made to improve the student experience we would anticipate that the bookstore would work with us to do so.

18. Are the packaging requirements "Responses shall be submitted in sealed envelope(s) or package(s). The outside of the envelope or package must clearly indicate the name of the project, RFP # DA1901 Bookstore Operations for City Colleges of Chicago (CCC), the time, and the date specified for receipt. The name and address of the Proposer must also be clearly printed on the outside of envelope or package." still correct and applicable?

Response: Please follow the instructions for submission on the cover page of the RFP document.

19. If the vendor is submitting multiple responses, are separate sealed packages required for each response?

Response: You are required to submit separate package for each response you are submitting. They can be in the same box for shipping purposes. They should be clearly marked.

20. Please provide more detail on the Book Rental Program desired.

Response: CCC would like a book rental program that allows students to rent books and return them at the end of the semester. Information on the current rental process can be found here [http://www.ccc.edu/menu/Documents/Bookstore/What%20is%20the%20CCC%20Online%20Bookstore%20rental%20program%20\(2\).pdf](http://www.ccc.edu/menu/Documents/Bookstore/What%20is%20the%20CCC%20Online%20Bookstore%20rental%20program%20(2).pdf)

21. Can the College specify which technical requirements it is referring to in Section III, #5 Implementation Plan?

Response: Please provide us with details on how your technology group would work with CCC's Office of Information Technology to successfully implement the new contract based on the Exhibit A – Technical Interrogatories.

22. Can CCC provide enrollment history for FY15, FY16, FY17, FY18 - both FTE and Headcount - for each of the CCC locations?

Response: Please see the attached document for headcount data.

23. What is meant by pricing stability as referred to in section 4.1?

Response: Pricing stability refers to the price of new books, and how long the 'new' price would remain in effect (one semester, one year, etc)

24. If the MBE/WBE certification is in process, does that count toward MWBE goals?

Response: All proposed MBE/WBE vendors must be certified at the time the project goes to the Board of Trustees for approval.

25. Some conditions of the RFP are items we would seek to alter. How should we handle and notify exceptions to what has been written?

Response: Please list any exception as the last tab of your proposal. Please note, that exceptions will be reviewed but may deem your proposal nonresponsive and nonresponsbile.

26. There are some conditions that we would seek to add as part of a final contract that are silent in the RFP. How shall we handle conditions that we would want to include in a final contract?

Response: Please list any conditions as the last tab of your proposal. Please note, that these conditions will be reviewed but are subject approval by the General Counsel and Board of Trustees.

27. Can you provide 3 to 5 years of detailed sales numbers?

1. New Textbooks
2. Used Textbooks
3. Rental Textbooks
4. Marketplace
5. eBooks/Digital

6. Other

	Academic Year 17-18			
	FA 17	SP 18	SU 18	Total
eBook	\$ 301,000	\$ 207,000	\$ 58,000	\$ 566,000
Marketplace	\$ 568,000	\$ 467,000	\$ 67,000	\$ 1,102,000
New	\$ 4,022,000	\$ 3,465,000	\$ 644,000	\$ 8,131,000
Rental	\$ 45,000	\$ 51,000	\$ 7,000	\$ 103,000
Used	\$ 303,000	\$ 281,000	\$ 38,000	\$ 622,000
Total	\$ 5,239,000	\$ 4,471,000	\$ 814,000	\$ 10,524,000

	Academic Year 16-17			
	FA 16	SP 17	SU 17	Total
eBook	\$ 390,000	\$ 184,000	\$ 41,000	\$ 615,000
Marketplace	\$ 441,000	\$ 584,000	\$ 76,000	\$ 1,101,000
New	\$ 3,938,000	\$ 3,481,000	\$ 558,000	\$ 7,977,000
Rental	\$ 196,000	\$ 132,000	\$ -	\$ 328,000
Used	\$ 493,000	\$ 279,000	\$ 50,000	\$ 822,000
Total	\$ 5,458,000	\$ 4,660,000	\$ 725,000	\$ 10,843,000

	Academic Year 15-16			
	FA 15	SP 16	SU 16	Total
eBook	\$ 192,000	\$ 292,000	\$ 43,000	\$ 527,000
Marketplace	\$ 436,000	\$ 500,000	\$ 67,000	\$ 1,003,000
New	\$ 4,905,000	\$ 3,666,000	\$ 514,000	\$ 9,085,000
Rental	\$ 218,000	\$ 197,000	\$ 38,000	\$ 453,000
Used	\$ 477,000	\$ 497,000	\$ 59,000	\$ 1,033,000
Total	\$ 6,228,000	\$ 5,152,000	\$ 721,000	\$ 12,101,000

28. On Page 25 – Are the ISBN's missing a digit? Only 12-digit numbers provided?

Response: See the table below: The table accidentally cut off the last digit.

Book Cost							Shipping Cost		
ISBN	Course Code	New	Used	Rental (Semester)	Digital (eBook)	New + Digital (eBook)	Next Day Delivery	2 Day Delivery	5-7 Day Delivery
9781323902868	BIO 226								
9780134760612	BIO 120								
9780357700037	Varies								
9780321199911	Math 118								
9781259199967	Math 99								
9780133944112	English 97								

9781260408195	CHEM 121								
9781285858166	ART 103								
9660201812355	English 96								
9781337738286	BUS 111								
9781630570217	ENGR 131								
9780133764185	CHLD DV								
9781680048865	SPANISH								

29. Can you clarify how the MBE/WBE calculations are based upon? Student sales, sales to college, all? For example, if a sale of a textbook is \$100 and the vendor markup for services is \$25 of the \$100 (with the other \$75 being the cost of procuring them item), is the required calculations based on the \$100 sale or the \$25 services?

Response: M/WBE compliance will based on the value of the services. Therefore, the cost of said services should be clearly distinguishable for reporting and auditing purposes.

30. What is the \$ amount or % of sales made with financial aid?

Response: Assuming the student has enough aid remaining after tuition is paid, the standard book voucher is \$900. If the student has higher book costs and they can document, they can request more.

31. Can you provide the details of the business terms around the relationship with your current vendor including (% margin or % makeup) for new, used, digital, rental? What margin% or markup% is applied to pricing custom textbooks and custom materials (e.g., course packs)?

Response: The current vendor charges an average 25% markup on new materials, but other markups may apply to other situations.

32. What are some of the challenges that the college has had with your current service that you would like addressed with future online bookstore operations?

Response: As with all of our vendors, CCC is always looking to constantly improve the process for our students.

33. Do you currently have any discounts in place that have been negotiated directly with publishers?

Response: Faculty members may negotiate pricing with vendors, but we do not have any large scale contracts with publishers.

34. Do you currently have any departments/courses that leverage inclusive access digital licensing models?

Response: CCC does not charge students course fees, therefore we are not able to participate in inclusive access delivery models.

35. Are you considering self-operating the on-campus convenience stores?

Response: No. CCC does not have the staff to operate on-campus convenience stores.

36. What LMS and SIS systems do you currently use across the system? Do you use a separate system for financial aid?

Response: CCC currently uses D2L/Brightspace for our Learning Management System, PeopleSoft Campus Solutions 9.0 (upgrade to 9.2 coming soon), and Financial Aid is processed through PeopleSoft.

37. What are the current processes for receiving packages and distributing student orders shipped to each of the campuses?

Response: Each term, students can choose the “ship to campus” delivery option when they submit their book order. The book packages are delivered to the college and received by the campus mail-room staff. The packages are then internally delivered to the designated book pick-up area and securely stored. A staff member organizes the packages according to the information printed on the mailing label. Students visit the book pick-up location, and must provide a student ID and signature to retrieve their packages.

Please acknowledge receipt of all Addendums in your proposal responses.

END OF ADDENDUM

Sales Data for CCC

Fall 2018

Sum of Unit Price	Column Labels <input type="button" value="v"/>						
Row Labels <input type="button" value="v"/>	Digital	Marketplace	New	Rental	Used Book	Grand Total	
CCC			\$ 912.20			\$ 912.20	
Harold Washington College	\$ 124,063.43	\$ 124,837.05	\$ 989,014.50	\$ 7,134.02	\$ 70,722.41	\$ 1,315,771.41	
Harry S Truman College	\$ 21,021.64	\$ 36,595.39	\$ 138,331.72	\$ 1,467.59	\$ 21,231.18	\$ 218,647.52	
Kennedy-King College	\$ 18,583.58	\$ 42,141.08	\$ 249,057.86	\$ 1,985.49	\$ 25,454.30	\$ 337,222.31	
Malcolm X College	\$ 15,084.46	\$ 56,782.38	\$ 827,399.00	\$ 4,533.65	\$ 23,224.73	\$ 927,024.22	
Olive-Harvey College	\$ 14,608.65	\$ 21,626.74	\$ 213,323.00	\$ 941.11	\$ 14,339.88	\$ 264,839.38	
Richard J. Daley College	\$ 18,650.96	\$ 19,083.04	\$ 297,200.07	\$ 2,083.98	\$ 12,536.21	\$ 349,554.26	
Unspecified	\$ 7,835.69	\$ 21,350.24	\$ 153,779.43	\$ 720.32	\$ 6,093.44	\$ 189,779.12	
Wilbur Wright College	\$ 53,638.99	\$ 89,189.76	\$ 495,635.41	\$ 6,139.85	\$ 56,039.26	\$ 700,643.27	
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Grand Total	\$ 273,487.40	\$ 411,605.68	\$ 3,364,653.19	\$ 25,006.01	\$ 229,641.41	\$ 4,304,393.69	

Spring 2018

Sum of Unit Price	Column Labels <input type="button" value="v"/>						
Row Labels <input type="button" value="v"/>	Digital	Marketplace	New	Rental	Used Book	Grand Total	
CCC			\$ 564.63			\$ 564.63	
Harold Washington College	\$ 76,877.25	\$ 125,845.56	\$ 955,269.64	\$ 6,529.40	\$ 84,693.26	\$ 1,249,215.11	
Harry S Truman College	\$ 13,180.83	\$ 32,237.22	\$ 168,374.90	\$ 1,991.93	\$ 26,709.06	\$ 242,493.94	
Kennedy-King College	\$ 13,911.93	\$ 56,494.10	\$ 229,764.55	\$ 1,698.31	\$ 33,642.37	\$ 335,511.26	
Malcolm X College	\$ 9,016.91	\$ 46,431.58	\$ 763,768.17	\$ 4,223.01	\$ 24,243.19	\$ 847,682.86	
Olive-Harvey College	\$ 12,929.13	\$ 25,507.87	\$ 214,848.30	\$ 1,466.81	\$ 20,138.93	\$ 274,891.04	
Richard J. Daley College	\$ 14,176.55	\$ 18,025.56	\$ 261,178.27	\$ 2,767.27	\$ 23,533.89	\$ 319,681.54	
Unspecified	\$ 6,233.75	\$ 23,413.52	\$ 130,040.52	\$ 334.65	\$ 6,793.38	\$ 166,815.82	
Wilbur Wright College	\$ 35,253.58	\$ 108,637.92	\$ 489,501.84	\$ 5,661.18	\$ 63,073.31	\$ 702,127.83	
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Grand Total	\$ 181,579.93	\$ 436,593.33	\$ 3,213,310.82	\$ 24,672.56	\$ 282,827.39	\$ 4,138,984.03	

Fall 2017

Sum of Unit Price	Column Labels <input type="button" value="v"/>						
Row Labels <input type="button" value="v"/>	Digital	Marketplace	New	Rental	Used Book	Grand Total	
CCC			\$ 583.77			\$ 583.77	
Harold Washington College	\$ 94,576.65	\$ 153,061.32	\$ 1,171,662.10	\$ 5,400.01	\$ 86,188.79	\$ 1,510,888.87	
Harry S Truman College	\$ 34,876.14	\$ 39,935.51	\$ 176,816.83	\$ 1,189.27	\$ 24,594.51	\$ 277,412.26	
Kennedy-King College	\$ 26,187.01	\$ 61,139.79	\$ 340,479.65	\$ 750.69	\$ 32,651.84	\$ 461,208.98	
Malcolm X College	\$ 34,114.60	\$ 92,665.41	\$ 913,999.48	\$ 1,034.87	\$ 41,692.29	\$ 1,083,506.65	
Olive-Harvey College	\$ 31,831.52	\$ 37,973.11	\$ 233,342.52	\$ 914.65	\$ 20,986.19	\$ 325,047.99	
Richard J. Daley College	\$ 23,930.06	\$ 36,059.14	\$ 339,092.61	\$ 1,730.20	\$ 26,831.08	\$ 427,643.09	
Unspecified	\$ 10,145.84	\$ 22,226.23	\$ 132,372.45	\$ 240.56	\$ 7,499.35	\$ 172,484.43	
Wilbur Wright College	\$ 43,580.82	\$ 114,078.17	\$ 670,482.22	\$ 3,213.79	\$ 69,569.18	\$ 900,924.18	
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Grand Total	\$ 299,242.64	\$ 557,138.68	\$ 3,978,831.63	\$ 14,474.04	\$ 310,013.23	\$ 5,159,700.22	

Spring 2017

Sum of Unit Price		Column Labels <input type="button" value="v"/>					
Row Labels	<input type="button" value="v"/>	Digital	Marketplace	New	Rental	Used Book	Grand Total
Harold Washington College	\$	44,474.50	\$153,365.17	\$ 973,221.79	\$ 44,682.38	\$ 78,935.28	\$ 1,294,679.12
Harry S Truman College	\$	24,957.54	\$ 40,786.88	\$ 181,148.86	\$ 6,348.17	\$ 18,929.39	\$ 272,170.84
Kennedy-King College	\$	13,423.20	\$ 68,457.90	\$ 267,356.08	\$ 14,995.98	\$ 42,499.14	\$ 406,732.30
Malcolm X College	\$	10,617.82	\$ 70,673.83	\$ 713,416.18	\$ 16,915.88	\$ 30,871.71	\$ 842,495.42
Olive-Harvey College	\$	17,129.28	\$ 28,393.70	\$ 209,066.30	\$ 4,647.81	\$ 17,100.07	\$ 276,337.16
Richard J. Daley College	\$	6,949.48	\$ 35,959.54	\$ 310,388.22	\$ 10,118.41	\$ 25,470.17	\$ 388,885.82
Unspecified	\$	2,994.86	\$ 23,180.69	\$ 100,738.04	\$ 2,216.89	\$ 4,096.36	\$ 133,226.84
Wilbur Wright College	\$	40,532.80	\$112,223.15	\$ 433,853.48	\$ 25,748.43	\$ 43,220.19	\$ 655,578.05
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Grand Total	\$	161,079.48	\$533,040.86	\$ 3,189,188.95	\$ 125,673.95	\$261,122.31	\$ 4,270,105.55

Fall 2016

Sum of Unit Price		Column Labels <input type="button" value="v"/>					
Row Labels	<input type="button" value="v"/>	Digital	Marketplace	New	Rental	Used Book	Grand Total
Harold Washington College	\$	84,264.29	\$127,605.43	\$ 1,126,961.03	\$ 70,379.79	\$145,384.72	\$ 1,554,595.26
Harry S Truman College	\$	39,083.57	\$ 30,524.05	\$ 218,476.51	\$ 10,602.28	\$ 29,226.65	\$ 327,913.06
Kennedy-King College	\$	18,312.15	\$ 58,687.56	\$ 411,597.26	\$ 18,914.30	\$ 68,668.04	\$ 576,179.31
Malcolm X College	\$	57,620.84	\$ 50,707.98	\$ 851,943.12	\$ 21,178.95	\$ 62,791.74	\$ 1,044,242.63
Olive-Harvey College	\$	40,999.41	\$ 20,582.37	\$ 243,907.38	\$ 8,337.63	\$ 29,093.87	\$ 342,920.66
Richard J. Daley College	\$	21,992.89	\$ 45,272.44	\$ 371,169.91	\$ 22,279.28	\$ 59,563.31	\$ 520,277.83
Unspecified	\$	9,811.22	\$ 21,988.95	\$ 149,316.82	\$ 5,554.22	\$ 13,022.85	\$ 199,694.06
Wilbur Wright College	\$	114,749.72	\$ 75,343.93	\$ 498,490.31	\$ 37,904.24	\$ 83,125.73	\$ 809,613.93
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Grand Total	\$	386,834.09	\$430,712.71	\$ 3,871,862.34	\$ 195,150.69	\$490,876.91	\$ 5,375,436.74

City Colleges of Chicago Headcount Enrollment Trends

Career	FY 2015	FY 2016	FY 2017	FY2018
Semester Credit and Skills**	61,356	57,400	51,774	50,436
Adult Education	30,601	28,947	26,983	24,547
Continuing Education	13,464	10,070	7,577	8,411
Total (CCC Unduplicated)	100,444	91,626	83,181	80,719
Total (ICCB Unduplicated)	92,931	85,325	77,769	74,062

** Skills programs and courses were transitioned to the Semester Credit career in FY 2016.

City Colleges of Chicago FTE Enrollment Trends by Career

Career	FY 2015	FY 2016	FY 2017	FY2018
Semester Credit and Skills**	29,263	26,419	24,181	23,825
Adult Education	11,874	11,540	11,086	10,284
Continuing Education	391	4	7	0
Total (Unduplicated)	41,529	37,965	35,275	34,109

FTE enrollments exclude Special Interest/Community Education courses because they do not have a credit hour value.

** Skills programs and courses were transitioned to the Semester Credit career in FY 2016.