

Addendum # 02
RFP 2024-01
Questions and Answers

Q1. Please provide a category breakdown of textbook sales information from the past few years including new, used, rental, digital, and inclusive access.

A. Please refer to Exhibit 1.

Q2. 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.

A. Please refer to Exhibit 1.

Q3. What is the school's Student Information System?

A. Currently it is Banner Student. However, SOU is currently implementing Workday and will be going live on Workday Student Fall of 26.

Q4. Would the institution consider two separate vendors to work in partnership to provide textbook operations and retail services if it deemed more beneficial to the institution as opposed to a single vendor?

A. SOU will consider proposals which have two separate vendors working in partnership to provide textbook operations and retail services if it is deemed more beneficial to the institution as opposed to a single vendor.

Q5. Would the institution be interested in implementing an equitable access, an in-tuition solution where all course materials are automatically delivered to all students with the costs included as part of the cost of attendance?

A. SOU is currently not reviewing this type of model.

Q6. 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. SOU is currently not reviewing this type of model.

Q7. As part of this RFP, is SOU looking for a vendor to supply digital course materials?

A. SOU currently has digital resource options and desires to maintain this option as well as physical options.

Q8. Does SOU already have a digital course material provider? If so, which vendor supplies digital materials and through what type of model (online bookstore, Inclusive Access, Equitable Access, etc.)?

A. Our current provider (Barnes and Noble College) supplies both physical and digital resources through their online bookstore.

Q9. Is SOU interested in an online bookstore to accompany a brick and mortar campus store? Is there future interest in moving to a fully online bookstore?

A. We are currently interested in maintaining a brick and mortar campus store.

Q10. Is SOU interested in an Inclusive or Equitable Access model? Please explain why or why not.

A. SOU is not interested in an Inclusive or Equitable Access model because those models constrain students' choices as consumers. Even when students have the option to opt-out of Inclusive Access, access to homework platforms and required coursework can be blocked. Also, students do not own Inclusive Access content and may have to rent the same content over multiple academic terms.

Q11. Has SOU considered doing a separate RFP for the delivery of textbooks (digital or print), using a new business model? In this instance one RFP would cover the bookstore services and one would address the delivery of textbook content to students directly.

A. We are currently not considering a separate RFP for the delivery of textbooks (digital or print) using a new business model. However, we will consider proposals that address the delivery of textbooks to students directly.

Q12. Can you please provide three years' worth of sales information? Ideally by category/department such as new books, used books, rental, gifts, general merchandise.

A. Please refer to Exhibit 1.

Q13. Can you please confirm your LMS and SIS software?

A. SOU's LMS is Moodle and our current SIS is Banner (will change to Workday within the first two years of this contract period).

Q14. Does your existing provider accept the SOU BankMobile Card? Does SOU allow students to charge to their student account? If so, is there a limit?

A. Yes, if students have available funding on their SOU BankMobile card, they can use the card to make purchases with the current provider. Students can charge bookstore purchases to their student account as long as they do not have a balance of \$1,500 or greater. They can charge up to \$750 for Fall Term, \$500 for Winter Term, and \$500 for Spring Term. Students cannot charge Summer Term materials to their student account.

Q15. Are there any products or services that have been identified by the bookstore advisory committee that are a priority?

A. Readily available and easy-to-find cost information for students is a priority, as well as being required by House Bill 2919.

Q16. Does SOU have a First Day or Inclusive Access program? If you do, how many courses/ sections/ students?

A. SOU does not currently have a First Day or Inclusive Access program.

Exhibit 1

	Actual FY21	Actual FY22	Actual FY23
First Day Sales	0	0	0
66 New Textbooks	175,083	175,173	144,602
67 Used Textbooks	125,925	99,544	81,385
36 Publisher Rentals	3,295	11,858	11,977
46 New Textbook Rentals	60,640	37,464	42,288
47 Used Textbook Rentals	90,145	68,735	60,516
62 Printed Access Cards	75,419	39,912	2,521
64 Digital Courseware	600	88	0
65 eTextbooks	49,170	74,781	114,064
68 Trade Books	1,006	7,410	13,618
70 School Supplies	16,659	35,876	40,063
71 Electronics NonCommissionable	0	0	1,430
72 Computer Peripherals	8,850	12,041	12,570
80 School Spirit Clothing	112,173	223,057	237,726
81 Non-Emblematic Trend Area	5,925	12,367	13,310
89 Café	0	0	0
90 Graduation Products	25,750	42,669	58,837
91 Convenience	1,208	7,498	14,073
92 Dorm Furnishings-Regional Buys	81	1,581	478
93 Greeting Cards	46	218	339
94 Backpacks	2,008	4,583	3,548
96 School Spirit, Gifts, Accessories	15,850	30,600	30,422
97 Prints, Frames, Museum Shop	5,787	5,964	3,750
98 Miscellaneous Sales	6,295	17,773	18,964
Total Sales	781,916	909,191	906,480

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