

Addendum #1
RFP 25-06 Vendor Questions and Responses

There are several questions remaining unanswered, those will be updated as soon as possible.

1. What is the student opt-out rate for Inclusive Access? **0%. It is required.**
2. How many courses/sections are currently using adopted inclusive access materials? **All courses.**
3. What is the annual sales volume of inclusive access? Are these sales included in the above report requested? If yes, where do they roll up into? If not, please provide – **These are included in the totals.**
4. Does IA go through the bookstore provider or direct through the publisher? **Through the Bookstore Provider**
5. Do you have a dual enrollment program? If yes, what is your current process for supplying course materials to dually enrolled students? Are the Dual Enrollment gross sales included in the historical gross sales information provided? If not, can you please provide a breakdown of the units sold and gross sales for Dual Enrollment? Same as for other courses. **These are included in the totals .**
6. Can you expand on any specific challenges with customer service you experienced in the past? **None**
7. What are the current challenges with your existing bookstore operations that you would like to see addressed by this RFP? **None**
8. What challenges, if any, has the college faced with its current bookstore provider in integrating course material data, financial aid, and student accounts with SIS and LMS? Are there specific pain points that the new vendor should address to enhance the student experience? **None**
9. 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, but we are open to new ideas.**
10. What are the historical commission rates paid to the university from bookstore revenue? **10% Commission on General Merchandise**
11. Does the institution expect a minimum guaranteed revenue, and if so, what are the financial expectations? **No**
12. Would KYSU accept an electronic response in lieu of a paper response? **No. Please refer to Section 50.3 for RFP submission instructions.**

13. Please provide a category breakdown of textbook sales information from the past few years, including new, used, rental, digital, and inclusive access. **See table below.**
14. 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. **See table below**
15. What percentage of overall sales in the bookstore came from financial aid? **This information has not been provided.**
16. 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**
17. What percentage of the courses utilize free OER content? **Unknown, but minimal.**
18. Does KYSU have any direct agreements in place with publishers or other third-party course material providers? **No**
19. Does KYSU utilize a Campus Card that can be used to purchase materials in the Bookstore? **No**
20. Is KYSU 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? **Yes**
21. Would KYSU consider partnering with two separate vendors with two separate agreements to provide textbook operations and retail services if it deemed this more beneficial than a single vendor? **This is something we may consider.**
22. Would KYSU 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?
23. Does the institution own the current bookstore fixtures? **Yes.**
24. What is the school's Learning Management System? **Canvas**
25. 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.
26. 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.

27. Please provide any miscellaneous information that we should know. Please let us know any of pertinent information that will help us accurately establish pricing. **Too broad to address.**
28. What is the average student opt out percentage of the Follett Access program? **See #1**
29. Are there any program or item exclusions from in the Follett Access program? **No**
30. Under the current Follett Access Model, please provide the percentage breakdown between print and digital course materials. **See Table Below**
31. Is KYSU currently receiving commissions or a revenue share from the Follett Access program? **Yes, 10% on general merchandise**
32. Please provide the total billed amounts for the last academic year for the Follett Access program. **This is contained in the RFP.**
33. Are there any student populations that are not included as part of the Follett Access program? If so, please provide details. **None**
34. Does KYSU plan to continue offering the program where students pay a flat rate and automatically receive all required course materials? **Yes**
35. When did KYSU begin offering the Follett Access program? i.e. the program where students pay \$37.00 per credit hour and receive all required course materials
36. None of the required Attachments were included. Can you please provide? **All links have been uploaded. You caught it mid post.**
37. Please confirm if the intent is to implement a digital-first program where all available digital materials are provided digitally? **Yes, Digital Materials are expected unless there is no digital format.**
38. Has the institution implemented an inclusive access program at all? If so, what percentage of courses utilize Inclusive Access and how much revenue is generated from Inclusive Access? **Yes, all textbook fees are charged as part of tuition. Current fee is \$37.00/Credit Hour.**
39. Would you consider implementing an Equitable Access program as a means to provide digital course materials, especially if it meant greater savings to the student? **Yes, See #3.**
40. Are books currently included in tuition or a separate billed fee? **See #3**
41. Are there any state laws preventing the institution from enacting an Equitable Access model on campus? **No. It is our current model.**

42. Does the Institution require the ability for students to “Opt Out” of an institutional access program? **No**
43. What are the current auxiliary revenues and/or commissions generated by the bookstore?
44. What are the primary financial objectives of potentially partnering with a new/different course materials provider? **Cost savings for students, Revenue generated for the University, Incentives for recruitment and retainment of students in the form of scholarships, internships, employment, etc.**
45. Does the university view the course materials division as a revenue center? If so, what is the expected profit margin? **No**
46. Is student cost savings a priority (e.g., no mark-up by the university with all savings passed to students) **Yes**
47. Are you interested in entirely removing your bookstore from campus? If so, would a fully online bookstore be suitable for consideration? **No, We wish to maintain a Spirit Shop on campus for students, staff and visitors.**
48. Would the institution consider self-management of the bookstore with a vendor-supplied course materials program? **Yes**
49. 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? **Yes**
 - b. Do these students receive their materials through the bookstore vendor? **Yes**
 - c. Is the institution able and interested in including Dual Credit students as a part of the scope of content coverage through a vendor? **Yes**
50. What is the enrollment growth rate projection for the next 5 years? **Projected to grow to 6,000 students.**
51. Will you provide these most recent Text Adoptions booklist - preferably in Google Sheet or Excel format?
52. What % of courses require a textbook?
53. What % of courses use courseware, i.e. content with codes (i.e., My Pearson Lab, Cengage Now, Wiley Plus, etc)?
54. What % of courses use OER? What is the goal of OER% for the following 4 years of the contract.
55. We note your \$37 per credit hour charge. Are students charged that even when there is either OER or no course materials adopted? **Yes**

56. 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? **None**
57. What Commission percentages are you currently being paid for Digital and Non Digital Sales? **10% on General Merchandise**
58. What additional challenges (not mentioned in this RFP) with your existing bookstore operations would you like to see addressed with a potential transition? **Perhaps additional hours of operation.**
59. 24. 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? **\$100,000 in store improvements in 2019; \$25,000 in annual general scholarships since 2019.**
60. 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.) We have the totals but need the breakdowns please. **See table below.**
61. Please describe how students utilize their financial aid in the campus store and if there are any restrictions.
62. 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? **Fixtures are University owned. No.**
63. What other school expenses must the campus store pay for (utilities, phone, internet, trash, etc.) and what are those costs? **The University provides the space, VOIP phonline, internet, wi-fi and all utilities.**
64. 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.**
65. Do you utilize any sort of campus card program for the purchase of materials in the bookstore? If so, what company do you use to manage it? **No.**
66. Are there any limitations on convenience offerings for food or beverage? **Cannot be in conflict with our current vending or pouring rights contracts as detailed in the RFP.**
67. Are there any limitations on graduation related sales? **No, but all items must have prior approval.**
68. What is your SIS, LMS and Point of Sale System on campus? **Transact Campus**

69. Would you desire to retain the current staff in place in the store? **We are amenable to retaining staff if they are interested and available.**
70. Are there any plans to move or alter the current bookstore location? **No**
- 71.. Please provide CAD drawings of the bookstore. **We do not have these available.**
72. What is the target start date for operations under the new contract? We note that you want to be under contract by May 2025. We ask because this is an extremely tight turnaround for an RFP. We understand the limitations. This will be negotiated with the selected vendor.

Comprehensive Sales As Collected

	12 Months Ending FEBRUARY 2025	12 Months Ending FEBRUARY 2024	12 Months Ending FEBRUARY 2023
Used Text	0	499	977
Digital Format Text	1,325,970	1,137,096	1,125,742
New Text	9,077	1,422	7,621
Text - Rentals	6,734	7,878	42,167
General Books / Non-Emblematic	3,642	2,137	1,638
Supplies	2,577	2,653	3,551
Apparel	166,723	183,950	174,612
Gifts	14,705	15,609	17,931
Convenience / Grad	25,344	20,778	20,139
Technology	5,036	5,485	3,122
Total	1,559,806	1,377,507	1,397,497