

ADDENDUM #3

**QUESTIONS FROM VENDORS AND RESPONSES FROM
LCTCS AND LCTCS COLLEGES**

On

REQUEST FOR PROPOSAL

**Instructional Resource Operations for First Day Access
for the Louisiana Community and Technical College System**



Solicitation Number: 40016-11012024

Proposal Opening Date: January 31, 2025

Proposal Opening Time: 4:00 p.m. CT

The Louisiana Community and Technical College System

January 17, 2025

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- Fletcher Technical Community College
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- Northwest Louisiana Technical Community College
- Nunez Community College
- River Parishes Community College
- South Louisiana Community College
- SOWELA Technical Community College

INTRODUCTION

The LCTCS issued a Request for Proposal (RFP) on November 1, 2024 to obtain competitive proposals as allowed by Louisiana Revised Statute 39:1595 from qualified Proposers who are interested in providing Bookstore Operations and affordable First Day Access to course materials to serve the Louisiana Community and Technical College System (LCTCS or Colleges) Colleges. The timeline of events is shown here.

Action/Event	Date & Time (CT)
RFP posted to LaPAC; and Blackout Period begins	November 1, 2024
Non-Mandatory Pre-Proposal Teleconference	November 15, 2024 (11:00 AM CT)
Deadline to receive written inquiries	November 29, 2024 (4:00 PM CT)
Deadline for LCTCS to answer written inquiries	January 17, 2025 (11:59 PM CT)
Proposal Opening Date (Proposal Submission Deadline)	January 31, 2025 (4:00 PM CT)

NOTE: LCTCS reserves the right to revise this schedule. Revisions before the Proposal Submission Deadline, if any, will be formalized by the issuance of an addendum to the RFP. Revisions after the Proposal Submission Deadline, if any, will be by written notification to the eligible proposers.

This document serves as Addendum #3 for Solicitation Number: 40016-11012024, Bookstore Operations and Affordable First Day Access. It shall be posted on the LCTCS website and at the Office of State Procurement LaPAC website, to address all inquiries received and any other changes or clarifications to this RFP. Thereafter, all RFP documents, including but not limited to the specifications, terms, conditions, plans, etc., will stand as written and/or amended by any addendum. No negotiations, decisions, or actions shall be executed by any proposer as a result of any oral discussions with any LCTCS employee or LCTCS consultant. It is the proposer's responsibility to check the LaPAC website frequently for any possible addenda that may be issued. LCTCS is not responsible for a proposer's failure to download any addenda documents required to complete a Request for Proposal.

LCTCS shall not and cannot permit an open-ended inquiry period, as this creates an unwarranted delay in the procurement cycle and the operations of our customers. LCTCS reasonably expects and requires *responsible and interested* proposers to conduct their in-depth proposal review and submit inquiries in a timely manner. The inquiry period noted on the timeline is firmly set for all interested proposers to perform a detailed review of the RFP documents and to submit any written inquiries relative thereto. *Without exception*, all inquiries MUST be submitted in writing by an authorized representative of the proposer, clearly cross-referenced to the relevant section of this RFP (even if an answer has already been given to an oral question during the Non-Mandatory Pre-Proposal Teleconference). All inquiries must be received by the Inquiry Deadline date set forth in this RFP. Only those inquiries received by the established deadline shall be considered by LCTCS. Inquiries received after the established deadline shall not be entertained.

Only the RFP Coordinator or their designee has the authority to officially respond to the proposer's questions on behalf of LCTCS, including during the Blackout Period. Any communications from any other individuals are not binding to LCTCS. On the following pages, you will find the questions received by LCTCS prior to, or on the inquiry deadline. The questions have been categorized and answered to respond to a particular topic or section of the RFP. You will find some questions asked more than once, but worded differently, as many vendors sought the same information. It was our intention to provide equal attention to each vendor's questions.

Following the list of questions is a parallel document that responds to each question from LCTC System and from each LCTCS college, with replies pertaining to that particular college. The questions answered by the LCTCS System Office were extracted to cover areas where the LCTCS system could better provide information related to those questions. That said, the numbered questions answered by LCTCS and LCTCS colleges have gaps in the numbering sequence due to the extraction of the system level questions.

Thank you for your interest in Louisiana's Community and Technical Colleges.



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Creating Futures*

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System President

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LOUISIANA COMMUNITY & TECHNICAL COLLEGE SYSTEM

ADDENDUM #3

Request for Proposals

Instructional Resource Operations for First Day Access

RFP Number: 40016-11012024 DUE DATE/TIME JANUARY 6, 2025 4:00 pm

QUESTIONS AND RESPONSES

December 13, 2024

BACKGROUND AND HISTORICAL SALES

Question 1: Are there any other providers of campus store services or merchandise sales that LCTCS schools work with? Off campus store, athletic website, publisher content provider etc. Are there other providers involved in campus store operations (e.g., off-campus stores, athletic websites, publisher content providers)?

Response:

Question 2: Are there any other exclusive contracts that relate to services/product typically provided in the college store that a service provider needs to be aware of (i.e., Coke, Sodexo, Starbucks, etc.)?

Response:

Question 3: Does LCTCS have any direct agreements in place with publishers or other third-party course material providers?

Response:

Question 4: Is LCTCS able to provide the following for all store operations:

Historic sales broken down by category

Response:

Question 5: Please provide a sales report, broken down by product category (new, used, digital, apparel/merchandise, other, etc.) for at least the past three academic years (preferably 5 years) for each school in the system.

Response:

Question 6: Please provide a category breakdown of textbook sales information from the past few years, including new, used, rental, digital, and inclusive access by **individual LCTCS colleges.**

Response:

Question 7: 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., **by individual LCTCS colleges.**

Response:

Question 8: Please provide sales breakdown by category for each school, for the current partial year and the 2 previous full years.

Response:

Question 9: Provide a breakdown of course material sales by category (new, used, rental, digital, inclusive access, and trade) for the past three fiscal years by campus.

Response:

Question 10: Is LCTCS or any school in the system contracted with any publishers or outside vendors for course materials or supplies other than the current bookstore vendor?

Response:

Question 11: Provide a breakdown of current campus stores and pop-up locations, including a category breakdown of general merchandise gross sales. General merchandise categories include, School Supplies, Spirit Items, Clothing Items, Graduation Regalia, Food/Drink, Health and Beauty, Kits (Nursing/Dental Hygiene/Sciences), Art/Lab Course Specialty Supplies, and C-Store Items (examples of C-store may include, personal hygiene and medicine).

Response:

CURRENT FACILITIES AND FIXTURES

Question 12: Does LCTCS Colleges own the current bookstore fixtures?

Response:

Question 13: Is there any plan to reduce the footprint within the existing space of any existing stores based on business changes OR relocate the existing bookstore operation to another location at any point in the foreseeable future?

Response:

Question 14: Is LCTCS able to provide CAD drawings of the bookstore locations currently in place?

Response:

Question 15: Since part of the responsibilities for the winning bidder is to run campus stores, can you share the floor plans for each of the 7 schools that currently have campus bookstores?

- Delgado
- Baton Rouge CC
- South Louisiana CC
- Bossier Parish CC
- Louisiana Delta CC
- SOWELA
- Nunez CC

Response:

Question 16: Share detailed floor plans and CAD drawings of each bookstore location.

Response:

Question 17: Can you share photos, floorplans, and/or the square footage of the current bookstore spaces at each school?

Response:

Question 18: Provide a list of college-owned furniture, fixtures, and equipment (FF&E) that will remain in the store if a transition to a new bookstore provider occurs.

Response:

Question 19: Are there plans to move or alter any current bookstore locations?

Response:

Question 20: Of the fixtures that currently reside in the bookstores, will all remain for use by a new partner? Is there any unamortized expense the new partner must absorb upon commencing operations?

Response:

Question 21: Will the chosen vendor be required to purchase the inventory of the current vendor? If so, What are the inventory purchase requirements in the current contract for each school in LCTCS?

Response:

Question 22: What is the backstock storage space (square footage) in existing campus stores, and which locations have a loading dock?

Response:

Question 23: If a campus currently has a brick and mortar store, is it safe to assume the desire would be to continue with that same business model?

Response:

COURSE MATERIALS

Question 24: Does LCTCS know what % of course sections have no required materials?

Response:

Question 25: By campus, what percentage of courses use textbooks?

Response:

Question 26: By campus, what percentage use courseware (e.g., MyLab, CengageNOW)?

Response:

Question 27: Please provide the complete Course Material Adoption Lists from the two most recent main terms (Fall & Spring), including Course Information, Credit Hour Values per course, & Actual Enrollment Numbers by Course broken out **by individual colleges**.

Response:

Question 28: Please provide the Total Credit Hours that students took for the two main terms that were provided above broken out **by individual colleges**. 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.

Response:

Question 29: Please provide the booklist from the previous two terms for each school, including data on the course material adoption for each course, the enrollment per course and the number of credit hours per course.

Response:

ENROLLMENT / DUAL ENROLLMENT

Question 30: The RFP provided headcount, FTE, and SCH data for 2022-2023 as the most recent timeframe. Is the data available for 2023-2024? If so, could you provide this data for the system and by college, even if it's just partial information.

Response:

Question 31: What is the projected enrollment growth rate over the next five years?

Response:

Question 32: What is the current enrollment for concurrent high school students (Dual Enrollment/Dual Credit)?

Response:

Question 33: Do these students (Dual Enrollment/Dual Credit) use the same course materials as the other students at the institution?

Response:

Question 34: Do these students (Dual Enrollment/Dual Credit) receive their materials through the bookstore vendor?

Response:

Question 35: Is LCTCS able and interested to include Dual Credit Students as a part of the scope of content coverage through a vendor?

Response:

Question 36: Will Dual Credit students be included in the vendor's content coverage scope?

Response:

Question 37: Do these students (Dual Enrollment/Dual Credit) use the same materials as other students? Are materials provided by the bookstore vendor?

Response:

Question 38: Are Dual Enrollment gross sales included in historical data? If not, provide separate breakdowns for units sold and gross sales.

Response:

TERM OF CONTRACT

Question 39: Are all LCTCS colleges expected to onboard with the chosen provider in March 2025?

Response:

Question 40: Please provide details of the current bookstore agreements at each college and their respective contract end dates.

Response:

Question 41: The RFP includes contract expiration dates for each college. Is the expectation that the selected vendor will onboard each college as their current contracts expire, or can the colleges opt out of their current contracts and be onboarded sooner?

Response:

Question 42: Which LCTCS colleges will be able to partner with the selected proposer immediately?

Response:

EVALUATION AND SELECTION

Question 43: Who is on the RFP Committee and what are their roles at the institution?

Response:

Question 44: Are each of the colleges part of the RFP evaluation process or committee, or only representatives from LCTCS?

Response:

GRANTS AND FINANCIAL AID

Question 45: What percentage of overall sales in each LCTCS bookstore came from financial aid?

Response:

Question 46: Are there any limitations/restrictions placed on items allowed to be purchased using financial aid funds? If so, can a detail of restrictions/limitations by campus be provided?

Response:

Question 47: Which schools in LCTCS allow for the use of financial aid funds at the bookstore? Are there integrations that facilitate this? What are the percentages or dollar amounts for financial aid usage at the bookstores?

Response:

Question 48: Can students use financial aid to purchase spirit items or general merchandise?

Response:

Question 49: What percentage of sales are made using financial aid?

Response:

Question 50: How is financial aid utilized in campus stores, and are there any restrictions?

Response:

Question 51: Are there any sales reflected in the historical sales numbers of each LCTCS College that were a result of a one-time grant or other funding that will not occur in the future?

Response:

OER / EQUITABLE ACCESS / INCLUSIVE ACCESS

Question 52: Are there any items other than course materials (such as uniforms, tools/equipment, course related supplies) that are currently being provided at any campus location as part of the Inclusive Access or Equitable Access programs?

- If so, can a list of items be provided by campus?
- If not, is there an interest in having such items included as part of your inclusive or equitable access service?
- If the answer is yes, can details of what that desire would be by campus be shared?

Response:

Question 53: Is LCTCS able to provide the most recent required course materials (including OER) and supplies adoptions that LCTCS wants included in the flat fee (preferably in Google Sheet or Excel format)?

Response:

Question 54: In order to determine an appropriate equitable access/first-day fee structure, the vendors will require course material information for each campus. Please provide a booklist for Spring 2024, Summer 2024, and Fall 2024 for each college, including ISBN, author, title, and edition.

Response:

Question 55: Does LCTCS have a target for OER that it wishes to realize over the course of the contract?

Response:

Question 56: How many courses use Open Educational Resources(OER) at each school?

What percentage of courses use OER?

What is the goal for OER usage over the next four years?

Response:

Question 57: Are there any anticipated program or item exclusions from the Equitable Access program?

Response:

Question 58: Are there any OER initiatives at any school in LCTCS, where the school provides either encouragement or incentives to faculty who adopt Open Educational Resources for their courses? If yes, how many courses currently use OERs?

Response:

Question 59: Are there any library-based programs or initiatives that offer/promote OER or offer no-cost course materials to students?

- Open Educational Resources (OER):
 - For each campus, please provide the total annual student credit hours (SCH) for courses utilizing OER or no-cost materials, so these can be excluded from the Equitable Access estimate.

Response:

Question 60: Program-Specific Pricing or Exclusions:

- If specific programs require separate pricing or are to be excluded from Equitable Access (e.g., nursing, dual credit, undergraduate), please identify these programs.
- Within the booklist, provide program identifiers for these courses to distinguish them accordingly.

Response:

Question 61: Which campuses currently have Equitable Access programs?

- What are the historical opt-out rates?
- How is the opt-out process managed, and are there challenges with compliance or tracking?

Response:

Question 62: Which campuses currently have Inclusive Access programs?

- What are the historical opt-out rates?
- How is the opt-out process managed, and are there challenges with compliance or tracking?

Response:

Question 63: For campuses currently implementing Inclusive or Equitable Access, What are the current challenges with your existing programs and bookstore operations that you would like to see addressed by this RFP?

Response:

Question 64: Adoption Booklist for Accurate Estimation:

- To facilitate an accurate Equitable Access estimate, please supply your adoption booklist in Excel format for the past academic year (Winter 2024, Spring 2024, Fall 2024, and Summer 2024 semesters).
- The booklist should include the following columns: ([See template *](#) for clarity)
 - Campus Name
 - Department Name and Course Number
 - Section Number
 - Actual Enrollment by Section
 - ISBN and Title
 - Book Status (Required or Optional)
 - Program Identifiers (e.g., nursing, dual credit, undergraduate). Indicate any materials associated with programs requiring separate pricing or exclusion from Equitable Access.
 - Non-ISBN Items: If any non-ISBN items (such as kits, supplies, or custom materials) are to be included in Equitable Access, please list each item and provide their retail prices.

Response:

Question 65: How many of the schools in LCTCS currently have an inclusive access program? What is the revenue and course penetration for each of those programs?

Response:

Question 66: How many courses use Inclusive Access(IA) at each school?

Response:

Question 67: Do any LCTCS colleges currently have any inclusive or equitable access programs? If so, please provide details surrounding pricing, opt-out rates, and number of courses participating.

Response:

Question 68: Do any schools in LCTCS have specialty programs or specialty needs that aren't clearly communicated in the RFP?

Response:

SYSTEMS AND TECHNOLOGY

Question 69: Are there plans to change the LMS or SIS within the next 18 months?

Response:

Question 70: Does the institution use a Single Sign-On (SSO) solution?

Response:

BOOK STORE OPERATIONS

Question 71: By our calculations, 7 out of the 12 schools have a physical bookstore presence. Are you looking for a vendor that can operate all 7 of those locations as they are today, and also serve the other 5 schools with a virtual solution? There are obviously many more costs associated with running a physical store on campus vs just running a virtual solution and we want to ensure that we are providing a solution to you that both fits your needs and is able to be compared fairly to other vendors who may not want to run a physical store.

Response:

Question 72: Please list all LCTCS colleges that currently have a physical bookstore and all colleges that currently have an online-only bookstore.

Response:

Question 73: What other expenses (e.g., utilities, internet) must the campus store cover?

Response:

Question 74: Does each LCTCS College utilize a Campus Card that can be used to purchase materials in the bookstore? If so, what company does each College use to manage it?

Response:

Question 75: Are LCTCS Colleges 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?

Response:

Question 76: Would LCTCS Colleges consider two separate vendors with two separate agreements 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?

Response:

Question 77: What expenses (e.g., utilities, phone, internet, trash) must the campus store cover, and what are the associated costs?

Response:

Question 78: What other school expenses must the campus stores pay for (utilities, phone, internet trash etc.) and what are those costs?

Response:

Question 79: Does the institution expect the chosen vendor to retain current full-time bookstore employees? If so, provide a list of employees and their annual salaries.

- Referring to RFP Attachment A:
 - Which campuses require a campus store or pop-up store?
 - Are any campuses open to self-operating a store for merchandise, with the vendor managing Equitable Access course materials?

Response:

Question 80: Which LCTCS colleges would 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?

Response:

Question 81: Are any of the colleges open to a virtual, website-only bookstore?

Response:

Question 82: Are any of the colleges open to a hybrid bookstore, where merchandise and customer service are available on campus, but course materials are provided virtually?

Response:

Question 83: Are there programs or initiatives run by the current bookstore provider that should continue under the new contract?

Response:

OTHER MERCHANDISE

Question 84: Share inventory on hand for general merchandise by campus for the past three years (as of October 15 for 2022, 2023, and 2024).

Response:

Question 85: Provide the institution's brand guidelines and clarify if merchandise is licensed. If licensed, does the institution work with a third-party licensing agency?

Response:

Question 86: Are there restrictions on convenience offerings for food and beverages?

Response:

Question 87: Are graduation products (announcements, rings, cap and gown, diploma covers, diploma frames) currently provided by the campus stores? If so, can you please provide detail of product offered by location? If not, are there any limitations on graduation related sales?

Response:

Question 88: What is the bookstore's role in distributing graduation caps and gowns?

Response:

Question 89: Are there any limitations on convenience offerings for food or beverage?

Response:

Question 90: Is there interest by location in a food service provider beyond typical convenience store snack and sundry items? If so, would there be a space outside the area of the current bookstore locations where that service would be provided?

Response:

COMMISSION / BILLING / FINANCIAL DATA

Question 91: Does the current bookstore provider pay commissions on gross or net sales?

Response:

Question 92: Will billing be managed centrally or by each campus?

Response:

Question 93: Is there a preference for a single systemwide Equitable Access estimate or separate estimates by campus?

Response:

Question 94: Financial incentives received over the last 3 years (signing bonuses, commissions etc.)

Response:

Question 95: The requested fee structure in the RFP is per credit hour. Is LCTCS open to alternative structures such as per course, per semester, or per course material?

Response:

Question 96: Please provide details of current contractual partnerships for each school, including number of years, commission rates, and scholarships. etc.

Response:

Question 97: To clarify, LCTCS is requesting that vendors DO NOT submit financial packages containing a commission of sales paid to the colleges. Instead, LCTCS is requesting financial packages based on scholarships paid to each school, with no commission. Is this correct?

Response:

Question 98: Are there any student populations that will not be included as part of the Course Material Fee Model program? If so, please provide details.

Response:

Question 99: Is LCTCS requiring a single equitable access credit hour rate for all colleges? Or will each individual college have its own credit hour rate?

Response:

PROPOSAL SUBMISSION

Question 100: Is electronic submission acceptable for this RFP?

Response:

Question 101: Are there specific items or services the institution wants included in the vendor's proposal?

Response:

VENDOR EXPECTATIONS AND MISC.

Question 102: Provide the number of students in on-campus housing by campus, if applicable.

Response:

Question 103: What are the most important factors LCTCS and the RFP committee is considering when reviewing proposals?

Response:

Question 104: What is the highest priority item in the RFP?

Response:

Question 105: Could you provide more details about any specific challenges you have encountered in the past with customer service, or, if you prefer, with the incumbent service provider?

Response:

Question 106: What are the current challenges LCTCS, and its member colleges, would like addressed with future bookstore operations?

Response:

Question 107: What additional challenges with your existing bookstore operations would you like to see addressed not mentioned in this RFP?

Response:



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Monty Sullivan
System President

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LOUISIANA COMMUNITY & TECHNICAL COLLEGE SYSTEM

ADDENDUM #3

Request for Proposals

Instructional Resource Operations for First Day Access

RFP Number: 40016-11012024 DUE DATE/TIME JANUARY 31, 2025 4:00 pm

SYSTEM LEVEL RESPONSES

QUESTIONS AND RESPONSES JANUARY 17, 2025

COURSE MATERIALS

Question 24: Does LCTCS know what % of course sections have no required materials?

Response: Please refer to course book lists provided by colleges, [linked here](#).

Question 25: By campus, what percentage of courses use textbooks?

Response: Please refer to course book lists provided by colleges, [linked here](#).

Question 27: Please provide the complete Course Material Adoption Lists from the two most recent main terms (Fall & Spring), including Course Information, Credit Hour Values per course, & Actual Enrollment Numbers by Course broken out **by individual colleges**.

Response: Please refer to course book lists provided by colleges, [linked here](#). Actual enrollment per course by college not provided. LCTCS seeks a proposer willing to negotiate a decrease in the per-credit-hour charge for any courses higher than three credit hours.

Question 28: Please provide the Total Credit Hours that students took for the two main terms that were provided above broken out **by individual colleges**. 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.

Response: Please refer to academic year data, [linked here](#). LCTCS seeks a proposer willing to negotiate a decrease in the per-credit-hour charge for any courses higher than three credit hours.

Question 29: Please provide the booklist from the previous two terms for each school, including data on the course material adoption for each course, the enrollment per course and the number of credit hours per course.

Response: Please refer to course book lists provided by colleges, [linked here](#). Actual enrollment per course by college not provided. LCTCS seeks a proposer willing to negotiate a decrease in the per-credit-hour charge for any courses higher than three credit hours.

ENROLLMENT / DUAL ENROLLMENT

Question 30: The RFP provided headcount, FTE, and SCH data for 2022-2023 as the most recent timeframe. Is the data available for 2023-2024? If so, could you provide this data for the system and by college, even if it's just partial information.

Response: Please refer to data, [linked here](#).

Question 31: What is the projected enrollment growth rate over the next five years?

Response:

2024-2025	2025-2026	2026-2027	2027-2028	2028-2029
3%	5%	7%	5%	4%

Question 32: What is the current enrollment for concurrent high school students (Dual Enrollment/Dual Credit)?

Response: Please refer to data, [linked here](#).

Question 35: Is LCTCS able and interested to include Dual Credit Students as a part of the scope of content coverage through a vendor?

Response: Yes we are interested; A college's ability to include Dual Credit Students will vary.

Question 36: Will Dual Credit students be included in the vendor's content coverage scope?

Response: Yes we are interested; A college's ability to include Dual Credit Students will vary.

TERM OF CONTRACT

Question 39: Are all LCTCS colleges expected to onboard with the chosen provider in March 2025?

Response: No. Colleges that do not currently have a contract will onboard once a vendor is selected. The balance of the colleges will onboard depending on the renewal and cancellation terms of their current contracts.

Question 41: The RFP includes contract expiration dates for each college. Is the expectation that the selected vendor will onboard each college as their current contracts expire, or can the colleges opt out of their current contracts and be onboarded sooner?

Response: That will depend on the terms and conditions of the existing contracts for each college. Terms and condition for termination of contracts will vary by college.

EVALUATION AND SELECTION

Question 43: Who is on the RFP Committee and what are their roles at the institution?

Response: Pre-award, the names of the RFP evaluation committee members are confidential and cannot be disclosed until after the “Intent to Award” letter is issued.

Question 44: Are each of the colleges part of the RFP evaluation process or committee, or only representatives from LCTCS?

Response: Pre-award, the names of the RFP evaluation committee members are confidential and cannot be disclosed until after the “Intent to Award” letter is issued.

OER / EQUITABLE ACCESS / INCLUSIVE ACCESS

Question 53: Is LCTCS able to provide the most recent required course materials (including OER) and supplies adoptions that LCTCS wants included in the flat fee (preferably in Google Sheet or Excel format)?

Response: Please refer to course book lists provided by colleges, [linked here](#). Supplies will vary by college.

Question 54: In order to determine an appropriate equitable access/first-day fee structure, the vendors will require course material information for each campus. Please provide a booklist for Spring 2024, Summer 2024, and Fall 2024 for each college, including ISBN, author, title, and edition.

Response: Please refer to course book lists provided by colleges, [linked here](#).

Question 55: Does LCTCS have a target for OER that it wishes to realize over the course of the contract?

Response: No target at this time.

Question 56: How many courses use Open Educational Resources (OER) at each school? What percentage of courses use OER?

Response: Please refer to course book lists for the number of courses, (CONO = OER) provided by colleges, [linked here](#).

What is the goal for OER usage over the next four years?

Response: No target at this time.

Question 59: Are there any library-based programs or initiatives that offer/promote OER or offer no-cost course materials to students?

- Open Educational Resources (OER):
 - For each campus, please provide the total annual student credit hours (SCH) for courses utilizing OER or no-cost materials, so these can be excluded from the Equitable Access estimate.

Response: Please refer to course book lists provided by colleges, [linked here](#). LCTCS is involved in [LOUIS library projects](#) to develop OER course material.

Question 64: Adoption Booklist for Accurate Estimation:

- To facilitate an accurate Equitable Access estimate, please supply your adoption booklist in Excel format for the past academic year (Winter 2024, Spring 2024, Fall 2024, and Summer 2024 semesters).
- The booklist should include the following columns: ([See template *](#) for clarity)
 - Campus Name
 - Department Name and Course Number
 - Section Number
 - Actual Enrollment by Section
 - ISBN and Title
 - Book Status (Required or Optional)
 - Program Identifiers (e.g., nursing, dual credit, undergraduate). Indicate any materials associated with programs requiring separate pricing or exclusion from Equitable Access.

- Non-ISBN Items: If any non-ISBN items (such as kits, supplies, or custom materials) are to be included in Equitable Access, please list each item and provide their retail prices.

Response: Please refer to course book lists provided by colleges, [linked here](#).

Question 71: By our calculations, 7 out of the 12 schools have a physical bookstore presence. Are you looking for a vendor that can operate all 7 of those locations as they are today, and also serve the other 5 schools with a virtual solution? There are obviously many more costs associated with running a physical store on campus vs just running a virtual solution and we want to ensure that we are providing a solution to you that both fits your needs and is able to be compared fairly to other vendors who may not want to run a physical store.

Response: Yes. Each college will determine whether it will have a physical bookstore or a virtual solution only. College level answers will provide that information.

SYSTEMS AND TECHNOLOGY

Question 69: Are there plans to change the LMS or SIS within the next 18 months?

Response: Not at this time.

Question 70: Does the institution use a Single Sign-On (SSO) solution?

Response: Yes - Ellucian Ethos for SSO

Question 81: Are any of the colleges open to a virtual, website-only bookstore?

Response: Yes, please see individual college responses.

COMMISSION / BILLING / FINANCIAL DATA

Question 92: Will billing be managed centrally or by each campus?

Response: Each college will manage their own contract and billing for their own bookstore.

Question 93: Is there a preference for a single systemwide Equitable Access estimate or separate estimates by campus?

Response: A single systemwide Equitable Access estimate is required, with the per credit hour fee consistent across all colleges.

Question 95: The requested fee structure in the RFP is per credit hour. Is LCTCS open to alternative structures such as per course, per semester, or per course material?

Response: Alternative structures may be presented, but the per credit hour fee structure **must** be provided and scoring will be based on the per credit hour fee in the proposal.

Question 97: To clarify, LCTCS is requesting that vendors DO NOT submit financial packages containing a commission of sales paid to the colleges. Instead, LCTCS is requesting financial packages based on scholarships paid to each school, with no commission. Is this correct?

Response: College foundations will be entitled to commission on items sold, other than for course material.

Question 99: Is LCTCS requiring a single equitable access credit hour rate for all colleges? Or will each individual college have its own credit hour rate?

Response: A single systemwide Equitable Access estimate is required, with the per credit hour fee consistent across all colleges.

PROPOSAL SUBMISSION

Question 100: Is electronic submission acceptable for this RFP?

Response: No. All submissions must be as described in Sections 1.7, 1.8 and 1.9 of the RFP. Proposals may be delivered by hand or courier service to the LCTCS physical location at:

LCTCS
Attn.: Michele Nardini, RFP Coordinator
265 S. Foster Dr.
Baton Rouge, LA 70806
Phone No. (225) 922-1635

Question 101: Are there specific items or services the institution wants included in the vendor's proposal?

Response: Areas that will be scored are clearly identified in the RFP.

VENDOR EXPECTATIONS AND MISC.

Question 102: Provide the number of students in on-campus housing by campus, if applicable.

Response: LCTCS colleges do not have on-campus housing.

Question 103: What are the most important factors LCTCS and the RFP committee is considering when reviewing proposals?

Response: Areas that will be scored are clearly identified in the RFP.

Question 104: What is the highest priority item in the RFP?

Response: Areas that will be scored are clearly identified in the RFP.



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Louisiana
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www.lctcs.edu

LOUISIANA COMMUNITY & TECHNICAL COLLEGE SYSTEM

ADDENDUM #3

Request for Proposals

Instructional Resource Operations for First Day Access

RFP Number: 40016-11012024 DUE DATE/TIME JANUARY 31, 2025 4:00 pm

BOSSIER PARISH COMMUNITY COLLEGE

QUESTIONS AND RESPONSES

January 17, 2025

BACKGROUND AND HISTORICAL SALES

Question 1: Are there any other providers of campus store services or merchandise sales that LCTCS schools work with? Off campus store, athletic website, publisher content provider etc. Are there other providers involved in campus store operations (e.g., off-campus stores, athletic websites, publisher content providers)?

Response: No

Question 2: Are there any other exclusive contracts that relate to services/product typically provided in the college store that a service provider needs to be aware of (i.e., Coke, Sodexo, Starbucks, etc.)?

Response: Only what would apply at the campus level. Ex. Coke.

Question 3: Does LCTCS have any direct agreements in place with publishers or other third-party course material providers?

Response: No

Question 4: Is LCTCS able to provide the following for all store operations:

Historic sales broken down by category

Response: Please see Attachment #1.

Question 5: Please provide a sales report, broken down by product category (new, used, digital, apparel/merchandise, other, etc.) for at least the past three academic years (preferably 5 years) for each school in the system.

Response: Please see Attachment #1.

Question 6: Please provide a category breakdown of textbook sales information from the past few years, including new, used, rental, digital, and inclusive access by **individual LCTCS colleges.**

Response: Please see Attachment #1. Due to the complexity of the reporting, our current bookstore indicated that they would need more time to break out the inclusive access sales from the digital and physical course materials reporting.

Question 7: 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., **by individual LCTCS colleges.**

Response: Please see Attachment #1.

Question 8: Please provide sales breakdown by category for each school, for the current partial year and the 2 previous full years.

Response: Please see Attachment #1.

Question 9: Provide a breakdown of course material sales by category (new, used, rental, digital, inclusive access, and trade) for the past three fiscal years by campus.

Response: Please see Attachment #1.

Question 10: Is LCTCS or any school in the system contracted with any publishers or outside vendors for course materials or supplies other than the current bookstore vendor?

Response: No

Question 11: Provide a breakdown of current campus stores and pop-up locations, including a category breakdown of general merchandise gross sales. General merchandise categories include, School Supplies, Spirit Items, Clothing Items, Graduation Regalia, Food/Drink, Health and Beauty, Kits (Nursing/Dental Hygiene/Sciences), Art/Lab Course Specialty Supplies, and C-Store Items (examples of C-store may include, personal hygiene and medicine).

Response: The BPCC bookstore has one location that sells items in the following categories – school supplies, spirit items, clothing items, graduation regalia, food/drink, health and beauty, requested supply kits, art/lab course supplies.

CURRENT FACILITIES AND FIXTURES

Question 12: Does LCTCS Colleges own the current bookstore fixtures?

Response: No

Question 13: Is there any plan to reduce the footprint within the existing space of any existing stores based on business changes OR relocate the existing bookstore operation to another location at any point in the foreseeable future?

Response: No

Question 14: Is LCTCS able to provide CAD drawings of the bookstore locations currently in place?

Response: Yes. See Attachment #2.

Question 15: Since part of the responsibilities for the winning bidder is to run campus stores, can you share the floor plans for each of the 7 schools that currently have campus bookstores?

- Delgado
- Baton Rouge CC
- South Louisiana CC
- Bossier Parish CC
- Louisiana Delta CC
- Sowela
- Nunez CC

Response: Yes. See Attachment #2.

Question 16: Share detailed floor plans and CAD drawings of each bookstore location.

Response: See Attachment #2

Question 17: Can you share photos, floorplans, and/or the square footage of the current bookstore spaces at each school?

Response: See Attachment #2

Question 18: Provide a list of college-owned furniture, fixtures, and equipment (FF&E) that will remain in the store if a transition to a new bookstore provider occurs.

Response: See Attachment #2

Question 19: Are there plans to move or alter any current bookstore locations?

Response: No

Question 20: Of the fixtures that currently reside in the bookstores, will all remain for use by a new partner? Is there any unamortized expense the new partner must absorb upon commencing operations?

Response: Please see Attachment #2 for fixtures that will remain in the store.

Question 21: Will the chosen vendor be required to purchase the inventory of the current vendor? If so, What are the inventory purchase requirements in the current contract for each school in LCTCS?

Response: No

Question 22: What is the backstock storage space (square footage) in existing campus stores, and which locations have a loading dock?

Response: It is 226 sq. ft. and it has a loading dock.

Question 23: If a campus currently has a brick and mortar store, is it safe to assume the desire would be to continue with that same business model?

Response: Yes

COURSE MATERIALS

Question 26: By campus, what percentage use courseware (e.g., MyLab, CengageNOW)?

Response: Here is the breakdown by division:

Business & IT: 80%
STEM: 72.7%
Arts, Humanities, and Social Sciences: 17%
Nursing & Allied Health: 0%

ENROLLMENT / DUAL ENROLLMENT

Question 33: Do these students (Dual Enrollment/Dual Credit) use the same course materials as the other students at the institution?

Response: Yes

Question 34: Do these students (Dual Enrollment/Dual Credit) receive their materials through the bookstore vendor?

Response: Students enrolled in Dual Enrollment courses held on high school campuses do not typically use materials from the bookstore vendor. However, credentialed high school instructors may request access to these materials for themselves and their students if necessary.

Dual Enrollment students enrolled in courses taught by BPCC instructors (online or face-to-face) use the same materials provided by the bookstore vendor as traditional students.

Question 37: Do these students (Dual Enrollment/Dual Credit) use the same materials as other students? Are materials provided by the bookstore vendor?

Response: Students enrolled in Dual Enrollment courses held on high school campuses do not typically use materials from the bookstore vendor. However, credentialed high school instructors may request access to these materials for themselves and their students if necessary.

Dual Enrollment students enrolled in courses taught by BPCC instructors (online or face-to-face) use the same materials provided by the bookstore vendor as traditional students.

Question 38: Are Dual Enrollment gross sales included in historical data? If not, provide separate breakdowns for units sold and gross sales.

Response: Yes.

TERM OF CONTRACT

Question 40: Please provide details of the current bookstore agreements at each college and their respective contract end dates.

Response: 2029 with an option to renew.

Question 42: Which LCTCS colleges will be able to partner with the selected proposer immediately?

Response: Our institution would be able to partner with the selected proposer beginning fall 2025.

GRANTS AND FINANCIAL AID

Question 45: What percentage of overall sales in each LCTCS bookstore came from financial aid?

Response: Due to the complexities of reporting and the multiple start dates each semester, the bookstore is unable to provide this with accuracy.

Question 46: Are there any limitations/restrictions placed on items allowed to be purchased using financial aid funds? If so, can a detail of restrictions/limitations by campus be provided?

Response: Students can purchase books and supplies only.

Question 47: Which schools in LCTCS allow for the use of financial aid funds at the bookstore? Are there integrations that facilitate this? What are the percentages or dollar amounts for financial aid usage at the bookstores?

Response: Our institution does allow for the use of financial aid funds at the bookstore. The bookstore and the campus have an integrated reporting system. We create a list using Banner and our IT department uploads eligible students to bookstore's database. The students can use financial aid credit balances up to \$1,000.00.

Question 48: Can students use financial aid to purchase spirit items or general merchandise?

Response: At the BPCC bookstore they can purchase technology and supplies in addition to their course materials, but no spirit items or clothing.

Question 49: What percentage of sales are made using financial aid?

Response: Our bookstore was not able to retrieve this information.

Question 50: How is financial aid utilized in campus stores, and are there any restrictions?

Response: At the BPCC bookstore, students are able to use financial aid at the start of each term. They cannot purchase spirit items like clothing with emblematic apparel. They can purchase course materials, supplies, and technology.

Question 51: Are there any sales reflected in the historical sales numbers of each LCTCS College that were a result of a one-time grant or other funding that will not occur in the future?

Response: N/A

OER / EQUITABLE ACCESS / INCLUSIVE ACCESS

Question 52: Are there any items other than course materials (such as uniforms, tools/equipment, course related supplies) that are currently being provided at any campus location as part of the Inclusive Access or Equitable Access programs?

- If so, can a list of items be provided by campus?
- If not, is there an interest in having such items included as part of your inclusive or equitable access service?
- If the answer is yes, can details of what that desire would be by campus be shared?

Response: No, there are no items other than course materials that are currently being provided at any campus location as part of an Inclusive Access or Equitable Access program.

Question 57: Are there any anticipated program or item exclusions from the Equitable Access program?

Response: For contract renewal, we have discussed potential exclusion of courses that use OER's as well as sequenced courses that use the same course materials.

Question 58: Are there any OER initiatives at any school in LCTCS, where the school provides either encouragement or incentives to faculty who adopt Open Educational Resources for their courses? If yes, how many courses currently use OERs?

Response: No, the school does not provide incentives to faculty who adopt OER's; however, they are encouraged to seek OER's. Our institution currently has 202 courses that use OER's.

Question 60: Program-Specific Pricing or Exclusions:

- If specific programs require separate pricing or are to be excluded from Equitable Access (e.g., nursing, dual credit, undergraduate), please identify these programs.
- Within the booklist, provide program identifiers for these courses to distinguish them accordingly.

Response: No programs are currently excluded from Equitable Access. However, analysis of the current contract has determined that the institution may consider excluding nursing program students.

Question 61: Which campuses currently have Equitable Access programs?

- What are the historical opt-out rates?

- How is the opt-out process managed, and are there challenges with compliance or tracking?

Response: The College has participated in an Equitable Access program for one semester (fall 2024). The opt-out rate was 6.65%. Students were automatically opted-in but were able to opt out. There are two opt-out portal solutions, one provided by bookstore and one provided by LCTCS. We chose to use the LCTCS solution for two reasons: one, it is connected to Banner, which makes managing the student fees automated and two, the interface for students to opt-out is familiar to them and built into LOLA (rather than sending the students to a third-party).

With the LCTCS solution, when students opt out on LOLA, Banner is automatically updated and any charges to the student are automatically removed from their student account. To ensure the bookstore knows which students are opted out, we set up a Cognos report to compile the list of opt-out students and it automatically emails to specific persons at the bookstore daily so they may update their records.

With the bookstore solution, students would go to a third-party website and opt-out; Bookstore would opt the students out and then provide us with a list. We would have had to regularly access their FTP server to pull this data down and use it to update Banner manually. This would most likely have resulted in delayed updates to student accounts and additional time and effort on our part.

As far as challenges, reconciling the bookstore invoices has proven to be somewhat tricky, but this would hold true regardless of which opt-out solution we selected. We did have a hiccup in the fall semester, in that the representative of the bookstore vendor who was supposed to be opting students out was not actually performing this task. This problem was discovered when our Finance Office began reconciling the fall invoices (they were billing us for students that were opted out on our side but not theirs). After meeting with them, we have a better plan in place for spring to make sure the opt-outs are actually being done.

Question 62: Which campuses currently have Inclusive Access programs?

- What are the historical opt-out rates?
- How is the opt-out process managed, and are there challenges with compliance or tracking?

Response: The College has participated in an Equitable Access program for one semester (fall 2024). The opt-out rate was 6.65%. Students were automatically opted-in but were able to opt out. There are two opt-out portal solutions, one provided by bookstore and one provided by LCTCS. We chose to use the LCTCS solution for two reasons: one, it is connected to Banner, which makes managing the student fees automated and two, the interface for students to opt-out is familiar to them and built into LOLA (rather than sending the students to a third-party).

With the LCTCS solution, when students opt out on LOLA, Banner is automatically updated and any charges to the student are automatically removed from their student account. To ensure bookstore knows which students are opted out, we set up a Cognos report to compile the list of opt-out students and it automatically emails to specific persons at the bookstore daily so they may update their records.

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As far as challenges, reconciling the bookstore invoices has proven to be somewhat tricky, but this would hold true regardless of which opt-out solution we selected. We did have a hiccup in the fall semester, in that the representative from bookstore who was supposed to be opting students out was not actually performing this task. This problem was discovered when our Finance Office began reconciling the fall invoices (they were billing us for students that were opted out on our side but not theirs). After meeting with them, we have a better plan in place for spring to make sure the opt-outs are actually being done.

Question 63: For campuses currently implementing Inclusive or Equitable Access, what are the current challenges with your existing programs and bookstore operations that you would like to see addressed by this RFP?

Response: Challenges have included (1) turnover in account representatives, which results in a lack of communication, and (2) resistance to supporting students by considering exemptions for courses using OER's and courses that are a sequence or corequisite that use the same materials (Corequisite English Composition I/Lab, for example).

Additionally, reconciling the bookstore invoices has proven to be somewhat tricky, but this would hold true regardless of which opt-out solution we selected. We did have a hiccup in the fall semester, in that the representative from the bookstore vendor who was supposed to be opting students out was not actually performing this task. This problem was discovered when our Finance Office began reconciling the fall invoices (they were billing us for students that were opted out on our side but not theirs). After meeting with them, we have a better plan in place for spring to make sure the opt-outs are actually being done.

Question 65: How many of the schools in LCTCS currently have an inclusive access program? What is the revenue and course penetration for each of those programs?

Response: The College does have an inclusive access program through the bookstore. We collected \$1,254,728.00. None of this is considered revenue to the College; they are funds held in custody for bookstore. When they invoice us, we use the collected funds to pay the invoices.

Question 66: How many courses use Inclusive Access (IA) at each school?

Response: Currently, all courses use IA at the institution.

Question 67: Do any LCTCS colleges currently have any inclusive or equitable access programs? If so, please provide details surrounding pricing, opt-out rates, and number of courses participating.

Response: BPCC began offering an inclusive/equitable access program through the bookstore in fall 2024. Pricing was \$25.50 per credit hour, 6.65 % opted out, and all courses participated.

Question 68: Do any schools in LCTCS have specialty programs or specialty needs that aren't clearly communicated in the RFP?

Response: Currently, there are no specialty programs or specialty needs that aren't clearly communicated in the RFP.

BOOK STORE OPERATIONS

Question 71: By our calculations, 7 out of the 12 schools have a physical bookstore presence. Are you looking for a vendor that can operate all 7 of those locations as they are today, and also serve the other 5 schools with a virtual solution? There are obviously many more costs associated with running a physical store on campus vs just running a virtual solution and we want to ensure that we are providing a solution to you that both fits your needs and is able to be compared fairly to other vendors who may not want to run a physical store.

Response: Yes

Question 72: Please list all LCTCS colleges that currently have a physical bookstore and all colleges that currently have an online-only bookstore.

Response: Our institution has a physical bookstore, but they have an online presence on our website so that students can order online and have materials shipped.

Question 73: What other expenses (e.g., utilities, internet) must the campus store cover?

Response: Bookstore vendor provides internet and phone for the bookstore.

Question 74: Does each LCTCS College utilize a Campus Card that can be used to purchase materials in the bookstore? If so, what company does each College use to manage it?

Response: No

Question 75: Are LCTCS Colleges 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?

Response: Our priority is our students and that the service provided to them is nothing short of excellent. We are open to operations that meet that expectation.

Question 76: Would LCTCS Colleges consider two separate vendors with two separate agreements 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?

Response: Our priority is our students and that the service provided to them is nothing short of excellent. We are open to operations that meet that expectation.

Question 77: What expenses (e.g., utilities, phone, internet, trash) must the campus store cover, and what are the associated costs?

Response: Bookstore vendor provides internet and phone for the store. The College provides utilities and trash.

Question 78: What other school expenses must the campus stores pay for (utilities, phone, internet trash etc.) and what are those costs?

Response: Bookstore vendor provides internet and phone for the store. The College provides utilities and trash.

Question 79: Does the institution expect the chosen vendor to retain current full-time bookstore employees? If so, provide a list of employees and their annual salaries.

- Referring to RFP Attachment A:
 - Which campuses require a campus store or pop-up store?
 - Are any campuses open to self-operating a store for merchandise, with the vendor managing Equitable Access course materials?

Response: No

Question 80: Which LCTCS colleges would 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?

Response: Our priority is our students and that the service provided to them is nothing short of excellent. We are open to operations that meet that expectation. We do have students that prefer getting assistance by coming to campus; not having a bookstore physically present on campus could create challenges in helping those students.

Question 81: Are any of the colleges open to a virtual, website-only bookstore?

Response: Our priority is our students and that the service provided to them is nothing short of excellent. We are open to operations that meet that expectation. We do have students that prefer getting assistance by coming to campus; not having a bookstore physically present on campus could create challenges in helping those students.

Question 82: Are any of the colleges open to a hybrid bookstore, where merchandise and customer service are available on campus, but course materials are provided virtually?

Response: Our priority is our students and that the service provided to them is nothing short of excellent. We are open to operations that meet that expectation. We do have students that prefer getting assistance by coming to campus; not having a bookstore physically present on campus could create challenges in helping those students.

Question 83: Are there programs or initiatives run by the current bookstore provider that should continue under the new contract?

Response: No

OTHER MERCHANDISE

Question 84: Share inventory on hand for general merchandise by campus for the past three years (as of October 15 for 2022, 2023, and 2024).

Response: Our bookstore was not able to retrieve this information by the deadline.

Question 85: Provide the institution's brand guidelines and clarify if merchandise is licensed. If licensed, does the institution work with a third-party licensing agency?

Response: N/A

Question 86: Are there restrictions on convenience offerings for food and beverages?

Response: The BPCC bookstore uses the same vendor as the campus for convenience foods and beverages.

Question 87: Are graduation products (announcements, rings, cap and gown, diploma covers, diploma frames) currently provided by the campus stores? If so, can you please provide detail of product offered by location? If not, are there any limitations on graduation related sales?

Response: Yes, they are provided through the bookstore and there are no limitations on graduation-related sales. A physical bookstore is only located on BPCC's Bossier campus, and the following graduation products are offered: caps and gowns, diploma frames, and announcements.

Question 88: What is the bookstore's role in distributing graduation caps and gowns?

Response: Graduation caps and gowns are sold and distributed through the bookstore. The BPCC bookstore also participates in Grad Fair, an event where students can pick up their caps and gowns.

Question 89: Are there any limitations on convenience offerings for food or beverage?

Response: The BPCC bookstore uses the same vendor as the campus for convenience foods and beverages.

Question 90: Is there interest by location in a food service provider beyond typical convenience store snack and sundry items? If so, would there be a space outside the area of the current bookstore locations where that service would be provided?

Response: No. We have a no-compete clause in our contract with Subway.

COMMISSION / BILLING / FINANCIAL DATA

Question 91: Does the current bookstore provider pay commissions on gross or net sales?

Response: The provider pays on gross sales.

Question 94: Financial incentives received over the last 3 years (signing bonuses, commissions etc.)

Response: The bookstore makes a capital investment up to the retail value of \$200,000 as described in the Response to RFP. The extent and nature of any capital investment and scheduling of same shall be mutually agreed upon with the College. The store was renovated in 2023.

Please see Attachment #3 for commission statements for the past three fiscal years.

Question 96: Please provide details of current contractual partnerships for each school, including number of years, commission rates, and scholarships. etc.

Response: The BPCC bookstore has been run by the current vendor since 2015.

Current Term. The term of this Contract shall commence on July 1, 2019, and continue for a period of ten (10) years ending on June 30, 2029.

Bookstore vendor shall pay to the College an amount equal to fifteen.one percent (15.1.0%) of all commissionable sales up to two million dollars (\$2,000,000), sixteen.one percent (16.1.0%) of all commissionable sales over two million dollars (\$2,000,000) and seven percent (7.0%) on digital textbooks.

Scholarships. Bookstore vendor shall pay annually \$5,000 in General Scholarships and \$10,000 in Textbook Scholarships

Capital Investment. Bookstore vendor shall make the capital investment up to the retail value of \$200,000 as described in the Response to RFP. The extent and nature of any capital investment and scheduling of same shall be mutually agreed upon with the College. The store was renovated in 2023.

Question 98: Are there any student populations that will not be included as part of the Course Material Fee Model program? If so, please provide details.

Response: We would prefer to exclude dual enrollment students who are taking dual enrollment classes at the high school campuses and students enrolled in nursing programs.

VENDOR EXPECTATIONS AND MISC.

Question 105: Could you provide more details about any specific challenges you have encountered in the past with customer service, or, if you prefer, with the incumbent service provider?

Response: Challenges have included (1) turnover in account representatives, which results in a lack of communication, and (2) resistance to supporting students by considering exemptions for courses using OER's and courses that are a sequence or corequisite that use the same materials (Corequisite English Composition I/Lab, for example).

Additionally, reconciling the bookstore invoices has proven to be somewhat tricky, but this would hold true regardless of which opt-out solution we selected. We did have a hiccup in the fall semester, in that the representative from the bookstore vendor who was supposed to be opting students out was not actually performing this task. This problem was discovered when our Finance Office began reconciling the fall invoices (they were billing us for students that were opted out on our side but not theirs). After meeting with them, we have a better plan in place for spring to make sure the opt-outs are actually being done.

Question 106: What are the current challenges LCTCS, and its member colleges, would like addressed with future bookstore operations?

Response: Challenges have included (1) turnover in account representatives, which results in a lack of communication, and (2) resistance to supporting students by considering exemptions for courses using OER's and courses that are a sequence or corequisite that use the same materials (Corequisite English Composition I/Lab, for example).

Additionally, reconciling the bookstore invoices has proven to be somewhat tricky, but this would hold true regardless of which opt-out solution we selected. We did have a hiccup in the fall semester, in that the representative from the bookstore vendor who was supposed to be opting students out was not actually performing this task. This problem was discovered when our Finance Office began reconciling the fall invoices (they were billing us for students that were opted out on our side but not theirs). After meeting with them, we have a better plan in place for spring to make sure the opt-outs are actually being done.

Question 107: What additional challenges with your existing bookstore operations would you like to see addressed not mentioned in this RFP?

Response: Bookstore operations should align with campus events such as registration days. We have encountered resistance to having late hours of operation when we are registering students until 6:00 pm. This forces students to have to come back to campus, which is not serving students in the way that we should.

ATTACHMENT #1

Store #1610
Vendor #105118
ACH

Bossier Parish Community College Bookstore

COMMISSION COMPUTATION

JULY 2021 TO JUNE 2022

	<u>Gross Sales</u>	<u>Other Commission</u>	<u>Exempt Sales</u>	<u>Commissionable Sales</u>	<u>Digital Sales</u>
Jul-21	\$ 9,275.30	\$ -	\$ (1,524.64)	\$ 7,750.66	(350.79)
Aug-21	\$ 338,709.11	\$ -	\$ (111,570.41)	\$ 227,138.70	151,883.23
Sep-21	\$ 52,488.41	\$ -	\$ (12,399.59)	\$ 40,088.82	1,860.29
Oct-21	\$ 28,484.95	\$ -	\$ (12,298.93)	\$ 16,186.02	20,478.63
Nov-21	\$ 14,288.02	\$ -	\$ (1,924.95)	\$ 12,363.07	1,325.72
Dec-21	\$ 12,675.86	\$ -	\$ (1,253.56)	\$ 11,422.30	5,542.42
Jan-22	\$ 261,735.93	\$ -	\$ (101,891.24)	\$ 159,844.69	134,761.62
Feb-22	\$ 22,422.99	\$ -	\$ (1,975.86)	\$ 20,447.13	3,844.19
Mar-22	\$ 22,021.63	\$ -	\$ (5,732.29)	\$ 16,289.34	19,296.64
Apr-22	\$ 14,701.06	\$ -	\$ (441.07)	\$ 14,259.99	766.72
May-22	\$ 28,499.81	\$ -	\$ (7,453.49)	\$ 21,046.32	50,858.89
Jun-22	\$ 20,311.28	\$ -	\$ (2,021.76)	\$ 18,289.52	2,894.48
	<u>\$ 825,614.35</u>	<u>\$ -</u>	<u>\$ (260,487.79)</u>	<u>\$ 565,126.56</u>	<u>\$ 393,162.04</u>

Commission

15.1%	\$ 565,126.56	\$ 85,334.11	
16.1%	> \$2 Million	\$ -	
			\$ 85,334.11
Digital			
7.0%	\$ 393,162.04		\$ 27,521.34

Less: Payments previously made for the month indicated

Jul-21	\$ (1,145.79)
Aug-21	\$ -
Sep-21	\$ (51,113.41)
Oct-21	\$ -
Nov-21	\$ (5,837.22)
Dec-21	\$ (2,112.74)
Jan-22	\$ (33,569.85)
Feb-22	\$ (3,356.61)
Mar-22	\$ (3,810.46)
Apr-22	\$ (2,206.92)
May-22	\$ (6,738.12)
Jun-22	\$ -
	<u>\$ (109,891.12)</u>

Commission Due

\$ 2,964.33

ATTACHMENT #1

Store #1610
Vendor #105118
ACH

Bossier Parish Community College Bookstore**COMMISSION COMPUTATION**

JULY 2022 TO JUNE 2023

	<u>Gross Sales</u>	<u>Other Commission</u>	<u>Exempt Sales</u>	<u>Commissionable Sales</u>	<u>Digital Sales</u>
Jul-22	\$ 11,416.49	\$ -	\$ (690.58)	\$ 10,725.91	811.02
Aug-22	\$ 280,387.87	\$ -	\$ (109,354.22)	\$ 171,033.65	113,477.03
Sep-22	\$ 60,589.55	\$ -	\$ (15,123.73)	\$ 45,465.82	61,897.48
Oct-22	\$ 49,850.63	\$ -	\$ (12,727.57)	\$ 37,123.06	22,552.28
Nov-22	\$ 9,893.06	\$ -	\$ (594.94)	\$ 9,298.12	992.39
Dec-22	\$ 16,547.62	\$ -	\$ (1,442.36)	\$ 15,105.26	7,904.97
Jan-23	\$ 266,209.28	\$ -	\$ (85,803.32)	\$ 180,405.96	124,578.41
Feb-23	\$ 34,556.81	\$ -	\$ (9,235.23)	\$ 25,321.58	43,173.22
Mar-23	\$ 27,438.34	\$ -	\$ (10,708.75)	\$ 16,729.59	27,758.37
Apr-23	\$ 12,059.60	\$ -	\$ 4.27	\$ 12,063.87	568.86
May-23	\$ 33,935.40	\$ -	\$ (12,333.83)	\$ 21,601.57	5,915.40
Jun-23	\$ 28,302.78	\$ -	\$ (5,967.53)	\$ 22,335.25	72,159.67
	<u>\$ 831,187.43</u>	<u>\$ -</u>	<u>\$ (263,977.79)</u>	<u>\$ 567,209.64</u>	<u>\$ 481,789.10</u>

Commission

15.1%	\$ 567,209.64	\$ 85,648.66	
16.1%	> \$2 Million	\$ -	
			\$ 85,648.66
Digital			
7.0%	\$ 481,789.10		\$ 33,725.24

Less: Payments previously made for the month indicated

Jul-22	\$ (1,676.38)
Aug-22	\$ (33,769.47)
Sep-22	\$ (11,198.17)
Oct-22	\$ (7,184.24)
Nov-22	\$ -
Dec-22	\$ (1,473.48)
Jan-23	\$ -
Feb-23	\$ -
Mar-23	\$ -
Apr-23	\$ -
May-23	\$ (55,648.36)
Jun-23	\$ -
	<u>\$ (110,950.10)</u>

Commission Due\$ 8,423.80

ATTACHMENT #1

Store #1610
Vendor #105118
ACH

Bossier Parish Community College Bookstore COMMISSION COMPUTATION JULY 2023 TO JUNE 2024

	Gross Sales	Other Commission	Exempt Sales	Commissionable Sales	Digital Sales
Jul-23	\$ 4,657.96	\$ -	\$ (346.00)	\$ 4,311.96	1,449.17
Aug-23	\$ 215,616.58	\$ -	\$ (96,808.04)	\$ 118,808.54	117,211.98
Sep-23	\$ 93,314.68	\$ -	\$ (34,160.13)	\$ 59,154.55	53,276.62
Oct-23	\$ 33,804.82	\$ -	\$ (17,655.69)	\$ 16,149.13	(12,363.15)
Nov-23	\$ 7,513.20	\$ -	\$ (375.53)	\$ 7,137.67	7.12
Dec-23	\$ 16,667.17	\$ -	\$ (1,895.53)	\$ 14,771.64	8,542.54
Jan-24	\$ 221,128.98	\$ -	\$ (83,785.35)	\$ 137,343.63	81,823.38
Feb-24	\$ 29,047.92	\$ -	\$ (10,293.66)	\$ 18,754.26	20,136.33
Mar-24	\$ 20,746.38	\$ -	\$ (5,035.64)	\$ 15,710.74	19,495.36
Apr-24	\$ 11,807.04	\$ -	\$ (691.41)	\$ 11,115.63	(23.23)
May-24	\$ 37,300.13	\$ -	\$ (13,888.33)	\$ 23,411.80	24,950.59
Jun-24	\$ 30,300.50	\$ -	\$ (8,607.10)	\$ 21,693.40	30,134.96
	<u>\$ 721,905.36</u>	<u>\$ -</u>	<u>\$ (273,542.41)</u>	<u>\$ 448,362.95</u>	<u>\$ 344,641.67</u>

Commission

15.1%	\$ 448,362.95	\$ 67,702.81	
16.1%	> \$2 Million	\$ -	
			\$ 67,702.81

Digital

7.0%	\$ 344,641.67		\$ 24,124.92
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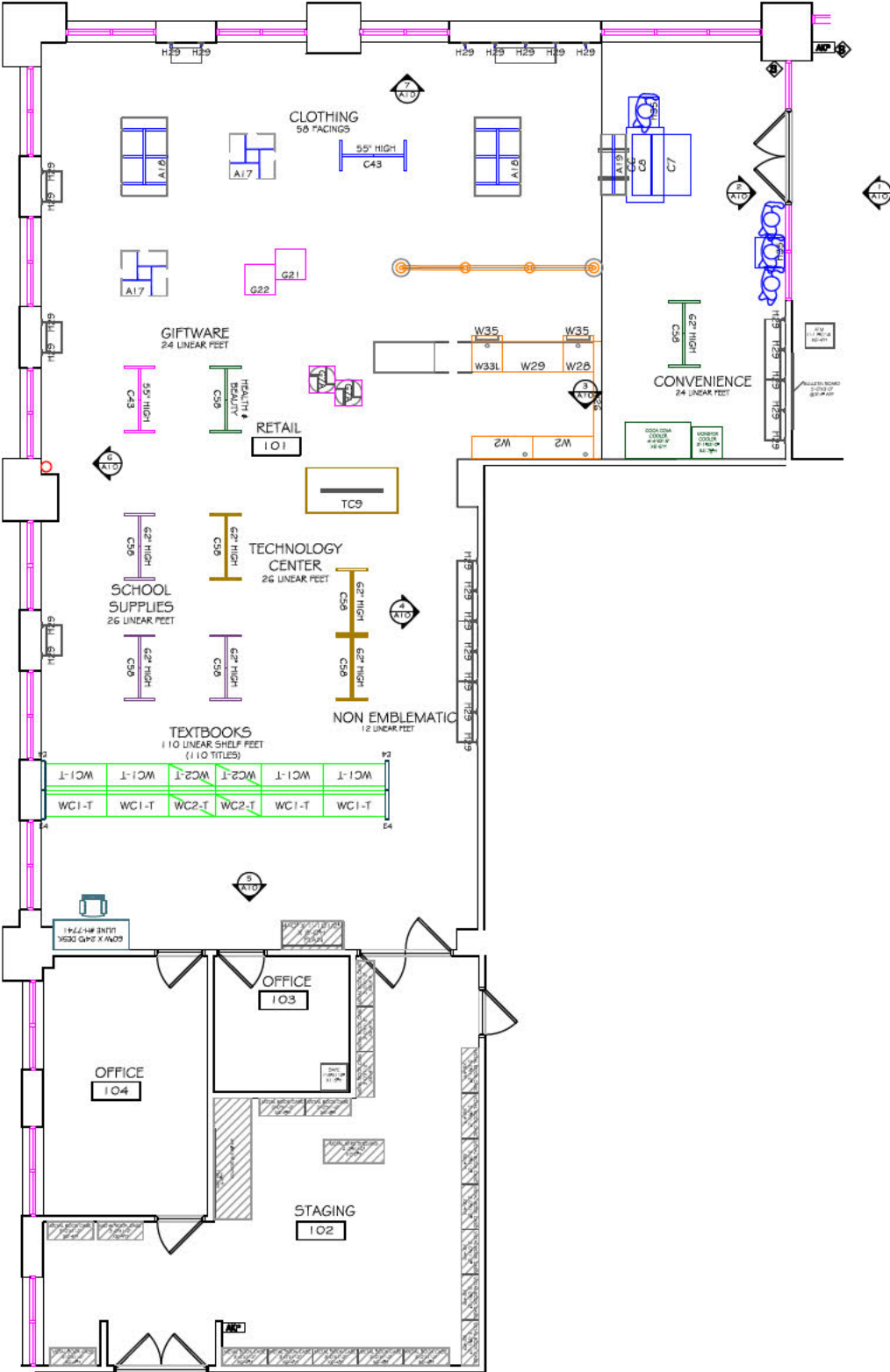
Less: Payments previously made for the month indicated

Jul-23	\$ -
Aug-23	\$ (26,897.48)
Sep-23	\$ (12,661.69)
Oct-23	\$ (1,573.10)
Nov-23	\$ (1,078.29)
Dec-23	\$ (2,828.50)
Jan-24	\$ -
Feb-24	\$ (26,466.53)
Mar-24	\$ -
Apr-24	\$ -
May-24	\$ (9,655.26)
Jun-24	\$ -
	<u>\$ (81,160.85)</u>

Commission Due

\$ 10,666.88

ATTACHMENT #2



#1610 BOSSIER PARISH CC BOOKSTORE

1 FIXTURE PLAN
SCALE: 3/16"=1'-0"



CABINET AND FIXTURE FINISH SCHEDULE

KEY	DESCRIPTION	SPECIFICATION
PL-1	CABINETS AND FIXTURES	WILSONART #8201 K-12 "GREY ELM"; SOFTGRAIN FINISH
PL-2	COUNTER TOPS	WILSONART #4879-38 "STEEL MESH"; FINE VELVET TEXTURE FINISH
	TOE KICK	TO MATCH: JOHNSONITE COLOR #63 BURNT UMBER
	METAL FINISH	GUN METAL
	CROWN MOLDING	TO MATCH PL-1 "GREY ELM" LAMINATE

FIXTURE NOTES

1. GENERAL CONTRACTOR TO REVIEW PAGE A10 INTERIOR ELEVATIONS FOR OUTRIGGER INSTALLATION INSTRUCTIONS.
2. GENERAL CONTRACTOR TO LOCATE FIXTURES ON PLAN AND ADHERE TO HOLD DIMENSIONS SHOWN ON PLANS AND INTERIOR ELEVATIONS.
3. ANY QUESTIONS REGARDING FIXTURE INSTALLATIONS TO BE CLARIFIED BY PROJECT MANAGER.
4. NOTED HOLD DIMENSIONS SHOULD BE ENFORCED TO ENSURE PANEL GRAPHICS FIT.

COLOR	DEPARTMENT	AREA
	#1 & #2 TEXTBOOKS 110 LINEAR SHELF FEET (110 TITLES)	158 SQ. FT.
	#3 GENERAL BOOKS 000 LINEAR SHELF FEET (000 TITLES)	00 SQ. FT.
	#4 SUPPLIES 26 LINEAR FEET	226 SQ. FT.
	#5 CLOTHING 56 PACINGS	744 SQ. FT.
	#6 GIFTWARE 24 LINEAR FEET	259 SQ. FT.
	#7 CONVENIENCE 24 LINEAR FEET	223 SQ. FT.
	#8 TECHNOLOGY 26 LINEAR FEET	243 SQ. FT.
	NON-EMBLEMATIC DEPT. 12 LINEAR FEET	125 SQ. FT.
	TOTAL RETAIL	1,978 SQ. FT.
	TOTAL SERVICE	1,067 SQ. FT.
	TOTAL AREA	3,045 SQ. FT.
	ADDITIONAL RUSH REGISTERS	1
	REGULAR REGISTERS	2

EXISTING FIXTURES TO REMAIN

FINAL
06/01/2023

PLAN APPROVAL

SIGNATURE	DATE
PRINT YOUR NAME:	
TITLE:	

Rev. No. * Date * Description:

DATE	DESCRIPTION

STORE SQUARE FOOTAGE:

RETAIL:	1,978
SERVICE:	1,067
TOTAL SQFT:	3,045

#1610 BOSSIER PARISH CC BOOKSTORE
6220 EAST TEXAS STREET
BOSSIER CITY, LA 71111

DESIGNER:
PROJECT MGR:

EC
PRCN

DATE: 06-01-23

Sheet No. A8.0

FIXTURE PLAN

ATTACHMENT #3

BPCC Bookstore	6/30/2024 - Current
Used Text	\$22,574
New Text	\$182,907
Digital Format Text	\$2,205,559
Text - Rentals	\$1,502
Trade	\$2,974
Supplies	\$34,246
Clothing	\$30,607
Gifts	\$1,507
Convenience	\$2,959
Computers	\$267,202
Graduation	\$12,108
Sales as Collected	\$2,764,144



*Changing Lives,
Creating Futures*

Monty Sullivan
System President

Officers:
Timothy W. Hardy
Chair

Stephen C. Smith
First Vice Chair

Stephen Toups
Second Vice Chair

Members:
Ellis Bourque, III
Cynthia Butler-McIntyre
Archie Hall
Sabrina Hogan
Joseph Hollins
Patrick T. Johnson
Jennifer Lee
Erika McConduit
Chad Moody
Willie L. Mount
Paul Price, Jr.
Stanton W. Salathe

Student Members:
Abbigale Ardoin
Christopher Elie

Louisiana
Community
& Technical
College System

265 South Foster Drive
Baton Rouge, LA 70806

Phone: 225-922-2800
Fax: 225-922-1185

www.lctcs.edu

LOUISIANA COMMUNITY & TECHNICAL COLLEGE SYSTEM

ADDENDUM #3

Request for Proposals

Instructional Resource Operations for First Day Access

RFP Number: 40016-11012024 DUE DATE/TIME JANUARY 31, 2025 4:00 pm

BATON ROUGE COMMUNITY COLLEGE

QUESTIONS AND RESPONSES JANUARY 17, 2025

Baton Rouge Community College was unable to provide college level responses to the questions received. However, the System Level responses contain the college booklist, SCH data and student headcount data that applies to BRCC.



*Changing Lives,
Creating Futures*

Monty Sullivan
System President

Officers:
Timothy W. Hardy
Chair

Stephen C. Smith
First Vice Chair

Stephen Toups
Second Vice Chair

Members:
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Cynthia Butler-McIntyre
Archie Hall
Sabrina Hogan
Joseph Hollins
Patrick T. Johnson
Jennifer Lee
Erika McConduit
Chad Moody
Willie L. Mount
Paul Price, Jr.
Stanton W. Salathe

Student Members:
Abbigale Ardoin
Christopher Elie

Louisiana
Community
& Technical
College System

265 South Foster Drive
Baton Rouge, LA 70806

Phone: 225-922-2800
Fax: 225-922-1185

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LOUISIANA COMMUNITY & TECHNICAL COLLEGE SYSTEM

ADDENDUM #3

Request for Proposals

Instructional Resource Operations for First Day Access

RFP Number: 40016-11012024 DUE DATE/TIME JANUARY 31, 2025 4:00 pm

CENTRAL LOUISIANA TECHNICAL COMMUNITY COLLEGE

QUESTIONS AND RESPONSES

January 17, 2025

BACKGROUND AND HISTORICAL SALES

Question 1: Are there any other providers of campus store services or merchandise sales that LCTCS schools work with? Off campus store, athletic website, publisher content provider etc. Are there other providers involved in campus store operations (e.g., off-campus stores, athletic websites, publisher content providers)?

Response: CLTCC does not currently operate a physical bookstore, online services are provided only.

Question 2: Are there any other exclusive contracts that relate to services/product typically provided in the college store that a service provider needs to be aware of (i.e., Coke, Sodexo, Starbucks, etc.)?

Response: Yes. Ten M Vending provides snack vending services for all campuses and Coca-Cola provides drink vending services.

Question 3: Does LCTCS have any direct agreements in place with publishers or other third-party course material providers?

Response: CLTCC does not have direct agreements with publishers. All activities are operated through the current textbook vendor.

Question 4: Is LCTCS able to provide the following for all store operations:
Historic sales broken down by category

Response: This information is not currently available.

Question 5: Please provide a sales report, broken down by product category (new, used, digital, apparel/merchandise, other, etc.) for at least the past three academic years (preferably 5 years) for each school in the system.

Response: This information is not currently available.

Question 6: Please provide a category breakdown of textbook sales information from the past few years, including new, used, rental, digital, and inclusive access by **individual LCTCS colleges**.

Response: This information is not currently available.

Question 7: 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., **by individual LCTCS colleges**.

Response: This information is not currently available.

Question 8: Please provide sales breakdown by category for each school, for the current partial year and the 2 previous full years.

Response: This information is not currently available.

Question 9: Provide a breakdown of course material sales by category (new, used, rental, digital, Inclusive access, and trade) for the past three fiscal years by campus.

Response: This information is not currently available.

Question 10: Is LCTCS or any school in the system contracted with any publishers or outside vendors for course materials or supplies other than the current bookstore vendor?

Response: CLTCC is not contracted with anyone for this - we conduct as needed (non-contract).

Question 11: Provide a breakdown of current campus stores and pop-up locations, including a category breakdown of general merchandise gross sales. General merchandise categories include, School Supplies, Spirit Items, Clothing Items, Graduation Regalia, Food/Drink, Health and Beauty, Kits (Nursing/Dental Hygiene/Sciences), Art/Lab Course Specialty Supplies, and C-Store Items (examples of C-store may include, personal hygiene and medicine).

Response: CLTCC does not currently operate a physical bookstore, online services are provided only.

CURRENT FACILITIES AND FIXTURES

Question 12: Does LCTCS Colleges own the current bookstore fixtures?

Response: CLTCC does not currently own bookstore fixtures, online services only are provided.

Question 13: Is there any plan to reduce the footprint within the existing space of any existing stores based on business changes OR relocate the existing bookstore operation to another location at any point in the foreseeable future?

Response: Not applicable, CLTCC does not currently own a bookstore or bookstore fixtures, this is achieved via a third-party.

Question 14: Is LCTCS able to provide CAD drawings of the bookstore locations currently in place?

Response: Not applicable, CLTCC does not currently own a bookstore or bookstore fixtures.

Question 15: Since part of the responsibilities for the winning bidder is to run campus stores, can you share the floor plans for each of the 7 schools that currently have campus bookstores?

- Delgado
- Baton Rouge CC
- South Louisiana CC
- Bossier Parish CC
- Louisiana Delta CC
- SOWELA
- Nunez CC

Response: Not applicable, CLTCC does not currently own a bookstore or bookstore fixtures.

Question 16: Share detailed floor plans and CAD drawings of each bookstore location.

Response: Not applicable, CLTCC does not currently own a bookstore or bookstore fixtures.

Question 17: Can you share photos, floor plans, and/or the square footage of the current bookstore spaces at each school?

Response: Not applicable, CLTCC does not currently own a bookstore or bookstore fixtures.

Question 18: Provide a list of college-owned furniture, fixtures, and equipment (FF&E) that will remain in the store if a transition to a new bookstore provider occurs.

Response: Not applicable, CLTCC does not currently own a bookstore or bookstore fixtures.

Question 19: Are there plans to move or alter any current bookstore locations?

Response: Not applicable, CLTCC does not currently own a bookstore or bookstore fixtures.

Question 20: Of the fixtures that currently reside in the bookstores, will all remain for use by a new partner? Is there any unamortized expense the new partner must absorb upon commencing operations?

Response: Not applicable, CLTCC does not currently own a bookstore or bookstore fixtures.

Question 21: Will the chosen vendor be required to purchase the inventory of the current vendor? If so, what are the inventory purchase requirements in the current contract for each school in LCTCS?

Response: Not applicable, CLTCC does not currently own a bookstore or bookstore fixtures.

Question 22: What is the backstock storage space (square footage) in existing campus stores, and which locations have a loading dock?

Response: Not applicable, CLTCC does not currently own a bookstore or bookstore fixtures.

Question 23: If a campus currently has a brick-and-mortar store, is it safe to assume the desire would be to continue with that same business model?

Response: Not applicable, CLTCC does not have a brick-and-mortar store.

COURSE MATERIALS

Question 26: By campus, what percentage use courseware (e.g., MyLab, CengageNOW)?

Response: CLTCC has 5 campus locations, we estimate this number to be 50%.

ENROLLMENT / DUAL ENROLLMENT

Question 33: Do these students (Dual Enrollment/Dual Credit) use the same course materials as the other students at the institution?

Response: Yes, when the dually enrolled student attends courses at the CLTCC campus location.

Question 34: Do these students (Dual Enrollment/Dual Credit) receive their materials through the bookstore vendor?

Response: Yes, textbooks for all courses and students are purchased through the bookstore vendor.

Question 37: Do these students (Dual Enrollment/Dual Credit) use the same materials as other students? Are materials provided by the bookstore vendor?

Response: Yes, when the dually enrolled student attends courses at the CLTCC campus location.

Question 38: Are Dual Enrollment gross sales included in historical data? If not, provide separate breakdowns for units sold and gross sales.

Response: All purchases are included in the college total.

TERM OF CONTRACT

Question 40: Please provide details of the current bookstore agreements at each college and their respective contract end dates.

Response: CLTCC has a college-wide agreement for textbook materials. The end-date for the current bookstore vendor contract ends June 30, 2025, renewed annually. There is, however, a 60-day termination clause.

Question 42: Which LCTCS colleges will be able to partner with the selected proposer immediately?

Response: CLTCC would be open to this opportunity provided it responds to known issues and creates increased access for students.

GRANTS AND FINANCIAL AID

Question 45: What percentage of overall sales in each LCTCS bookstore came from financial aid?

Response: Very nearly 100% as CLTCC uses book vouchers based on Financial Aid.

Question 46: Are there any limitations/restrictions placed on items allowed to be purchased using financial aid funds? If so, can a detail of restrictions/limitations by campus be provided?

Response: Limited to the purchase of books.

Question 47: Which schools in LCTCS allow for the use of financial aid funds at the bookstore? Are there integrations that facilitate this? What are the percentages or dollar amounts for financial aid usage at the bookstores?

Response: CLTCC allows student financial aid to be used with our third-party vendor, or the vendor of their choice. We only facilitate our third-party vendor. The percentages or dollar amounts for financial aid usage at the bookstores is very nearly 100% as CLTCC uses book vouchers based on Financial Aid. We do not track individual student choice when purchasing beyond our third-party vendor(s).

Question 48: Can students use financial aid to purchase spirit items or general merchandise?

Response: Our third-party vendor only provides textbooks at this time; however, we can assume that other items could be purchased.

Question 49: What percentage of sales are made using financial aid?

Response: Very nearly 100% as CLTCC uses book vouchers based on Financial Aid.

Question 50: How is financial aid utilized in campus stores, and are there any restrictions?

Response: Our third-party vendor only provides textbooks at this time.

Question 51: Are there any sales reflected in the historical sales numbers of each LCTCS College that were a result of a one-time grant or other funding that will not occur in the future?

Response: No.

OER / EQUITABLE ACCESS / INCLUSIVE ACCESS

Question 52: Are there any items other than course materials (such as uniforms, tools/equipment, course related supplies) that are currently being provided at any campus location as part of the Inclusive Access or Equitable Access programs?

- If so, can a list of items be provided by campus?

- If not, is there an interest in having such items included as part of your inclusive or equitable access service?
- If the answer is yes, can details of what that desire would be by campus be shared?

Response: Currently we do not have either of these programs in place.

Question 57: Are there any anticipated program or item exclusions from the Equitable Access program?

Response: Not applicable, currently we do not have either of these programs in place.

Question 58: Are there any OER initiatives at any school in LCTCS, where the school provides either encouragement or incentives to faculty who adopt Open Educational Resources for their courses? If yes, how many courses currently use OERs?

Response: Yes. Currently CLTCC has some courses that utilize OERs.

Question 60: Program-Specific Pricing or Exclusions:

- If specific programs require separate pricing or are to be excluded from Equitable Access (e.g., nursing, dual credit, undergraduate), please identify these programs.
- Within the booklist, provide program identifiers for these courses to distinguish them accordingly.

Response: Not applicable, currently unavailable.

Question 61: Which campuses currently have Equitable Access programs?

- What are the historical opt-out rates?
- How is the opt-out process managed, and are there challenges with compliance or tracking?

Response: CLTCC does not currently have an inclusive access program.

Question 62: Which campuses currently have Inclusive Access programs?

- What are the historical opt-out rates?
- How is the opt-out process managed, and are there challenges with compliance or tracking?

Response: CLTCC does not currently have an inclusive access program.

Question 63: For campuses currently implementing Inclusive or Equitable Access, what are the current challenges with your existing programs and bookstore operations that you would like to see addressed by this RFP?

Response: CLTCC does not currently have an inclusive access program.

Question 65: How many of the schools in LCTCS currently have an inclusive access program? What is the revenue and course penetration for each of those programs?

Response: CLTCC does not currently have an inclusive access program.

Question 66: How many courses use Inclusive Access (IA) at each school?

Response: CLTCC does not currently have an inclusive access program.

Question 67: Do any LCTCS colleges currently have any inclusive or equitable access programs? If so, please provide details surrounding pricing, opt-out rates, and number of courses participating.

Response: Only Open Education Resources (OER) at this time. CLTCC does not currently have an inclusive access program.

Question 68: Do any schools in LCTCS have specialty programs or specialty needs that are not clearly communicated in the RFP?

Response: Not at this time.

BOOK STORE OPERATIONS

Question 71: By our calculations, 7 out of the 12 schools have a physical bookstore presence. Are you looking for a vendor that can operate all 7 of those locations as they are today and serve the other 5 schools with a virtual solution? There are obviously many more costs associated with running a physical store on campus vs just running a virtual solution and we want to ensure that we are providing a solution to you that both fits your needs and is able to be compared fairly to other vendors who may not want to run a physical store.

Response: CLTCC wishes to remain virtual only at this time.

Question 72: Please list all LCTCS colleges that currently have a physical bookstore and all colleges that currently have an online-only bookstore.

Response: CLTCC has an online-only bookstore.

Question 73: What other expenses (e.g., utilities, internet) must the campus store cover?

Response: CLTCC does not own a bookstore.

Question 74: Does each LCTCS College utilize a Campus Card that can be used to purchase materials in the bookstore? If so, what company does each College use to manage it?

Response: CLTCC does not provide this service currently.

Question 75: Are LCTCS Colleges 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?

Response: CLTCC is not interested at this time.

Question 76: Would LCTCS Colleges consider two separate vendors with two separate agreements 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?

Response: CLTCC is not interested at this time.

Question 77: What expenses (e.g., utilities, phone, internet, trash) must the campus store cover, and what are the associated costs?

Response: CLTCC does not own a bookstore.

Question 78: What other school expenses must the campus stores pay for (utilities, phone, internet trash etc.) and what are those costs?

Response: CLTCC does not own a bookstore.

Question 79: Does the institution expect the chosen vendor to retain current full-time bookstore employees? If so, provide a list of employees and their annual salaries.

- Referring to RFP Attachment A:
 - Which campuses require a campus store or pop-up store?
 - Are any campuses open to self-operating a store for merchandise, with the vendor managing Equitable Access course materials?

Response: CLTCC does not own a bookstore.

Question 80: Which LCTCS colleges would 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?

Response: CLTCC would be *mildly* interested.

Question 81: Are any of the colleges open to a virtual, website-only bookstore?

Response: CLTCC currently employs this model.

Question 82: Are any of the colleges open to a hybrid bookstore, where merchandise and customer service are available on campus, but course materials are provided virtually?

Response: CLTCC is not currently interested.

Question 83: Are there programs or initiatives run by the current bookstore provider that should continue under the new contract?

Response: Not to CLTCC's knowledge.

OTHER MERCHANDISE

Question 84: Share inventory on hand for general merchandise by campus for the past three years (as of October 15 for 2022, 2023, and 2024).

Response: CLTCC does not own a bookstore.

Question 85: Provide the institution's brand guidelines and clarify if merchandise is licensed. If licensed, does the institution work with a third-party licensing agency?

Response: Not to CLTCC's knowledge.

Question 86: Are there restrictions on convenience offerings for food and beverages?

Response: CLTCC does not own a bookstore. We only have vending machines as stated in question #2.

Question 87: Are graduation products (announcements, rings, cap and gown, diploma covers, diploma frames) currently provided by the campus stores? If so, can you please provide details of product offered by location? If not, are there any limitations on graduation related sales?

Response: CLTCC does not own a bookstore, this would be via third-party vendor only.

Question 88: What is the bookstore's role in distributing graduation caps and gowns?

Response: CLTCC does not own a bookstore.

Question 89: Are there any limitations on convenience offerings for food or beverages?

Response: CLTCC does not own a bookstore. We only have vending machines as stated in question #2.

Question 90: Is there interest by location in a food service provider beyond typical convenience store snack and sundry items? If so, would there be a space outside the area of the current bookstore locations where that service would be provided?

Response: Not at this time.

COMMISSION / BILLING / FINANCIAL DATA

Question 91: Does the current bookstore provider pay commissions on gross or net sales?

Response: Net Sales.

Question 94: Financial incentives received over the last 3 years (signing bonuses, commissions etc.)

Response: Commissions from July 2021 to present = \$24,867.30

Question 96: Please provide details of current contractual partnerships for each school, including number of years, commission rates, and scholarships. etc.

Response: CLTCC has been with the bookstore vendor for at least 14 years. There is currently a commission rate of 2% with no additional transactional benefit.

Question 98: Are there any student populations that will not be included as part of the Course Material Fee Model program? If so, please provide details.

Response: Not at this time.

VENDOR EXPECTATIONS AND MISC.

Question 105: Could you provide more details about any specific challenges you have encountered in the past with customer service, or, if you prefer, with the incumbent service provider?

Response: Above all, any challenges we have would stem from timeliness and delivery of textbooks.

Question 106: What are the current challenges LCTCS, and its member colleges, would like addressed with future bookstore operations?

Response: Above all, any challenges we have would stem from timeliness and delivery of textbooks. As with all retail sales, communication, customer service, and timeliness of product purchased are concerns.

Question 107: What additional challenges with your existing bookstore operations would you like to see addressed not mentioned in this RFP?

Response: Our primary objective is to ensure efficient communication. Additionally, while CLTCC does not currently have Inclusive Access, in the future we request the process for accessing Inclusive Access (IA) items needs to be streamlined, simplified, and better communicated through resources such as handouts or training videos. Currently, students utilizing IA materials encounter multiple platforms and access methods, including cartridges that instructors must upload, direct links to materials, e-books requiring third-party site logins through the e-library, the creation of separate e-book accounts, and access codes. Consolidating these into one or two streamlined access methods (single sign on, for example) and effectively communicating the process to both students and faculty would greatly improve the experience.



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LOUISIANA COMMUNITY & TECHNICAL COLLEGE SYSTEM

ADDENDUM #3

Request for Proposals

Instructional Resource Operations for First Day Access

RFP Number: 40016-11012024 DUE DATE/TIME JANUARY 31, 2025 4:00 pm

DELGADO COMMUNITY COLLEGE

QUESTIONS AND RESPONSES

January 17, 2025

BACKGROUND AND HISTORICAL SALES

Question 1: Are there any other providers of campus store services or merchandise sales that LCTCS schools work with? Off campus store, athletic website, publisher content provider etc. Are there other providers involved in campus store operations (e.g., off-campus stores, athletic websites, publisher content providers)?

Response: No

Question 2: Are there any other exclusive contracts that relate to services/product typically provided in the college store that a service provider needs to be aware of (i.e., Coke, Sodexho, Starbucks, etc.)?

Response: Yes, Food and drinks sold from cafeteria vendor.

Question 3: Does LCTCS have any direct agreements in place with publishers or other third-party course material providers?

Response: No

Question 4: Is LCTCS able to provide the following for all store operations:

Historic sales broken down by category

Response: Information is not available.

Question 5: Please provide a sales report, broken down by product category (new, used, digital, apparel/merchandise, other, etc.) for at least the past three academic years (preferably 5 years) for each school in the system.

Response: Information is not available.

Question 6: Please provide a category breakdown of textbook sales information from the past few years, including new, used, rental, digital, and inclusive access by **individual LCTCS colleges**.

Response: Information is not available.

Question 7: 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., **by individual LCTCS colleges**.

Response: Information is not available.

Question 8: Please provide sales breakdown by category for each school, for the current partial year and the 2 previous full years.

Response: Information is not available.

Question 9: Provide a breakdown of course material sales by category (new, used, rental, digital, inclusive access, and trade) for the past three fiscal years by campus.

Response: Information is not available.

Question 10: Is LCTCS or any school in the system contracted with any publishers or outside vendors for course materials or supplies other than the current bookstore vendor?

Response: No

Question 11: Provide a breakdown of current campus stores and pop-up locations, including a category breakdown of general merchandise gross sales. General merchandise categories include, School Supplies, Spirit Items, Clothing Items, Graduation Regalia, Food/Drink, Health and Beauty, Kits (Nursing/Dental Hygiene/Sciences), Art/Lab Course Specialty Supplies, and C-Store Items (examples of C-store may include, personal hygiene and medicine).

Response: Information is not available.

CURRENT FACILITIES AND FIXTURES

Question 12: Does LCTCS Colleges own the current bookstore fixtures?

Response: Yes

Question 13: Is there any plan to reduce the footprint within the existing space of any existing stores based on business changes OR relocate the existing bookstore operation to another location at any point in the foreseeable future?

Response: No

Question 14: Is LCTCS able to provide CAD drawings of the bookstore locations currently in place?

Response: Yes

Question 15: Since part of the responsibilities for the winning bidder is to run campus stores, can you share the floor plans for each of the 7 schools that currently have campus bookstores?

- Delgado
- Baton Rouge CC
- South Louisiana CC
- Bossier Parish CC
- Louisiana Delta CC
- Sowela
- Nunez CC

Response: No

Question 16: Share detailed floor plans and CAD drawings of each bookstore location.

Response: Information not available.

Question 17: Can you share photos, floorplans, and/or the square footage of the current bookstore spaces at each school?

Response: Yes

Question 18: Provide a list of college-owned furniture, fixtures, and equipment (FF&E) that will remain in the store if a transition to a new bookstore provider occurs.

Response: Information is not available.

Question 19: Are there plans to move or alter any current bookstore locations?

Response: No

Question 20: Of the fixtures that currently reside in the bookstores, will all remain for use by a new partner? Is there any unamortized expense the new partner must absorb upon commencing operations?

Response: Only fixtures owned by Delgado

Question 21: Will the chosen vendor be required to purchase the inventory of the current vendor? If so, What are the inventory purchase requirements in the current contract for each school in LCTCS?

Response: No

Question 22: What is the backstock storage space (square footage) in existing campus stores, and which locations have a loading dock?

Response: 1,433 Sq Ft

Question 23: If a campus currently has a brick and mortar store, is it safe to assume the desire would be to continue with that same business model?

Response: Yes

COURSE MATERIALS

Question 26: By campus, what percentage use courseware (e.g., MyLab, CengageNOW)?

Response: Right over 20%

ENROLLMENT / DUAL ENROLLMENT

Question 33: Do these students (Dual Enrollment/Dual Credit) use the same course materials as the other students at the institution?

Response: Yes

Question 34: Do these students (Dual Enrollment/Dual Credit) receive their materials through the bookstore vendor?

Response: Yes

Question 37: Do these students (Dual Enrollment/Dual Credit) use the same materials as other students? Are materials provided by the bookstore vendor?

Response: Yes

Question 38: Are Dual Enrollment gross sales included in historical data? If not, provide separate breakdowns for units sold and gross sales.

Response: Yes, breakdowns are not available.

TERM OF CONTRACT

Question 40: Please provide details of the current bookstore agreements at each college and their respective contract end dates.

Response: Contract ends June 2027

Question 42: Which LCTCS colleges will be able to partner with the selected proposer immediately?

Response: 2027

GRANTS AND FINANCIAL AID

Question 45: What percentage of overall sales in each LCTCS bookstore came from financial aid?

Response: 70%

Question 46: Are there any limitations/restrictions placed on items allowed to be purchased using financial aid funds? If so, can a detail of restrictions/limitations by campus be provided?

Response: No

Question 47: Which schools in LCTCS allow for the use of financial aid funds at the bookstore? Are there integrations that facilitate this? What are the percentages or dollar amounts for financial aid usage at the bookstores?

Response: Yes. Dollar amounts unavailable.

Question 48: Can students use financial aid to purchase spirit items or general merchandise?

Response: Yes

Question 49: What percentage of sales are made using financial aid?

Response: 70%

Question 50: How is financial aid utilized in campus stores, and are there any restrictions?

Response: No

Question 51: Are there any sales reflected in the historical sales numbers of each LCTCS College that were a result of a one-time grant or other funding that will not occur in the future?

Response: Information is not available.

OER / EQUITABLE ACCESS / INCLUSIVE ACCESS

Question 52: Are there any items other than course materials (such as uniforms, tools/equipment, course related supplies) that are currently being provided at any campus location as part of the Inclusive Access or Equitable Access programs?

- If so, can a list of items be provided by campus?
- If not, is there an interest in having such items included as part of your inclusive or equitable access service?
- If the answer is yes, can details of what that desire would be by campus be shared?

Response: No

Question 57: Are there any anticipated program or item exclusions from the Equitable Access program?

Response: Information is not available.

Question 58: Are there any OER initiatives at any school in LCTCS, where the school provides either encouragement or incentives to faculty who adopt Open Educational Resources for their courses? If yes, how many courses currently use OERs?

Response: Information is not available.

Question 60: Program-Specific Pricing or Exclusions:

- If specific programs require separate pricing or are to be excluded from Equitable Access (e.g., nursing, dual credit, undergraduate), please identify these programs.
- Within the booklist, provide program identifiers for these courses to distinguish them accordingly.

Response: No separate pricing

Question 61: Which campuses currently have Equitable Access programs?

- What are the historical opt-out rates?
- How is the opt-out process managed, and are there challenges with compliance or tracking?

Response: Information is not available.

Question 62: Which campuses currently have Inclusive Access programs?

- What are the historical opt-out rates?
- How is the opt-out process managed, and are there challenges with compliance or tracking?

Response: 95% opt in rate

Question 63: For campuses currently implementing Inclusive or Equitable Access, What are the current challenges with your existing programs and bookstore operations that you would like to see addressed by this RFP?

Response: None

Question 65: How many of the schools in LCTCS currently have an inclusive access program? What is the revenue and course penetration for each of those programs?

Response: Delgado has inclusive access – 95% opt-in rate. Revenue and course penetration not available.

Question 66: How many courses use Inclusive Access (IA) at each school?

Response: Information is not available.

Question 67: Do any LCTCS colleges currently have any inclusive or equitable access programs? If so, please provide details surrounding pricing, opt-out rates, and number of courses participating.

Response: Delgado has inclusive access – 95% opt-in rate. Revenue and course penetration not available.

Question 68: Do any schools in LCTCS have specialty programs or specialty needs that aren't clearly communicated in the RFP?

Response: Information is not available.

BOOK STORE OPERATIONS

Question 71: By our calculations, 7 out of the 12 schools have a physical bookstore presence. Are you looking for a vendor that can operate all 7 of those locations as they are today, and also serve the other 5 schools with a virtual solution? There are obviously many more costs associated with running a physical store on campus vs just running a virtual solution and we want to ensure that we are providing a solution to you that both fits your needs and is able to be compared fairly to other vendors who may not want to run a physical store.

Response: Yes.

Question 72: Please list all LCTCS colleges that currently have a physical bookstore and all colleges that currently have an online-only bookstore.

Response: Delgado has a physical bookstore.

Question 73: What other expenses (e.g., utilities, internet) must the campus store cover?

Response: Information is not available.

Question 74: Does each LCTCS College utilize a Campus Card that can be used to purchase materials in the bookstore? If so, what company does each College use to manage it?

Response: No

Question 75: Are LCTCS Colleges 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?

Response: No

Question 76: Would LCTCS Colleges consider two separate vendors with two separate agreements 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?

Response: No

Question 77: What expenses (e.g., utilities, phone, internet, trash) must the campus store cover, and what are the associated costs?

Response: Information is not available.

Question 78: What other school expenses must the campus stores pay for (utilities, phone, internet trash etc.) and what are those costs?

Response: Information is not available.

Question 79: Does the institution expect the chosen vendor to retain current full-time bookstore employees? If so, provide a list of employees and their annual salaries.

- Referring to RFP Attachment A:
 - Which campuses require a campus store or pop-up store?
 - Are any campuses open to self-operating a store for merchandise, with the vendor managing Equitable Access course materials?

Response: No

Question 80: Which LCTCS colleges would 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?

Response: Not Delgado

Question 81: Are any of the colleges open to a virtual, website-only bookstore?

Response: Not Delgado

Question 82: Are any of the colleges open to a hybrid bookstore, where merchandise and customer service are available on campus, but course materials are provided virtually?

Response: Information is not available

Question 83: Are there programs or initiatives run by the current bookstore provider that should continue under the new contract?

Response: Information is not available.

OTHER MERCHANDISE

Question 84: Share inventory on hand for general merchandise by campus for the past three years (as of October 15 for 2022, 2023, and 2024).

Response: Information is not available.

Question 85: Provide the institution's brand guidelines and clarify if merchandise is licensed. If licensed, does the institution work with a third-party licensing agency?

Response: No licensing – see link below

http://docushare3.dcc.edu/docushare/dsweb/Get/Document-4953?_gl=1*1mx5e6x*_ga*NDQ4NzAwMTY4LjE3MTk4NjUyMjI.*_ga_YPJG5KFMV5*MTczNzEzNDMzMzMi41MzguMS4xNzY3MTM0MzcxLjIxLjAuNDUxMTg4NjU0&_ga=2.156094008.220424389.1736863758-448700168.1719865222&pk_vid=84c60070fc990fcd173713437378dbb8

Question 86: Are there restrictions on convenience offerings for food and beverages?

Response: No

Question 87: Are graduation products (announcements, rings, cap and gown, diploma covers, diploma frames) currently provided by the campus stores? If so, can you please provide detail of product offered by location? If not, are there any limitations on graduation related sales?

Response: Yes

Question 88: What is the bookstore's role in distributing graduation caps and gowns?

Response: They handled all of it

Question 89: Are there any limitations on convenience offerings for food or beverage?

Response: No

Question 90: Is there interest by location in a food service provider beyond typical convenience store snack and sundry items? If so, would there be a space outside the area of the current bookstore locations where that service would be provided?

Response: No

COMMISSION / BILLING / FINANCIAL DATA

Question 91: Does the current bookstore provider pay commissions on gross or net sales?

Response: Gross

Question 94: Financial incentives received over the last 3 years (signing bonuses, commissions etc.)

Response: Information is not available.

Question 96: Please provide details of current contractual partnerships for each school, including number of years, commission rates, and scholarships. etc.

Response: Over 20 years, 10% course materials

Question 98: Are there any student populations that will not be included as part of the Course Material Fee Model program? If so, please provide details.

Response: Information is not available.

VENDOR EXPECTATIONS AND MISC.

Question 105: Could you provide more details about any specific challenges you have encountered in the past with customer service, or, if you prefer, with the incumbent service provider?

Response: Timely Invoicing

Question 106: What are the current challenges LCTCS, and its member colleges, would like addressed with future bookstore operations?

Response: None

Question 107: What additional challenges with your existing bookstore operations would you like to see addressed not mentioned in this RFP?

Response: None



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LOUISIANA COMMUNITY & TECHNICAL COLLEGE SYSTEM

ADDENDUM #3

Request for Proposals

Instructional Resource Operations for First Day Access

RFP Number: 40016-11012024 DUE DATE/TIME JANUARY 31, 2025 4:00 pm

FLETCHER TECHNICAL COMMUNITY COLLEGE

QUESTIONS AND RESPONSES

January 17, 2025

BACKGROUND AND HISTORICAL SALES

Question 1: Are there any other providers of campus store services or merchandise sales that LCTCS schools work with? Off campus store, athletic website, publisher content provider etc. Are there other providers involved in campus store operations (e.g., off-campus stores, athletic websites, publisher content providers)?

Response: **No.**

Question 2: Are there any other exclusive contracts that relate to services/product typically provided in the college store that a service provider needs to be aware of (i.e., Coke, Sodexo, Starbucks, etc.)?

Response: **No.**

Question 3: Does LCTCS have any direct agreements in place with publishers or other third-party course material providers?

Response: **Outside of our current bookstore, Fletcher purchases directly from AAPC, TestOut, and CertiPort. Some instructors purchase books/access codes/practice exams through a student course fee. Some examples are: QuickBooks, Intuit, IBC, Perdisco.**

Question 4: Is LCTCS able to provide the following for all store operations:

Historic sales broken down by category

Response: **For the past three academic years and the current academic year see Attachment #1.**

Question 5: Please provide a sales report, broken down by product category (new, used, digital, apparel/merchandise, other, etc.) for at least the past three academic years (preferably 5 years) for each school in the system.

Response: [For the past three academic years and the current academic year see Attachment #1.](#)

Question 6: Please provide a category breakdown of textbook sales information from the past few years, including new, used, rental, digital, and inclusive access by **individual LCTCS colleges.**

Response: [For the past three academic years and the current academic year see Attachment #1.](#)

Question 7: 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., **by individual LCTCS colleges.**

Response: [For the past three academic years and the current academic year see Attachment #1.](#)

Question 8: Please provide sales breakdown by category for each school, for the current partial year and the 2 previous full years.

Response: [For the past three academic years and the current academic year see Attachment #1.](#)

Question 9: Provide a breakdown of course material sales by category (new, used, rental, digital, inclusive access, and trade) for the past three fiscal years by campus.

Response: [For the past three academic years and the current academic year see Attachment #1.](#)

Question 10: Is LCTCS or any school in the system contracted with any publishers or outside vendors for course materials or supplies other than the current bookstore vendor?

Response: [Outside of our current bookstore, Fletcher purchases directly from AAPC, TestOut, and CertiPort. Some instructors purchase books/access codes/practice exams through a student course fee. Some examples are: QuickBooks, Intuit, IBC, Perdisco.](#)

Question 11: Provide a breakdown of current campus stores and pop-up locations, including a category breakdown of general merchandise gross sales. General merchandise categories include, School Supplies, Spirit Items, Clothing Items, Graduation Regalia, Food/Drink, Health and Beauty, Kits (Nursing/Dental Hygiene/Sciences), Art/Lab Course Specialty Supplies, and C-Store Items (examples of C-store may include, personal hygiene and medicine).

Response: [Only have a virtual store. No physical locations or pop-up.](#)

CURRENT FACILITIES AND FIXTURES

Question 12: Does LCTCS Colleges own the current bookstore fixtures?

Response: Fletcher does not have an on-campus bookstore.

Question 13: Is there any plan to reduce the footprint within the existing space of any existing stores based on business changes OR relocate the existing bookstore operation to another location at any point in the foreseeable future?

Response: Fletcher does not have an on-campus bookstore.

Question 14: Is LCTCS able to provide CAD drawings of the bookstore locations currently in place?

Response: Fletcher does not have an on-campus bookstore.

Question 15: Since part of the responsibilities for the winning bidder is to run campus stores, can you share the floor plans for each of the 7 schools that currently have campus bookstores?

- Delgado
- Baton Rouge CC
- South Louisiana CC
- Bossier Parish CC
- Louisiana Delta CC
- Sowela
- Nunez CC

Response: Fletcher does not have an on-campus bookstore.

Question 16: Share detailed floor plans and CAD drawings of each bookstore location.

Response: Fletcher does not have an on-campus bookstore.

Question 17: Can you share photos, floorplans, and/or the square footage of the current bookstore spaces at each school?

Response: Fletcher does not have an on-campus bookstore.

Question 18: Provide a list of college-owned furniture, fixtures, and equipment (FF&E) that will remain in the store if a transition to a new bookstore provider occurs.

Response: Fletcher does not have an on-campus bookstore.

Question 19: Are there plans to move or alter any current bookstore locations?

Response: Fletcher does not have an on-campus bookstore.

Question 20: Of the fixtures that currently reside in the bookstores, will all remain for use by a new partner? Is there any unamortized expense the new partner must absorb upon commencing operations?

Response: Fletcher does not have an on-campus bookstore.

Question 21: Will the chosen vendor be required to purchase the inventory of the current vendor? If so, What are the inventory purchase requirements in the current contract for each school in LCTCS?

Response: Fletcher does not have an on-campus bookstore.

Question 22: What is the backstock storage space (square footage) in existing campus stores, and which locations have a loading dock?

Response: Fletcher does not have an on-campus bookstore.

Question 23: If a campus currently has a brick and mortar store, is it safe to assume the desire would be to continue with that same business model?

Response: Fletcher does not have an on-campus bookstore.

COURSE MATERIALS

Question 26: By campus, what percentage use courseware (e.g., MyLab, CengageNOW)?

Response: Currently (Spring 2025) - Of the 422 sections currently being offered, 79 sections use courseware, which is about 18.7% of courses.

ENROLLMENT / DUAL ENROLLMENT

Question 33: Do these students (Dual Enrollment/Dual Credit) use the same course materials as the other students at the institution?

Response: Yes, except for one course.

Question 34: Do these students (Dual Enrollment/Dual Credit) receive their materials through the bookstore vendor?

Response: Yes.

Question 37: Do these students (Dual Enrollment/Dual Credit) use the same materials as other students? Are materials provided by the bookstore vendor?

Response: Yes and Yes.

Question 38: Are Dual Enrollment gross sales included in historical data? If not, provide separate breakdowns for units sold and gross sales.

Response: Yes

TERM OF CONTRACT

Question 40: Please provide details of the current bookstore agreements at each college and their respective contract end dates.

Response: We are currently in an annual renewal process with our current vendor. The renewal expires in June of each calendar year.

Question 42: Which LCTCS colleges will be able to partner with the selected proposer immediately?

Response: Fletcher will be able to partner with a new proposer after June 30 of the year.

GRANTS AND FINANCIAL AID

Question 45: What percentage of overall sales in each LCTCS bookstore came from financial aid?

Response: Based on FY24 98% of book sales came from financial aid.

Question 46: Are there any limitations/restrictions placed on items allowed to be purchased using financial aid funds? If so, can a detail of restrictions/limitations by campus be provided?

Response: Yes. The restrictions include general books, magazines/newspapers, Non-Emblematic Accessories, greeting cards, supplies, imprinted supplies, central supplies, course related supplies, men's and Unisex, women's clothing, children's clothing, accessories, gifts, convenience/grocery, health and beauty care, graduation products, audio/visual, school specific programs, computer software/license programs, computer and cell phone supplies/accessories and phone cards, computer software/license media, computer and hardware and T-Mobile Cell phone and phone cards, computer peripherals, operational and print supplies, non-merchandise SKUs

Question 47: Which schools in LCTCS allow for the use of financial aid funds at the bookstore? Are there integrations that facilitate this? What are the percentages or dollar amounts for financial aid usage at the bookstores?

Response: We allow use of financial aid for the bookstore. Based on FY24 98% book sales came from financial aid.

Question 48: Can students use financial aid to purchase spirit items or general merchandise?

Response: Yes they can purchase Fletcher embossed merchandise.

Question 49: What percentage of sales are made using financial aid?

Response: Based on FY24, 98% book sales came from financial aid.

Question 50: How is financial aid utilized in campus stores, and are there any restrictions?

Response: Financial aid is utilized in the bookstore. Currently, the restrictions are on the following: general books, magazines/newspapers, Non-Emblematic Accessories, greeting cards, supplies, imprinted supplies, central supplies, course related supplies, men's and Unisex, women's clothing, children's clothing, accessories, gifts, convenience/grocery, health and beauty care, graduation products, audio/visual, school specific programs, computer software/license programs, computer and cell phone supplies/accessories and phone cards, computer software/license media, computer and hardware and T-Mobile Cell phone and phone cards, computer peripherals, operational and print supplies, non-merchandise SKUs

Question 51: Are there any sales reflected in the historical sales numbers of each LCTCS College that were a result of a one-time grant or other funding that will not occur in the future?

Response: No

OER / EQUITABLE ACCESS / INCLUSIVE ACCESS

Question 52: Are there any items other than course materials (such as uniforms, tools/equipment, course related supplies) that are currently being provided at any campus location as part of the Inclusive Access or Equitable Access programs?

- If so, can a list of items be provided by campus?
- If not, is there an interest in having such items included as part of your inclusive or equitable access service?
- If the answer is yes, can details of what that desire would be by campus be shared?

Response: Fletcher does not supply items other than course texts/ access codes as part of the current Equitable Access model. For example, nursing scrubs, welding supplies are not provided.

Question 57: Are there any anticipated program or item exclusions from the Equitable Access program?

Response: There are currently no exclusions for the Equitable Access program. However, some programs may not work for this model. Ex: Students in the Automotive or Electrical program who use the same book for several different courses/semesters.

Question 58: Are there any OER initiatives at any school in LCTCS, where the school provides either encouragement or incentives to faculty who adopt Open Educational Resources for their courses? If yes, how many courses currently use OERs?

Response: For the current semester, 50 sections are listed as OER materials, or 11.8%.

Question 60: Program-Specific Pricing or Exclusions:

- If specific programs require separate pricing or are to be excluded from Equitable Access (e.g., nursing, dual credit, undergraduate), please identify these programs.
- Within the booklist, provide program identifiers for these courses to distinguish them accordingly.

Response: Some programs may not work for this model. Ex: Students in the Automotive or Electrical program who use the same book for several different courses/semesters.

Question 61: Which campuses currently have Equitable Access programs?

- What are the historical opt-out rates?
- How is the opt-out process managed, and are there challenges with compliance or tracking?

Response: Fletcher currently has Equitable Access. For fall 2024 8% opted out. Opt-out is handled through our Banner system at the college level.

Question 62: Which campuses currently have Inclusive Access programs?

- What are the historical opt-out rates?
- How is the opt-out process managed, and are there challenges with compliance or tracking?

Response: Fletcher currently has Equitable Access. For fall 2024 8% opted out. Opt-out is handled through our Banner system at the college level.

Question 63: For campuses currently implementing Inclusive or Equitable Access, What are the current challenges with your existing programs and bookstore operations that you would like to see addressed by this RFP?

Response: We would like to see robust, transparent communication with faculty, staff and students. We need solid support for troubleshooting issues and direct support for students having issues accessing course material. We need quick shipping times for physical materials.

Question 65: How many of the schools in LCTCS currently have an inclusive access program? What is the revenue and course penetration for each of those programs?

Response: Students pay \$23.50 per credit hour and this is paid to Follett. Currently (SP25), 422 sections are flagged as Equitable Access courses.

Question 66: How many courses use Inclusive Access(IA) at each school?

Response: Currently (SP25), 422 sections are flagged as Equitable Access courses

Question 67: Do any LCTCS colleges currently have any inclusive or equitable access programs? If so, please provide details surrounding pricing, opt-out rates, and number of courses participating.

Response: For fall 2024 8% opted out

Question 68: Do any schools in LCTCS have specialty programs or specialty needs that aren't clearly communicated in the RFP?

Response: Some programs may not work for this model. Ex: Students in the Automotive or Electrical program who use the same book for several different courses/semesters.

BOOK STORE OPERATIONS

Question 71: By our calculations, 7 out of the 12 schools have a physical bookstore presence. Are you looking for a vendor that can operate all 7 of those locations as they are today, and also serve the other 5 schools with a virtual solution? There are obviously many more costs associated with running a physical store on campus vs just running a virtual solution and we want to ensure that we are providing a solution to you that both fits your needs and is able to be compared fairly to other vendors who may not want to run a physical store.

Response: Fletcher has an online only bookstore. We do not anticipate having a physical space on campus.

Question 72: Please list all LCTCS colleges that currently have a physical bookstore and all colleges that currently have an online-only bookstore.

Response: Fletcher has an online only bookstore. We do not anticipate having a physical space on campus.

Question 73: What other expenses (e.g., utilities, internet) must the campus store cover?

Response: Fletcher has an online only bookstore. We do not anticipate having a physical space on campus.

Question 74: Does each LCTCS College utilize a Campus Card that can be used to purchase materials in the bookstore? If so, what company does each College use to manage it?

Response: Fletcher has an online only bookstore. We do not anticipate having a physical space on campus.

Question 75: Are LCTCS Colleges 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?

Response: Fletcher may be interested in this option.

Question 76: Would LCTCS Colleges consider two separate vendors with two separate agreements 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?

Response: Unknown

Question 77: What expenses (e.g., utilities, phone, internet, trash) must the campus store cover, and what are the associated costs?

Response: Fletcher has an online only bookstore. We do not anticipate having a physical space on campus.

Question 78: What other school expenses must the campus stores pay for (utilities, phone, internet trash etc.) and what are those costs?

Response: Fletcher has an online only bookstore. We do not anticipate having a physical space on campus.

Question 79: Does the institution expect the chosen vendor to retain current full-time bookstore employees? If so, provide a list of employees and their annual salaries.

- Referring to RFP Attachment A:
 - Which campuses require a campus store or pop-up store?
 - Are any campuses open to self-operating a store for merchandise, with the vendor managing Equitable Access course materials?

Response: Fletcher has an online only bookstore. We do not anticipate having a physical space on campus.

Question 80: Which LCTCS colleges would 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?

Response: Fletcher would be interested in this option.

Question 81: Are any of the colleges open to a virtual, website-only bookstore?

Response: Fletcher would be interested in this option.

Question 82: Are any of the colleges open to a hybrid bookstore, where merchandise and customer service are available on campus, but course materials are provided virtually?

Response: Fletcher has an online only bookstore. We do not anticipate having a physical space on campus.

Question 83: Are there programs or initiatives run by the current bookstore provider that should continue under the new contract?

Response: No/Unknown.

OTHER MERCHANDISE

Question 84: Share inventory on hand for general merchandise by campus for the past three years (as of October 15 for 2022, 2023, and 2024).

Response: Fletcher has an online only bookstore.

Question 85: Provide the institution's brand guidelines and clarify if merchandise is licensed. If licensed, does the institution work with a third-party licensing agency?

Response: We grant our bookstore vendor the right, according to our school's standards to use the seal, logo and associated trademarks on the virtual store site, signage, collateral materials, stationery, soft goods, notebooks, pens, pencils, decals and other goods traditionally sold in college bookstores.

Question 86: Are there restrictions on convenience offerings for food and beverages?

Response: Not applicable.

Question 87: Are graduation products (announcements, rings, cap and gown, diploma covers, diploma frames) currently provided by the campus stores? If so, can you please provide detail of product offered by location? If not, are there any limitations on graduation related sales?

Response: Students purchase announcements, cap/gown, and diploma frames from an outside vendor, Herff Jones. The college purchases the diploma covers from an outside vendor and gives them to students.

Question 88: What is the bookstore's role in distributing graduation caps and gowns?

Response: None

Question 89: Are there any limitations on convenience offerings for food or beverage?

Response: Not applicable.

Question 90: Is there interest by location in a food service provider beyond typical convenience store snack and sundry items? If so, would there be a space outside the area of the current bookstore locations where that service would be provided?

Response: We do not anticipate having a physical space on campus.

COMMISSION / BILLING / FINANCIAL DATA

Question 91: Does the current bookstore provider pay commissions on gross or net sales?

Response: Virtual store is 5% of gross sales. No commissions for equitable access.

Question 94: Financial incentives received over the last 3 years (signing bonuses, commissions etc.)

Response: Gift Cards \$3,000 and approximately \$19,000 in commissions for FY 22, 23, 24.

Question 96: Please provide details of current contractual partnerships for each school, including number of years, commission rates, and scholarships. etc.

Response: Virtual store is 5% of gross sales. No commissions for equitable access.

Question 98: Are there any student populations that will not be included as part of the Course Material Fee Model program? If so, please provide details.

Response: Some programs may not work for this model. Ex: Students in the Automotive or Electrical program who use the same book for several different courses/semesters.

VENDOR EXPECTATIONS AND MISC.

Question 105: Could you provide more details about any specific challenges you have encountered in the past with customer service, or, if you prefer, with the incumbent service provider?

Response: We would like to see robust, transparent communication with faculty, staff and students. We need solid support for troubleshooting issues and direct support for students having issues accessing course material. We need quick shipping times for physical materials.

Question 106: What are the current challenges LCTCS, and its member colleges, would like addressed with future bookstore operations?

Response: We would like to see robust, transparent communication with faculty, staff and students. We need solid support for troubleshooting issues and direct support for students having issues accessing course material. We need quick shipping times for physical materials.

Question 107: What additional challenges with your existing bookstore operations would you like to see addressed not mentioned in this RFP?

Response: We would like to see robust, transparent communication with faculty, staff and students. We need solid support for troubleshooting issues and direct support for students having issues accessing course material. We need quick shipping times for physical materials.

ATTACHMENT #1

Response to Questions 4 through 9

**07/04/21-
07/02/22**

Fletcher Technical Community College

FY22 Actual

Used Text	\$15,018
New Text	\$105,091
Digital Format Text	\$60,654
Text - Rentals	\$4,889
Trade	\$239
Supplies	\$308
Clothing	\$1,730
Gifts	\$53
Computers	\$1,725
Sales as Collected	\$189,705

**07/03/22-
07/01/23**

Fletcher Technical Community College

FY23 Actual

Used Text	\$11,465
New Text	\$66,715
Digital Format Text	\$90,470
Text - Rentals	\$6,315
Trade	\$368
Supplies	\$2,258
Clothing	\$1,205
Gifts	\$71
Computers	\$470
Sales as Collected	\$179,337

**07/02/23-
06/29/24**

Fletcher Technical Community College

FY24 Actual

Used Text	\$13,277
New Text	\$66,920
Digital Format Text	\$74,621
Inclusive Access Charges	\$96,300
Text - Rentals	\$4,655
Trade	\$84
Supplies	\$7,090
Clothing	\$1,185
Gifts	\$28
Computers	\$90
Sales as Collected	\$264,250

ATTACHMENT #1

**06/30/24-
Current**

**Fletcher Technical Community
College**

FY25 Actual

Used Text	\$0
New Text	\$0
Digital Format Text	\$0
Inclusive Access Charges	\$919,211
Text - Rentals	\$0
Trade	\$0



*Changing Lives,
Creating Futures*

Monty Sullivan
System President

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Timothy W. Hardy
Chair

Stephen C. Smith
First Vice Chair

Stephen Touns
Second Vice Chair

Members:
Ellis Bourque, III
Cynthia Butler-McIntyre
Archie Hall
Sabrina Hogan
Joseph Hollins
Patrick T. Johnson
Jennifer Lee
Erika McConduit
Chad Moody
Willie L. Mount
Paul Price, Jr.
Stanton W. Salathe

Student Members:
Abbigale Ardoin
Christopher Elie

Louisiana
Community
& Technical
College System

265 South Foster Drive
Baton Rouge, LA 70806

Phone: 225-922-2800
Fax: 225-922-1185

www.lctcs.edu

LOUISIANA COMMUNITY & TECHNICAL COLLEGE SYSTEM

ADDENDUM #3

Request for Proposals

Instructional Resource Operations for First Day Access

RFP Number: 40016-11012024 DUE DATE/TIME JANUARY 31, 2025 4:00 pm

LOUISIANA DELTA COMMUNITY COLLEGE

QUESTIONS AND RESPONSES

January 17, 2025

BACKGROUND AND HISTORICAL SALES

Question 1: Are there any other providers of campus store services or merchandise sales that LCTCS schools work with? Off campus store, athletic website, publisher content provider etc. Are there other providers involved in campus store operations (e.g., off-campus stores, athletic websites, publisher content providers)?

Response: **None**

Question 2: Are there any other exclusive contracts that relate to services/product typically provided in the college store that a service provider needs to be aware of (i.e., Coke, Sodexho, Starbucks, etc.)?

Response: **None**

Question 3: Does LCTCS have any direct agreements in place with publishers or other third-party course material providers?

Response: **None**

Question 4: Is LCTCS able to provide the following for all store operations:

Historic sales broken down by category

Response: **See Attachment #1**

Question 5: Please provide a sales report, broken down by product category (new, used, digital, apparel/merchandise, other, etc.) for at least the past three academic years (preferably 5 years) for each school in the system.

Response: **See Attachment #1**

Question 6: Please provide a category breakdown of textbook sales information from the past few years, including new, used, rental, digital, and inclusive access by **individual LCTCS colleges.**

Response: **See Attachment #1**

Question 7: 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., **by individual LCTCS colleges.**

Response: **See Attachment #1**

Question 8: Please provide sales breakdown by category for each school, for the current partial year and the 2 previous full years.

Response: **See Attachment #1**

Question 9: Provide a breakdown of course material sales by category (new, used, rental, digital, inclusive access, and trade) for the past three fiscal years by campus.

Response: **See Attachment #1**

Question 10: Is LCTCS or any school in the system contracted with any publishers or outside vendors for course materials or supplies other than the current bookstore vendor?

Response: **None**

Question 11: Provide a breakdown of current campus stores and pop-up locations, including a category breakdown of general merchandise gross sales. General merchandise categories include, School Supplies, Spirit Items, Clothing Items, Graduation Regalia, Food/Drink, Health and Beauty, Kits (Nursing/Dental Hygiene/Sciences), Art/Lab Course Specialty Supplies, and C-Store Items (examples of C-store may include, personal hygiene and medicine).

Response: **Monroe Campus Bookstore. See Attachment #2**

CURRENT FACILITIES AND FIXTURES

Question 12: Does LCTCS Colleges own the current bookstore fixtures?

Response: **No**

Question 13: Is there any plan to reduce the footprint within the existing space of any existing stores based on business changes OR relocate the existing bookstore operation to another location at any point in the foreseeable future?

Response: **No**

Question 14: Is LCTCS able to provide CAD drawings of the bookstore locations currently in place?

Response: **See Attachment #2**

Question 15: Since part of the responsibilities for the winning bidder is to run campus stores, can you share the floor plans for each of the 7 schools that currently have campus bookstores?

- Delgado
- Baton Rouge CC
- South Louisiana CC
- Bossier Parish CC
- Louisiana Delta CC
- Sowela
- Nunez CC

Response: **See Attachment #2**

Question 16: Share detailed floor plans and CAD drawings of each bookstore location.

Response: **See Attachment #2**

Question 17: Can you share photos, floorplans, and/or the square footage of the current bookstore spaces at each school?

Response: **See Attachment #2**

Question 18: Provide a list of college-owned furniture, fixtures, and equipment (FF&E) that will remain in the store if a transition to a new bookstore provider occurs.

Response: **None**

Question 19: Are there plans to move or alter any current bookstore locations?

Response: **No**

Question 20: Of the fixtures that currently reside in the bookstores, will all remain for use by a new partner? Is there any unamortized expense the new partner must absorb upon commencing operations?

Response: **No**

Question 21: Will the chosen vendor be required to purchase the inventory of the current vendor? If so, What are the inventory purchase requirements in the current contract for each school in LCTCS?

Response: **No**

Question 22: What is the backstock storage space (square footage) in existing campus stores, and which locations have a loading dock?

Response: **No loading dock. 85 sq. ft. of storage space provided.**

Question 23: If a campus currently has a brick and mortar store, is it safe to assume the desire would be to continue with that same business model?

Response: **Yes**

COURSE MATERIALS

Question 26: By campus, what percentage use courseware (e.g., MyLab, CengageNOW)?

Response: **63% of courses in Spring 2025 with required resource adoptions use a digital courseware.**

ENROLLMENT / DUAL ENROLLMENT

Question 33: Do these students (Dual Enrollment/Dual Credit) use the same course materials as the other students at the institution?

Response: **Yes**

Question 34: Do these students (Dual Enrollment/Dual Credit) receive their materials through the bookstore vendor?

Response: **Yes**

Question 37: Do these students (Dual Enrollment/Dual Credit) use the same materials as other students? Are materials provided by the bookstore vendor?

Response: **Yes**

Question 38: Are Dual Enrollment gross sales included in historical data? If not, provide separate breakdowns for units sold and gross sales.

Response: **No, breakdowns not known**

TERM OF CONTRACT

Question 40: Please provide details of the current bookstore agreements at each college and their respective contract end dates.

Response: **Contract July 1, 2018 – June 30, 2028.**

Question 42: Which LCTCS colleges will be able to partner with the selected proposer immediately?

Response: **Contract July 1, 2018 – June 30, 2028.**

GRANTS AND FINANCIAL AID

Question 45: What percentage of overall sales in each LCTCS bookstore came from financial aid?

Response: **> FY 2022 - \$742, 676 - 85%; > FY 2023 - \$856, 921 – 81%; > FY 2024 - \$892, 667 - 95%**

Question 46: Are there any limitations/restrictions placed on items allowed to be purchased using financial aid funds? If so, can a detail of restrictions/limitations by campus be provided?

Response: **No**

Question 47: Which schools in LCTCS allow for the use of financial aid funds at the bookstore? Are there integrations that facilitate this? What are the percentages or dollar amounts for financial aid usage at the bookstores?

Response: **A file is uploaded to bookstore vendor with student ID/names. Maximum financial aid usage is up to \$1,200 of available aid.**

Question 48: Can students use financial aid to purchase spirit items or general merchandise?

Response: **Yes**

Question 49: What percentage of sales are made using financial aid?

Response: **: > FY 2022 - \$742, 676 - 85%; > FY 2023 - \$856, 921 – 81%; > FY 2024 - \$892, 667 - 95%**

Question 50: How is financial aid utilized in campus stores, and are there any restrictions?

Response: **A file is uploaded to bookstore with student ID/names. Maximum financial aid usage is up to \$1,200 of available aid.**

Question 51: Are there any sales reflected in the historical sales numbers of each LCTCS College that were a result of a one-time grant or other funding that will not occur in the future?

Response: **No**

OER / EQUITABLE ACCESS / INCLUSIVE ACCESS

Question 52: Are there any items other than course materials (such as uniforms, tools/equipment, course related supplies) that are currently being provided at any campus location as part of the Inclusive Access or Equitable Access programs?

- If so, can a list of items be provided by campus?
- If not, is there an interest in having such items included as part of your inclusive or equitable access service?
- If the answer is yes, can details of what that desire would be by campus be shared?

Response: **None currently provided.**

Question 57: Are there any anticipated program or item exclusions from the Equitable Access program?

Response: **No**

Question 58: Are there any OER initiatives at any school in LCTCS, where the school provides either encouragement or incentives to faculty who adopt Open Educational Resources for their courses? If yes, how many courses currently use OERs?

Response: **41% of courses in Spring 2025 use OER adoptions.**

Question 60: Program-Specific Pricing or Exclusions:

- If specific programs require separate pricing or are to be excluded from Equitable Access (e.g., nursing, dual credit, undergraduate), please identify these programs.
- Within the booklist, provide program identifiers for these courses to distinguish them accordingly.

Response: **N/A**

Question 61: Which campuses currently have Equitable Access programs?

- What are the historical opt-out rates?
- How is the opt-out process managed, and are there challenges with compliance or tracking?

Response: **None**

Question 62: Which campuses currently have Inclusive Access programs?

- What are the historical opt-out rates?
- How is the opt-out process managed, and are there challenges with compliance or tracking?

Response: **None**

Question 63: For campuses currently implementing Inclusive or Equitable Access, What are the current challenges with your existing programs and bookstore operations that you would like to see addressed by this RFP?

Response: **N/A**

Question 65: How many of the schools in LCTCS currently have an inclusive access program? What is the revenue and course penetration for each of those programs?

Response: **N/A**

Question 66: How many courses use Inclusive Access(IA) at each school?

Response: **None**

Question 67: Do any LCTCS colleges currently have any inclusive or equitable access programs? If so, please provide details surrounding pricing, opt-out rates, and number of courses participating.

Response: **None**

Question 68: Do any schools in LCTCS have specialty programs or specialty needs that aren't clearly communicated in the RFP?

Response: **No**

BOOK STORE OPERATIONS

Question 71: By our calculations, 7 out of the 12 schools have a physical bookstore presence. Are you looking for a vendor that can operate all 7 of those locations as they are today, and also serve the other 5 schools with a virtual solution? There are obviously many more costs associated with running a physical store on campus vs just running a virtual solution and we want to ensure that we are providing a solution to you that both fits your needs and is able to be compared fairly to other vendors who may not want to run a physical store.

Response: **Physical bookstore needed for LDCC.**

Question 72: Please list all LCTCS colleges that currently have a physical bookstore and all colleges that currently have an online-only bookstore.

Response: **LDCC has a physical bookstores at one location.**

Question 73: What other expenses (e.g., utilities, internet) must the campus store cover?

Response: **None**

Question 74: Does each LCTCS College utilize a Campus Card that can be used to purchase materials in the bookstore? If so, what company does each College use to manage it?

Response: **Student cards for financial aid are only cards available through the College. Managed through BankMobile.**

Question 75: Are LCTCS Colleges 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?

Response: **No**

Question 76: Would LCTCS Colleges consider two separate vendors with two separate agreements 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?

Response: **No**

Question 77: What expenses (e.g., utilities, phone, internet, trash) must the campus store cover, and what are the associated costs?

Response: **None**

Question 78: What other school expenses must the campus stores pay for (utilities, phone, internet trash etc.) and what are those costs?

Response: **None**

Question 79: Does the institution expect the chosen vendor to retain current full-time bookstore employees? If so, provide a list of employees and their annual salaries.

- Referring to RFP Attachment A:
 - Which campuses require a campus store or pop-up store?
 - Are any campuses open to self-operating a store for merchandise, with the vendor managing Equitable Access course materials?

Response: **Yes. Salary not known. Physical bookstore required to be run by vendor.**

Question 80: Which LCTCS colleges would 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?

Response: **No**

Question 81: Are any of the colleges open to a virtual, website-only bookstore?

Response: **No**

Question 82: Are any of the colleges open to a hybrid bookstore, where merchandise and customer service are available on campus, but course materials are provided virtually?

Response: **No**

Question 83: Are there programs or initiatives run by the current bookstore provider that should continue under the new contract?

Response: **No**

OTHER MERCHANDISE

Question 84: Share inventory on hand for general merchandise by campus for the past three years (as of October 15 for 2022, 2023, and 2024).

Response: **Not known**

Question 85: Provide the institution's brand guidelines and clarify if merchandise is licensed. If licensed, does the institution work with a third-party licensing agency?

Response: **See Attachment #3. No license.**

Question 86: Are there restrictions on convenience offerings for food and beverages?

Response: **No**

Question 87: Are graduation products (announcements, rings, cap and gown, diploma covers, diploma frames) currently provided by the campus stores? If so, can you please provide detail of product offered by location? If not, are there any limitations on graduation related sales?

Response: **Yes, cap and gown**

Question 88: What is the bookstore's role in distributing graduation caps and gowns?

Response: **Provided cap and gown for purchase to be picked up by students.**

Question 89: Are there any limitations on convenience offerings for food or beverage?

Response: **No**

Question 90: Is there interest by location in a food service provider beyond typical convenience store snack and sundry items? If so, would there be a space outside the area of the current bookstore locations where that service would be provided?

Response: **Yes**

COMMISSION / BILLING / FINANCIAL DATA

Question 91: Does the current bookstore provider pay commissions on gross or net sales?

Response: **Gross**

Question 94: Financial incentives received over the last 3 years (signing bonuses, commissions etc.)

Response: **FY25 \$35,544.64; FY24 \$75,330.68; FY23 \$75,398.26. \$2,500 in general scholarships paid each year.**

Question 96: Please provide details of current contractual partnerships for each school, including number of years, commission rates, and scholarships. etc.

Response: **July 1, 2018 – June 30, 2025. 8% of gross sales up to \$1M; 9% of gross sales over \$1M. AND 7% of gross sales of first day and eTextbooks. \$2,500 in general scholarships paid each year.**

Question 98: Are there any student populations that will not be included as part of the Course Material Fee Model program? If so, please provide details.

Response: **Workforce and AdultEd**

VENDOR EXPECTATIONS AND MISC.

Question 105: Could you provide more details about any specific challenges you have encountered in the past with customer service, or, if you prefer, with the incumbent service provider?

Response: **Severely understaffed at the campus bookstore retail site; unable to effectively manage the call inquiries and sales volume outside of online transactions.**

Bookstore manager is severely limited in ability to solve supply issues for students; company refund policy is too rigid for the dynamic landscape of an 8-campus institution with a single bookstore retail site.

Complications with students using financial aid vouchers are blamed on college processes and not completely explained by bookstore staff to the students. Remaining balances of financial aid vouchers are not presented to students executing online bookstore orders. Remaining balances are only displayed for walk-in purchases on printed paper receipts.

Question 106: What are the current challenges LCTCS, and its member colleges, would like addressed with future bookstore operations?

Response: **Severely understaffed at the campus bookstore retail site; unable to effectively manage the call inquiries and sales volume outside of online transactions.**

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Question 107: What additional challenges with your existing bookstore operations would you like to see addressed not mentioned in this RFP?

Response: **Severely understaffed at the campus bookstore retail site; unable to effectively manage the call inquiries and sales volume outside of online transactions.**

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3 YEAR P&L

FY25 8279 Louisiana Delta CC

View

	Actual		Actual		Actual	
	FY22	% of Sales	FY23	% of Sales	FY24	% of Sales
First Day Sales	0	0.0%	0	0.0%	0	0.0%
66 New Textbooks	221,666	25.4%	212,642	20.1%	110,625	11.8%
67 Used Textbooks	43,266	5.0%	40,573	3.8%	52,408	5.6%
36 Publisher Rentals	12,175	1.4%	4,901	0.5%	2,589	0.3%
46 New Textbook Rentals	13,387	1.5%	16,335	1.5%	7,956	0.8%
47 Used Textbook Rentals	13,376	1.5%	12,982	1.2%	18,378	2.0%
62 Printed Access Cards	171,240	19.6%	191,632	18.1%	206,818	22.1%
64 Digital Courseware	220	0.0%	135	0.0%	1,587	(0.2)%
65 eTextbooks	172,409	19.7%	294,831	27.8%	266,357	28.4%
68 Trade Books	16	0.0%	1,077	0.1%	624	0.1%
70 School Supplies	17,569	2.0%	29,547	2.8%	30,975	3.3%
71 Electronics NonCommissionable	18,799	2.2%	18,621	1.8%	33,074	3.5%
72 Computer Peripherals	85,269	9.8%	146,635	13.8%	130,179	13.9%
80 School Spirit Clothing	28,684	3.3%	30,356	2.9%	24,451	2.6%
81 Non-Emblematic Trend Area	850	0.1%	300	0.0%	384	0.0%
89 Café	0	0.0%	0	0.0%	370	0.0%
90 Graduation Products	34,356	3.9%	9,970	0.9%	19,263	2.1%
91 Convenience	6,058	0.7%	17,699	1.7%	18,969	2.0%
92 Dorm Furnishings-Regional Buys	2,567	0.3%	1,729	0.2%	1,318	0.1%
93 Greeting Cards	0	0.0%	0	0.0%	0	0.0%
94 Backpacks	5,533	0.6%	8,540	0.8%	6,284	0.7%
96 School Spirit, Gifts, Accessories	1,891	0.2%	2,216	0.2%	1,761	0.2%
97 Prints, Frames, Museum Shop	173	0.0%	294	0.0%	0	0.0%
98 Miscellaneous Sales	24,958	2.9%	18,799	1.8%	6,003	0.6%
Total Sales	874,021	100.0%	1,059,543	100.0%	937,196	100.0%
Sales Data:						
Sales Text	647,300	74.1%	773,760	73.0%	663,542	70.8%
Sales Non Text	226,722	25.9%	285,782	27.0%	273,654	29.2%
New Mix %	83.7%	0.0%	84.0%	0.0%	67.9%	0.0%
Used Mix %	16.3%	0.0%	16.0%	0.0%	32.1%	0.0%

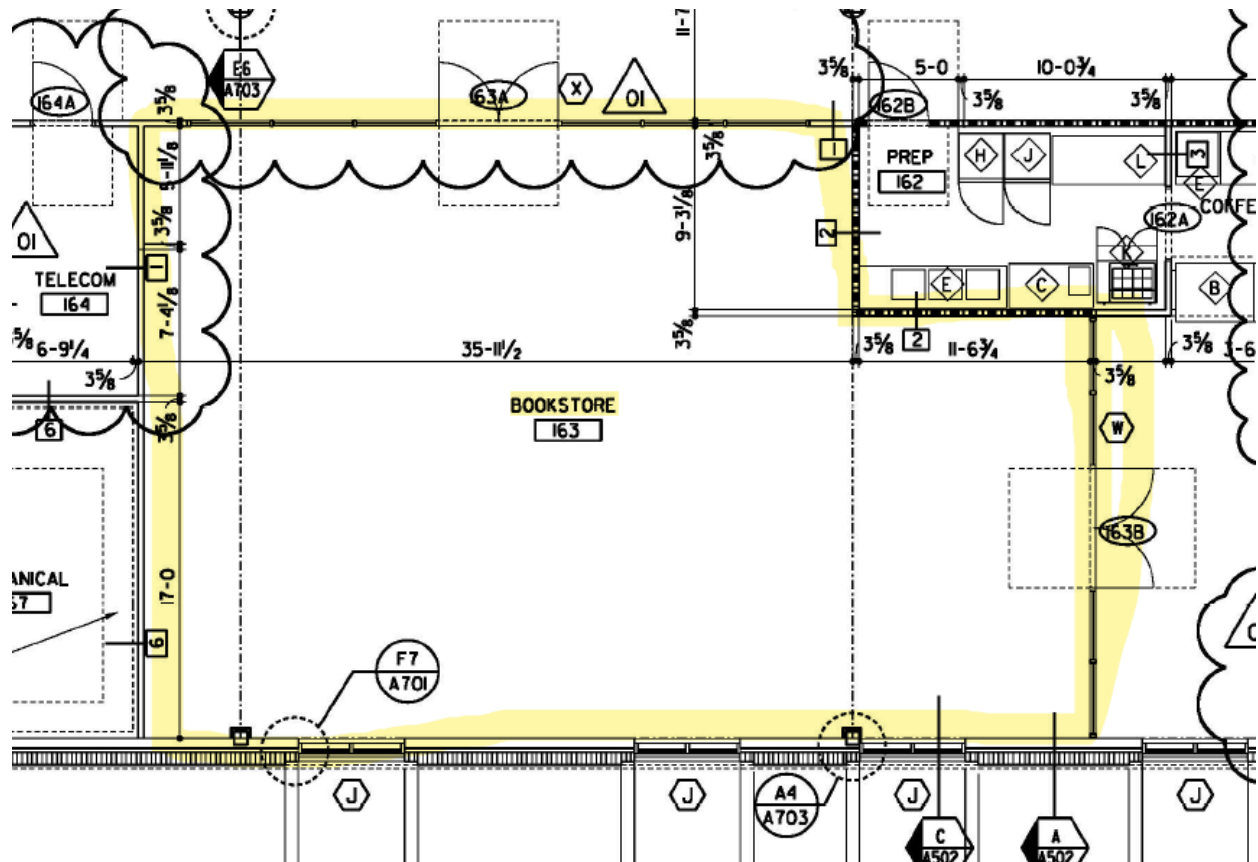
Ran On: 01/08/2025 2:13:51 AM

Total Annual SFA Sales are included in the total sales above:

> FY 2022 - \$742, 676 - 85%

> FY 2023 - \$856, 921 - 81%

> FY 2024 - \$892, 667 - 95%



C O M M U N I T Y C O L L E G E

Brand Guidelines





Louisiana Delta Community College has undergone a significant change in identity. This document is intended to be used as a guide in expressing that identity and ensuring that we're putting forward the best face of Louisiana Delta Community College through the use of internal and external communication (including all media and promotional platforms). We have multiple campuses, but we are one college. We must reflect oneness within our brand. The contents of this document will help us to achieve consistency and unity across all of LDCC's campuses.

Thank you!

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On Identity

All communications from Louisiana Delta Community College (LDCC), whether originating from an individual campus or a specific program, are reflections of the institution. The logos, typefaces, colors, and treatment of photos and text all project attributes of LDCC. The goal of these guidelines is to improve the effectiveness of the College's communications in today's crowded messaging environment and reduce the amount of time needed for projects.

Maintaining consistency in messaging and design across the College strengthens the institution's overall brand.

Personal Application

Within the concept of identity is identification. The College's identification is rooted in the culture and values of the institution. Therefore, those who choose to identify themselves with it, also choose to embody, enrich and extend all that the College stands for and strives to project.



Brand Attributes

The following includes terms that were used on LDCC's official seal and mission statement, reflecting the institutional personality. When preparing narrative text and visuals, consider the aspects of the LDCC's personality that best describe your story or your point of view and adopt them as part of your communication. These brand attributes can be used individually or in combination.

Courage

The ability to control fear in the face of difficult circumstances

Knowledge

Fact or condition of knowing something with familiarity gained through experience or association

Attitude

A settled way of thinking or feeling

Open

Move or adjust to leave a space allowing access

Comprehensive

Covering or involving much, inclusive

Community

A feeling of fellowship with others, as a result of sharing common attitudes, interests, and goals

Accessible

Capable of being reached

Quality

An essential and distinguishing attribute of something or someone

Innovative

Introducing new ideas; original and creative in thinking

Dedicated

Devoted to a task or purpose

Excellence

Quality of being outstanding

Brand Attributes

Transformative
Causing a marked change

Service
The act of assisting or helping others

Diversity
The state of inclusion of people of different races, ethnicities, cultures, gender identities, and socio- economic background

Uniquely LDCC

START HERE. GO  NYWHERE!

Making NELA the manufacturing training hub.

LDCC



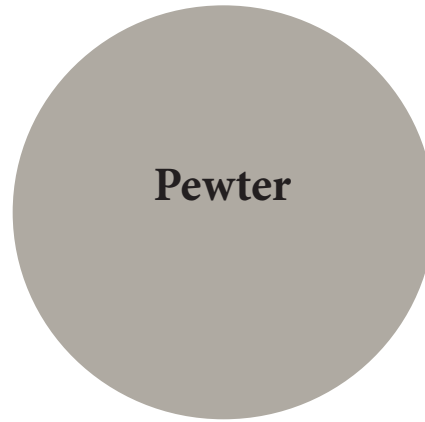
College Colors

The official College colors are listed below.

Primary Colors



Pantone	5255CP
RGB	43, 35, 56
HEX	2B2338
CMYK	97, 100, 15, 72

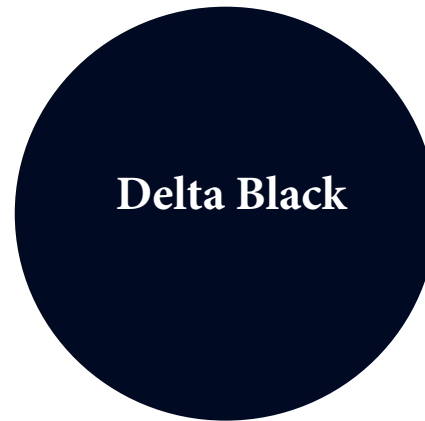


Pantone	401CP
RGB	173, 168, 159
HEX	ADA89F
CMYK	10, 11, 17, 27

Secondary Colors



Pantone	Cool Gray 1CP
RGB	221, 221, 5218
HEX	DDDDDA
CMYK	4, 2, 4, 8



Pantone	Black 6XGC
RGB	19, 29, 540
HEX	131D28
CMYK	88, 0, 0, 100

Official Logo & Color Variations

The Louisiana Delta Community College logo is significant for many reasons. It creates a first impression of what our students, community, and partners might expect; therefore it establishes expectations regarding our services and goods. It is also the one critical piece that ties every multi-media, print, internal or external representation of the College together. It serves as the standard of excellence upon which our communities can rely. Therefore, adhering to the standards and guidelines outlined in this document is vitally important to the brand of the College. When reproducing, the logo is not to be recreated, re-proportioned or otherwise modified.

Primary identity: vertical logos

The preferred color for logo usage is Delta Blue and pewter. Resize by selecting object, hold down shift or Ctrl key and pull or push a corner. This will resize the object proportionately.

Correct



Incorrect



If the desired logo size is too small, such that the second line is not legible, try substituting the full Delta Blue logo. If that doesn't work, the logo will have to be enlarged until the second line is legible.

Correct



Incorrect



Logo Color Variations:

The following are logo color variations that may be used for creative purposes:



Secondary identity: horizontal logos

The preferred color for logo usage is the solid Delta Blue. Permissible colors are also solid Delta Black and solid white. Resize by selecting object, hold down shift or Ctrl key and pull or push a corner. This will resize the object proportionately.

Correct



Incorrect




Logo Components & Mark

The official logo consists of the logo mark (Delta triangle) **and** the logo text (Louisiana Delta Community College). The logo text cannot be used alone and considered the official logo; however, the Delta triangle may be used as a standalone logo. Resize by selecting object, hold down shift or Ctrl key and pull or push a corner. This will resize the object proportionately.

Layered within the logo mark is an abundance of meaning:



Triangles are the strongest shape since any added force will be evenly spread through all three sides. Those three sides represent LDCC's programs: academic, technical/workforce, and adult education.

Next, notice the three objects waving through the triangle. Each wave starts out narrow with an upward motion that expands. This underscores our tagline: START HERE. GO  ANYWHERE!

The shapes of these objects resemble smoke stacks (the manufacturing sector), blades of grass (our agriculture), and waves of water (the rivers of the Delta).

Correct



Incorrect

LOUISIANA DELTA
C O M M U N I T Y C O L L E G E

Other acceptable color variations



LDCC Logo Sizing System



LDCC Logo Required Padding

The “L” on each of the four sides indicates the amount of free space the logo should have from any other text or images.



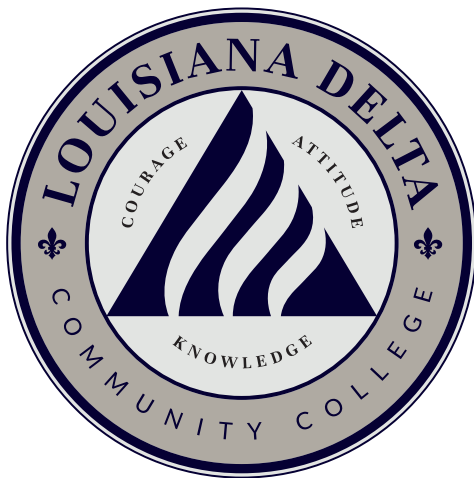
High resolution copies of LDCC’s logos may be requested by email: pr@ladelta.edu or by calling 318-345-9265.

While the phrase itself is not unique, LDCC is owning it by incorporating the logo mark. LATO is the preferred font. It is a Google font and can be downloaded. The Delta logo mark should be the same height as the text. Colors options are Delta Black, Delta Blue, black, white, pewter, and light gray.

START HERE. GO  ANYWHERE!

LDCC Seal

The seal has been updated to reflect the Delta Blue theme. The seal is reserved for use on official documents only.



LDCC Mascot

The Knight, Lancelot, has also been updated with the Delta Blue and pewter colors.



LDCC Email Signature

All employees are required to adopt the new email signature. The fonts, spacing, and language has to match exactly. The only permissible customization is the updating of your name, title, and contact number. No other additional information, like quotes or other taglines, is permissible. Contact pr@ladelta.edu for template and artwork.

Name - Times New Roman 10.5 pt — **W. Dennis Epps**
 Title - Calibri Light 9 pt — **CHANCELLOR**

Contact Info - Calibri Light 9 pt — **Main: 318.376.1234**
Office: 318.387.9876
Fax: 318.349.6543

URL - Times New Roman Bold 9 pt — **www.ladelta.edu**



LDCC Business Card

The new business card is shown below. Orders can be made to your immediate supervisor. Cost is \$49 per box (500 cards to a box)



LDCC Letterhead

ATTACHMENT #3

The new letterhead is shown below. Orders can be made to your immediate supervisor. Cost is \$82 per box (500 sheets to a box). Requests for electronic letterheads, free of charge, can be made to pr@ladelta.edu. The official font for LDCC's letterhead is Calibri and the font size is 12 points.



OFFICE OF ASSOCIATE OF SCIENCE IN NURSING

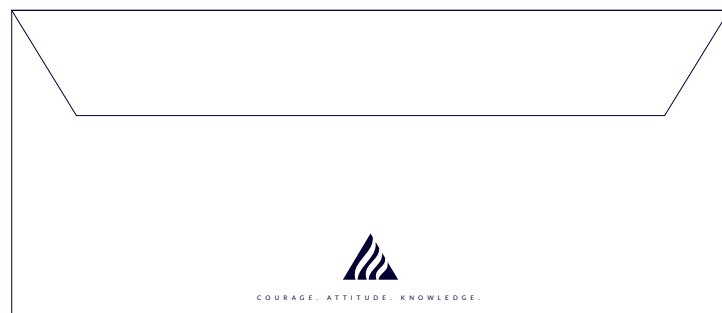
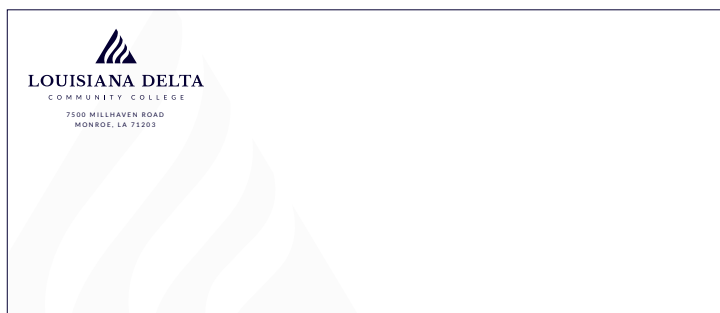
COURAGE. ATTITUDE. KNOWLEDGE.

318.345.9173
LADELTA.EDU

7500 MILLHAVEN ROAD
MONROE, LA 71203

LDCC Envelopes

The new envelope is shown below. Orders can be made to your immediate supervisor. Cost is \$146 per box (500 envelopes to a box) without windows and \$148 with windows. They can also specify a particular department.



LDCC'S Community & Public Relations Department offers a myriad of services. Simply email: pr@ladelta.edu or call: 318-345-9265 to arrange or request services. Ideal submission time is two weeks prior to needing the material. This office also assists with event planning when needed.

Please note that all submissions to any media market are submitted through only the Community & Public Relations Office. Also, anything created for public consumption has to receive preapproval through this office before the job is printed or posted. This includes all promotional items purchased through vendors. Please forward a proof to pr@ladelta.edu prior to agreeing to run or print the job.

Social media platforms created to represent the College must include a representative of the Community & Public Relations Department as an administrator, since these platforms are an extension of the College's brand.

Suggestions for marketing/promotional material are always welcomed. If there is something specifically needed to promote a program or the College, an email to Community & Public Relations can be sent to set up an appointment to discuss the idea. This department exists as the primary gatekeeper of LDCC's brand and helps each department be successful in reaching our communities with its messages.

The guidelines outlined in this document are the new and current means of representation. However, there may be special times when departing from the standard will be permitted.

For now, strict adherence to these guidelines helps us to put our best face forward and present a standard for which we can be very proud.



KNIGHTS



*Changing Lives,
Creating Futures*

Monty Sullivan
System President

Officers:
Timothy W. Hardy
Chair

Stephen C. Smith
First Vice Chair

Stephen Toups
Second Vice Chair

Members:
Ellis Bourque, III
Cynthia Butler-McIntyre
Archie Hall
Sabrina Hogan
Joseph Hollins
Patrick T. Johnson
Jennifer Lee
Erika McConduit
Chad Moody
Willie L. Mount
Paul Price, Jr.
Stanton W. Salathe

Student Members:
Abbigale Ardoin
Christopher Elie

Louisiana
Community
& Technical
College System

265 South Foster Drive
Baton Rouge, LA 70806

Phone: 225-922-2800
Fax: 225-922-1185

www.lctcs.edu

LOUISIANA COMMUNITY & TECHNICAL COLLEGE SYSTEM

ADDENDUM #3

Request for Proposals

Instructional Resource Operations for First Day Access

RFP Number: 40016-11012024 DUE DATE/TIME JANUARY 31, 2025 4:00 pm

NORTHWEST LOUISIANA TECHNICAL COMMUNITY COLLEGE

QUESTIONS AND RESPONSES

January 17, 2025

BACKGROUND AND HISTORICAL SALES

Question 1: Are there any other providers of campus store services or merchandise sales that LCTCS schools work with? Off campus store, athletic website, publisher content provider etc. Are there other providers involved in campus store operations (e.g., off-campus stores, athletic websites, publisher content providers)?

Response: Some of our programs work with local suppliers such as ACE Hardware to put together bundles for students' supplies, tools, etc.

Question 2: Are there any other exclusive contracts that relate to services/product typically provided in the college store that a service provider needs to be aware of (i.e., Coke, Sodexo, Starbucks, etc.)?

Response: No.

Question 3: Does LCTCS have any direct agreements in place with publishers or other third-party course material providers?

Response: Yes. Details not available at this time.

Question 4: Is LCTCS able to provide the following for all store operations:

Historic sales broken down by category

Response: See Attachment #1.

Question 5: Please provide a sales report, broken down by product category (new, used, digital, apparel/merchandise, other, etc.) for at least the past three academic years (preferably 5 years) for each school in the system.

Response: See Attachment #1.

Question 6: Please provide a category breakdown of textbook sales information from the past few years, including new, used, rental, digital, and inclusive access by **individual LCTCS colleges.**

Response: See Attachment #1.

Question 7: 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., **by individual LCTCS colleges.**

Response: See Attachment #1.

Question 8: Please provide sales breakdown by category for each school, for the current partial year and the 2 previous full years.

Response: See Attachment #1.

Question 9: Provide a breakdown of course material sales by category (new, used, rental, digital, inclusive access, and trade) for the past three fiscal years by campus.

Response: See Attachment #1.

Question 10: Is LCTCS or any school in the system contracted with any publishers or outside vendors for course materials or supplies other than the current bookstore vendor?

Response: Yes. Details not available at this time.

Question 11: Provide a breakdown of current campus stores and pop-up locations, including a category breakdown of general merchandise gross sales. General merchandise categories include, School Supplies, Spirit Items, Clothing Items, Graduation Regalia, Food/Drink, Health and Beauty, Kits (Nursing/Dental Hygiene/Sciences), Art/Lab Course Specialty Supplies, and C-Store Items (examples of C-store may include, personal hygiene and medicine).

Response: See Attachment #1.

CURRENT FACILITIES AND FIXTURES

Question 12: Does LCTCS Colleges own the current bookstore fixtures?

Response: There is no physical bookstore at any campus.

Question 13: Is there any plan to reduce the footprint within the existing space of any existing stores based on business changes OR relocate the existing bookstore operation to another location at any point in the foreseeable future?

Response: Not applicable

Question 14: Is LCTCS able to provide CAD drawings of the bookstore locations currently in place?

Response: Not applicable

Question 15: Since part of the responsibilities for the winning bidder is to run campus stores, can you share the floor plans for each of the 7 schools that currently have campus bookstores?

- Delgado
- Baton Rouge CC
- South Louisiana CC
- Bossier Parish CC
- Louisiana Delta CC
- Sowela
- Nunez CC

Response: Not applicable

Question 16: Share detailed floor plans and CAD drawings of each bookstore location.

Response: Not applicable

Question 17: Can you share photos, floorplans, and/or the square footage of the current bookstore spaces at each school?

Response: Not applicable

Question 18: Provide a list of college-owned furniture, fixtures, and equipment (FF&E) that will remain in the store if a transition to a new bookstore provider occurs.

Response: Not applicable

Question 19: Are there plans to move or alter any current bookstore locations?

Response: Not applicable

Question 20: Of the fixtures that currently reside in the bookstores, will all remain for use by a new partner? Is there any unamortized expense the new partner must absorb upon commencing operations?

Response: Not applicable

Question 21: Will the chosen vendor be required to purchase the inventory of the current vendor? If so, What are the inventory purchase requirements in the current contract for each school in LCTCS?

Response: Not applicable

Question 22: What is the backstock storage space (square footage) in existing campus stores, and which locations have a loading dock?

Response: Not applicable

Question 23: If a campus currently has a brick and mortar store, is it safe to assume the desire would be to continue with that same business model?

Response: Not applicable

COURSE MATERIALS

Question 26: By campus, what percentage use courseware (e.g., MyLab, CengageNOW)?

Response: The percentage of programs using courseware by campus is; Mansfield: 43%, Minden: 60%, Shreveport: 62%, and Camp Minden: 100%.

ENROLLMENT / DUAL ENROLLMENT

Question 33: Do these students (Dual Enrollment/Dual Credit) use the same course materials as the other students at the institution?

Response: Yes

Question 34: Do these students (Dual Enrollment/Dual Credit) receive their materials through the bookstore vendor?

Response: They have the option of using the bookstore or purchasing materials through their own means unless their program uses online courseware.

Question 37: Do these students (Dual Enrollment/Dual Credit) use the same materials as other students? Are materials provided by the bookstore vendor?

Response: Yes. They have the option of using the bookstore or purchasing materials through their own means unless their program uses online courseware.

Question 38: Are Dual Enrollment gross sales included in historical data? If not, provide separate breakdowns for units sold and gross sales.

Response: No . That information is not available.

TERM OF CONTRACT

Question 40: Please provide details of the current bookstore agreements at each college and their respective contract end dates.

Response: The current contract has an evergreen clause and a 180 day termination clause.

Question 42: Which LCTCS colleges will be able to partner with the selected proposer immediately?

Response: The current contract has an evergreen clause and a 180 day termination clause.

GRANTS AND FINANCIAL AID

Question 45: What percentage of overall sales in each LCTCS bookstore came from financial aid?

Response: Information was requested from current bookstore but was not received prior to deadline for submission.

Question 46: Are there any limitations/restrictions placed on items allowed to be purchased using financial aid funds? If so, can a detail of restrictions/limitations by campus be provided?

Response: There are no limitations with Pell or MJ Foster. WIOA does have limitations. Details are not available at this time.

Question 47: Which schools in LCTCS allow for the use of financial aid funds at the bookstore? Are there integrations that facilitate this? What are the percentages or dollar amounts for financial aid usage at the bookstores?

Response: The online bookstore has an option for students to use their financial aid funds to buy their materials. The financial aid office provides a code which they input into the website at checkout.

Question 48: Can students use financial aid to purchase spirit items or general merchandise?

Response: There are no limitations with Pell or MJ Foster. WIOA does have limitations. Details not available at this time.

Question 49: What percentage of sales are made using financial aid?

Response: Information was requested from current bookstore but was not received prior to deadline for submission.

Question 50: How is financial aid utilized in campus stores, and are there any restrictions?

Response: With the exception of WIOA, financial aid can be used for any supplies or spirit items.

Question 51: Are there any sales reflected in the historical sales numbers of each LCTCS College that were a result of a one-time grant or other funding that will not occur in the future?

Response: No

OER / EQUITABLE ACCESS / INCLUSIVE ACCESS

Question 52: Are there any items other than course materials (such as uniforms, tools/equipment, course related supplies) that are currently being provided at any campus location as part of the Inclusive Access or Equitable Access programs?

- If so, can a list of items be provided by campus?
- If not, is there an interest in having such items included as part of your inclusive or equitable access service?
- If the answer is yes, can details of what that desire would be by campus be shared?

Response: Not at this time, but it would be great to have our students provided with scrubs/patches, tools, and supplies necessary for the first day of class.

Question 57: Are there any anticipated program or item exclusions from the Equitable Access program?

Response: Not at this time

Question 58: Are there any OER initiatives at any school in LCTCS, where the school provides either encouragement or incentives to faculty who adopt Open Educational Resources for their courses? If yes, how many courses currently use OERs?

Response: We encourage instructors to use OER but have no incentives in place. Presently 28 courses utilize OER.

Question 60: Program-Specific Pricing or Exclusions:

- If specific programs require separate pricing or are to be excluded from Equitable Access (e.g., nursing, dual credit, undergraduate), please identify these programs.
- Within the booklist, provide program identifiers for these courses to distinguish them accordingly.

Response: Dual Enrollment students would be excluded and possibly nursing depending on availability of materials.

Question 61: Which campuses currently have Equitable Access programs?

- What are the historical opt-out rates?
- How is the opt-out process managed, and are there challenges with compliance or tracking?

Response: No formal program is currently in place.

Question 62: Which campuses currently have Inclusive Access programs?

- What are the historical opt-out rates?
- How is the opt-out process managed, and are there challenges with compliance or tracking?

Response: No formal program currently in place.

Question 63: For campuses currently implementing Inclusive or Equitable Access, What are the current challenges with your existing programs and bookstore operations that you would like to see addressed by this RFP?

Response: We would like to start a program. The challenge we are currently facing is that for some of our courseware we must manually assign access codes, which can be a hassle and with other courseware we find no help from their customer service department.

Question 65: How many of the schools in LCTCS currently have an inclusive access program? What is the revenue and course penetration for each of those programs?

Response: Presently 81 courses utilize courseware. Pricing varies depending on program.

Program	Platform	Cost
AAS Business	Cengage	277.75
AAS Nursing	Cengage	277.75
Industrial Instrumentation & Electrician Tech	Cengage	138.9
Business	Cengage	211.1
Welding	NCCER	210
Residential Electrician	NCCER	269.97
HVAC	NCCER	444
Heavy Equipment Vehicle Operator	NCCER	270

Question 66: How many courses use Inclusive Access(IA) at each school?

Response: Presently 81 courses utilize courseware.

Question 67: Do any LCTCS colleges currently have any inclusive or equitable access programs? If so, please provide details surrounding pricing, opt-out rates, and number of courses participating.

Response: Presently 81 courses utilize courseware.

Program	Platform	Cost
AAS Business	Cengage	277.75
AAS Nursing	Cengage	277.75
Industrial Instrumentation & Electrician Tech	Cengage	138.9
Business	Cengage	211.1
Welding	NCCER	210
Residential Electrician	NCCER	269.97
HVAC	NCCER	444
Heavy Equipment Vehicle Operator	NCCER	270

Question 68: Do any schools in LCTCS have specialty programs or specialty needs that aren't clearly communicated in the RFP?

Response: We are a technical college so most of our programs require supplies and tools that we would like to be available through the bookstore or through a local

supplier that works with the bookstore so that financial aid can be used to purchase supplies.

BOOK STORE OPERATIONS

Question 71: By our calculations, 7 out of the 12 schools have a physical bookstore presence. Are you looking for a vendor that can operate all 7 of those locations as they are today, and also serve the other 5 schools with a virtual solution? There are obviously many more costs associated with running a physical store on campus vs just running a virtual solution and we want to ensure that we are providing a solution to you that both fits your needs and is able to be compared fairly to other vendors who may not want to run a physical store.

Response: NLTCC prefers to remain an on-line only bookstore.

Question 72: Please list all LCTCS colleges that currently have a physical bookstore and all colleges that currently have an online-only bookstore.

Response: NLTCC is online only

Question 73: What other expenses (e.g., utilities, internet) must the campus store cover?

Response: Not applicable

Question 74: Does each LCTCS College utilize a Campus Card that can be used to purchase materials in the bookstore? If so, what company does each College use to manage it?

Response: No, we do not.

Question 75: Are LCTCS Colleges 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?

Response: Yes, but we do not have a campus bookstore.

Question 76: Would LCTCS Colleges consider two separate vendors with two separate agreements 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?

Response: Yes

Question 77: What expenses (e.g., utilities, phone, internet, trash) must the campus store cover, and what are the associated costs?

Response: Not applicable

Question 78: What other school expenses must the campus stores pay for (utilities, phone, internet trash etc.) and what are those costs?

Response: Not applicable

Question 79: Does the institution expect the chosen vendor to retain current full-time bookstore employees? If so, provide a list of employees and their annual salaries.

- Referring to RFP Attachment A:
 - Which campuses require a campus store or pop-up store?
 - Are any campuses open to self-operating a store for merchandise, with the vendor managing Equitable Access course materials?

Response: No physical bookstore available.

Question 80: Which LCTCS colleges would 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?

Response: We currently operate under this model.

Question 81: Are any of the colleges open to a virtual, website-only bookstore?

Response: We currently operate under this model.

Question 82: Are any of the colleges open to a hybrid bookstore, where merchandise and customer service are available on campus, but course materials are provided virtually?

Response: We would prefer to remain online.

Question 83: Are there programs or initiatives run by the current bookstore provider that should continue under the new contract?

Response: Our provider works with us and local stores for student supplies as many of our programs require tools and consumables.

OTHER MERCHANDISE

Question 84: Share inventory on hand for general merchandise by campus for the past three years (as of October 15 for 2022, 2023, and 2024).

Response: Not applicable

Question 85: Provide the institution's brand guidelines and clarify if merchandise is licensed. If licensed, does the institution work with a third-party licensing agency?

Response: Not applicable.

Question 86: Are there restrictions on convenience offerings for food and beverages?

Response: Not applicable

Question 87: Are graduation products (announcements, rings, cap and gown, diploma covers, diploma frames) currently provided by the campus stores? If so, can you please provide detail of product offered by location? If not, are there any limitations on graduation related sales?

Response: Graduation products are not provided through our online bookstore currently.

Question 88: What is the bookstore's role in distributing graduation caps and gowns?

Response: Graduation products are not provided through our online bookstore currently.

Question 89: Are there any limitations on convenience offerings for food or beverage?

Response: Not applicable

Question 90: Is there interest by location in a food service provider beyond typical convenience store snack and sundry items? If so, would there be a space outside the area of the current bookstore locations where that service would be provided?

Response: Not applicable

COMMISSION / BILLING / FINANCIAL DATA

Question 91: Does the current bookstore provider pay commissions on gross or net sales?

Response: Yes

Current commission rates:

Commission Calculation: 3% of Sales from \$400,000-\$600,000

Commission Calculation: 5% of Sales from \$600,000-\$750,000

Commission Calculation: 7% of All Sales once they exceed \$750,000

Question 94: Financial incentives received over the last 3 years (signing bonuses, commissions etc.)

Response: None

Question 96: Please provide details of current contractual partnerships for each school, including number of years, commission rates, and scholarships. etc.

Response: Current commission rates:

Commission Calculation: 3% of Sales from \$400,000-\$600,000

Commission Calculation: 5% of Sales from \$600,000-\$750,000

Commission Calculation: 7% of All Sales once they exceed \$750,000

Question 98: Are there any student populations that will not be included as part of the Course Material Fee Model program? If so, please provide details.

Response: Dual enrollment students would be excluded and possibly nursing depending on state requirements.

VENDOR EXPECTATIONS AND MISC.

Question 105: Could you provide more details about any specific challenges you have encountered in the past with customer service, or, if you prefer, with the incumbent service provider?

Response: Students often struggle to find their materials on the current website. The librarian compiles an excel spreadsheet for the bookstore each semester instead of an online adoption program. Not a challenge, but the current provider works with us to provide technical supplies/tools either through their website or by working with local suppliers and we would like to see that upheld.

Question 106: What are the current challenges LCTCS, and its member colleges, would like addressed with future bookstore operations?

Response: A more user-friendly interface for students and for faculty if online textbook adoptions are available. Not a challenge, but the current provider works with us to provide technical supplies/tools either through their website or by working with local suppliers and we would like to see that upheld.

Question 107: What additional challenges with your existing bookstore operations would you like to see addressed not mentioned in this RFP?

Response: A more user-friendly interface for students and for faculty if online textbook adoptions are available. Not a challenge, but the current provider works with

us to provide technical supplies/tools either through their website or by working with local suppliers and we would like to see that upheld.

NWLTC
CONTRACT YEAR 2023-2024
1ST QUARTER

	May	June	July	QTR TOTAL	YTD
Sales-Used Books	\$ -	\$ (4.74)	\$ -	\$ (4.74)	\$ (4.74)
Sales-New Books	\$ 588.54	\$ (337.49)	\$ 670.79	\$ 921.84	\$ 921.84
Sales-Supplies	\$ -	\$ -	\$ -	\$ -	\$ -
Sales-Soft Goods	\$ 239.70	\$ -	\$ -	\$ 239.70	\$ 239.70
Sales-Sundries	\$ -	\$ -	\$ -	\$ -	\$ -
Sub-Total	\$ 828.24	\$ (342.23)	\$ 670.79	\$ 1,156.80	\$ 1,156.80
<i>Less Discounted Sales</i>	\$ -	\$ -	\$ -	\$ -	\$ -
Net Totals	\$ 828.24	\$ (342.23)	\$ 670.79	\$ 1,156.80	\$ 1,156.80
<i>Prior Year Totals</i>	\$ 27.24	\$ 2,096.44	\$ 1,010.42	\$ 3,134.10	\$ 3,134.10
Commission Calculation: 3% of Sales from \$400,000-\$600,000					\$ -
Commission Calculation: 5% of Sales from \$600,000-\$750,000					\$ -
Commission Calculation: 7% of All Sales once they exceed \$750,000					\$ -
Total Calculated Rents:					<u>\$ -</u>

NWLTC
CONTRACT YEAR 2023-2024
2nd QUARTER

	August	September	October	QTR TOTAL	YTD
Sales-Used Books	\$ 1,086.70	\$ -	\$ -	\$ 1,086.70	\$ 1,081.96
Sales-New Books	\$ 13,204.06	\$ 457.71	\$ 31.96	\$ 13,693.73	\$ 14,615.57
Sales-Supplies	\$ -	\$ -	\$ -	\$ -	\$ -
Sales-Soft Goods	\$ -	\$ -	\$ -	\$ -	\$ 239.70
Sales-Sundries	\$ -	\$ -	\$ -	\$ -	\$ -
Sub-Total	\$ 14,290.76	\$ 457.71	\$ 31.96	\$ 14,780.43	\$ 15,937.23
<i>Less Discounted Sales</i>	\$ -	\$ -	\$ -	\$ -	\$ -
Net Totals	\$ 14,290.76	\$ 457.71	\$ 31.96	\$ 14,780.43	\$ 15,937.23
<i>Prior Year Totals</i>	\$ 15,632.20	\$ 2,217.27	\$ 269.27	\$ 18,118.74	\$ 21,252.84
Commission Calculation: 3% of Sales from \$400,000-\$600,000					\$ -
Commission Calculation: 5% of Sales from \$600,000-\$750,000					\$ -
Commission Calculation: 7% of All Sales once they exceed \$750,000					\$ -
Total Calculated Rents:					<u>\$ -</u>

NWLTC
CONTRACT YEAR 2023-2024
3rd QUARTER

	November	December	January	QTR TOTAL	YTD
Sales-Used Books	\$ -	\$ 35.59	\$ 2,153.15	\$ 2,188.74	\$ 3,270.70
Sales-New Books	\$ -	\$ 8.25	\$ 23,287.32	\$ 23,295.57	\$ 37,911.14
Sales-Supplies	\$ -	\$ -	\$ -	\$ -	\$ -
Sales-Soft Goods	\$ -	\$ -	\$ -	\$ -	\$ 239.70
Sales-Sundries	\$ -	\$ -	\$ -	\$ -	\$ -
Sub-Total	\$ -	\$ 43.84	\$ 25,440.47	\$ 25,484.31	\$ 41,421.54
<i>Less Discounted Sales</i>	\$ -	\$ -	\$ -	\$ -	\$ -
Net Totals	\$ -	\$ 43.84	\$ 25,440.47	\$ 25,484.31	\$ 41,421.54
<i>Prior Year Totals</i>	\$ 71.95	\$ 124.42	\$ 6,977.62	\$ 7,173.99	\$ 28,426.83
Commission Calculation: 3% of Sales from \$400,000-\$600,000					\$ -
Commission Calculation: 5% of Sales from \$600,000-\$750,000					\$ -
Commission Calculation: 7% of All Sales once they exceed \$750,000					\$ -
Total Calculated Rents:					\$ -

NWLTC
CONTRACT YEAR 2023-2024
4th QUARTER

	February	March	April	QTR TOTAL	YTD
Sales-Used Books	\$ 52.05	\$ -	\$ -	\$ 52.05	\$ 3,322.75
Sales-New Books	\$ 209.74	\$ 233.17	\$ -	\$ 442.91	\$ 38,354.05
Sales-Supplies	\$ -	\$ -	\$ -	\$ -	\$ -
Sales-Soft Goods	\$ -	\$ -	\$ -	\$ -	\$ 239.70
Sales-Sundries	\$ -	\$ -	\$ -	\$ -	\$ -
Sub-Total	\$ 261.79	\$ 233.17	\$ -	\$ 494.96	\$ 41,916.50
<i>Less Discounted Sales</i>	\$ -	\$ -	\$ -	\$ -	\$ -
Net Totals	\$ 261.79	\$ 233.17	\$ -	\$ 494.96	\$ 41,916.50
<i>Prior Year Totals</i>	\$ 7,711.30	\$ 3,978.54	\$ 207.17	\$ 11,897.01	\$ 40,323.84
Commission Calculation: 3% of Sales from \$400,000-\$600,000					\$ -
Commission Calculation: 5% of Sales from \$600,000-\$750,000					\$ -
Commission Calculation: 7% of All Sales once they exceed \$750,000					\$ -
Total Calculated Rents:					\$ -

NWLTC
CONTRACT YEAR 2024-2025
1ST QUARTER

	May	June	July	QTR TOTAL	YTD
Sales-Used Books	\$ -	\$ -	\$ 169.00	\$ 169.00	\$ 169.00
Sales-New Books	\$ 1,381.82	\$ 1,010.98	\$ (49.10)	\$ 2,343.70	\$ 2,343.70
Sales-Supplies	\$ 431.46	\$ -	\$ -	\$ 431.46	\$ 431.46
Sales-Soft Goods	\$ -	\$ -	\$ -	\$ -	\$ -
Sales-Sundries	\$ -	\$ -	\$ -	\$ -	\$ -
Sub-Total	\$ 1,813.28	\$ 1,010.98	\$ 119.90	\$ 2,944.16	\$ 2,944.16
<i>Less Discounted Sales</i>	\$ -	\$ -	\$ -	\$ -	\$ -
Net Totals	\$ 1,813.28	\$ 1,010.98	\$ 119.90	\$ 2,944.16	\$ 2,944.16
<i>Prior Year Totals</i>	\$ 27.24	\$ 2,096.44	\$ 1,010.42	\$ 3,134.10	\$ 3,134.10
Commission Calculation: 3% of Sales from \$400,000-\$600,000					\$ -
Commission Calculation: 5% of Sales from \$600,000-\$750,000					\$ -
Commission Calculation: 7% of All Sales once they exceed \$750,000					\$ -
Total Calculated Rents:					\$ -

NWLTC
CONTRACT YEAR 2024-2025
2nd QUARTER

	August	September	October	QTR TOTAL	YTD
Sales-Used Books	\$ 2,008.51	\$ (551.38)	\$ 49.43	\$ 1,506.56	\$ 1,675.56
Sales-New Books	\$ 15,335.68	\$ 23.97	\$ 422.64	\$ 15,782.29	\$ 18,125.99
Sales-Supplies	\$ -	\$ -	\$ -	\$ -	\$ 431.46
Sales-Soft Goods	\$ -	\$ -	\$ -	\$ -	\$ -
Sales-Sundries	\$ -	\$ -	\$ -	\$ -	\$ -
Sub-Total	\$ 17,344.19	\$ (527.41)	\$ 472.07	\$ 17,288.85	\$ 20,233.01
<i>Less Discounted Sales</i>	\$ -	\$ -	\$ -	\$ -	\$ -
Net Totals	\$ 17,344.19	\$ (527.41)	\$ 472.07	\$ 17,288.85	\$ 20,233.01
<i>Prior Year Totals</i>	\$ 15,632.20	\$ 2,217.27	\$ 269.27	\$ 18,118.74	\$ 21,252.84
Commission Calculation: 3% of Sales from \$400,000-\$600,000					\$ -
Commission Calculation: 5% of Sales from \$600,000-\$750,000					\$ -
Commission Calculation: 7% of All Sales once they exceed \$750,000					\$ -
Total Calculated Rents:					\$ -

NWLTC
CONTRACT YEAR 2024-2025
3rd QUARTER

	November	December	January	QTR TOTAL	YTD
Sales-Used Books	\$ -	\$ -	\$ 204.20	\$ 204.20	\$ 1,879.76
Sales-New Books	\$ 71.91	\$ 15.98	\$ 6,723.12	\$ 6,811.01	\$ 24,937.00
Sales-Supplies	\$ -	\$ -	\$ -	\$ -	\$ 431.46
Sales-Soft Goods	\$ -	\$ -	\$ -	\$ -	\$ -
Sales-Sundries	\$ -	\$ -	\$ -	\$ -	\$ -
Sub-Total	\$ 71.91	\$ 15.98	\$ 6,927.32	\$ 7,015.21	\$ 27,248.22
<i>Less Discounted Sales</i>	\$ -	\$ -	\$ -	\$ -	\$ -
Net Totals	\$ 71.91	\$ 15.98	\$ 6,927.32	\$ 7,015.21	\$ 27,248.22
<i>Prior Year Totals</i>	\$ 71.95	\$ 124.42	\$ 6,977.62	\$ 7,173.99	\$ 28,426.83
Commission Calculation: 3% of Sales from \$400,000-\$600,000					\$ -
Commission Calculation: 5% of Sales from \$600,000-\$750,000					\$ -
Commission Calculation: 7% of All Sales once they exceed \$750,000					\$ -
Total Calculated Rents:					\$ -

NWLTC
CONTRACT YEAR 2024-2025
4th QUARTER

	February	March	April	QTR TOTAL	YTD
Sales-Used Books	\$ -	\$ -	\$ -	\$ -	\$ 1,879.76
Sales-New Books	\$ -	#N/A	#N/A	#N/A	#N/A
CONTRACT YEAR 2024-2025	\$ -	\$ -	\$ -	\$ -	\$ 431.46
Sales-Soft Goods	\$ -	\$ -	\$ -	\$ -	\$ -
Sales-Sundries	\$ -	\$ -	\$ -	\$ -	\$ -
Sub-Total	\$ -	#N/A	#N/A	#N/A	#N/A
<i>Less Discounted Sales</i>	\$ -	\$ -	\$ -	\$ -	\$ -
Net Totals	\$ -	#N/A	#N/A	#N/A	#N/A
<i>Prior Year Totals</i>	\$ 7,711.30	\$ 3,978.54	\$ 207.17	\$ 11,897.01	\$ 40,323.84
Commission Calculation: 3% of Sales from \$400,000-\$600,000					#N/A
Commission Calculation: 5% of Sales from \$600,000-\$750,000					#N/A
Commission Calculation: 7% of All Sales once they exceed \$750,000					#N/A
Total Calculated Rents:					#N/A



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LOUISIANA COMMUNITY & TECHNICAL COLLEGE SYSTEM

ADDENDUM #3

Request for Proposals

Instructional Resource Operations for First Day Access

RFP Number: 40016-11012024 DUE DATE/TIME JANUARY 31, 2025 4:00 pm

NORTHSHORE TECHNICAL COMMUNITY COLLEGE

QUESTIONS AND RESPONSES January 17, 2025

BACKGROUND AND HISTORICAL SALES

Question 1: Are there any other providers of campus store services or merchandise sales that LCTCS schools work with? Off campus store, athletic website, publisher content provider etc. Are there other providers involved in campus store operations (e.g., off-campus stores, athletic websites, publisher content providers)?

Response: No for NTCC

Question 2: Are there any other exclusive contracts that relate to services/product typically provided in the college store that a service provider needs to be aware of (i.e., Coke, Sodexo, Starbucks, etc.)?

Response: None additional at NTCC

Question 3: Does LCTCS have any direct agreements in place with publishers or other third-party course material providers?

Response: Yes. For NCCER and some IA titles.

Question 4: Is LCTCS able to provide the following for all store operations:

Historic sales broken down by category

Response: See Attachment #1 for all five years combined.

Question 5: Please provide a sales report, broken down by product category (new, used, digital, apparel/merchandise, other, etc.) for at least the past three academic years (preferably 5 years) for each school in the system.

Response: See Attachment #1 for all five years combined.

Question 6: Please provide a category breakdown of textbook sales information from the past few years, including new, used, rental, digital, and inclusive access by **individual LCTCS colleges.**

Response: See Attachment #1 for all five years combined.

Current Textbook Information- Fall 2024

New: 110

Digital: 61

Inclusive Access: 36

Question 7: 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., **by individual LCTCS colleges.**

Response: See Attachment #1 for all five years combined.

Question 8: Please provide sales breakdown by category for each school, for the current partial year and the 2 previous full years.

Response: See Attachment #1 for all five years combined.

Question 9: Provide a breakdown of course material sales by category (new, used, rental, digital, inclusive access, and trade) for the past three fiscal years by campus.

Response: See Attachment #1 for all five years combined.

Question 10: Is LCTCS or any school in the system contracted with any publishers or outside vendors for course materials or supplies other than the current bookstore vendor?

Response: See Question 3

Question 11: Provide a breakdown of current campus stores and pop-up locations, including a category breakdown of general merchandise gross sales. General merchandise categories include, School Supplies, Spirit Items, Clothing Items, Graduation Regalia, Food/Drink, Health and Beauty, Kits (Nursing/Dental Hygiene/Sciences), Art/Lab Course Specialty Supplies, and C-Store Items (examples of C-store may include, personal hygiene and medicine).

ONLINE ONLY bookstore - Only sell course materials and supplies such as pens calculators, may purchase scrubs but only if listed as course material that is required.

Response: <https://northshorecollege.textbookx.com/institutional/index.php>

CURRENT FACILITIES AND FIXTURES

Question 12: Does LCTCS Colleges own the current bookstore fixtures?

Response: N/A

Question 13: Is there any plan to reduce the footprint within the existing space of any existing stores based on business changes OR relocate the existing bookstore operation to another location at any point in the foreseeable future?

Response: N/A

Question 14: Is LCTCS able to provide CAD drawings of the bookstore locations currently in place?

Response: NTCC has no physical bookstore

Question 15: Since part of the responsibilities for the winning bidder is to run campus stores, can you share the floor plans for each of the 7 schools that currently have campus bookstores?

- Delgado
- Baton Rouge CC
- South Louisiana CC
- Bossier Parish CC
- Louisiana Delta CC
- Sowela
- Response: N/A
- Nunez CC

Response: N/A

Question 16: Share detailed floor plans and CAD drawings of each bookstore location.

Response: N/A

Question 17: Can you share photos, floorplans, and/or the square footage of the current bookstore spaces at each school?

Response: N/A

Question 18: Provide a list of college-owned furniture, fixtures, and equipment (FF&E) that will remain in the store if a transition to a new bookstore provider occurs.

Response: N/A

Question 19: Are there plans to move or alter any current bookstore locations?

Response: N/A

Question 20: Of the fixtures that currently reside in the bookstores, will all remain for use by a new partner? Is there any unamortized expense the new partner must absorb upon commencing operations?

Response: N/A

Question 21: Will the chosen vendor be required to purchase the inventory of the current vendor? If so, What are the inventory purchase requirements in the current contract for each school in LCTCS?

Response: No.

Question 22: What is the backstock storage space (square footage) in existing campus stores, and which locations have a loading dock?

Response: N/A

Question 23: If a campus currently has a brick and mortar store, is it safe to assume the desire would be to continue with that same business model?

Response: N/A

COURSE MATERIALS

Question 26: By campus, what percentage use courseware (e.g., MyLab, CengageNOW)?

Response: 4.5% or 22 courses

ENROLLMENT / DUAL ENROLLMENT

Question 33: Do these students (Dual Enrollment/Dual Credit) use the same course materials as the other students at the institution?

Response: Yes

Question 34: Do these students (Dual Enrollment/Dual Credit) receive their materials through the bookstore vendor?

Response: Parish for each school system purchases materials for students

Question 37: Do these students (Dual Enrollment/Dual Credit) use the same materials as other students? Are materials provided by the bookstore vendor?

Response: Yes, but school purchases them from a different account and they do not appear in the NTCC bookstore.

Question 38: Are Dual Enrollment gross sales included in historical data? If not, provide separate breakdowns for units sold and gross sales.

Response: Varies by dual enrollment high school served.

TERM OF CONTRACT

Question 40: Please provide details of the current bookstore agreements at each college and their respective contract end dates.

Response: We are on year to year with current vendors. July to July

Question 42: Which LCTCS colleges will be able to partner with the selected proposer immediately?

Response: Yes, preferably starting in the new/next Fiscal Year.

GRANTS AND FINANCIAL AID

Question 45: What percentage of overall sales in each LCTCS bookstore came from financial aid?

Response: 88.06% NTCC – See Attachment #1.

Question 46: Are there any limitations/restrictions placed on items allowed to be purchased using financial aid funds? If so, can a detail of restrictions/limitations by campus be provided?

Response: Maximum purchase is \$600 and can only be for course materials or class supplies, but can include scrubs if required for course.

Question 47: Which schools in LCTCS allow for the use of financial aid funds at the bookstore? Are there integrations that facilitate this? What are the percentages or dollar amounts for financial aid usage at the bookstores?

Response: We allow use of FA for bookstore course materials

Question 48: Can students use financial aid to purchase spirit items or general merchandise?

Response: Students may purchase any item in the bookstore with FA credit, but our bookstore does not include spirit materials.

Question 49: What percentage of sales are made using financial aid?

Response: 88.06%

Question 50: How is financial aid utilized in campus stores, and are there any restrictions?

Response: Vouchers for online bookstore are a maximum of \$600. Student can purchase items only in online bookstore, which only has course materials and supplies, not spirit wear.

Question 51: Are there any sales reflected in the historical sales numbers of each LCTCS College that were a result of a one-time grant or other funding that will not occur in the future?

Response: No for NTCC

OER / EQUITABLE ACCESS / INCLUSIVE ACCESS

Question 52: Are there any items other than course materials (such as uniforms, tools/equipment, course related supplies) that are currently being provided at any campus location as part of the Inclusive Access or Equitable Access programs?

- If so, can a list of items be provided by campus?
- If not, is there an interest in having such items included as part of your inclusive or equitable access service?
- If the answer is yes, can details of what that desire would be by campus be shared?

Response: No

Question 57: Are there any anticipated program or item exclusions from the Equitable Access program?

Response: No

Question 58: Are there any OER initiatives at any school in LCTCS, where the school provides either encouragement or incentives to faculty who adopt Open Educational Resources for their courses? If yes, how many courses currently use OERs?

Response: Yes. 65% of courses use OERs or no cost materials.

Question 60: Program-Specific Pricing or Exclusions:

- If specific programs require separate pricing or are to be excluded from Equitable Access (e.g., nursing, dual credit, undergraduate), please identify these programs.
- Within the booklist, provide program identifiers for these courses to distinguish them accordingly.

Response: None. Do not use EA

Question 61: Which campuses currently have Equitable Access programs?

- What are the historical opt-out rates?
- How is the opt-out process managed, and are there challenges with compliance or tracking?

Response: None

Question 62: Which campuses currently have Inclusive Access programs?

- What are the historical opt-out rates?
- How is the opt-out process managed, and are there challenges with compliance or tracking?

Response: NTCC has IA for some courses.

Question 63: For campuses currently implementing Inclusive or Equitable Access, What are the current challenges with your existing programs and bookstore operations that you would like to see addressed by this RFP?

Response: All materials seem to be accessed in a different way – nothing is standard so messaging to students is confusing. Some are codes, some are links some need cartridges downloaded some are e-book platforms on a separate website, etc.

Question 65: How many of the schools in LCTCS currently have an inclusive access program? What is the revenue and course penetration for each of those programs?

Response: IA materials are part of our bookstore contract but do not appear in the bookstore. It will just say this course material is already provided when you registered for course.

Question 66: How many courses use Inclusive Access (IA) at each school?

Response: 38 - NTCC

Question 67: Do any LCTCS colleges currently have any inclusive or equitable access programs? If so, please provide details surrounding pricing, opt-out rates, and number of courses participating.

Response: 38 use IA, but it is incorporated with course fees and handled by our bookstore vendor.

Question 68: Do any schools in LCTCS have specialty programs or specialty needs that aren't clearly communicated in the RFP?

Response: N/A for NTCC

BOOK STORE OPERATIONS

Question 71: By our calculations, 7 out of the 12 schools have a physical bookstore presence. Are you looking for a vendor that can operate all 7 of those locations as they are today, and also serve the other 5 schools with a virtual solution? There are obviously many more costs associated with running a physical store on campus vs just running a virtual solution and we want to ensure that we are providing a solution to you that both fits your needs and is able to be compared fairly to other vendors who may not want to run a physical store.

Response: Want to remain online only at NTCC

Question 72: Please list all LCTCS colleges that currently have a physical bookstore and all colleges that currently have an online-only bookstore.

Response: N/A

Question 73: What other expenses (e.g., utilities, internet) must the campus store cover?

Response: N/A

Question 74: Does each LCTCS College utilize a Campus Card that can be used to purchase materials in the bookstore? If so, what company does each College use to manage it?

Response: N/A

Question 75: Are LCTCS Colleges 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?

Response: Yes for NTCC

Question 76: Would LCTCS Colleges consider two separate vendors with two separate agreements 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?

Response: N/A

Question 77: What expenses (e.g., utilities, phone, internet, trash) must the campus store cover, and what are the associated costs?

Response: N/A

Question 78: What other school expenses must the campus stores pay for (utilities, phone, internet trash etc.) and what are those costs?

Response: N/A

Question 79: Does the institution expect the chosen vendor to retain current full-time bookstore employees? If so, provide a list of employees and their annual salaries.

- Referring to RFP Attachment A:
 - Which campuses require a campus store or pop-up store?
 - Are any campuses open to self-operating a store for merchandise, with the vendor managing Equitable Access course materials?

Response: N/A

Question 80: Which LCTCS colleges would 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?

Response: Current model for NTCC

Question 81: Are any of the colleges open to a virtual, website-only bookstore?

Response: This is what we currently run.

Question 82: Are any of the colleges open to a hybrid bookstore, where merchandise and customer service are available on campus, but course materials are provided virtually?

Response: N/A

Question 83: Are there programs or initiatives run by the current bookstore provider that should continue under the new contract?

Response: N/A

OTHER MERCHANDISE

Question 84: Share inventory on hand for general merchandise by campus for the past three years (as of October 15 for 2022, 2023, and 2024).

Response: N/A

Question 85: Provide the institution's brand guidelines and clarify if merchandise is licensed. If licensed, does the institution work with a third-party licensing agency?

Response: N/A

Question 86: Are there restrictions on convenience offerings for food and beverages?

Response: N/A

Question 87: Are graduation products (announcements, rings, cap and gown, diploma covers, diploma frames) currently provided by the campus stores? If so, can you please provide detail of product offered by location? If not, are there any limitations on graduation related sales?

Response: N/A

Question 88: What is the bookstore's role in distributing graduation caps and gowns?

Response: N/A

Question 89: Are there any limitations on convenience offerings for food or beverage?

Response: N/A

Question 90: Is there interest by location in a food service provider beyond typical convenience store snack and sundry items? If so, would there be a space outside the area of the current bookstore locations where that service would be provided?

Response: N/A

COMMISSION / BILLING / FINANCIAL DATA

Question 91: Does the current bookstore provider pay commissions on gross or net sales?

Response: No commission is received.

Question 94: Financial incentives received over the last 3 years (signing bonuses, commissions etc.)

Response: Not applicable

Question 96: Please provide details of current contractual partnerships for each school, including number of years, commission rates, and scholarships. etc.

Response: We currently have year to year with current vendors.

Question 98: Are there any student populations that will not be included as part of the Course Material Fee Model program? If so, please provide details.

Response: Dual Enrollment being included in this opportunity is complicated by the Louisiana Department of Education and LOSFA process.

VENDOR EXPECTATIONS AND MISC.

Question 105: Could you provide more details about any specific challenges you have encountered in the past with customer service, or, if you prefer, with the incumbent service provider?

Response: We have had good service with one vendor and the other has been difficult to work with, poor response time and endless access issues.

Question 106: What are the current challenges LCTCS, and its member colleges, would like addressed with future bookstore operations?

Response: We have had good service with one vendor and the other has been difficult to work with, poor response time and endless access issues.

Question 107: What additional challenges with your existing bookstore operations would you like to see addressed not mentioned in this RFP?

Response: We have had good service with one vendor and the other has been difficult to work with, poor response time and endless access issues.

Filter By:

Download to Excel

Date From:01-01-2022

Customer Name:

ISBN/Book Title:

Term:All Terms

To:01-02-2025

Order Number:

Student ID:

Apply Filter

Clear

Same Period, Prev. Year		
Total Charges:	\$1641012.90	\$620087.10 (+62.2%)
Total Savings:	\$224066.32	\$121974.83 (+45.6%)
Total Orders:	14029	7212 (+48.6%)
Total Items:	24224	10585 (+56.3%)
Item Per Order:	1.7	1.5 (+11.8%)
Avg. Item Charge:	\$67.74	\$58.58 (+13.5%)
% Financial Aid:	88.60%	90.27% (-1.9%)
Avg. Ord. Charge:	\$116.97	\$85.98 (+26.5%)

- Total Charges is a sum of settled amounts with refunds deducted. Include shipping, taxes and discounts.
- Total Savings are calculated against publisher's list price.
- Total Orders is total number of the sales orders.
- Total Items is total number of ordered items.
- Item Per Order = Total Items / Total Orders
- Avg. Item Charge = Total Charges / Total Items
- Avg. Ord. Charge = Total Charges / Total Orders
- Financial Aid percentage reflects the part of Total Charges payed with Financial Aid vouchers.

Item Type	Items	Charges	Charge Per Item
New	8041	\$480939.75	\$59.81
Used / Marketplace	1779	\$90818.84	\$51.05
eBook	10747	\$805184.94	\$74.92
Rental	44	\$1861.53	\$42.31
Merchandise	3613	\$168895.81	\$46.75
All	24224	\$1547700.87	\$63.89

Show the pie chart

- Items is total number of ordered items (may include non-confirmed items)
- Charges stand for total price of ordered items excluding 'on hold' and 'canceled' orders.
- Charge Per Item = Charges / Items



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LOUISIANA COMMUNITY & TECHNICAL COLLEGE SYSTEM

ADDENDUM #3

Request for Proposals

Instructional Resource Operations for First Day Access

RFP Number: 40016-11012024 DUE DATE/TIME JANUARY 31, 2025 4:00 pm

NUNEZ COMMUNITY COLLEGE

QUESTIONS AND RESPONSES

January 17, 2025

BACKGROUND AND HISTORICAL SALES

Question 1: Are there any other providers of campus store services or merchandise sales that LCTCS schools work with? Off campus store, athletic website, publisher content provider etc. Are there other providers involved in campus store operations (e.g., off-campus stores, athletic websites, publisher content providers)?

Response: Nunez has an exclusive contract with Fresh Market to provide convenience store items and fresh packaged meal options to the campus community. Per the college's contract with Fresh Market, two longstanding vendor relationships have also been retained: Coffee House, which operates a coffee shop on campus, and Refreshment solutions, which operates vending machine services on campus.

Question 2: Are there any other exclusive contracts that relate to services/product typically provided in the college store that a service provider needs to be aware of (i.e., Coke, Sodexo, Starbucks, etc.)?

Response: Nunez has an exclusive contract with Fresh Market to provide convenience store items and fresh packaged meal options to the campus community. Per the college's contract with Fresh Market, two longstanding vendor relationships have also been retained: Coffee House, which operates a coffee shop on campus, and Refreshment solutions, which operates vending machine services on campus.

Question 3: Does LCTCS have any direct agreements in place with publishers or other third-party course material providers?

Response: Nunez pays an annual contract to Workforce for access to digital course content utilized in Career and Technical Education programs.

Question 4: Is LCTCS able to provide the following for all store operations:

Historic sales broken down by category

Response: See Attachment #1.

Question 5: Please provide a sales report, broken down by product category (new, used, digital, apparel/merchandise, other, etc.) for at least the past three academic years (preferably 5 years) for each school in the system.

Response: See Attachment #1

Question 6: Please provide a category breakdown of textbook sales information from the past few years, including new, used, rental, digital, and inclusive access by **individual LCTCS colleges**.

Response: See Attachment #1

Question 7: 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., **by individual LCTCS colleges**.

Response: See Attachment #1

Question 8: Please provide sales breakdown by category for each school, for the current partial year and the 2 previous full years.

Response: See Attachment #1

Question 9: Provide a breakdown of course material sales by category (new, used, rental, digital, inclusive access, and trade) for the past three fiscal years by campus.

Response: Information is not available.

Question 10: Is LCTCS or any school in the system contracted with any publishers or outside vendors for course materials or supplies other than the current bookstore vendor?

Response: Nunez is not contracted with any other publishers or outside vendors other than its current bookstore operator.

Question 11: Provide a breakdown of current campus stores and pop-up locations, including a category breakdown of general merchandise gross sales. General merchandise categories include, School Supplies, Spirit Items, Clothing Items, Graduation Regalia, Food/Drink, Health and Beauty, Kits (Nursing/Dental Hygiene/Sciences), Art/Lab Course Specialty Supplies, and C-Store Items (examples of C-store may include, personal hygiene and medicine).

Response: Nunez has an exclusive contract with Fresh Market to provide convenience store items and fresh packaged meal options to the campus community. Fresh Market is located in the AST Building and the bookstore is located in the Kane Building (see map, Attachment #2).

CURRENT FACILITIES AND FIXTURES

Question 12: Does LCTCS Colleges own the current bookstore fixtures?

Response: No. Nunez does not own its current bookstore fixtures.

Question 13: Is there any plan to reduce the footprint within the existing space of any existing stores based on business changes OR relocate the existing bookstore operation to another location at any point in the foreseeable future? #

Response: No

Question 14: Is LCTCS able to provide CAD drawings of the bookstore locations currently in place?

Response: Nunez does not possess CAD drawings of the space.

Question 15: Since part of the responsibilities for the winning bidder is to run campus stores, can you share the floor plans for each of the 7 schools that currently have campus bookstores?

- Delgado
- Baton Rouge CC
- South Louisiana CC
- Bossier Parish CC
- Louisiana Delta CC
- Sowela
- Nunez CC

Response: See Attachment #4

Question 16: Share detailed floor plans and CAD drawings of each bookstore location.

Response: See Attachment #4.

Question 17: Can you share photos, floorplans, and/or the square footage of the current bookstore spaces at each school?

Response: See Attachment #3. The bookstore space is comprised of three areas:

1. Retail space of approximately 850 sq. ft.
2. Stockroom of approximately 340 sq. ft.
3. Office of approximately 75 sq. ft.

Question 18: Provide a list of college-owned furniture, fixtures, and equipment (FF&E) that will remain in the store if a transition to a new bookstore provider occurs.

Response: None of the FF&E belong to the College

Question 19: Are there plans to move or alter any current bookstore locations?

Response: No

Question 20: Of the fixtures that currently reside in the bookstores, will all remain for use by a new partner? Is there any unamortized expense the new partner must absorb upon commencing operations? #

Response: No

Question 21: Will the chosen vendor be required to purchase the inventory of the current vendor? If so, What are the inventory purchase requirements in the current contract for each school in LCTCS?

Response: Here are the current inventory purchase conditions of the College's current vendor contract.

a) **New Textbooks:** Purchase new print textbooks adopted for the next academic term, in quantities not exceeding course requirements provided such purchases do not exceed quantities sold in the previous term (which School shall provide upon request), at standard industry discounts or cost.

Purchase new print textbooks not adopted for the next academic term, or adopted but in excess of course requirements, at the current wholesale price.

b) **Used Textbooks:** Purchase used textbooks adopted for the next academic term, in quantities not exceeding course requirements up to quantities sold the previous term, at 50% of the current retail selling price.

School will purchase used textbooks not adopted for the next academic term, or adopted but in excess of course requirements, at current wholesale price.

c) **Trade, Reference and Technical Books ("Trade Books"):** School will purchase Trade Books that have been purchased during the past academic year and are returnable to the publisher at standard industry discounts or cost. School will purchase Trade.

Books not meeting these requirements at a price agreeable to School and bookstore vendor.

Question 22: What is the backstock storage space (square footage) in existing campus stores, and which locations have a loading dock?

Response: The backstock storage space, located adjacent to the bookstore retail space is approximately 340 square feet. The college's loading dock is located in its property warehouse. (see map, Attachment #2).

Question 23: If a campus currently has a brick and mortar store, is it safe to assume the desire would be to continue with that same business model?

Response: Yes

COURSE MATERIALS

Question 26: By campus, what percentage use courseware (e.g., MyLab, CengageNOW)?

Response: Approximately 70%

ENROLLMENT / DUAL ENROLLMENT

Question 33: Do these students (Dual Enrollment/Dual Credit) use the same course materials as the other students at the institution?

Response: Yes, with one exception. Per the college's current contact, those dual enrollment courses held off the college campus and on the high school's campus are exempt from participating in the program only if those high schools already have a "class set" of printed textbooks that are loaned to students every semester.

Question 34: Do these students (Dual Enrollment/Dual Credit) receive their materials through the bookstore vendor?

Response: Yes

Question 37: Do these students (Dual Enrollment/Dual Credit) use the same materials as other students? Are materials provided by the bookstore vendor?

Response: Yes, with one exception. Per the college's current contact, those dual enrollment courses held off the college campus and on the high school's campus are exempt from participating in the program only if those high schools already have a "class set" of printed textbooks that are loaned to students every semester.

Question 38: Are Dual Enrollment gross sales included in historical data? If not, provide separate breakdowns for units sold and gross sales.

Response: Yes.

TERM OF CONTRACT

Question 40: Please provide details of the current bookstore agreements at each college and their respective contract end dates.

Response: Term: January 1, 2024 to June 30, 2029. Renewal Provisions: Thereafter, unless either party notifies the other in writing at least one hundred and twenty (120) days before expiration of the Initial Term, or then-current renewal term (each a “Renewal Term” and collectively with the Initial Term, the “Term”), of its intention not to renew, this Agreement shall automatically renew for successive one-year renewal terms not to exceed an additional 60 months under the terms and conditions set forth in this Agreement. Termination: Ninety (90) days notice from college or vendor with or without cause.

Question 42: Which LCTCS colleges will be able to partner with the selected proposer immediately?

Response: Nunez must give its current vendor 90 days written notice prior to contract termination.

GRANTS AND FINANCIAL AID

Question 45: What percentage of overall sales in each LCTCS bookstore came from financial aid?

Response: Information not available.

Question 46: Are there any limitations/restrictions placed on items allowed to be purchased using financial aid funds? If so, can a detail of restrictions/limitations by campus be provided?

Response: Yes, limitation per the College’s current contract, there is a \$250 cap on financial aid purchases.

Question 47: Which schools in LCTCS allow for the use of financial aid funds at the bookstore? Are there integrations that facilitate this? What are the percentages or dollar amounts for financial aid usage at the bookstores?

Response: Nunez has no integrations to facilitate financial aid purchases. It’s a manual process between the vendor and the Bursar.

Question 48: Can students use financial aid to purchase spirit items or general merchandise?

Response: Yes, but per the College’s current contract, there is a \$250 cap on financial aid purchases.

Question 49: What percentage of sales are made using financial aid?

Response: Information not available.

Question 50: How is financial aid utilized in campus stores, and are there any restrictions?

Response: Yes, but per the College's current contract, there is a \$250 cap on financial aid purchases.

Question 51: Are there any sales reflected in the historical sales numbers of each LCTCS College that were a result of a one-time grant or other funding that will not occur in the future?

Response: No.

OER / EQUITABLE ACCESS / INCLUSIVE ACCESS

Question 52: Are there any items other than course materials (such as uniforms, tools/equipment, course related supplies) that are currently being provided at any campus location as part of the Inclusive Access or Equitable Access programs? #

- If so, can a list of items be provided by campus?
- If not, is there an interest in having such items included as part of your inclusive or equitable access service?
- If the answer is yes, can details of what that desire would be by campus be shared?

Response: In addition to books, students receive required supplies for certain programs:

1. Scrubs and nursing kits for Nursing, CNA, and Phlebotomy and EKG students.
2. Uniforms for PTEC students
3. Uniforms for EMT and Paramedic students
4. Uniforms for Culinary students
5. Supplies for Welding students: grinders, gloves, helmets, goggles
6. Supplies for Fine Arts students: various brushes, paints, canvas, etc.
7. Supplies for Chemistry students: gloves and aprons

Question 57: Are there any anticipated program or item exclusions from the Equitable Access program?

Response: No.

Question 58: Are there any OER initiatives at any school in LCTCS, where the school provides either encouragement or incentives to faculty who adopt Open

Educational Resources for their courses? If yes, how many courses currently use OERs?

Response: Currently, approximately 4% of Nunez courses utilize OERs. Per the college's current contract, OER-using courses are exempt from participating in the current program.

Question 60: Program-Specific Pricing or Exclusions:

- If specific programs require separate pricing or are to be excluded from Equitable Access (e.g., nursing, dual credit, undergraduate), please identify these programs.
- Within the booklist, provide program identifiers for these courses to distinguish them accordingly.

Response: Per the College's current contract, most courses in excess of 3 credit hours are charged at the three-credit-hour rate. For example, an 8-credit Instrumentation course does not charge students the access fee for all eight credit hours. Instead, students are charged for three credit hours.

Question 61: Which campuses currently have Equitable Access programs?

- What are the historical opt-out rates?
- How is the opt-out process managed, and are there challenges with compliance or tracking?

Response: Nunez does have an equitable access program.

Historical opt-out rates:

Summer 2023: 3 students

Fall 2023: 36 students

Winter 2023: 4 students

Spring 2024: 25 students

Summer 2024: 10 students

Fall 2024: 25 students

Winter 2024: 1 student

Spring 2025: 3 students

Question 62: Which campuses currently have Inclusive Access programs?

- What are the historical opt-out rates?
- How is the opt-out process managed, and are there challenges with compliance or tracking?

Response: To opt-out, students inform the Bursar's office of their intention. The Bursar communicates this to the vendor.

Question 63: For campuses currently implementing Inclusive or Equitable Access, What are the current challenges with your existing programs and bookstore operations that you would like to see addressed by this RFP?

Response: Nunez has experienced difficulty with reconciling invoices without a great amount of back-and-forth between the Bursar and the bookstore vendor. This is mainly due to invoices containing out-of-date or erroneous information.

Question 65: How many of the schools in LCTCS currently have an inclusive access program? What is the revenue and course penetration for each of those programs?

Response: Nunez does not have an inclusive access program,

Question 66: How many courses use Inclusive Access (IA) at each school?

Response: None at Nunez

Question 67: Do any LCTCS colleges currently have any inclusive or equitable access programs? If so, please provide details surrounding pricing, opt-out rates, and number of courses participating.

Response:
Historical opt-out rates:
Summer 2023: 3 students
Fall 2023: 36 students
Winter 2023: 4 students
Spring 2024: 25 students
Summer 2024: 10 students
Fall 2024: 25 students
Winter 2024: 1 student
Spring 2025: 3 students

Question 68: Do any schools in LCTCS have specialty programs or specialty needs that aren't clearly communicated in the RFP?

Response: No

BOOK STORE OPERATIONS

Question 71: By our calculations, 7 out of the 12 schools have a physical bookstore presence. Are you looking for a vendor that can operate all 7 of those locations as they are today, and also serve the other 5 schools with a virtual solution? There are obviously many more costs associated with running a physical store on campus vs just running a virtual solution and we want to ensure that we are providing a solution to you that both fits your needs and is able to be compared fairly to other vendors who may not want to run a physical store.

Response: Nunez intends to retain its physical bookstore.

Question 72: Please list all LCTCS colleges that currently have a physical bookstore and all colleges that currently have an online-only bookstore.

Response: Nunez has a physical bookstore

Question 73: What other expenses (e.g., utilities, internet) must the campus store cover?

Response: The Nunez bookstore vendor pays for telephone and internet service.

Question 74: Does each LCTCS College utilize a Campus Card that can be used to purchase materials in the bookstore? If so, what company does each College use to manage it?

Response: No for Nunez

Question 75: Are LCTCS Colleges 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?

Response: No for Nunez

Question 76: Would LCTCS Colleges consider two separate vendors with two separate agreements 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?

Response: No for Nunez

Question 77: What expenses (e.g., utilities, phone, internet, trash) must the campus store cover, and what are the associated costs?

Response: The Nunez bookstore vendor pays for telephone and internet service.

Question 78: What other school expenses must the campus stores pay for (utilities, phone, internet trash etc.) and what are those costs? #

Response: The Nunez bookstore vendor pays for telephone and internet service. Specific costs are not available.

Question 79: Does the institution expect the chosen vendor to retain current full-time bookstore employees? If so, provide a list of employees and their annual salaries.

- Referring to RFP Attachment A:
 - Which campuses require a campus store or pop-up store?
 - Are any campuses open to self-operating a store for merchandise, with the vendor managing Equitable Access course materials?

Response: No. Nunez does not have its own fulltime bookstore employees who would be retained. We are not interested in self-operating a store.

Question 80: Which LCTCS colleges would 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?

Response: Nunez is not interested.

Question 81: Are any of the colleges open to a virtual, website-only bookstore?

Response: Nunez is not interested.

Question 82: Are any of the colleges open to a hybrid bookstore, where merchandise and customer service are available on campus, but course materials are provided virtually?

Response: Nunez is not interested.

Question 83: Are there programs or initiatives run by the current bookstore provider that should continue under the new contract?

Response: Nunez's current provider offers scholarships to students. We would like to retain this initiative.

OTHER MERCHANDISE

Question 84: Share inventory on hand for general merchandise by campus for the past three years (as of October 15 for 2022, 2023, and 2024).

Response: Nunez is unable to share this information.

Question 85: Provide the institution's brand guidelines and clarify if merchandise is licensed. If licensed, does the institution work with a third-party licensing agency?

Response: Nunez does not work with a third-party licensing agency. We have no established brand guidelines but may have some in the future.

Question 86: Are there restrictions on convenience offerings for food and beverages?

Response: Yes, Fresh Market operates a convenience store on campus. The college's contract would need to be amended if a bookstore were to offer similar options.

Question 87: Are graduation products (announcements, rings, cap and gown, diploma covers, diploma frames) currently provided by the campus stores? If so, can you please

provide detail of product offered by location? If not, are there any limitations on graduation related sales?

Response: Yes. Detailed information is not available.

Question 88: What is the bookstore's role in distributing graduation caps and gowns?

Response: Orders placed by students via online paywall. Students pick up regalia at bookstore.

Question 89: Are there any limitations on convenience offerings for food or beverage?

Response: Yes, Fresh Market operates a convenience store on campus. The college's contract would need to be amended if a bookstore were to offer similar options.

Question 90: Is there interest by location in a food service provider beyond typical convenience store snack and sundry items? If so, would there be a space outside the area of the current bookstore locations where that service would be provided?

Response: No

COMMISSION / BILLING / FINANCIAL DATA

Question 91: Does the current bookstore provider pay commissions on gross or net sales?

Response: Nunez received no commissions on some program items, but it does receive 16% commissions on others.

Question 94: Financial incentives received over the last 3 years (signing bonuses, commissions etc.)

Response: Information is not available.

Question 96: Please provide details of current contractual partnerships for each school, including number of years, commission rates, and scholarships. etc.

Response: Information is not available.

Question 98: Are there any student populations that will not be included as part of the Course Material Fee Model program? If so, please provide details.

Response: Information is not available.

VENDOR EXPECTATIONS AND MISC.

Question 105: Could you provide more details about any specific challenges you have encountered in the past with customer service, or, if you prefer, with the incumbent service provider?

Response: Nunez has experienced difficulty with reconciling invoices without a great amount of back-and-forth between the Bursar and the bookstore vendor. This is mainly due to invoices containing out-of-date or erroneous information.

Question 106: What are the current challenges LCTCS, and its member colleges, would like addressed with future bookstore operations?

Response: Nunez has experienced difficulty with reconciling invoices without a great amount of back-and-forth between the Bursar and the bookstore vendor. This is mainly due to invoices containing out-of-date or erroneous information.

Question 107: What additional challenges with your existing bookstore operations would you like to see addressed not mentioned in this RFP?

Response: Nunez has experienced difficulty with reconciling invoices without a great amount of back-and-forth between the Bursar and the bookstore vendor. This is mainly due to invoices containing out-of-date or erroneous information. #

NUNEZ COMMUNITY COLLEGE

	<u>July - September 2018</u>	<u>October -December 2018</u>	<u>January - March 2019</u>	<u>April - June 2019</u>	
Books	43.77		28.45		
Clothing	10,344.51	1,727.37	13,875.76	2,158.90	
Food Taxed	586.21	356.01	1,172.65	883.60	
General Taxed	109.39		339.54	32.82	
Gifts	992.84	130.53	1,553.42	1,571.35	
Office Supplies	533.92		154.31	12.03	
School Supplies	16,504.61	861.82	14,355.44	552.34	
Textbooks	207,066.93	8,644.84	207,888.00	35,516.67	
	236,182.18	11,720.57	239,367.57	40,727.71	527,998.03
	<u>July - September 2019</u>	<u>October -December 2019</u>	<u>January - March 2020</u>	<u>April - June 2020</u>	
Books			87.46		
Clothing	23,602.10	1,703.00	20,891.55	520.91	
Fiar Class Supplies	4,915.64		3,724.75		
Food Taxed	1,619.74	883.13	1,891.87	14.22	
General Taxed	268.09	15.29	395.51	81.48	
General Untaxed				23.00	
Gifts	985.01	57.28	873.40	1,002.77	
Graduation Regalia			2,401.98		
Office Supplies	46.76				
School Supplies	16,613.97	637.20	12,686.36	22.98	
Textbooks	177,504.45	6,248.34	148,484.12	32,924.19	
	225,555.76	9,544.24	191,349.54	34,589.55	461,039.09

	<u>July - September 2020</u>	<u>October -December 2020</u>	<u>January - March 2021</u>	<u>April - June 2021</u>	
Books				3,082.05	
Clothing	10,474.38	3,893.87	14,755.29	4,324.81	
Fiar Class Supplies	1,071.18	24.06	215.97	55.00	
Food Taxed	235.20	294.61	346.06	423.99	
General Taxed	320.54	508.55	951.73	225.74	
General Untaxed	32.95	11.95	683.20	326.65	
Gifts	401.42	189.66	2,089.22	1,743.32	
Graduation Regalia	(481.60)	(5.20)	6,972.84	7,053.84	
Office Supplies			29.66	3.30	
School Supplies	11,812.33	3,400.50	16,642.47	1,442.04	
Textbooks	147,304.13	9,659.69	141,504.62	39,645.45	
	171,170.53	17,977.69	184,191.06	58,326.19	431,665.47
	<u>July - September 2021</u>	<u>October -December 2021</u>	<u>January - March 2022</u>	<u>April - June 2022</u>	
Books	2,452.48	317.16	5,513.83	5,530.86	
Clothing	18,447.91	2,757.86	15,256.25	2,898.87	
Fiar Class Supplies	434.67		106.13		
Food Taxed	1,236.17	1,385.95	1,155.42	831.90	
General Taxed	1,002.29	13.12	288.62	423.98	
General Untaxed	464.20	(3.00)	420.40	178.35	
Gifts	2,140.07	122.54	1,124.54	437.24	
Graduation Regalia	7.12			10,327.04	
Office Supplies	41.23	8.23			
School Supplies	17,284.66	1,201.42	17,748.27	1,795.84	
Textbooks	145,096.41	5,633.97	104,301.44	17,236.53	
	188,607.21	11,437.25	145,914.90	39,660.61	385,619.97

	<u>July - September 2022</u>	<u>October - December 2022</u>
Books	31,036.32	(4,436.44)
Clothing	20,169.46	4,084.35
Fiar Class Supplies	76.32	20.51
Food Taxed	3,163.02	1,540.22
General Taxed	458.63	85.14
General Untaxed	210.30	
Gifts	899.23	267.47
Graduation Regalia		
Office Supplies		
School Supplies	18,093.39	688.76
Textbooks	112,019.72	4,770.52

	186,126.39	7,020.53	193,146.92
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	Gross	
<u>January through July 2023</u>	331,494.94	First Day Access
<u>August 2023 - December 2023</u>	312,504.22	
<u>January 2024 - June 2024</u>	570,402.01	
<u>July 2024 - November 2024</u>	318,536.25	

1,532,937.42

NUNEZ COMMUNITY COLLEGE

3710 PARIS RD, CHALMETTE, LA 70043

504-278-6467 NUNEZ.EDU

ADM - Administration Building

Admissions
Bursar
Disability Services
Financial Aid
Pelican Pantry
Registrar

AER - Aerospace Building

Aerospace Manufacturing Tech
Wind Energy Tech

ALH - Allied Health (Building D)

Biological & Physical Sciences
EMT, Nursing
Patient Care Tech

AST - Arts, Science & Technology Building

Auditorium (AD)
Business Programs
Fresh Market (FM)
Library (LB)
Student Success Center (SC)

FAB - Fine Arts Building

Fine Arts Lounge (FL)
Black Box Theater (BB)
Teaching: Grades 1-5
Care & Development of Young Children

FAC - Facilities & SBSO

KAN - Kane Technology Building

Adult Education (AE)
Bookstore (BK)
Coastal Studies & GIS Tech
Culinary Café (CC)
Health Center (HC)
STEAM
Tri-Parish Works
WIOA
Workforce Development

PAC - Physical Activity Center

Cardio Room (CR)
Student Lounge (SL)
Weight Room (WR)

PMP - PTEC Methanol Plant

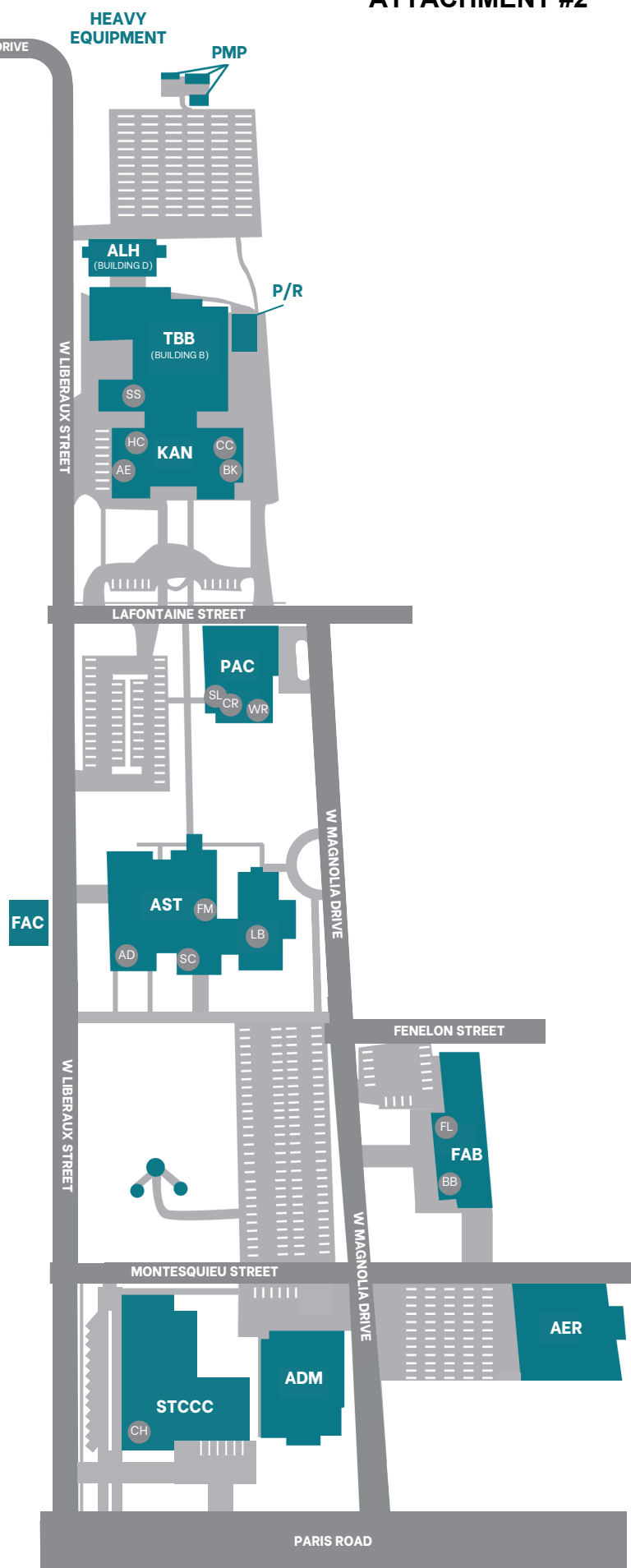
P/R - Property/Receiving

STCCC - Student Testing and Career Counseling Center

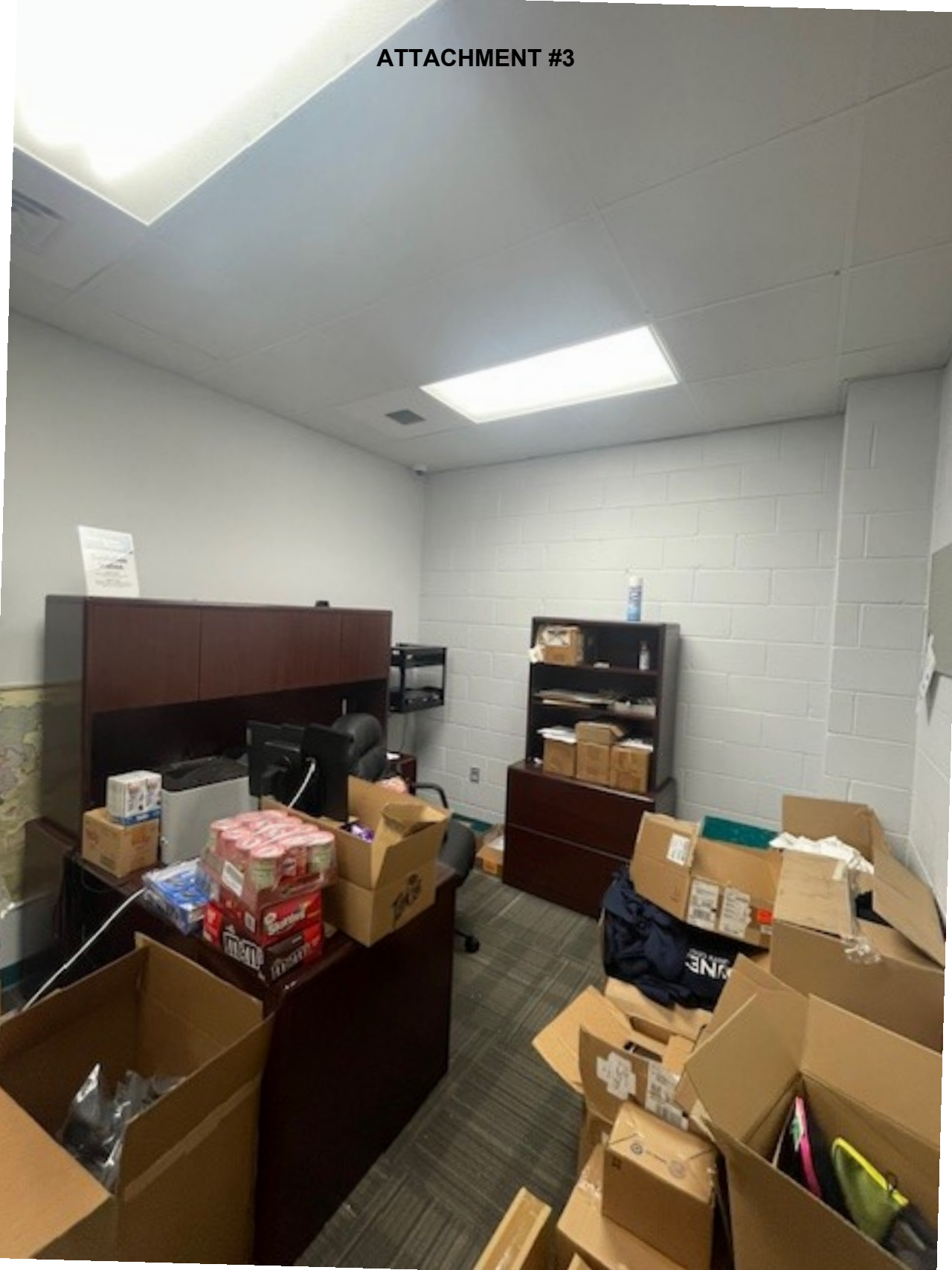
Coffee House (CH)

TBB - Technical & Biology Wing

SkillShop (SS)



ATTACHMENT #3



ATTACHMENT #3



ATTACHMENT #3



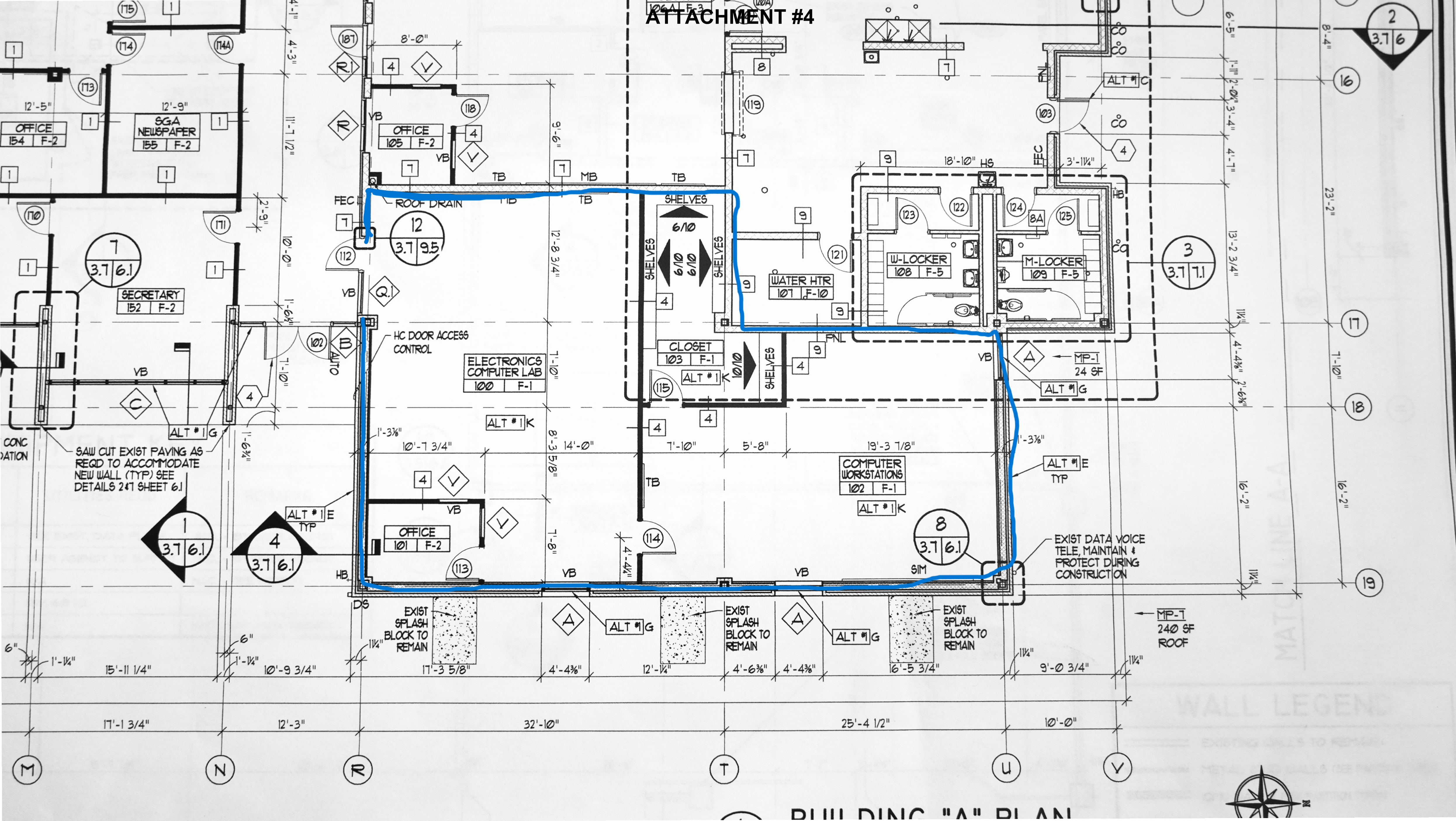
ATTACHMENT #3



ATTACHMENT #3



ATTACHMENT #4





***Changing Lives,
Creating Futures***

Monty Sullivan
System President

Officers:
Timothy W. Hardy
Chair

Stephen C. Smith
First Vice Chair

Stephen Toups
Second Vice Chair

Members:
Ellis Bourque, III
Cynthia Butler-McIntyre
Archie Hall
Sabrina Hogan
Joseph Hollins
Patrick T. Johnson
Jennifer Lee
Erika McConduit
Chad Moody
Willie L. Mount
Paul Price, Jr.
Stanton W. Salathe

Student Members:
Abbigale Ardoin
Christopher Elie

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www.lctcs.edu

LOUISIANA COMMUNITY & TECHNICAL COLLEGE SYSTEM

ADDENDUM #3

Request for Proposals

Instructional Resource Operations for First Day Access

RFP Number: 40016-11012024 DUE DATE/TIME JANUARY 31, 2025 4:00 pm

RIVER PARISHES COMMUNITY COLLEGE

QUESTIONS AND RESPONSES

JANUARY 17, 2025

River Parishes Community College was unable to provide college level responses to the questions received. However, the System Level responses contain the college booklist, SCH data and student headcount data that applies to RPCC.



*Changing Lives,
Creating Futures*

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Christopher Elie

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LOUISIANA COMMUNITY & TECHNICAL COLLEGE SYSTEM

ADDENDUM #3

Request for Proposals

Instructional Resource Operations for First Day Access

RFP Number: 40016-11012024 DUE DATE/TIME JANUARY 31, 2025 4:00 pm

SOUTH LOUISIANA COMMUNITY COLLEGE

QUESTIONS AND RESPONSES

January 17, 2025

BACKGROUND AND HISTORICAL SALES

Question 1: Are there any other providers of campus store services or merchandise sales that LCTCS schools work with? Off campus store, athletic website, publisher content provider etc. Are there other providers involved in campus store operations (e.g., off-campus stores, athletic websites, publisher content providers)?

Response: The bookstore is the only provider of campus store services.

Question 2: Are there any other exclusive contracts that relate to services/product typically provided in the college store that a service provider needs to be aware of (i.e., Coke, Sodexo, Starbucks, etc.)?

Response: SoLAcc has vending machine services that are provided by three snack and beverage vendors. The contract for vending services is held by the Foundation for SoLAcc. In 2025, there is a planned micro-market that will be installed in an existing vending area, operated by one of the beverage vendors. This micromarket will include food and drinks, in addition to other items such as small healthcare items (Tylenol, etc.).

Question 3: Does LCTCS have any direct agreements in place with publishers or other third-party course material providers?

Response: No

Question 4: Is LCTCS able to provide the following for all store operations:

Historic sales broken down by category

Response: The Foundation is only provided with a monthly commission sales report, with the sales being gross sales. The monthly report is not categorized.

Question 5: Please provide a sales report, broken down by product category (new, used, digital, apparel/merchandise, other, etc.) for at least the past three academic years (preferably 5 years) for each school in the system.

Response: We do not receive reports broken down by product category.

Question 6: Please provide a category breakdown of textbook sales information from the past few years, including new, used, rental, digital, and inclusive access by **individual LCTCS colleges**.

Response: We do not receive reports broken down by product category.

Question 7: 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., by **individual LCTCS colleges**.

Response: We do not receive reports broken down by product category.

Question 8: Please provide sales breakdown by category for each school, for the current partial year and the 2 previous full years.

Response: We do not receive reports broken down by product category.

Question 9: Provide a breakdown of course material sales by category (new, used, rental, digital, inclusive access, and trade) for the past three fiscal years by campus.

Response: We do not receive reports broken down by product category.

Question 10: Is LCTCS or any school in the system contracted with any publishers or outside vendors for course materials or supplies other than the current bookstore vendor?

Response: No

Question 11: Provide a breakdown of current campus stores and pop-up locations, including a category breakdown of general merchandise gross sales. General merchandise categories include, School Supplies, Spirit Items, Clothing Items, Graduation Regalia, Food/Drink, Health and Beauty, Kits (Nursing/Dental Hygiene/Sciences), Art/Lab Course Specialty Supplies, and C-Store Items (examples of C-store may include, personal hygiene and medicine).

Response: SoLAcc's has one physical location for its bookstore, and it is located on the main campus in Lafayette, LA. We do not receive reports broken down by product category.

CURRENT FACILITIES AND FIXTURES

Question 12: Does LCTCS Colleges own the current bookstore fixtures?

Response: Not until the agreement is terminated. See question 18.

Question 13: Is there any plan to reduce the footprint within the existing space of any existing stores based on business changes OR relocate the existing bookstore operation to another location at any point in the foreseeable future?

Response: No

Question 14: Is LCTCS able to provide CAD drawings of the bookstore locations currently in place?

Response: See Attachment #1.

Question 15: Since part of the responsibilities for the winning bidder is to run campus stores, can you share the floor plans for each of the 7 schools that currently have campus bookstores?

- Delgado
- Baton Rouge CC
- South Louisiana CC
- Bossier Parish CC
- Louisiana Delta CC
- Sowela
- Nunez CC

Response: See Attachment #1.

Question 16: Share detailed floor plans and CAD drawings of each bookstore location.

Response: See Attachment #1.

Question 17: Can you share photos, floorplans, and/or the square footage of the current bookstore spaces at each school?

Response: See Attachment #1

Question 18: Provide a list of college-owned furniture, fixtures, and equipment (FF&E) that will remain in the store if a transition to a new bookstore provider occurs.

Response: The agreement is silent for items such as counter desk, wall shelves, and floor shelves. Upon completion or termination of this lease, all capital improvements made to facilities become the property of the Lessor and title shall pass free and clear of any obligations.

Question 19: Are there plans to move or alter any current bookstore locations?

Response: No

Question 20: Of the fixtures that currently reside in the bookstores, will all remain for use by a new partner? Is there any unamortized expense the new partner must absorb upon commencing operations?

Response: The agreement is silent for items such as counter desk, wall shelves, and floor shelves., no known unamortized expense.

Question 21: Will the chosen vendor be required to purchase the inventory of the current vendor? If so, What are the inventory purchase requirements in the current contract for each school in LCTCS?

Response: Yes, Lessor shall purchase, or require a new lessee to repurchase the store inventory under the same terms as purchased by Lessee.

Question 22: What is the backstock storage space (square footage) in existing campus stores, and which locations have a loading dock?

Response: The square footage of the small storage room located in the store is 28 X 8.5 for 238 sq. ft. No Loading Dock.

Question 23: If a campus currently has a brick and mortar store, is it safe to assume the desire would be to continue with that same business model?

Response: Yes

COURSE MATERIALS

Question 26: By campus, what percentage use courseware (e.g., MyLab, CengageNOW)?

Response: Approximately 21%

ENROLLMENT / DUAL ENROLLMENT

Question 33: Do these students (Dual Enrollment/Dual Credit) use the same course materials as the other students at the institution?

Response: Yes

Question 34: Do these students (Dual Enrollment/Dual Credit) receive their materials through the bookstore vendor?

Response: Sometimes

Question 37: Do these students (Dual Enrollment/Dual Credit) use the same materials as other students? Are materials provided by the bookstore vendor?

Response: Yes/Sometimes

Question 38: Are Dual Enrollment gross sales included in historical data? If not, provide separate breakdowns for units sold and gross sales.

Response: Unsure

TERM OF CONTRACT

Question 40: Please provide details of the current bookstore agreements at each college and their respective contract end dates.

Response: Since 2021, the Foundation for SoLAcc and the current bookstore have been under 1-year renewal terms. The current 1-year term will expire June 30, 2025 and requires a 120-day termination notice.

Question 42: Which LCTCS colleges will be able to partner with the selected proposer immediately?

Response: Since 2021, the Foundation for SoLAcc and the current bookstore have been under 1-year renewal terms. The current 1-year term will expire June 30, 2025 and requires a 120-day termination notice.

GRANTS AND FINANCIAL AID

Question 45: What percentage of overall sales in each LCTCS bookstore came from financial aid?

Response: We don't have access to this information.

Question 46: Are there any limitations/restrictions placed on items allowed to be purchased using financial aid funds? If so, can a detail of restrictions/limitations by campus be provided?

Response: SoLAcc restricts the purchase of apparel and food items along with some technology restrictions. We restrict the purchase of certain Apple/Mac products and Chromebooks because they are not compatible with software that the college uses for class work. Other restrictions may apply.

Question 47: Which schools in LCTCS allow for the use of financial aid funds at the bookstore? Are there integrations that facilitate this? What are the percentages or dollar amounts for financial aid usage at the bookstores?

Response: SoLAcc does allow the use of financial aid funds at the bookstore through an electronic voucher system. There are integrations with Banner, but SoLAcc

has not implemented those integrations yet. This is something we are looking to integrate. Our vouchers are at \$1,000.00 max.

Question 48: Can students use financial aid to purchase spirit items or general merchandise?

Response: No

Question 49: What percentage of sales are made using financial aid?

Response: We don't have access to this information.

Question 50: How is financial aid utilized in campus stores, and are there any restrictions?

Response: SoLAcc restricts the purchase of apparel and food items along with some technology restrictions. We restrict the purchase of certain Apple/Mac products and Chromebooks because they are not compatible with software that the college uses for class work. Other restrictions may apply. SoLAcc does allow the use of financial aid funds at the bookstore through an electronic voucher system. There are integrations with Banner, but SoLAcc has not implemented those integrations yet. This is something we are looking to integrate. Our vouchers are at \$1,000.00 max.

Question 51: Are there any sales reflected in the historical sales numbers of each LCTCS College that were a result of a one-time grant or other funding that will not occur in the future?

Response: We don't have access to this information.

OER / EQUITABLE ACCESS / INCLUSIVE ACCESS

Question 52: Are there any items other than course materials (such as uniforms, tools/equipment, course related supplies) that are currently being provided at any campus location as part of the Inclusive Access or Equitable Access programs?

- If so, can a list of items be provided by campus?
- If not, is there an interest in having such items included as part of your inclusive or equitable access service?
- If the answer is yes, can details of what that desire would be by campus be shared?

Response: Not at this time.

Question 57: Are there any anticipated program or item exclusions from the Equitable Access program?

Response: Specific programs to be excluded are unknown at this time.

Question 58: Are there any OER initiatives at any school in LCTCS, where the school provides either encouragement or incentives to faculty who adopt Open Educational Resources for their courses? If yes, how many courses currently use OERs?

Response: yes, 30% of our courses use OER.

Question 60: Program-Specific Pricing or Exclusions:

- If specific programs require separate pricing or are to be excluded from Equitable Access (e.g., nursing, dual credit, undergraduate), please identify these programs.
- Within the booklist, provide program identifiers for these courses to distinguish them accordingly.

Response: We have an identifier in banner for students for our inclusive access programs. We do not have Equity Access.

Question 61: Which campuses currently have Equitable Access programs?

- What are the historical opt-out rates?
- How is the opt-out process managed, and are there challenges with compliance or tracking?

Response: We do not have Equitable Access.

Question 62: Which campuses currently have Inclusive Access programs?

- What are the historical opt-out rates?
- How is the opt-out process managed, and are there challenges with compliance or tracking?

Response: We have Inclusive Access. Issue with opt-out is that students have to opt out of all materials for the semester and not just one course.

Question 63: For campuses currently implementing Inclusive or Equitable Access, What are the current challenges with your existing programs and bookstore operations that you would like to see addressed by this RFP?

Response: Issue with opt-out is that students have to opt out of all materials for the semester and not just one course.

Question 65: How many of the schools in LCTCS currently have an inclusive access program? What is the revenue and course penetration for each of those programs?

Response: We have Inclusive Access.

Question 66: How many courses use Inclusive Access(IA) at each school?

Response: 8 academic courses fully use it. 6 academic courses use it for online. 1 Technical program with 7 courses within that program uses it.

Question 67: Do any LCTCS colleges currently have any inclusive or equitable access programs? If so, please provide details surrounding pricing, opt-out rates, and number of courses participating.

Response: Inclusive Access - 8 academic courses fully use it. 6 academic courses use it for online. 1 Technical program with 7 courses within that program uses it.

Question 68: Do any schools in LCTCS have specialty programs or specialty needs that aren't clearly communicated in the RFP?

Response: NA

BOOK STORE OPERATIONS

Question 71: By our calculations, 7 out of the 12 schools have a physical bookstore presence. Are you looking for a vendor that can operate all 7 of those locations as they are today, and also serve the other 5 schools with a virtual solution? There are obviously many more costs associated with running a physical store on campus vs just running a virtual solution and we want to ensure that we are providing a solution to you that both fits your needs and is able to be compared fairly to other vendors who may not want to run a physical store.

Response: SoLAcc is interested in a vendor who will run a physical bookstore and an online presence with more robust offerings that the physical space can accommodate.

Question 72: Please list all LCTCS colleges that currently have a physical bookstore and all colleges that currently have an online-only bookstore.

Response: South Louisiana Community College - physical store at Lafayette Campus.

Question 73: What other expenses (e.g., utilities, internet) must the campus store cover?

Response: SoLAcc cover utilities.

Question 74: Does each LCTCS College utilize a Campus Card that can be used to purchase materials in the bookstore? If so, what company does each College use to manage it?

Response: Information not available.

Question 75: Are LCTCS Colleges 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?

Response: Open to discussion

Question 76: Would LCTCS Colleges consider two separate vendors with two separate agreements 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?

Response: Open to discussion

Question 77: What expenses (e.g., utilities, phone, internet, trash) must the campus store cover, and what are the associated costs?

Response: SoLAcc cover utilities. Internet/phone is covered by vendor.

Question 78: What other school expenses must the campus stores pay for (utilities, phone, internet trash etc.) and what are those costs?

Response: SoLAcc cover utilities. Internet/phone is covered by vendor.

Question 79: Does the institution expect the chosen vendor to retain current full-time bookstore employees? If so, provide a list of employees and their annual salaries.

- Referring to RFP Attachment A:
 - Which campuses require a campus store or pop-up store?
 - Are any campuses open to self-operating a store for merchandise, with the vendor managing Equitable Access course materials?

Response: Bookstore hires their own employees and are not SoLAcc employees. SoLAcc makes use of inclusive access, courseware, ebooks, OER, and print books.

Question 80: Which LCTCS colleges would 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?

Response: No

Question 81: Are any of the colleges open to a virtual, website-only bookstore?

Response: No

Question 82: Are any of the colleges open to a hybrid bookstore, where merchandise and customer service are available on campus, but course materials are provided virtually?

Response: Open to discussion.

Question 83: Are there programs or initiatives run by the current bookstore provider that should continue under the new contract?

Response: Inclusive Access, Bookstore vouchers for FA.

OTHER MERCHANDISE

Question 84: Share inventory on hand for general merchandise by campus for the past three years (as of October 15 for 2022, 2023, and 2024).

Response: We do not have access to this information at this time.

Question 85: Provide the institution's brand guidelines and clarify if merchandise is licensed. If licensed, does the institution work with a third-party licensing agency?

Response:

https://campussuite-storage.s3.amazonaws.com/prod/1558538/0d9d10fa-02cc-11e8-8e76-12c998a55b1c/2813505/662b7dd4-34ce-11ef-85b7-0efded0f69c3/file/SoLAcc_Brand-Guidelines_FA.pdf

Question 86: Are there restrictions on convenience offerings for food and beverages?

Response: Not at this time.

Question 87: Are graduation products (announcements, rings, cap and gown, diploma covers, diploma frames) currently provided by the campus stores? If so, can you please provide detail of product offered by location? If not, are there any limitations on graduation related sales?

Response: All products for graduation, cap, gown, etc. are provided by the bookstore vendor.

Question 88: What is the bookstore's role in distributing graduation caps and gowns?

Response: The bookstore serves as the distributor for caps and gowns. Students order and pick up their caps and gowns in store.

Question 89: Are there any limitations on convenience offerings for food or beverage?

Response: No

Question 90: Is there interest by location in a food service provider beyond typical convenience store snack and sundry items? If so, would there be a space outside the area of the current bookstore locations where that service would be provided?

Response: There is no space outside of the bookstore location at SoLAcc. Additionally, in 2025, there is a planned micro-market that will be installed in an existing vending area, operated by one of the beverage vendors. This micromarket will include food and drinks, in addition to other items such as small healthcare items (Tylenol, etc.).

COMMISSION / BILLING / FINANCIAL DATA

Question 91: Does the current bookstore provider pay commissions on gross or net sales?

Response: Commissions are based on gross revenue.

Question 94: Financial incentives received over the last 3 years (signing bonuses, commissions etc.)

Response: The Foundation for SoLAcc receives 9% commission on gross revenue for the first \$1.5 million in sales. If sales extend beyond \$1.5 million, the commission increases to 11%. College faculty and staff receive a 10% discount on all purchases over \$1.00 (excluding textbooks, sale merchandise, computer hardware/software), and College departments receive a 20% discount (excluding textbooks, sale merchandise, computer hardware and academically discounted software). The vendor also provides \$1,000 annually in textbook scholarships to the Foundation for SoLAcc, who awards it to students through a competitive process.

Question 96: Please provide details of current contractual partnerships for each school, including number of years, commission rates, and scholarships. etc.

Response: The Foundation for SoLAcc receives 9% commission on gross revenue for the first \$1.5 million in sales. If sales extend beyond \$1.5 million, the commission increases to 11%. College faculty and staff receive a 10% discount on all purchases over \$1.00 (excluding textbooks, sale merchandise, computer hardware/software), and College departments receive a 20% discount (excluding textbooks, sale merchandise, computer hardware and academically discounted software). The vendor also provides \$1,000 annually in textbook scholarships to the Foundation for SoLAcc, who awards it to students through a competitive process.

Question 98: Are there any student populations that will not be included as part of the Course Material Fee Model program? If so, please provide details.

Response: SoLAcc is looking for a model that includes flexibility

VENDOR EXPECTATIONS AND MISC.

Question 105: Could you provide more details about any specific challenges you have encountered in the past with customer service, or, if you prefer, with the incumbent service provider?

Response: Bookstore hours during peak times, access for rural campuses, last minute graduation gowns. Better support for inclusive access.

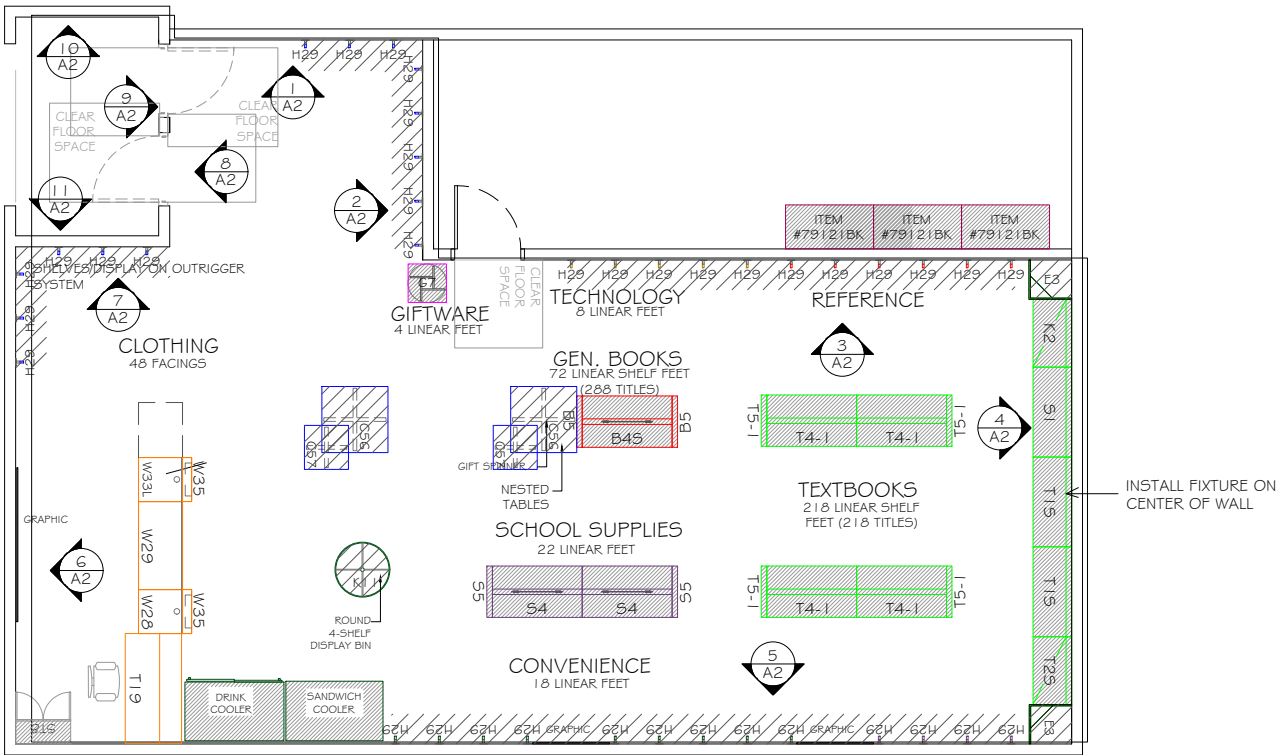
Question 106: What are the current challenges LCTCS, and its member colleges, would like addressed with future bookstore operations?

Response: Faster turnaround times on new merchandise and a way for employees to buy more robust merchandise online utilizing their employee discount.

Question 107: What additional challenges with your existing bookstore operations would you like to see addressed not mentioned in this RFP?

Response: Unknown at this time.

CABINET AND FIXTURE FINISH SCHEDULE		
KEY	DESCRIPTION	SPECIFICATION
PL-1	CABINETS AND FIXTURES	WILSONART, "GREY ELM" #8201K-12, MATTE FINISH
PL-2	COUNTER TOPS	WILSONART, "STEEL MESH" #4879-38, MATTE FINISH
	TOE KICK	TO MATCH: JOHNSONITE COLOR #63 BURNT UMBER
	METAL FINISH	GUN METAL
	CROWN MOLDING	TBD
FIXTURE NOTES		
1. FOLLETT GENERAL CONTRACTOR TO REVIEW PAGE A10 INTERIOR ELEVATIONS FOR OUTRIGGER INSTALLATION INSTRUCTIONS. 2. FOLLETT GENERAL CONTRACTOR TO LOCATE FIXTURES ON PLAN AND ADHERE TO HOLD DIMENSIONS SHOWN ON PLANS AND INTERIOR ELEVATIONS. 3. ANY QUESTIONS REGARDING FIXTURE INSTALLATIONS TO BE CLARIFIED BY FOLLETT PROJECT MANAGER. 4. NOTED HOLD DIMENSIONS SHOULD BE ENFORCED TO ENSURE PANEL GRAPHICS FIT.		



COLOR	DEPARTMENT	AREA
	#1 & #2 TEXTBOOKS 000 LINEAR SHELF FEET (000 TITLES)	00 SQ. FT.
	#3 GENERAL BOOKS 000 LINEAR SHELF FEET (000 TITLES)	00 SQ. FT.
	#4 SUPPLIES 00 LINEAR FEET	00 SQ. FT.
	#5 CLOTHING 00 FACINGS	00 SQ. FT.
	#6 GIFTWARE 000 LINEAR FEET + 3/4 FEET HALLMARK	00 SQ. FT.
	#7 CONVENIENCE 00 LINEAR FEET	00 SQ. FT.
	#8 TECHNOLOGY 00 LINEAR FEET	00 SQ. FT.
	CIRCULATION	00 SQ. FT.
	TOTAL RETAIL	0000 SQ. FT.
	TOTAL SERVICE	0000 SQ. FT.
	TOTAL AREA	0000 SQ. FT.
	ADDITIONAL RUSH REGISTERS	-
	REGULAR REGISTERS	-

EXISTING FIXTURES TO REMAIN

PRELIMINARY
3/20/2024

#1141 SLCC CAMPUS SOTRE-LAFAYETTE CAMPUS

1 FIXTURE PLAN
SCALE: 1/4"=1'-0"
PLAN NORTH

PLAN APPROVAL	
SIGNATURE	DATE
PRINT YOUR NAME:	
TITLE:	

3 WESTBROOK CORPORATE CENTER, SUITE 200
WESTCHESTER, IL 60154
PHONE: 800.323.4506

ANY DEVIATION FROM PLANS WILL REQUIRE SUBMITTED WRITTEN NOTIFICATION TO, AND APPROVAL BY FOLLETT DESIGN DEPARTMENT.

Rev. No.	Date	Description

STORE SQUARE FOOTAGE	00 SQ. FT.
RETAIL	0000
SERVICE	0000
TOTAL SQFT	0000
DESIGNER	JL
PROJECT MGR	GN

#1141
SLCC BOOKSTORE-LAFAYETTE CAMPUS
1101 BERTRAND DRIVE
ARDON BLDG, ROOM 108
LAFAYETTE, LA 70506-4124

FIXTURE PLAN

DATE: 3/20/24

Sheet No. A8.0



***Changing Lives,
Creating Futures***

Monty Sullivan
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Timothy W. Hardy
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Chad Moody
Willie L. Mount
Paul Price, Jr.
Stanton W. Salathe

Student Members:
Abbigale Ardoin
Christopher Elie

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www.lctcs.edu

LOUISIANA COMMUNITY & TECHNICAL COLLEGE SYSTEM

ADDENDUM #3

Request for Proposals

Instructional Resource Operations for First Day Access

RFP Number: 40016-11012024 DUE DATE/TIME JANUARY 31, 2025 4:00 pm

SOWELA TECHNICAL COMMUNITY COLLEGE

QUESTIONS AND RESPONSES

January 17, 2025

BACKGROUND AND HISTORICAL SALES

Question 1: Are there any other providers of campus store services or merchandise sales that LCTCS schools work with? Off campus store, athletic website, publisher content provider etc. Are there other providers involved in campus store operations (e.g., off-campus stores, athletic websites, publisher content providers)?

Response: [None](#)

Question 2: Are there any other exclusive contracts that relate to services/product typically provided in the college store that a service provider needs to be aware of (i.e., Coke, Sodexo, Starbucks, etc.)?

Response: [None](#)

Question 3: Does LCTCS have any direct agreements in place with publishers or other third-party course material providers?

Response: [None](#)

Question 4: Is LCTCS able to provide the following for all store operations:

Historic sales broken down by category

Response: [See provided summary of sales – Attachment #1](#)

Question 5: Please provide a sales report, broken down by product category (new, used, digital, apparel/merchandise, other, etc.) for at least the past three academic years (preferably 5 years) for each school in the system.

Response: [See provided summary of sales – Attachment #1](#)

Question 6: Please provide a category breakdown of textbook sales information from the past few years, including new, used, rental, digital, and inclusive access by **individual LCTCS colleges**.

Response: [The bookstore does not provide additional category breakdowns](#)

Question 7: 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., **by individual LCTCS colleges**.

Response: [See provided summary of sales – Attachment #1](#)

Question 8: Please provide sales breakdown by category for each school, for the current partial year and the 2 previous full years.

Response: [See provided summary of sales – Attachment #1](#)

Question 9: Provide a breakdown of course material sales by category (new, used, rental, digital, inclusive access, and trade) for the past three fiscal years by campus.

Response: [See provided summary of sales – Attachment #1](#)

Question 10: Is LCTCS or any school in the system contracted with any publishers or outside vendors for course materials or supplies other than the current bookstore vendor?

Response: [Mathematics faculty create their own materials and use learning platforms in class, along with bookstore-ordered items. Chemistry faculty use learning programs in the classroom that are not ordered through the bookstore. Nursing uses a testing company that does not go through the bookstore. Business Administration, Accounting, Information Systems Technology, Drafting and Design Technology, and Digital Arts and Communication also contract with an outside testing company that does not go through the bookstore.](#)

Question 11: Provide a breakdown of current campus stores and pop-up locations, including a category breakdown of general merchandise gross sales. General merchandise categories include, School Supplies, Spirit Items, Clothing Items, Graduation Regalia, Food/Drink, Health and Beauty, Kits (Nursing/Dental Hygiene/Sciences), Art/Lab Course Specialty Supplies, and C-Store Items (examples of C-store may include, personal hygiene and medicine).

Response: [See provided summary of sales – Attachment #1](#)

CURRENT FACILITIES AND FIXTURES -

Question 12: Does LCTCS Colleges own the current bookstore fixtures?

Response: [No](#)

Question 13: Is there any plan to reduce the footprint within the existing space of any existing stores based on business changes OR relocate the existing bookstore operation to another location at any point in the foreseeable future?

Response: [No](#)

Question 14: Is LCTCS able to provide CAD drawings of the bookstore locations currently in place?

Response: [No](#)

Question 15: Since part of the responsibilities for the winning bidder is to run campus stores, can you share the floor plans for each of the 7 schools that currently have campus bookstores?

- Delgado
- Baton Rouge CC
- South Louisiana CC
- Bossier Parish CC
- Louisiana Delta CC
- [Sowela Yes](#)
- Nunez CC

Response: [See Attachment #2](#)

Question 16: Share detailed floor plans and CAD drawings of each bookstore location.

Response: [See Attachment #2](#)

Question 17: Can you share photos, floorplans, and/or the square footage of the current bookstore spaces at each school?

Response: [See Attachment #2](#)

Question 18: Provide a list of college-owned furniture, fixtures, and equipment (FF&E) that will remain in the store if a transition to a new bookstore provider occurs.

Response: [No, SOWELA does not own the furniture, fixtures, and equipment.](#)

Question 19: Are there plans to move or alter any current bookstore locations?

Response: [No](#)

Question 20: Of the fixtures that currently reside in the bookstores, will all remain for use by a new partner? Is there any unamortized expense the new partner must absorb upon commencing operations?

Response: [No](#)

Question 21: Will the chosen vendor be required to purchase the inventory of the current vendor? If so, What are the inventory purchase requirements in the current contract for each school in LCTCS?

Response: [SOWELA personnel do not have this answer.](#)

Question 22: What is the backstock storage space (square footage) in existing campus stores, and which locations have a loading dock?

Response: [See Attachment #2.](#)

Question 23: If a campus currently has a brick and mortar store, is it safe to assume the desire would be to continue with that same business model?

Response: [Yes](#)

COURSE MATERIALS

Question 26: By campus, what percentage use courseware (e.g., MyLab, CengageNOW)?

Response: [SOWELA personnel unable to provide this information.](#)

ENROLLMENT / DUAL ENROLLMENT

Question 33: Do these students (Dual Enrollment/Dual Credit) use the same course materials as the other students at the institution?

Response: [Yes](#)

Question 34: Do these students (Dual Enrollment/Dual Credit) receive their materials through the bookstore vendor?

Response: [Yes](#)

Question 37: Do these students (Dual Enrollment/Dual Credit) use the same materials as other students? Are materials provided by the bookstore vendor?

Response: Yes

Question 38: Are Dual Enrollment gross sales included in historical data? If not, provide separate breakdowns for units sold and gross sales.

Response: Yes. See provided summary of sales – Attachment #1. Unable to separate Dual Enrollment from total sales information.

TERM OF CONTRACT

Question 40: Please provide details of the current bookstore agreements at each college and their respective contract end dates.

Response: Current agreement terms are from March 2022 to Feb 2025 and are an extension of previous agreements in place as far back as 2016. Working to execute additional extension to Feb 2026. Commissions are paid quarterly on net sales at the below rates:

- 3% from \$0-\$250k
- 5% from \$250k - \$750k
- 9% from \$750k-\$2M
- 11% over \$2M

Agreement has previously provided for annual scholarship of \$2,000 to the SOWELA Foundation. Current 3-year agreement included a \$10k endowment to the SOWELA Foundation.

Question 42: Which LCTCS colleges will be able to partner with the selected proposer immediately?

Response: SOWELA's current contract will expire Feb 28, 2026

GRANTS AND FINANCIAL AID

Question 45: What percentage of overall sales in each LCTCS bookstore came from financial aid?

Response: SOWELA personnel unable to determine this information

Question 46: Are there any limitations/restrictions placed on items allowed to be purchased using financial aid funds? If so, can a detail of restrictions/limitations by campus be provided?

Response: No restrictions

Question 47: Which schools in LCTCS allow for the use of financial aid funds at the bookstore? Are there integrations that facilitate this? What are the percentages or dollar amounts for financial aid usage at the bookstores?

Response: SOWELA allows for use of financial aid at the bookstore. There are integrations between SOWELA and bookstore data file exchanges that facilitate this. SOWELA personnel are not able to determine percentages or dollar amounts for financial aid usage at the bookstore.

Question 48: Can students use financial aid to purchase spirit items or general merchandise?

Response: Yes

Question 49: What percentage of sales are made using financial aid?

Response: SOWELA personnel are not able to determine this figure.

Question 50: How is financial aid utilized in campus stores, and are there any restrictions?

Response: Financial aid can be utilized to purchase any merchandise the bookstore has available. There are no restrictions.

Question 51: Are there any sales reflected in the historical sales numbers of each LCTCS College that were a result of a one-time grant or other funding that will not occur in the future?

Response: No, not to knowledge of SOWELA personnel.

OER / EQUITABLE ACCESS / INCLUSIVE ACCESS

Question 52: Are there any items other than course materials (such as uniforms, tools/equipment, course related supplies) that are currently being provided at any campus location as part of the Inclusive Access or Equitable Access programs?

- If so, can a list of items be provided by campus?
- If not, is there an interest in having such items included as part of your inclusive or equitable access service?
- If the answer is yes, can details of what that desire would be by campus be shared?

Response: Yes, SOWELA's bookstore currently offers nursing supply kits through Inclusive Access. SOWELA is open to expanding offerings for other programs.

Question 57: Are there any anticipated program or item exclusions from the Equitable Access program?

Response: [No known exclusions at this time](#)

Question 58: Are there any OER initiatives at any school in LCTCS, where the school provides either encouragement or incentives to faculty who adopt Open Educational Resources for their courses? If yes, how many courses currently use OERs?

Response: [OER textbooks are not as popular at SOWELA as they were previously. At this time, only four OER textbooks are used in some of the Arts and Sciences courses.](#)

Question 60: Program-Specific Pricing or Exclusions:

- If specific programs require separate pricing or are to be excluded from Equitable Access (e.g., nursing, dual credit, undergraduate), please identify these programs.
- Within the booklist, provide program identifiers for these courses to distinguish them accordingly.

Response: [SOWELA does not currently have an Equitable Access program.](#)

Question 61: Which campuses currently have Equitable Access programs?

- What are the historical opt-out rates?
- How is the opt-out process managed, and are there challenges with compliance or tracking?

Response: [SOWELA does not currently have an Equitable Access program.](#)

Question 62: Which campuses currently have Inclusive Access programs?

- What are the historical opt-out rates?
- How is the opt-out process managed, and are there challenges with compliance or tracking?

Response: [Average opt-out rate 21% per term. Opt-out process managed by the bookstore. Unsure of all specifics of their process, but students may select to opt-out through the student portal. There are challenges with tracking and Students Accounts reconciling with bookstore data.](#)

Question 63: For campuses currently implementing Inclusive or Equitable Access, What are the current challenges with your existing programs and bookstore operations that you would like to see addressed by this RFP?

Response: Current challenges include:

- delays in receipt of IA pricing from Bookstore, which causes delays in tuition and fee charges being finalized for each term
- inaccurate billing files submitted by bookstore, which require additional review and delayed posting by Finance division

Would like to explore Equitable Access for easier administration of the program (i.e. consistent price for all charges each term). Would also like opportunity to work with bookstore on timelines/processes for opt outs, pricing, and billing to best need needs of all impacted parties.

Question 65: How many of the schools in LCTCS currently have an inclusive access program? What is the revenue and course penetration for each of those programs?

Response: SOWELA currently has an inclusive access program. Average revenue after opt-outs \$297,000 per term. Fall 2024 term had 60 IA courses.

Question 66: How many courses use Inclusive Access (IA) at each school?

Response: Fall 2024 term had 60 IA courses

Question 67: Do any LCTCS colleges currently have any inclusive or equitable access programs? If so, please provide details surrounding pricing, opt-out rates, and number of courses participating.

Response: SOWELA has an Inclusive Access program. Pricing depends on course material selected by instructor and publisher's price. Opt-out rates average 21% per term. The Fall 2024 term had 60 IA courses.

Question 68: Do any schools in LCTCS have specialty programs or specialty needs that aren't clearly communicated in the RFP?

Response: None that I am aware of.

BOOK STORE OPERATIONS

Question 71: By our calculations, 7 out of the 12 schools have a physical bookstore presence. Are you looking for a vendor that can operate all 7 of those locations as they are today, and also serve the other 5 schools with a virtual solution? There are obviously many more costs associated with running a physical store on campus vs just running a virtual solution and we want to ensure that we are providing a solution to you that both fits your needs and is able to be compared fairly to other vendors who may not want to run a physical store.

Response: SOWELA would like to retain the physical store at the Lake Charles campus.

Question 72: Please list all LCTCS colleges that currently have a physical bookstore and all colleges that currently have an online-only bookstore.

Response: SOWELA's Lake Charles campus has a physical bookstore. Pop-up stores are set up by Bookstore personnel at our three instructional sites (Jennings, Oakdale, Leesville), during peak enrollment periods.

Question 73: What other expenses (e.g., utilities, internet) must the campus store cover?

Response: SOWELA covers all utility and internet costs, as well as custodial and maintenance needs of the physical bookstore.

Question 74: Does each LCTCS College utilize a Campus Card that can be used to purchase materials in the bookstore? If so, what company does each College use to manage it?

Response: SOWELA does not utilize a Campus Card

Question 75: Are LCTCS Colleges 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?

Response: Would not think so

Question 76: Would LCTCS Colleges consider two separate vendors with two separate agreements 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?

Response: Would not think so

Question 77: What expenses (e.g., utilities, phone, internet, trash) must the campus store cover, and what are the associated costs?

Response: SOWELA covers all utility and internet costs, as well as custodial and maintenance needs of the physical bookstore.

Question 78: What other school expenses must the campus stores pay for (utilities, phone, internet trash etc.) and what are those costs?

Response: SOWELA covers all utility and internet costs, as well as custodial and maintenance needs of the physical bookstore.

Question 79: Does the institution expect the chosen vendor to retain current full-time bookstore employees? If so, provide a list of employees and their annual salaries.

- Referring to RFP Attachment A:
 - Which campuses require a campus store or pop-up store?
 - Are any campuses open to self-operating a store for merchandise, with the vendor managing Equitable Access course materials?

Response: No, not expected to retain current FT bookstore employees. SOWELA Lake Charles campus is the only one with a physical bookstore. Pop-up stores are set up by Bookstore personnel at our three instructional sites (Jennings, Oakdale, Leesville), during peak enrollment periods. SOWELA would prefer to keep the current model and not self-operate a store for merchandise.

Question 80: Which LCTCS colleges would 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?

Response: Would not think so

Question 81: Are any of the colleges open to a virtual, website-only bookstore?

Response: Would not think so

Question 82: Are any of the colleges open to a hybrid bookstore, where merchandise and customer service are available on campus, but course materials are provided virtually?

Response: Would not think so

Question 83: Are there programs or initiatives run by the current bookstore provider that should continue under the new contract?

Response: Would not think so

OTHER MERCHANDISE

Question 84: Share inventory on hand for general merchandise by campus for the past three years (as of October 15 for 2022, 2023, and 2024).

Response: SOWELA personnel unable to obtain this information.

Question 85: Provide the institution's brand guidelines and clarify if merchandise is licensed. If licensed, does the institution work with a third-party licensing agency?

Response: See Attachment #3. Merchandise is not licensed.

Question 86: Are there restrictions on convenience offerings for food and beverages?

Response: Only restriction is that beverages must be Coca-Cola products.

Question 87: Are graduation products (announcements, rings, cap and gown, diploma covers, diploma frames) currently provided by the campus stores? If so, can you please provide detail of product offered by location? If not, are there any limitations on graduation related sales?

Response: Yes, regalia is provided by bookstore.

Question 88: What is the bookstore's role in distributing graduation caps and gowns?

Response: Bookstore is responsible for purchasing and distributing regalia to graduating students. Bookstore participates in Grad Fest event to distribute regalia to students that attend. Bookstore also makes items available for pickup at the store prior to commencement.

Question 89: Are there any limitations on convenience offerings for food or beverage?

Response: Only restriction is that beverages must be Coca-Cola products

Question 90: Is there interest by location in a food service provider beyond typical convenience store snack and sundry items? If so, would there be a space outside the area of the current bookstore locations where that service would be provided?

Response: Yes, there is interest. There is a food service area available (warming stations, commercial fridge and freezer) directly outside the bookstore area

COMMISSION / BILLING / FINANCIAL DATA

Question 91: Does the current bookstore provider pay commissions on gross or net sales?

Response: Yes, commissions paid on NET sales.

Question 94: Financial incentives received over the last 3 years (signing bonuses, commissions etc.)

Response: SOWELA receives quarterly commissions based on net sales.

Question 96: Please provide details of current contractual partnerships for each school, including number of years, commission rates, and scholarships. etc.

Response: Current agreement terms are from March 2022 to Feb 2025 and are an extension of previous agreements in place as far back as 2016. Working to execute additional extension to Feb 2026. Commissions are paid quarterly on net sales at the below rates:

- 3% from \$0-\$250k
- 5% from \$250k - \$750k
- 9% from \$750k-\$2M
- 11% over \$2M

Agreement has previously provided for annual scholarship of \$2,000 to the SOWELA Foundation. Current 3-year agreement included a \$10k endowment to the SOWELA Foundation.

Question 98: Are there any student populations that will not be included as part of the Course Material Fee Model program? If so, please provide details.

Response: Do not believe so

VENDOR EXPECTATIONS AND MISC.

Question 105: Could you provide more details about any specific challenges you have encountered in the past with customer service, or, if you prefer, with the incumbent service provider?

Response: Would like to ensure superior service to our students, and collaborative relationships with college faculty and leadership.

Question 106: What are the current challenges LCTCS, and its member colleges, would like addressed with future bookstore operations?

Response: Would like to ensure timely delivery of course materials, supplies and uniforms to students so that they are prepared for class on day one of each semester. Streamlined and accurate billing processes between the bookstore and college finance department.

Question 107: What additional challenges with your existing bookstore operations would you like to see addressed not mentioned in this RFP?

Response: None

SOWELA

	Sales-Used Books	Sales-New Books	Sales-Supplies	Sales-Soft Goods	Sales-Sundries	<i>Less Discounted Sales</i>	Total
AY 21-22	15,592.68	681,828.97	62,002.62	97,349.49	21,023.37	(56,956.80)	820,840.33
AY 22-23	130,851.87	559,311.00	69,959.51	115,049.45	25,862.08	(95,744.85)	805,289.06
AY 23-24	95,685.27	603,377.36	50,227.51	143,912.40	26,192.51	(123,592.00)	795,803.05
average	80,709.94	614,839.11	60,729.88	118,770.45	24,359.32	(92,097.88)	807,310.81
Total Sales							
July-Nov 2024	39,539.29	319,311.24	33,278.98	40,828.59	12,023.60	(10,652.90)	434,328.80

Above data prepared using monthly sales summary reports provided to SOWELA. Unable to provide data at a more detailed level (i.e. further breakdown of general merchandise categories).

ATTACHMENT #2

BOOK STORE
105

JAN.
138

RECEIVING
139

SPRINK.
140

PLATFORM
ACCESS
153

40'-11"

14'-10 1/2"

6'-5 3/4"

15'-7 3/4"

16'-4"

3'-10 1/2"

4'-4"

7'-9 1/2"

10'-0"

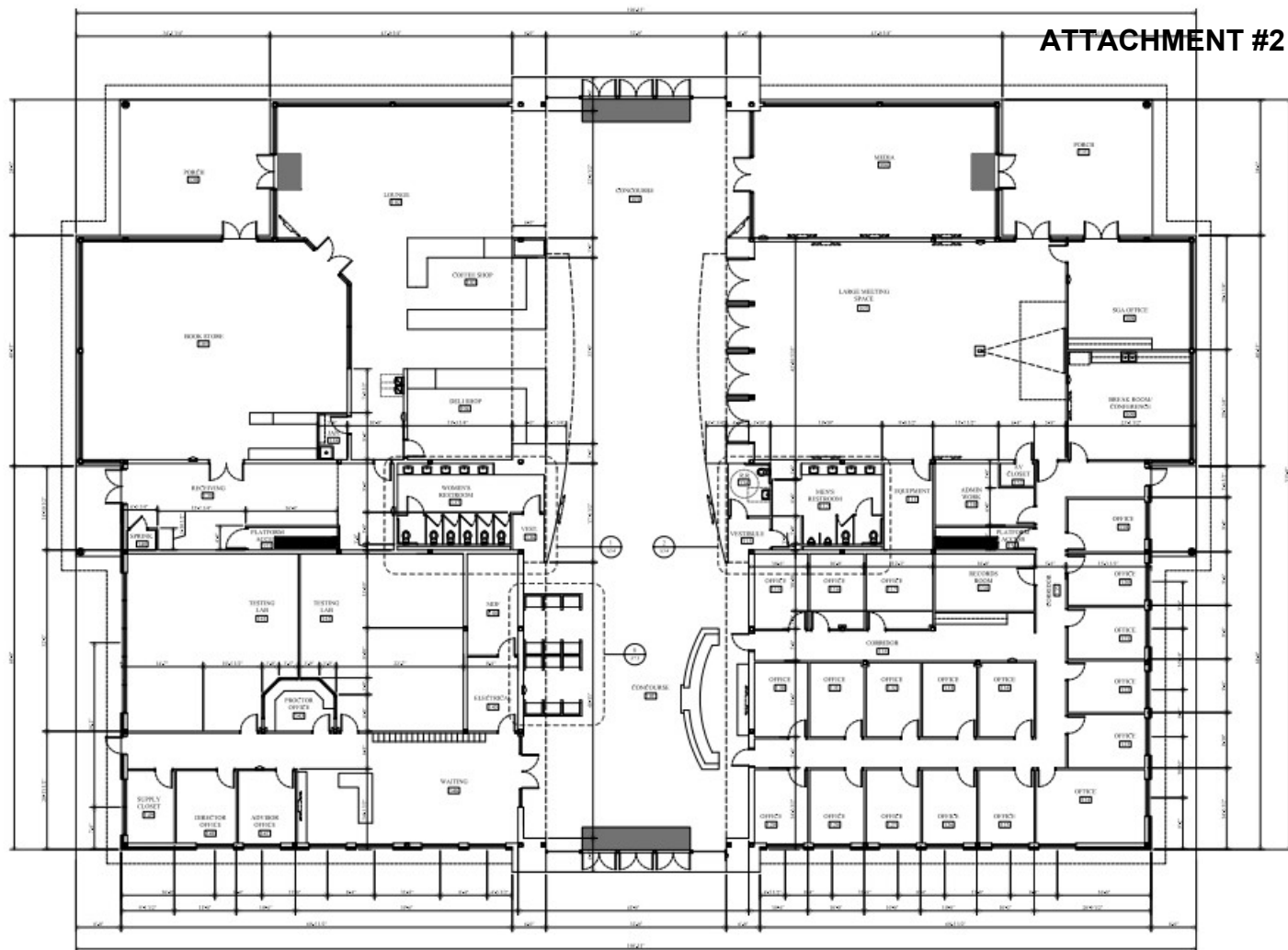
8'-4"

9'-4"

5'-8"

1'-0"

ATTACHMENT #2





VISUAL IDENTITY GUIDE

SOWELA'S VISUAL IDENTITY

Our visual identity reflects the character of SOWELA and conveys it to a range of audiences, including prospective students, current students, alumni, partners and donors.

As a diverse and growing community, we must enhance and strengthen our reputation with a relevant brand and consistent, compelling visual identity. Our growth requires a focused and effective approach to telling our story.

These standards provide guidelines for everyone to embrace and help preserve a unified visual identity that advances the entire College. These standards give reference in the development of communication materials. While most applications are addressed, it is not possible to anticipate every situation. When you have questions, please contact the Office of Institutional Advancement. We have a talented team of professionals to serve you.

MISSION

SOWELA Technical Community College provides traditional, distance, and lifelong learning experiences and awards associate degrees, technical diplomas, and certificates that empower learners in transfer, career, and technical education to excel as globally competitive citizens.

VISION

SOWELA Technical Community College models excellence in teaching, training and service.





BRAND VOICE

This applies to both the visual and written communication style of the College. The five words used to describe the brand voice are excellent, authentic, motivated, wholistic and modern.

- Excellent – World-class technical and professional programs, faculty and support services
- Authentic – Humble, diverse, student-focused
- Motivated – Driven to do good work
- Wholistic – Mindful of our students' overall success in and outside the classroom
- Modern – Innovative, forward-looking



PHOTOGRAPHY

SOWELA is a place for passionate learners and educators. Let the College's audiences meet them in their natural academic environment through photographic images. This often means outside the traditional classroom, showcasing the hands-on opportunities and wholistic services the College provides.

TECHNICAL STYLE

Photojournalistic	Full color
Unstaged	Accurate to field of study
Captured moment	No logos unless a SOWELA brand mark
Natural situation	No noticeable Photoshop effects
Natural light	Simple, uncluttered backgrounds

INDIVIDUALS' LOOK

Confident	Natural	Passionate
Believable	Driven	

MUSTS

- High quality: professionally shot, cropped, retouched as appropriate
- Support the SOWELA message and story
- Reflect diversity in age, ethnicity, socioeconomic status and skill set

As a teaching institution, it is vital that program-specific shots accurately reflect industry best practices. A subject matter expert attends photo shoots to ensure props, processes, and placement are precise and effectively showcase the caliber of instruction received at the College.

HEADSHOTS

Headshots of faculty and staff are taken on an as-needed basis, such as award presentations. For the website, only headshots of deans and executive leadership team members may be displayed so as to not overburden resources with headshot upkeep. Student headshots are not posted to the website.

Headshot style includes the individual in professional dress. Individuals should stand when posing for a headshot when possible.

LOGO USAGE

The SOWELA logo is available in two orientations. The preferred version is to be used when at all possible. In some cases, the secondary version is the best option due to open placement. These logos are registered trademarks and must include the ® mark.

Downloadable versions of the logo and other visual marks are available on the Flying Tiger Portal under Shared Documents in the Marketing folder.

PREFERRED



SECONDARY



PLACEMENT

The SOWELA logo must contain a clear space around it. The minimum clear space of the letter “S” in upright formation on the left and right sides, and the letter “S” rotated 90 degrees as the clear space for the top and bottom.

Clear space





COLOR PALETTE

The SOWELA brand has two College colors to use in communications.



USED FOR SPOT AND PROCESS PRINTING



C	M	Y	K	
0%	100%	80%	5%	= 
100%	55%	0%	55%	= 



USED FOR WEB AND VIDEO

R	G	B	
227%	25%	55%	= 
0%	55%	100%	= 

Hexadecimal Red: #E21836

Hexadecimal Blue: #003767



TWO-COLOR LOGO

The two-color SOWELA logo is best shown on lighter colors where possible. When using the SOWELA red or blue as background colors, use the full-white SOWELA logo. The logo itself never changes colors.



FULL-WHITE LOGO

In certain situations, use the modified full-white SOWELA logo and a red flame on specific navy colors. When tonal values match or are very close, colors shift or vibrate. The more contrast the two-color values show, the better they will look together.



The torch handle can be in white or navy but never red due to the significance of the red flame.



Marketing materials must include the SOWELA logo and MOA statement. All marketing materials must be approved by the Office of Institutional Advancement.

OTHER VISUAL MARKS

In addition to the main SOWELA logo, the College has a collection of identifiers for various purposes, such as the mascot and seal.

FLYING TIGER MASCOT

The mascot is available in the full-body form or with only the tiger head. Both are primarily for student-focused applications through which to convey school spirit.



The mark with only the P40 plane is primarily used for community and partner purposes and conveys the historical nature of the College's history and mascot.



The P40 plane with a tiger head can be used interchangeably between school spirit and community purposes.



COLLEGE SEAL

The SOWELA seal is a scholarly mark of the College. It is frequently used at commencement ceremonies and for other academic and institutional purposes.



FONTS

PUBLICATIONS

Common SOWELA typeface for all printed/published materials, Word Processing and PowerPoint includes the fonts below. Gill Sans MT and Futura are typically used in subheads and text blocks while ITC Giovanni is a preferred headline typeface.

Gill Sans MT
Gill Sans MT Bold
 Gill Sans MT Italic
 Gill Sans MT Bold Italic

ABCDEFGHIJKLMNO
PQRSTUVWXYZ
 abcdefghijklmno
 pqrstuvwxyz

Futura
Futura Medium
Futura Heavy
 Futura Medium Italic

ABCDEFGHIJKLMNO
PQRSTUVWXYZ
abcdefghijklmno
 pqrstuvwxyz

ITC Giovanni

ABCDEFGHIJKLMNOPQR
 STUVWXYZabcdefghijklm
 nopqrstuvwxyz

WEB

SOWELA typeface for Web includes the font below.

Montserrat

ABCDEFGHIJKLMNO
 PQRSTUVWXYZabcd
 efghijklmnopqrst
 uvwxyz

EMAIL SIGNATURE

The following template is for all faculty and staff email signatures.
Copy and paste the template into Microsoft Outlook's email signature edit panel. Then, adjust with the appropriate contact information.

First and Last Name

Title

SOWELA Technical Community College

School or Department Address

Building Name and Room Number

City, State Zip

Direct: 337.421.XXXX

www.sowela.edu



NAME TAG

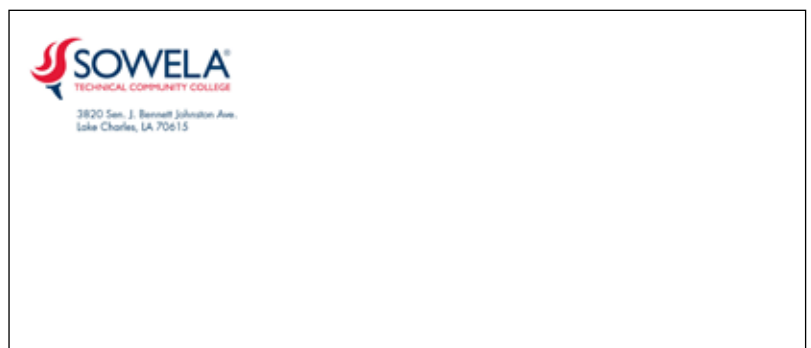
Name tag options are limited due to space restraints and should only consist of the person's first and last name and their title.



BUSINESS CARD



LETTERHEAD AND ENVELOPE





www.sowela.edu