



The Board of Regents of the University of Oklahoma on behalf of Rogers State University invites interested parties to submit Bids for the Goods or Service identified below. Please read carefully. All communications, clarifications, questions, or any other matter relating to the Solicitation must be made only through the University Contact, Bids must be submitted to [bids@rsu.edu](mailto:bids@rsu.edu) and cc: [mrasor@rsu.edu](mailto:mrasor@rsu.edu)

<b>Solicitation Title:</b>	Official Bookstore – Rogers State University
<b>Solicitation No:</b>	Request for Proposal RFP2324-04
<b>Issue Date:</b>	April 1, 2024

Request for Proposal

Invitation to Bid

<b>SCHEDULE OF EVENTS</b>	
<b>Pre-Bid Conference</b>	N/A
<b>SITE VISIT (LOCATIONS, DATE, TIME)</b> Check if Mandatory <input type="checkbox"/>	N/A
<b>Pre-Bid Question Deadline</b>	April 10, 2024
<b>Answers Available</b>	April 17, 2024
<b>Bid Deadline</b>	April 26, 2024, 2:00pm CDT
<b>Interview/Demonstration</b>	May 2-3, 2024
<b>Tentative Award Date</b>	June 20-21, 2024

Bid must be emailed to: [bids@rsu.edu](mailto:bids@rsu.edu) and cc: [mrasor@rsu.edu](mailto:mrasor@rsu.edu)

<b>University Information</b>	
University Contact	R. Mark Rasor or Christie Lamberson
Address	1701 W. Will Rogers Blvd, Claremore, OK 74017
Contact Email	<a href="mailto:mrasor@rsu.edu">mrasor@rsu.edu</a> <a href="mailto:clamberson@rsu.edu">clamberson@rsu.edu</a>
THIS SOLICITATION CONSISTS OF THIS SOLICITATION PACKET AND THE INSTRUCTIONS. BIDDERS SHOULD CAREFULLY READ EACH DOCUMENT.	



**SCOPE OF WORK**

<b>1. Overview, Purpose and Summary</b>
<b>The Rogers State University (RSU), Claremore campus, is issuing an invitation to Bid (RFP) to companies interested in becoming the official university bookstore beginning July 1, 2024. The Vice President of Administration and Finance is managing the vendor selection process on behalf of Rogers State University.</b>
<b>2. Schedule</b>
<b>3. Expected Budget (based on the Universities understanding, expectations, background, and knowledge of scope, the Expected Budget is neither a minimum nor maximum amount for this Solicitation.)</b>

**Please review the SOLICITATION SPECIFICATIONS for additional criteria, requirements, and information.**



## SOLICITATION INSTRUCTIONS

BIDDERS MUST COMPLY WITH THE SOLICITATION INSTRUCTIONS. The Solicitation Instructions ("Instructions") govern the bidding and selection process for the University's acquisition of Goods and Services through a competitive process. Compliance with the Instructions is material to determining whether a Bid is responsive. Bidders should read all parts of these Instructions carefully. All terms, conditions, provisions, requirements, and language may be stated or phrased differently than in previous Solicitations, irrespective of past interpretations, practices, trade usage, or customs. In no event shall the Bidder's failure to read and understand any Solicitation, Contract, Contract Document, or other documents, part, specification, or requirement included with, referenced in, or incorporated into a Solicitation provided by the University constitute grounds for a claim during or after a Solicitation or Contract award.

### BID RESPONSE

Bids are required to be structured into separate, labelled, and easily identifiable sections using the Bid packet structure below. A Bid submitted using any other structure may be determined to be non-responsive as set forth in the Instructions. Any section of the Bid packet that is not applicable to the Bid shall have a page inserted to denote the section is not applicable. As an example, if business references are not required, the Bid should contain a page after the "Business References" section heading that reads "Not Applicable", "N/A" or some similar notation.

- **Section One - Administrative Documents**
  - All documents requested in this Solicitation Packet or the Bid Proposal Cover Page
  - A brief summary of the company and marketing information and materials relevant to the Solicitation.
  - Signed Amendment(s), if any, located at the same online link as the Solicitation. The Bidder shall acknowledge agreement with each Amendment, if any, by inserting the Amendment in this section, signed by or on behalf of the Bidder.
  
- **Section Two - Response to Specifications and Requirements shall be limited to 2 pages.**
  - The Bid shall show the ability of the Bidder to meet or exceed the qualifications, specifications, and other matters set forth in the Solicitation.
  - The Bid must reflect for each requirement or specification whether they can be met by an out-of-the-box solution or whether customization is required.



- If service level agreements are required, the proposed service level agreements shall be inserted in this section.
- A list of all Subcontractors included as part of a submitted Bid.
- **Section Three - Pricing**
  - Unless otherwise stated in the Scope of Work or Solicitation Specifications, the Bid shall include a firm, fixed price for the term, including optional renewal terms, Travel and Subsistence Expenses, warranties, subscriptions, ongoing maintenance and support, and other costs, fees, charges, or expenses of any kind that will be charged by the Bidder.
  - The Bidder shall guarantee unit prices are correct.
  - For hourly work, the Bidder shall provide a breakdown of hourly rates for each service or occupation.
- **Section Four - Proposed Exceptions**
- **Section Five - Additional Bidder Terms**
  - Any additional terms that the Bidder requests be applicable to the Contract shall be inserted in this section and shall be provided in Word format. THE UNIVERSITY HAS NO RESPONSIBILITY TO INDEPENDENTLY REVIEW AN ENTIRE BID FOR ADDITIONAL TERMS AND ANY SUCH TERMS NOT SUBMITTED IN THIS SECTION OF THE BID SHALL NOT BE CONSIDERED. Should a Bidder be awarded a Contract, the University shall not be required to execute additional documents not included in a Bid. For example, if a Bidder typically uses an ordering document in connection with an acquisition, the ordering document template shall be included in the Bid.
- **Section Six - Offer of Value-Added Goods or Services**
  - If a Bid includes an offer of value-added Goods or Services, such offer shall be inserted in this section and include associated pricing and any other information relevant to such value-added offer. However, the University is not obligated to purchase value-added Goods or Services.

#### **BID FORMAT**

- The font shall be 12-point Times New Roman. The top, bottom, left and right margins shall be at least one inch, excluding headers and footers. All pages must be numbered.



- Responses must be submitted on the forms provided, where applicable. Where a form is not provided, responses must be submitted in MS Word format (.doc or .docx) or Adobe PDF (.pdf).
- Each Bidder shall submit a complete proposal in clear, concise language.
- Proposals should be tabbed and organized in easily identifiable parts mirroring the organization of this RFP.



## SOLICITATION SPECIFICATIONS

**In addition to the SCOPE OF WORK, these Solicitation Specifications set forth additional qualifications, specifications, pricing, evaluation criteria, and other information relating to the Solicitation.**

### **Operational Requirements**

- The company must create and maintain a well-designed RSU branded portal that provides RSU students, faculty, and staff with the ability to purchase all books, supplies, and other course materials which have been adopted by RSU's faculty and administrators.
- The portal must meet or exceed all accessibility requirements (SOITAS) prior to launch.
- The company must provide access to their broad base of other educational texts, materials, and supplies online.
- The company must manage the course material adoption process, timely communicating with faculty, and enabling them to load, maintain, and modify course information and required materials for courses offered by the institution and included in the portal.
- The company must provide training materials and training regarding adoption and purchasing through the portal, as necessary and as requested by RSU.
- The company must source all adopted course material and ship to those who order within 48 hours. If rare or difficult-to-access texts cannot be sourced, the company must notify the affected faculty member at least one month prior to the beginning of the course, or as soon as possible if late adoption times make this unreasonable.
- The company must offer the ability for faculty to create course packs (fully compliant with copyright laws) which then may be sold to students through the portal.
- The portal will provide an editable, graphical interface through which RSU administrators and faculty can add or change student-facing messages.
- The company must, at RSU's direction, mark courses as no-cost or low-cost.
- The portal will permit students to purchase materials directly from the company and also from third-party sellers through a company provided and maintained "marketplace" function.
- The company must employ and assign a full-time dedicated account manager.
- The company must provide and manage a comprehensive customer service function to resolve student and faculty challenges.
- The account manager and/or the customer service team must provide timely responses to faculty/staff/administrator/student questions and address any challenges or concerns in a timely manner.
- The company must demonstrate capability to support an Inclusive Access program by providing communication to faculty and students, identifying IA courses, ensuring compliance, and invoicing the Bursar's Office directly.
- The company must provide an option to purchase or rent graduation regalia to students and faculty.

### **Financial Considerations**

- The company must process all orders, returns, and refunds due based upon activity within the portal. The company must accept charges through ACH, credit card, or other mutually acceptable electronic payment mechanisms and must maintain PCI compliance.
- The company must offer RSU students, faculty, and staff free economy shipping for retail sales of textbooks, course materials, and supplies (excluding Marketplace) that are directly related to the classroom experience.
- The company must create and support a voucher or charging system which allows student groups, identified by the institution (need-based, student-athletes, international scholarship, veterans, etc.), to charge course materials.



- RSU may pay directly or charge course materials on behalf of students through vouchers or other arrangements. The company will invoice RSU monthly for such charges.
- Company must offer a buy-back option to students at least twice per year, corresponding to the fall and spring semesters.
- The company must warranty the most competitive pricing possible and provide a price-match guarantee. An annual comparison of prices with similar competitors shall be made on a selection (minimum 15 titles approved by RSU) of the top 100 course material titles at RSU. This shall be presented to the RSU bookstore liaison at a mandatory annual review.
- RSU requests all respondents to propose three financial sharing models with projections based upon sales:
- Model 1 is a no-commission book scholarship model, but must include a proposal for providing a flat dollar amount and/or sales percentage for annual book scholarships for students (to be awarded and distributed by RSU Student Financial Aid
- Model 2 is a commission-based model, which should include a proposed standard commission percentage, which would be used to cover RSU’s overhead expenses.
- Model 3 is a hybrid book scholarship and commission model.
  - Please address how each model affects the price of course material to students.

**Logistics**

- The company must explain its formula for pricing/discounting course materials and include its mark-up percentage and/or rubric and provide a strategy for selling course materials to students at the lowest reasonable price.
- Whereas the institution will recognize the selected company as the official RSU bookstore and will not contract with any other bookstore, RSU reserves the right to negotiate special pricing contracts with other relevant vendors, such as TopHat. These materials will be available for student purchase through the bookstore with appropriate mark-up or direct-from-vendor.
- Within a reasonable timeframe, the company will work with the RSU bookstore liaison as well as RSU academic and technical teams to resolve any unforeseen challenges that may arise.
- The company will comply with all applicable federal and state laws and regulations as well as institutional policy.

**Bid Scoring Rubric**

**Operational**

Portal	15
Adoption Process	10
Sourcing, Selling, Shipping	10
Customer Service	10
Inclusive Access	5

**Financial**

Processes	5
Cost to Students	15
Marketplace/Buy Back	5
Central Commitments	15

**Logistics**

Responsiveness	5
Compliance	5
<b>Total</b>	<b>100</b>