North Idaho College  
Coeur d’Alene, Idaho 83814  
REQUEST FOR PROPOSALS  
FOR CAMPUS BOOKSTORE

I. Background, Scope of Work and Proposal Specifications

Owned and operated by North Idaho College, the Mica Peak Exchange Bookstore offers a range of products including but not limited to textbooks, school supplies, computer equipment, and branded school merchandise. Comprising approximately 8,043 square feet, the campus bookstore is located in the heart of the NIC campus, in the Edminster Student Center.

North Idaho College is looking for a long-term mutually rewarding partnership that would be financially beneficial for both NIC and an independent contractor (“the Vendor”). The Vendor will provide a full range of merchandise and services expected from a quality academic bookstore, including a management structure that will encompass all procurement activities, all personnel management activities, all financial and accounting services, and oversight of all other operations and delivery systems. The Vendor will have sufficient quantities of textbooks and related supplies and materials, as required or recommended by the faculty for academic courses, available for purchase by students at the specific times the items are needed, as well as offering a selection of general merchandise that best meets the needs of the NIC Community. NIC would consider other business models and/or other locations for the operation of the NIC Bookstore, and would be willing to entertain any innovative opportunity or new idea on managing NIC’s textbook and retail operations. Proposals should include commission structure for direct financial return to NIC, schematic level drawings of proposed renovations (if any), demonstrated experience in similar college settings, services available to students, faculty and staff, and any other terms which those submitting proposals believe may be relevant to proposal evaluation.

It is envisioned that the Vendor will provide a knowledgeable and highly skilled staff who will be responsible for the management of all store operations. Varied management structures may be proposed within this general framework. The Vendor will also articulate a transition strategy for an August 1, 2016 start date. The transition plan should include the names and experience of the individuals to be involved in the transition.

Total bookstore sales for the last four fiscal years are as follows:

- FY 2012: $3,664,258
- FY 2013: $3,482,859
- FY 2014: $2,820,013
- FY 2015: $2,371,203
- FY 2016: $2,064,153
The current staffing model and payroll is shown in the table below:

<table>
<thead>
<tr>
<th>Position Description</th>
<th>% of Full Time</th>
<th>Annual Wage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bookstore Manager</td>
<td>100% FTE</td>
<td>$63,463 (Exempt)</td>
</tr>
<tr>
<td>Coursebook Buyer</td>
<td>100% FTE</td>
<td>$39,791 (Non-Exempt: $19.13/Hour)</td>
</tr>
<tr>
<td>General Merchandise Buyer</td>
<td>100% FTE</td>
<td>$40,539 (Non-Exempt: $15.26/Hour)</td>
</tr>
<tr>
<td>Customer Service Supervisor</td>
<td>100% FTE</td>
<td>$31,741 (Non-Exempt: $15.26/Hour)</td>
</tr>
<tr>
<td>Account Technician</td>
<td>~ 50% FTE</td>
<td>$15,694 (Non-Exempt: $15.09)</td>
</tr>
<tr>
<td>Seasonal Part-Time</td>
<td></td>
<td>$9,306</td>
</tr>
<tr>
<td>Student Workers</td>
<td></td>
<td>$24,179</td>
</tr>
<tr>
<td><strong>Grand Total Annual Wages</strong></td>
<td></td>
<td><strong>$224,713</strong></td>
</tr>
</tbody>
</table>

II. CRITERIA

NIC intends to accept the proposal which fulfills its best interests from a service, financial, and educational viewpoint. It is NIC’s goal to provide a quality experience with high customer satisfaction, in addition to providing a financially self-sufficient operation. NIC is particularly interested in engaging a firm willing to guarantee comparable employment opportunities for personnel currently employed at the NIC bookstore. Moreover, NIC will give preference to proposals that include an employment program for students enrolled at NIC. In addition to serving students and faculty, the college envisions the campus bookstore being a destination for the local community at large. Accordingly, NIC will favorably view proposals that include additional amenities, such as a dining venue or café and varied merchandising. Proposals should address other administrative items, including but not limited to: point of sale and inventory management system; financial aid and a student one-card system; discounts for employees and NIC department purchases; refund and buyback policies; expectations of exclusive rights as it relates to other college locations; gross and textbook margins; purchase of non-adopted textbook inventory; E-commerce; and expectations concerning interior/exterior maintenance of facility.

Oral presentations may be made in July by invitation only. Respondents will know shortly after the submittal date whether or not a presentation will be requested. All proposals shall be carefully reviewed. All Respondents must provide in their proposal a list of references that NIC may contact, as well as background information concerning the company, its personnel, and operations. A visit may be made to selected colleges under contract to assist NIC in its decision. Two or more years of audited financial statements will be required of the finalists.

The college will favorably view proposals that outline efforts to help address the issue of textbook affordability.

A. Schedule

The schedule for this RFP is as follows:

- Release of RFP: July 1, 2016
- Response Due: July 13, 2016 at 12:00 pm PDT
- Award: July 22, 2016
- Transition Date: August 1, 2016
III. REQUIREMENTS

A. Company History / Qualifications

1. The Vendor shall be knowledgeable about the changing college and university bookstore trends, new technologies, legislation, new marketing ideas, new merchandise, and changes evolving throughout the general bookstore industry. The Vendor shall incorporate programs of action in response to these changes and trends into the College Bookstore operation and services, as deemed applicable to the college and university bookstore market segment.

2. A detailed description of the Vendor’s background, experience, and qualifications to operate a college or university bookstore. The Vendor must provide a list of college/university references where the Vendor has operated for a minimum of five (5) years, or is currently operating a bookstore, preferably in Idaho with similar in student body size to the North Idaho College.

3. The biographies of and locations of local representatives who will support North Idaho College. Please provide examples of how the local representatives will interact with the bookstore and campus contacts.

B. Purchase of Inventory

The Vendor will be required to purchase the Bookstore’s inventory at NIC’s cost in the following manner:

- All textbooks shall be purchased by the firm up to the quantity of anticipated enrollment at the actual cost to NIC (publisher’s invoice cost or system-established cost basis whichever is more obtainable).

- Used textbooks shall be purchased by the firm up to the quantity of anticipated enrollment at NIC’s cost.

- All general books in clean and saleable condition shall be purchased at invoice cost.

- All general merchandise in clean and saleable condition shall be purchased at invoice cost.

- General merchandise may include, but is not limited to: school and office supplies, computer software, computer supplies, emblematic clothing, gifts, convenience items, health and beauty aids, graduation regalia, etc.

Credit memos that have not been applied or vendor credits shall be purchased by the Vendor in their entirety from publishers, wholesalers, distributors, and other vendors for NIC Bookstore transactions.
C. **Investment Proposal**

Please include the following investment information:

- Annual commission your firm will provide unrelated to sales.
- Annual commission your firm will provide based on gross sales.
- Capital contributions your firm is willing to commit for facility upgrades and renovations.
- Length of term your firm proposes to amortize capital contributions made.
- Other revenue sources, value adds, or opportunities included with this proposal.

**IV. AWARD**

1. Award will be made to the Vendor who is determined by the College to best meet the needs and objectives of the College community. Vendors are encouraged to propose new innovations. The College reserves the right to reject any or all proposals if they are in its sole discretion judged unacceptable, to waive any technical or formal defect therein, to accept or reject any part of any proposal, and to award the Contract to other than the Vendor proposing the highest commission return according to its own judgment and in its best interest.

2. In awarding the Contract, the College will consider a number of factors in combination in evaluating the proposals submitted. These factors will include the following which are not listed in order of importance:

   a. Vendor’s record of performance and service in higher education bookstore operations.
   b. Vendor’s conformance to the RFP’s specifications, requirements, terms, conditions, and provision.
   c. Vendor’s response to College’s objectives.
   d. Service aspects of Vendor’s proposal.
   e. Financial return to the College.
   f. Customer relations in existing Vendor operated bookstores.
   g. Personnel aspects of Vendor’s proposal.
   h. Vendor’s ability to create a dynamic retail environment
   i. Review of recommendations with respect to Vendor’s bookstore operations at other similar universities and colleges.
   j. Vendor’s size, credit standing, financial record, stability, and management.

3. Vendors who submit a proposal in response to this RFP may be required to give an oral presentation of their proposal to the College and/or be invited to meet with College officials for clarification and questions.

4. After proposals have been reviewed, visits may be made to selected institutions under contract with the Vendor to assist the College in determining its choice of Vendor.

5. Additional information may be requested while proposals are under consideration.
Contract Term

North Idaho College expects a multi-year commitment, though the contract term will be determined during final negotiations. Due to current bond restrictions, total term cannot exceed five years.

Additional and Supporting Documentation

Any additional supporting documentation that you would like to include with your response may be provided with the submission of proposals.

Proposals must be submitted either by US mail, hand delivered, or electronically submitted no later than Wednesday, July 13, 2016 at 12:00 pm PDT.

One (1) Copy To:

Sarah Garcia, Controller
North Idaho College, Lee-Kildow Hall Room 111
1000 W. Garden Ave.
Coeur d’Alene, ID 83814
smgarcia@nic.edu

Questions regarding the RFP or any information contained herein must be submitted in writing to Graydon Stanley either by e-mail at graydon.stanley@nic.edu or by mail at 1000 W. Garden Avenue, Coeur d’Alene, ID 83814.