



JOLIET JUNIOR COLLEGE
—1901—

REQUEST FOR PROPOSAL

R11005

BOOKSTORE – TEXTBOOK BUYBACK AND RENTAL PROGRAM



JOLIET JUNIOR COLLEGE

1901

Joliet Junior College
Request for Proposal
Bookstore – Textbook Buyback and Rental Program

RFP Opening MARCH 22, 2011 @ 2:00 PM CST

Profile of Joliet Junior College

Joliet Junior College is a comprehensive community college. The college offers pre-baccalaureate programs for students planning to transfer to a four-year university, occupational education leading directly to employment, adult education and literacy programs, work force and workplace development services, and support services to help students succeed. The College has a combined total of 14,000 credit and 17,000 non-credit students attending classes on its main campus located within the city of Joliet, and its four extension campuses located in Romeoville, Morris, southeast and downtown Joliet.

Vision Statement

Joliet Junior College, the nation's first public community college, will be a leader in teaching and learning, and the first choice for post-secondary education.

Mission Statement

Joliet Junior College enriches people's lives through affordable, accessible, and quality programs and services. The college provides transfer and career preparation, training and workforce development, and a lifetime of learning to the diverse community it serves.

I. SCOPE OF SERVICES

The Board of Trustees of Joliet Junior College (hereinafter, "JJC") is requesting proposals from textbooks suppliers for buyback and used book procurement services. Qualified firms would provide the necessary funds and personnel to buy new and used college textbooks back from our students. Additionally, we are seeking to collaborate with the selected vendor to offer students an optional textbook rental program.

During the week of final exams for the Fall, Spring, and Summer semesters, the College provides a service that allows students to sell their used textbooks that they no longer need. JJC expects the successful vendor to supply all money and staff necessary for the purchase of books from students to satisfy the Bookstore's needs, and then secondly, for the vendor.

Additional scope is discussed in the specification portion of this proposal.



II. RFP SCHEDULE

Date (2011)	Event
March 7, 2011	Vendors contacted via email / advertised
March 14, 2011 @ Noon	Last date/time for submission of written questions via email to jmitchel@jjc.edu
March 16, 2011 end of business day	Responses to questions emailed
March 22, 2011 @ 2:00 PM CST	Proposals must be submitted to the Purchasing Department, Building H, Room 1018
Week of March 22 -25 th	JJC Evaluation Team reviews proposal
Week of March 28th	Possible presentations by two top short-listed firms
April 12, 2011	Notification of Award

III. INSTRUCTIONS TO VENDORS

ADVICE: The department responsible for this RFP is the Purchasing Department located at 1215 Houbolt Rd., Joliet, IL 60431-8938. The JJC contact will be Judy Mitchell, Director Business & Auxiliary Services, H-1018, telephone (815) 280-6640; fax (815) 280-6631.

Questions concerning this RFP will be answered if sent to the Purchasing Department via email to jmitchel@jjc.edu on or before Monday, March 14, 2011 @ Noon

All questions and answers will be published and provided to all potential suppliers by end of business day on March 16, 2011.

SUBMISSION: the submission of a response shall be prima facie evidence that the supplier has full knowledge of the scope, nature, quality of work to be performed, the detailed requirements of the project, and the conditions under which the work is to be performed.

Faxed proposals ARE NOT acceptable. All RFP's must be submitted by the date and time of public opening (see above). RFP's must be submitted on the forms provided in a sealed envelope clearly marked (typed or blocking lettering only) with the vendor's name, return address, RFP for BOOKSTORE – TEXTBOOK BUYBACK AND RENTAL PROGRAM, the opening date and time. An original and four (4) copies of the RFP shall be provided.



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RFP's must be addressed to:

Joliet Junior College
Judy Mitchell, Director Business and Auxiliary Services
1215 Houbolt Rd.
Joliet, IL 60431-8938

RFP's not submitted in the format as instructed by this RFP will not be accepted. Addendums to this RFP, once filed, may be submitted in a sealed envelope only, properly identified, prior to the opening hour.

Receipt of RFP / Late RFP: Sealed RFP's shall be received at the place and until the time indicated in this RFP. It is the sole responsibility of the vendors to ensure timely delivery of the RFP. JJC will not be responsible for failure of service on the part of the U.S. Postal Service, courier companies, or any other form of delivery service chosen by the vendor.

RFP's received after the date and time specified shall be considered LATE, and shall not be opened.

Accuracy of Proposals / Withdrawal of Proposals prior to RFP Opening: Proposals will represent a true and correct statement and shall contain no cause for claim of omission or error. Proposals maybe withdrawn in writing or by facsimile (provided that the facsimile is signed and dated by vendor's authorized representative) at any time prior to the opening hour. However, no proposal may be withdrawn for a period of one hundred twenty (120) days subsequent to the opening of the RFP without the prior written approval of the Director of Business and Auxiliary Services or Joliet Junior College.

ADDENDA: The only method by which any requirement of this solicitation may be modified is by written addendum.

PROPOSAL DUE DATE: The proposal must be received on or before 2:00 pm CST on March 22, 2011 at the address listed above.

INSURANCE:

The supplier performing services for JJC shall:

Maintain worker's compensation insurance as required by Illinois statutes, for all employees engaged in the work.

Maintain commercial liability, bodily injury and property damage insurance against any claim(s), which might occur in carrying out the services, referenced in this RFP. Minimum coverage will be TWO MILLION DOLLARS (\$2,000,000) liability for bodily injury and property damage including product liability and completed operations.

Provide motor vehicle insurance for all owned, non-owned and hired vehicles that are used in



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carrying out the services described in this RFP. Minimum coverage shall be TWO MILLION DOLLARS (\$2,000,000) per occurrence combined single limit for automobile liability and property damage.

TAXES:

JJC is exempt from all federal excise, state and local taxes unless otherwise stated in this document. In the event taxes are imposed on the services purchased, JJC will not be responsible for payment of the taxes. The supplier shall absorb the taxes entirely. Upon request, JJC's Tax Exemption Certificate will be furnished.

INDEMNIFICATION:

The supplier shall protect, indemnify and hold JJC harmless against any liability claims and costs of whatsoever kind and nature for injury to or death of any person or persons and for loss or damage to any property occurring in connection with or in any incident to or arising out of occupancy, use, service, operations or performance of work in connection with the contract, resulting in whole or in part from the negligent acts or omissions of the supplier.

DISCLOSURE:

Vendor shall note any and all relationships that might be a conflict of interest and include such information with the bid.

TERM OF CONTRACT:

Any contract, which results from this RFP, shall be for a period of one year from the date of the contract award. Assuming continued availability of funding; JJC may, at its sole option and with the consent of the supplier renew the contract for up to an additional four (4) one-year terms.

BLACKOUT PERIOD:

After the College has advertised for proposals, no pre-proposal vendor shall contact any College officer(s) or employee(s) involved in the solicitation process, except for interpretation of specifications, clarification of bid submission requirements or any information pertaining to pre-bid conferences. Such vendors making such request shall email Judy Mitchell, Director of Business & Auxiliary Services, jmitchel@jjc.edu. No vendor shall visit or contact any College officers or an employee until after the proposal is awarded, except in those instances when site inspection is a prerequisite for the submission of a proposal. During the black-out period, any such visitation, solicitation or sales call by any representative of a prospective vendor in violation of this provision may cause the disqualification of such bidder's response.

IV. GENERAL TERMS AND CONDITIONS

Applicability: These general terms and conditions will be observed in preparing the proposal to



be submitted.

Purchase: After execution of the contract, purchases will be put into effect by means of purchase orders or suitable contract documents executed by the Director of Business and Auxiliary Services.

Right to Cancel: JJC may cancel contracts resulting from this RFP at any time for a breach of any contractual obligation by providing the contractor with thirty-calendar days written notice of such cancellation. Should JJC exercise its right to cancel, such cancellation shall become effective on the date as specified in the notice to cancel.

Governing Law and Venue: This contract shall be construed in and governed under and by the laws of the State of Illinois. Any actions or remedies pursued by either party shall be pursued in the State and Federal Courts of Will County, Illinois, only after Alternate Dispute resolution (ADR) has been exhausted.

Dispute Resolution: JJC and the contractor shall attempt to resolve any controversy or claim arising from any contractual matter by mediation. The parties will agree on a mediator and shall share in the mediation costs equally.

Costs: All costs directly or indirectly related to preparation of a response or oral presentation, if any, required to supplement and/or clarify a proposal shall be the sole responsibility of and shall be borne by the vendor.

Proprietary Information: Vendor should be aware that the contents of all submitted proposals are subject to public review and will be subject to the Illinois Freedom of Information Act. All information submitted with your proposal will be considered public information unless vendor identifies all proprietary information in the proposal by clearly marking on the top of each page so considered, "Proprietary Information." The Illinois Attorney General shall make a final determination of what constitutes proprietary information or trade secrets. While JJC will endeavor to maintain all submitted information deemed proprietary within JJC, JJC will not be liable for the release of such information.

Negotiation: JJC reserves the right to negotiate all elements, which comprise the vendor's proposal to ensure the best possible consideration, be afforded to all concerned. JJC further reserves the right to waive any and all minor irregularities in the proposal, waive any defect, and/or reject any and all proposals, and to seek new proposals when such an action would be deemed in the best interest of JJC.

Award: The successful vendor, as determined by JJC, shall be required to execute a contract for the furnishing of all services and other deliverables required for successful completion of the proposed project. The supplier may not assign, sell, or otherwise transfer its interest in the contract award or any part thereof without written permission from JJC.

Retention of Documentation: All proposal materials and supporting documentation that is submitted in response to this proposal becomes the permanent property of JJC.



Opening of Proposals: Proposals will be opened in a manner that avoids disclosure of the contents to competing vendors. Contents for proposals will remain confidential during the negotiations period. Only the proposal number and the identity of the vendor submitting the proposal response will be made available to the public.

V. **FORMAT FOR RESPONSE**

To achieve a uniform review process and obtain the maximum degree of comparability, it is required that the proposal be organized in the format specified.

An original and four (4) copies of the proposal will be required. Each shall be submitted in a binder. The original copy should be so noted and signed

1. **Title Page**

Show the RFP subject, the name of the vendor's firm, address, telephone number, name of contact person, and date.

2. **Table of Contents**

Clearly identify the materials by sections and page number(s).

3. **Letter of Transmittal**

Limit to one or two pages.

- a. Briefly state the vendor's understanding of the scope of services to be provided and make a commitment to provide the services within the time period.
- b. List the names of the persons who will be authorized to make representations for the vendor, their titles, address, and telephone numbers.

4. **Executive Summary**

An executive summary should be provided which briefly describes the agency's approach to the proposal. This summary should clearly indicate any options or alternatives offered. Specify any major requirements that cannot be met by the agency and highlight the major features of the proposal, identifying any supporting information considered pertinent. In short, the reader should, by reading the executive summary, be able to determine the essence of the proposal and generally how well it meets the proposal requirements.

5. **Scope of Services – Detailed Discussion**



Clearly describe the scope of services to be provided based upon the information in the scope section. This overview should clearly demonstrate the agency's understanding of the desired performance expectations, as well as its ability to meet the proposal requirements.

6. Responses to Questionnaire – See Required Information Section

7. Cost Proposal

The vendor must submit a proposal that allows the performance merits of the proposal to be evaluated independent of costs.

8. Invoicing Procedure

- a. Describe the firm's invoicing procedures.
- b. Include documentation identifying all of the vendor's fees.

9. Proposed Contract

- a. Copy of proposed contract based on this RFP. The College reserves the right to modify or change the proposed contract as needed.

10. Bidder's Certification Statement

Vendor certifies that same vendor is not barred from bidding on this contract as a result of a violation of Section 33E-3 of Chapter 720 of the Illinois Compiled Statutes.

VI. REQUIRED INFORMATION

1. Background & History: Descriptions of company history, age, organization, officers or partners, number of employees, operating policies, diversity, and participation in Green sustainability/recycling.
2. References: Include three (3) references of higher education institutions in which these similar services are provided. Include organization, contact name, title, and telephone number.
3. Textbook Database: Provide information regarding textbook database and customized buyback database.
4. Marketing & Promotion: Provide information on used book marketing and promotions including promotion of buyback times and places i.e. postcards, posters, flyers, book marks, in-store directional signage including hardware and accessories. Co-op advertising program.



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5. Shelf ready Books: Provide shelf ready books with bar coding compatible with BookLog Point-of-Sale system.
6. Delivery & Freight Options: Free/discounted freight programs including Bin & Hold Shipments, guide and overstock shipments, express shipping for rush seasons.
7. E-Books: Wholesaler-provided digital solution/e-book option program integrated with existing POS system.
8. Returns Rebates and Purchase Incentive Plans: Provide information on JJC's access to wholesale inventory including what sales/purchase ratio do you guarantee. Ways that Bookstore can obtain books from you. What is the pricing structure for the sale of new and used wholesale books to the bookstore. Order tracking/open P.O availability. Delayed billing. What is your return policy?
9. Ecommerce Solution: Provide information on your ecommerce solution. Must integrate with existing POS & Text Management system. List pricing structure including monthly/yearly fees, maintenance, per item up-charge, customer support, and customization of website.
10. Store Design & Signage: Provide information on store fixturing/design services including discounted directional signage.
11. Additional Value Added Services: Provide information regarding any additional value added services, i.e. loss prevention, training videos/leaders guides, secret shopper programs.
12. Textbook Rental: Provide information about textbook rental program(s) offered by your company including all fees, contract length, support, and advertising.
13. Customer Service Representative: Availability of representative to work with course materials department to achieve sales goals we put into place. Single contact for JJC. Assist with wantlisting of titles. Provide twice yearly two (2) day professor buyback at Main Campus including providing funds, shipping containers, and advertising support materials. Provide number of associates assigned to our account with their titles/duties.
14. Buyback: Successful vendor must provide the following-
 - Experienced personnel for Fall, Spring, and 2 Summer Session buybacks. This includes buybacks at two (2) locations on Main Campus and at the North Campus facility. All buyers must be bonded and insured.
 - All funds to conduct buyback purchases.



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- Computer workstations and any other equipment needed. All computer equipment must integrate with our text management system. All licensing fees, software maintenance fees for the buyback equipment will be paid for by successful vendor. Staff to test equipment at least one (1) week prior to start of buyback.
- Ability to upload inventory automatically and generate pricing labels.
- Shipping containers.
- Freight for all books purchased wholesale including return of any equipment.
- Wholesale book price guarantee.
- Commission Structure: Describe buyback commission structure for wholesale staffed/store staffed buyback including professor buy, guide & store-stock shipments. How are commissions paid and what documentation is provided.

FINANCIAL INFORMATION

Joliet Junior College (JJC) is a two-year higher education public institution founded in 1901 in Joliet, Illinois. The College has a combined total of 14,000 credit and 17,000 non-credit students attending classes on its main campus located within the city of Joliet, and its four extension campuses located in Romeoville, Morris, southeast and downtown Joliet. The successful vendor will provide services at JJC’s Main Campus, located at 1215 Houbolt Road and at the North Campus satellite location at 1135 West Romeo Road, Romeoville, Illinois.

- Joliet Junior College Bookstore is institutionally owned and operated.
- The Textbook Management system is CourseWorks.
- The Point-of-Sale system is BookLog.
- Online ecommerce site is provided by eFollett.
- Unduplicated Headcount as of Fall 2010 is 15,676 (credit only)
- 6,866 Full Time/8,810 Part Time
- 147,063 Credit Hours
- Total Store Volume – FY ’10 (July 1, 2009 to June 30, 2010) - \$6.3 Million

New Book Sales	\$ 3,713,672.97	(1037 items, 57,836 total quantity)
Used Book Sales	\$ 1,748,561.71	(779 items, 33,391 total quantity)
Total Book Sales	\$ 5,462,234.68	



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TYPICAL BUYBACK SCHEDULE

JOLIET JUNIOR COLLEGE MAIN & NORTH CAMPUS BUYBACK SCHEDULE Fall 2009 Buyback Schedule (December 2009)

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
			Dec. 10 TH 8am-7:30pm	Dec. 11 TH 8am-4:30pm	Dec. 12 TH 8am-1pm
Dec. 14 TH 8am-7:30pm	Dec. 15 TH 8am-7:30pm	Dec. 16 TH 8am-7:30pm NORTH CAMPUS BUY 5:30pm-8pm	Dec. 17 TH 8am-7:30pm	Dec. 18 TH 8am-2pm	

Spring 2010 Buyback Schedule (May 2010)

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
			May 6 TH 8am-7:30pm	May 7 TH 8am-4:30pm	May 8 TH 8am-1pm
May 10 TH 8am-7:30pm	May 11 TH 8am-7:30pm	May 12 TH 8am-7:30pm NORTH CAMPUS BUY 5:30pm-8pm	May 13 TH 8am-7:30pm	May 14 TH 8am-2pm	

Summer I 2010 Buyback (June 2010)

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
		June 23 RD 8am-7:30pm NORTH CAMPUS BUY 5:30pm-8pm	June 24 TH 8am-7:30pm		

Summer III 2010 Buyback (August 2010)

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
		Aug 4 TH 8am-7:30pm NORTH CAMPUS BUY 5:30pm-8pm	Aug 5 TH 8am-7:30pm		



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BUYBACK DATA

RETAIL

Campuses	# Books	Fall 2009 (Dec 10-18) Dec. \$	# Books	Spring 2010 (May 6-14) May \$	# Books	Summer I 2010 (June 23-24) June \$	# Books	Summer III 2010 (Aug. 4-5) Aug. \$
Main	6575	\$213,003.75	6115	\$185,539.00	495	\$14,418.25	282	\$10,156.25
North	102	\$3,818.00	123	\$3,622.75	38	\$1,247.00	15	\$523.00
Total	6677	\$216,821.75	6238	\$189,161.75	533	\$15,665.25	297	\$10,679.25

WHOLESALE

Campus	# Books	Fall 2009 (Dec. 10-18) Dec. \$	# Books	Spring 2010 (May 6-14) May \$	# Books	Summer I 2010 (June 23-24) June \$	# Books	Summer III 2010 (Aug. 4-5) Aug. \$
Main	1503	\$22,727.75	1001	\$11,844.50	115	\$2,220.00	95	\$1,952.25
North	11	\$131.50	9	\$26.50	3	\$14.00	4	\$64.00
Total	1514	\$22,859.25	1010	\$11,871.00	118	\$2,234.00	99	\$2,016.25



EVALUATION PROCESS

Joliet Junior College will evaluate all acceptable proposals based on the criteria identified. Proposals will be rated using a weighted point scheme, and then ranked. The proposal receiving the highest ranking will be declared the most advantageous to the College.

EVALUATION CRITERIA

The evaluation criteria are listed below in relative order of importance:

SERVICE

Ability to provide used books and e-books, databases, marketing and promotion, shelf-ready books, and buyback support.

FINANCIAL INCENTIVES

Returns, purchases, rebates, buyback commission, wholesale buyback ship, wholesale buyback shipment incentive, and freight.

EXPERIENCE

Experience in providing similar services at another higher education institution.



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CERTIFICATION OF CONTRACT/BIDDER

The below signed contractor/bidder hereby certifies that it is not barred from bidding on this or any other contract due to any violation of either Section 33E-3 or 33E-4 of Article 33E, Public Contracts, of the Illinois Criminal Code of 1961, as amended. This certification is required by Public Act 85-1295. This Act relates to interference with public contracting, bid rigging and rotating, kickbacks and bribery.

NAME OF CONTRACTOR/BIDDER

TITLE

DATE

THIS FORM **MUST** BE RETURNED WITH YOUR PROPOSAL TO:

Joliet Junior College District #525
Director of Business & Auxiliary Services, H-1019
1215 Houbolt Road
Joliet IL 60431