



JOLIET JUNIOR COLLEGE
—1901—

REQUEST FOR PROPOSAL

R16005

TEXTBOOK BUYBACK,
USED TEXTBOOK PROCUREMENT, AND
TEXTBOOK RENTAL PROGRAM

April 22, 2016



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Joliet Junior College
Request for Proposal
Textbook Buyback, Used Textbook Procurement, and Rental Program

RFP Opening April 22, 2016 at 2:00 p.m.

Background

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 15,888 full time and part time students enrolled in Spring 2015 classes on its main campus (located within the city of Joliet) and its five extension campuses located in Romeoville, Morris, Frankfort, Weitendorf, and City Center in downtown Joliet. The unduplicated Headcount as of Fall 2015 (credit only) was 5,327 Full Time and 9,617 Part Time with 130,485 Credit Hours.

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.

Vision Statement

Joliet Junior College will be the first choice.

Mission Statement

Joliet Junior College is an innovative and accessible institution, dedicated to student learning, community prosperity, cultural enrichment, and inclusion. Joliet Junior College delivers quality lifelong learning opportunities empowering diverse students and the community through academic excellence, workforce training, and comprehensive support services.

I. OVERVIEW

The Board of Trustees of Joliet Junior College (hereinafter, "JJC") is requesting proposals from textbook suppliers for buyback, used book procurement, and a textbook rental program. JJC's Bookstore is institutionally owned and operated. The Textbook Management system and Point-of-Sale system is BookLog. The online ecommerce site is provided by eFollett. JJC currently subscribes to Follett's Riskless Rental program.

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



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II. RFP SCHEDULE

Date (2016)	Event
April 8, 2016	Vendors contacted via email / advertised
April 13, 2016 @ 2:00 p.m. CST	Last date/time for submission of written questions via email to purchasing@jjc.edu
April 18, 2016 by end of business day	Responses to questions emailed
April 22, 2016 by 2:00 p.m. CST	Proposals must be submitted to the attention of: Janice Reedus, Director of Business & Auxiliary Services, Campus Center Building A, Room 3100, 1215 Houbolt Road, Joliet, IL
April 25 - 29, 2016	JJC Evaluation Team reviews proposal
April 25 - 29, 2016	Presentations by two top short-listed firms if needed
May 11, 2016	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 is Janice Reedus, Director Business & Auxiliary Services, A-3100, telephone (815) 280-6640; fax (815) 280-6631.

Questions concerning this RFP will be answered if sent to the Purchasing Department via email to purchasing@jjc.edu **on or before 2:00 p.m. (CST) on April 13, 2016.**

All questions and answers will be published and provided to all potential suppliers by **end of business day on April 18, 2016.**

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



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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 along with an electronic copy (DVD or flash drive) shall be provided.** Each hard copy shall be submitted in a binder. RFP's must be addressed to: Joliet Junior College, Janice Reedus, Director of Business & Auxiliary Services, Campus Center Room 3100, 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 April 22, 2016** at the Business and Auxiliary Services Department, Campus Center, Room A3100, 1215 Houbolt Rd., Joliet, IL 60431-8938.

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.



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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 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 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 two years 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 one one-year terms.



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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 Janice Reedus, Director of Business & Auxiliary Services at purchasing@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 blackout 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



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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.

Drug Free Workplace: The Vendor agrees that in the performance of the Agreement, neither the Vendor nor any employee of the Vendor shall engage in the unlawful manufacture, distribution, dispensing, possession, or use of a controlled substance in conducting any activity covered in the Agreement. The College reserves the right to request a copy of the Vendor Drug Free Workplace Policy. The Vendor further agrees to insert a provision similar to this statement in all subcontracts for services required.

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 RFP and a complete electronic copy (DVD or flash drive) of the proposal shall be provided. Each hard copy shall be submitted in a binder. The original copy should be so noted and signed

a. Title Page

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

b. Table of Contents

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

c. Letter of Transmittal



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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.
- d. Profile of the Vendor**
 - a. **Background & History:** Descriptions of company history, age, organization, officers or partners, number of employees, operating policies, diversity, and participation in Green sustainability/recycling.
 - b. **References:** Include three (3) references of higher education institutions in which these similar services are provided. Include organization, contact name, title, ~~and~~ telephone number, and email address.
 - c. Indicate the number of people in the organization and their level of experience and qualifications and the percentage of their time that will be dedicated to this process.
 - d. Provide number of associates assigned to our account with their titles/duties.
 - e. Provide a list of the vendor's top ten current and prior two-year clients indicating the type of services the organization has performed for each client.
 - f. Submit independently audited financial statements (one copy only). Such information will be considered in strict confidence.
 - g. Indicate any third-party firms involved with your program and state their role(s).
- e. Scope Section**

Clearly describe the scope of services to be provided based upon the information in the scope section. Respond to each item listed.
- f. Responses to Addendum**
- g. Cost Proposal**

The vendor must submit a proposal that allows the performance merits of the proposal to be evaluated independent of costs.
- h. Invoicing Procedure**



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

i. Bidder's Certification Statement

VI. EVALUATION

In evaluating the proposals submitted, JJC will apply the "Best Value" standard in selecting the supplier to be awarded a contract for this project. Purchase price is not the only criteria that will be used in the evaluation process. Any award resulting from this RFP will be made to that vendor whose offer conforms to the RFP and it is determined to be the most advantageous, of "best value" to JJC, in the sole judgment of JJC. The selection process will include, but not be limited to, the following considerations:

1. Ability to provide used books, including market sourcing, e-books, rentals, databases, marketing and promotion, shelf-ready books, and buyback support.
2. Returns, purchases, rebates, incentives, buyback commission, wholesale buyback ship, wholesale buyback shipment incentive, and freight.
3. Experience in providing similar services at another higher education institution.
4. Feedback from references
5. The provider's ability to assist JJC in meeting the overall goals and to reduce JJC administrative costs associated with the procurement process.
6. The quality and range of services the firm proposes to provide.
7. The vendor's past relationship with JJC, if any.
8. The experience and qualifications of the staff that will be assigned to service JJC's account.

VII. SCOPE OF WORK

REQUIRED INFORMATION

1. Textbook Database: Provide information regarding textbook database and customized buyback database.
2. Marketing & Promotion: Provide information on used book marketing and promotions including promotion of buyback times and places i.e. postcards, posters, flyers, bookmarks, in-store directional signage including hardware and accessories. Describe any co-op advertising programs your firm offers.



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3. Shelf-Ready Books: Provide information on shelf ready books with bar coding compatibility with BookLog's Point-of-Sale and Textbook Management system.
4. Delivery & Freight Options: Describe your free/discounted freight programs including Bin & Hold Shipments, guide and overstock shipments, express shipping for rush seasons.
5. E-Books: Describe your wholesaler-provided digital solution/e-book option program integrated with existing POS system.
6. Wholesale Purchase, Returns, Rebates, and Purchase Incentive Plans: Provide information on JJC's access to wholesale inventory including what sales/purchase ratio you guarantee, process for obtaining books, pricing structure for the sale of new and used wholesale books to the bookstore, order tracking/open P.O. availability, delayed billing, and return policy.
7. 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, IT requirements, customer support, and customization of website.
8. Store Design & Signage: Provide information on store fixture/design services including discounted directional signage.
9. Additional Value Added Services: Provide information regarding any additional value added services, i.e. market sourcing course materials, pricing tools, loss prevention, training videos/leaders guides, secret shopper programs.
10. Textbook Rental: Provide information about your textbook rental program(s) including inventory selection, fees, rebates, purchase options, contract length, exclusivity, technical support, and advertising assistance.
11. Customer Service Representative: Describe availability of representative to work with the bookstore to achieve JJC sales goals.
12. Describe your firm's capability to provide a single point-of-contact for JJC.
13. Describe your firm's ability to assist with:
 - a. Want-listing of titles
 - b. Twice-yearly two (2) day professor buyback at Main Campus including providing funds, shipping containers, and advertising support materials.
14. Buyback: Successful vendor must provide the following-
 - a. Experienced personnel for student buys for Fall, Spring, 2 Summer Session buybacks, and 2 sessions at the beginning of the Fall and Spring Term. Experienced personal for 2 instructor buys per year. This includes buybacks at



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- two (2) locations on Main Campus and at the North Campus facility. All buyers must be bonded and insured.
- b. All funds to conduct buyback purchases.
 - c. Computer workstations and any other equipment needed. All computer equipment must interface 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.
 - d. Ability to check in rental titles at buyback events.
 - e. Ability to upload inventory automatically and generate pricing labels through our textbook management system.
 - f. Advertising materials to promote the buyback events, including rental returns.
 - g. Shipping containers.
 - h. Freight for all books purchased wholesale including return of any equipment.
 - i. Wholesale book price guarantee.
 - j. Commission Structure: Describe buyback commission structure for wholesale staffed/store staffed buyback including professor buy, guide, & store-stock shipments. Commission payments as required documentation

JJC FINANCIAL INFORMATION

FY15 Total Store Volume -5,344,101.09

New Book Sales \$3,382,970.36 (41,253 total quantity)

Used Book Sales \$1,425,377.25 26,390 total quantity)

Total Book Sales \$ 4,808,347.61 (textbook sales from Booklog)

TYPICAL BUYBACK SCHEDULE

JOLIET JUNIOR COLLEGE MAIN & NORTH CAMPUS BUYBACK SCHEDULE Fall 2015 Buyback Schedule

Main Campus, Thursday, December 10th	8:00am to 7:00pm - Rm A1002 across from the cafeteria
Main Campus, Friday, December 11th	8:00am to 4:00pm - Rm A1002 across from the cafeteria
Main Campus, Saturday, December 12th	8:00am to 12:00noon - Rm A1012 JJC Bookstore
Main Campus, Monday thru Thursday, December 14th - 17th	8:00am to 7:00pm - Rm A1002 across from the cafeteria
Main Campus, Friday, December 18th	8:00am to 3:30pm - Rm A1002 across from the cafeteria
Romeoville Campus - Wednesday, December 16th	5:30pm to 7:30pm - Rm TBD
Main Campus, Monday and Tuesday, January 11th and 12th	8:00am to 7:00pm - Alcove across from the JJC Beanery



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Spring 2016 Buyback Schedule

Main Campus, Thursday, May 5, 2016	8:00am to 7:00pm - Rm A1002 across from the cafeteria
Main Campus, Friday, May 6, 2016	8:00am to 4:00pm - Rm A1002 across from the cafeteria
Main Campus, Saturday, May 7, 2016	8:00am to 12:00pm – at the JJC Bookstore buyback window
Main Campus, Monday, May 9, 2016	8:00am to 7:00pm - Rm A1002 across from the cafeteria
Main Campus, Tuesday, May 10, 2016	8:00am to 7:00pm - Rm A1002 across from the cafeteria
Main Campus, Wednesday, May 11, 2016	8:00am to 7:00pm - Rm A1002 across from the cafeteria
Main Campus, Thursday, May 12, 2016	8:00am to 7:00pm - Rm A1002 across from the cafeteria
Main Campus, Friday, May 13, 2016	8:00am to 3:30pm - Rm A1002 across from the cafeteria
Romeoville Campus – Wednesday, May 11, 2016	5:30pm to 7:30pm - Rm TBD

Summer I & II Buyback 2016

Main Campus, 8:00 am to 7:00 pm on June 29-30 and August 10-11.

Beginning of Semester Buyback 2016

Main Campus, 8:00 am to 7:00 pm on January 11-12 and August 22-23.



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BUYBACK DATA

RETAIL

Beginning of Semester 2015 & 2016

8/24/15 & 8/25/15 \$6,658.00

1/11/16 & 1/12/16 \$18,698.50

Summer 2015

7/1/15 & 7/2/15 \$7892.00

8/12 & 8/13 \$4889.00

FALL 2015	Buyback Spent \$	Qty
12/10/2015	\$11,137.25	330
12/11/2015	\$8,721.75	268
12/12/2015	\$1,054.50	28
12/14/2015	\$15,093.00	422
12/15/2015	\$23,950.25	691
12/16/2015	\$36,197.00	983
12/17/2015	\$27,956.50	821
12/18/2015	\$15,404.50	410
TOTAL	\$139,514.75	3,953

SPRING 2015	Buyback Spent \$	Qty
5/7/2015	\$11,630.25	355
5/8/2015	\$9,444.00	278
5/9/2015	\$1,105.50	35
5/11/2015	\$22,823.25	657
5/12/2015	\$27,672.25	869
5/13/2015	\$38,016.00	1,073
5/14/2015	\$34,534.50	1,052
5/15/2015	\$11,762.75	345
TOTAL	\$156,988.50	4,664



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VIII. QUANTITY

There is no guaranteed amount of services intended either expressly or implied, to be purchased, or contracted for by JJC. However, the supplier awarded the contract shall furnish all required services to JJC at the stated price, when and if required.

IX. PROPOSED PRICING

The vendor should furnish a list of proposed prices for all services and materials to be used during the term of the contract. The list of proposed prices should be structured to allow for the calculation of unit cost analyses. The prices included herein are to be firm through the contract term, unless noted otherwise by the vendor.



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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,-A-3100
1215 Houbolt Road
Joliet IL 60431